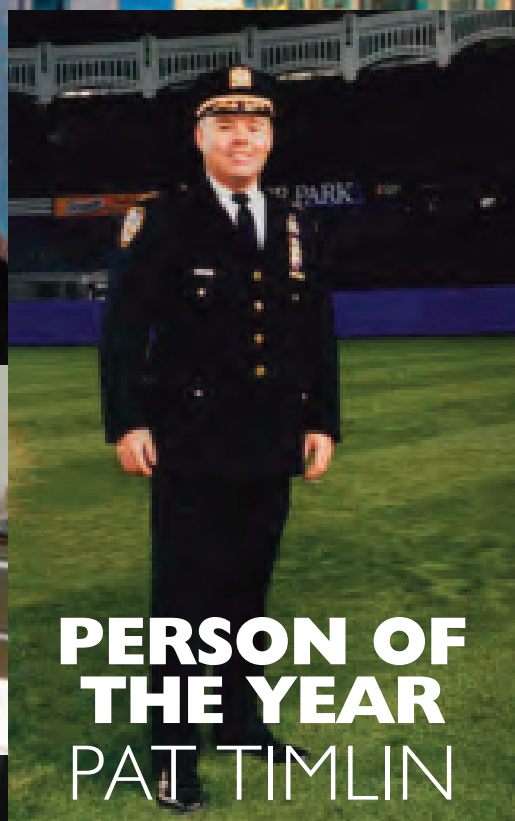


SECURITY DIRECTOR

ASIS International/New York City Chapter



**PERSON OF
THE YEAR**
PAT TIMLIN



**UNIFORM
SERVICES**



**SECURITY
CONSULTING**



**INVESTIGATIVE
SERVICES**



**EXECUTIVE
PROTECTION**



**TRAVEL RISK
MANAGEMENT**



**INTERNATIONAL
SERVICES**

T&M Protection Resources

Evolving for a Changing World

What we do to stay safe and protected has changed. So has T&M.

Once a local security guarding company, today T&M's diverse capabilities offer rapid response to sophisticated security and investigative challenges on a global basis.

Led by an experienced team of industry recognized experts, T&M is dedicated to providing premium investigative, protection, consulting, data forensic and information security services to discerning clients worldwide.



Protection Resources

230 Park Avenue, Suite 440, New York, NY 10169
212.422.0000 www.tmprotection.com



SERVICE EXCELLENCE

is Our Most Important Job

At U.S. Security Associates, our mandate is to provide service excellence every day of the year to the clients we serve. *We'll stop at nothing less.*

- Uniformed security officer services
- Loss prevention
- Background screening
- Training
- ISO 9001:2008-certified nationwide
- One of the world's top training companies (ASTD)
- Top 125 Training Company 2007–12 by *Training* magazine

Call us. We'll show you how we can improve your security.

1400 Broadway
Suite 2312
New York, NY 10018
212-867-7500

1560 Broadway
Suite 1209
New York, NY 10036
212-391-6957

550 W. Old Country Rd.
Suite 307
Hicksville, NY 11801
516-822-3800

26 Court Street
Suite 904
Brooklyn, NY 11242
718-855-0900

7-11 South Broadway
Suite 400
White Plains, NY 10601
914-761-7077



1-866-735-9418 • www.ussecurityassociates.com

COUNT ON US

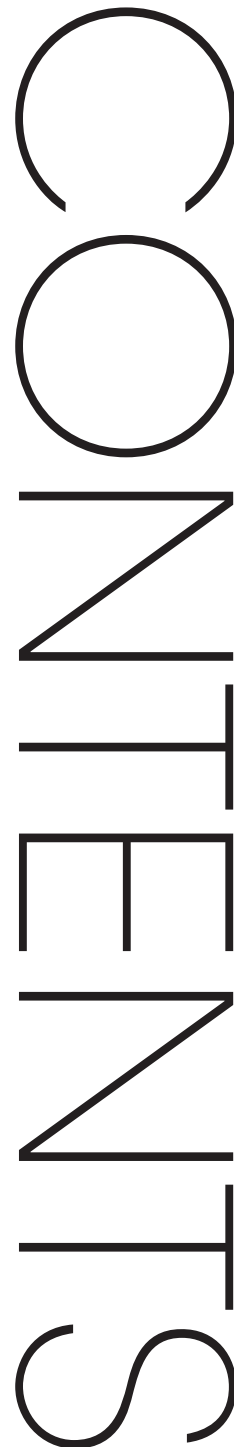


The ASIS NYC Chapter thanks the following companies, organizations and institutions for their support to the chapter through advertising in this issue of Security Director.

Advanced Electronic Solutions	40
AlliedBarton	40
Apollo Security	Inside Front
ASSA ABLOY	28
Atrion	48
Brooklyn Computer Systems	34
Brownyard Group	45
Cyber Diligence	50
C&S Engineers	42
Cylance	46
Doyle Security Services	26
GBS Technologies	52
Kuty & Associates	50
MSA Security	14
Mulligan Security	30
NJ City University	36
PPM 2000	24
Radiant Training & Consulting	50
RSA	44
Safeguards International	6
SafeMail	38
Stanley Security Solutions	Back Cover
Summit Security	18
Swiss Consultancy Mgmt	38
T&M Protection Resources	1
Tyco Integrated Security	42
Unitex Direct	8
US Security Associates	2
Virtual Building Logging Systems	50
WYNIT Security	32



Chapter Leadership	5
From the Editor's Desk	7
Leadership Message	9
Person of the Year	10
Patrick Timlin	
Eugene Casey Award	13
Kevin O'Brien	
Life Achievement Award	15
Don McGuire	
Newtown	16
Reflecting Points	20
Contributors:	
Bradford L. Cole	16
Eamon P. Doherty	21
Dan Mendelson	21
Chris Hertig	22
Kathy Lavinder	25
Robert McCrie	25
Mario J. Doyle	27
Luke Bencie	29
Mary Sheridan	31
Jeffrey Refinati	33
Joseph Castellano	35
Jerry Heying	37
James Drumheller	39
Stephen Somers	41
Tory Brownyard	43
Erica D. Harrison	47
James Lyne	49
Annette Felice	49
Erica D. Harrison	51
Trade Show Committees	52
Calendar of Events	52
Exhibitor's List & Booth Numbers	53





CONGRATULATIONS

to Patrick Timlin, CEO for being
selected by the ASIS New York City
Chapter as the 2013 Person of the Year!



MSA
SECURITY

IN THE BUSINESS OF BUSINESS-AS-USUAL.™

msasecurity.net

ASIS International New York City Chapter

Elected Officers

Chairman

George Anderson
AlliedBarton Security Services
212.328.0133
George.Anderson@alliedbarton.com

Chapter Vice Chairman

Craig Schwab, CPP
Deutsche Bank
212-250-5719
craig.schwab@db.com

Treasurer

Lynn Brown
Secure Access & Digital Systems
516-623-7500
info@secureaccessds.com

Secretary

Don Francisco
Advanced Electronic Solutions, Inc.
374-386-2146
dfrancisco@nyaes.com

Advisory Board

Kevin O'Brien, CPP
Deutsche Bank
212-250-1699
kevinobrien19@verizon.net

Lawrence F. Loesch, CPP
lfloesch1@yahoo.com
(646) 831-4868

Raymond L. Dean, CPP
Stanley Convergent Security Solutions
718-937-0500
raymond.dean@sbdinc.com

Robert Ildefonso
718-916-9872
bobildefonso@msn.com

Patrick W. Kelly
Global Corp. Security Services
917-754-5953
patrick.w.kelly@verizon.net

Donald J. McGuire, CPP
914-329-1412
mcghome1@comcast.net

Wallace F. Millard
Millard Associates, LTD
718-225-8825
wally1415@aol.com

John C. O'Reilly, CPP
917-882-4548
rdny1077@gmail.com

jCharles L. Scholl, CPP
Professional Security Guard Academy
845-825-9905
prosecguardacademy@yahoo.com

Sergeant at Arms

Kenneth McGuire
Michael Stapleton Associates
201-407-0154
kmcguire@mikestapleton.com

Membership/Luncheon Reservations

Richard Lieberman
WW Grainger
917-921-6300
rlieberman6@nyc.rr.com

Committee Chairs/Co-Chairs

CPP Continuing Education

Michael Hymanson, CPP
US Security Associates
914-557-4277
mhymanson@ussecurityassociates.com

Law Enforcement Liaison

Joseph McGrann
NYPD
646-610-4675
joseph.mcgrann@nypd.org

Brian Gimlett
NYSE Euronext
212- 656-4924
bgimlett@nyse.com

Legislative Council Rep.

Robert Tucker
TM Protection
212-422-0000
rtucker@tmprotection.com

Program Chairs/Committee

Keith Mulcahy
Michael Stapleton Associates
212-509-1336 x 235
keithmulcahy@mikestapleton.com

Kenneth McGuire
Michael Stapleton Associates
201-509-1336 x224
kmcguire@mikestapleton.com

Steve Sacchetti
AlliedBarton Security Services
212-328-0209
Stephen.Sacchetti@alliedbarton.com

Maria Cofell
Barclays Capital
212-526-3328
maria-dicarlo.cofell@barclays.com

Trade Show Chairman

Raymond L. Dean, CPP
Stanley Convergent Security Solutions
718-937-0500
raymond.dean@sbdinc.com

Trade Show Vice Chair

Kevin O'Brien, CPP
Deutsche Bank
212-250-1699
kevinobrien19@verizon.net

Chapter Information Officer

Rich Patti, CISSP
Comtek Solutions
856-424-1223
rich@asisnyc.org

Placement

Erica D. Barr-Harrison, CPP
Aims Testing, Inc.
631-331-6001
erica.harrison@gmail.com

Membership

Richard Lieberman
WW Grainger
917-921-6300
rlieberman6@nyc.rr.com

Regional Leadership

Senior Vice President

ASIS Region 5
Robert "Bob" Johnson
RIBI Security
rjohnson@ribisecurity.com

Vice President

ASIS Region 5D
Donald J. Nailor, PSP
Siemens Industry, Inc.
860-883-4776
donald.nailor@siemens.com

ASIS Region 5D

ARVP
Frank Catalano
New York Institute of Technology
631-348-3333
fcatalan@nyit.edu

ASIS Region 5D

ARVP
Lawrence F. Loesch, CPP
(646) 831-4868
lfloesch1@yahoo.com

Security Director Design

Don Blauweiss Advertising & Design
don@blauweissadvertising.com
917-779-6846

WHY DID THE UNIVERSITY OF NEVADA LAS VEGAS CHOOSE SAFEGUARDS INTERNATIONAL FOR CRISIS PLANNING AND SECURITY?



THEY WANTED TO PLAY IT SAFE.

SO DID THE GUGGENHEIM MUSEUM, NEW YORK PUBLIC LIBRARY, SILVERSTEIN PROPERTIES, MT. SINAI HOSPITAL AND CORPORATIONS AND ACADEMIC FACILITIES ALL OVER THE USA.

“Safeguards International did an outstanding job designing a security system for our 40,000-seat stadium and perimeter. So when we needed a video surveillance system for our 300-acre campus, we trusted Safeguards International to design and oversee it.”

Jose A. Elique, Chief of Police
Director, UNLV Department of Police Services

Safeguards International is a full service electronic security, life safety systems and design company.

For over 20 years SI has designed comprehensive systems which address the specific, immediate and long-term asset protection, loss prevention and risk management needs of commercial, industrial, institutional, cultural and residential properties.

Safeguards International’s expertise includes these critical areas of security:

- Consulting and Project Management
- System Design and Specifications

- Risk and Vulnerability Analysis
- Business Continuity Planning
- Merger and Acquisition Due Diligence
- Compliance to NYFD Local Law 26
- Workplace Violence Intervention Strategies
- Emergency Planning
- Disaster Recovery
- IT Security and Network Security

You’ll feel more secure when your security is with the company America trusts.



Allan Schwartz, CPP, CHS-III is founder and President/CEO of Safeguards International. He brings a significant and rare technological background to the security field.

As a rocket scientist he developed numerous innovations in America’s defense and space programs. He is Board Certified in Homeland Security level III. He is also an ASIS International Board Certified Professional.



SAFEGUARDS INTERNATIONAL, INC.
Crisis planning and security. Play it safe.
914.771.9739 ■ www.safeguardsintl.com

From The Editor's Desk



Reflecting Points – Illuminating the Future?

Many times I think you are on board with me for everything I learn since I spend much energy getting it into written form to share. Sometimes I am surprised to find the wealth of perspectives on issues. You might say it's all about how the light lands!

Although this column usually is just a quick overview of the magazine, here are some reflecting points: Recently I've been interviewing colleagues about what they've learned in managing security officers. At least one security director has taken rather unconventional approaches to changing people's behavior.

At one of the company's buildings, members of the security staff always thought the lobby security team had their backs. Perhaps they felt their need for hyper-diligence was 'not so much'. Suddenly, the officers find the security director on their executive level floor, walking to their entry/reception desk, unannounced and unescorted. It changes everything. Suddenly, he has everyone's attention. "If the director can do this, imagine what the wrong person can do!"

If you are a contract provider, do your officers know about the companies where they are assigned? Probably not. And that's not to your advantage. Another director added

a top sheet to post orders that tells officers about the company where they are assigned, its customers, its focus and how it makes money. He sends officers to take photos of what exits to the street look like from inside and outside so he can see what they "see". Text and emergency instructions are informed by their reflections so that nothing is overlooked. Post orders also contain Google aerial views and local street maps. Even new officers during their first week on task, have the references they need. He stated that officers who participate have a far better idea about who/what might be problematic in their settings and they can quickly grasp why they are on assignments.

Another security director reflected that part of how he gets officers to see that they are more than window dressing is to encourage them to add tasks to their lists that help take burdens off the corporation's already over-stressed personnel. They produce statistics on loading dock activity and street traffic for the logistics team so deliveries can be better scheduled. Officers also track ice and water accumulation anywhere it forms while they do outside tours. Building services crews get rapid, useful data saving

them time as they may be addressing other potentially dangerous areas. Most of the officers welcome the additional challenges.

Okay, what will you find in this issue of Security Director: input from a guy climbing out of the window of a perfectly good building; reflections on why contract guards in large commercial sites are, on average, getting more money in wages; the aftermath in Newtown CT; what might drive someone to study security in college as a first choice; seven ways to blow job interviews; 5 ways to travel safer, and what the hx#\$\$%^& did that video contain... how what's on your cell phone gets you in trouble... and more.

If you are inspired by what you read, what you see at the Show, what you are experiencing in your own career — write about it. When the hard copy Security Director is not in production, there are four issues of Security Directions e-magazine each year where you can get your work published and read by 20,000 of your closest friends and associates.

Keep me in the loop,

Erica (erica.harrison@gmail.com)



Three things to look for when you're updating your uniform program. And one hazard.



Performance-enhancing uniforms and equipment help define the wearer's role instantaneously. They provide comfort and durability and are available today at all price points. Some things to look for:

- 1.** Different businesses require different needs. High visibility guards and security personnel need to convey power on sight, allow freedom of movement, maneuverability.
- 2.** Today's security uniforms are significantly more functional and comfortable than the burdensome styles of the past. High quality fabrics with modern stain resistance and easy care properties add years to durability and longevity. Some of today's shirts can wick away moisture, provide protection from harmful UV rays and even defend against harmful bacteria.
- 3.** Different functions, different features. Security personnel bend, lift and engage in repetitive movements that impact on the body. Many of today's superior uniforms provide the freedom and mobility necessary to accommodate grueling demands comfortably and efficiently.
- 4.** The hazard: Price. Naturally there are bargain basement uniforms available. You get what you pay for. Lesser quality uniforms mean poorer construction, fewer vital safety features, less comfort, an old-fashioned look.



I'm Dan Mendelson. President of Unitex Direct, a uniform company I started 21 years ago. We've become a major brand in the business by helping make our customers the major brands in theirs.

We have everything a security guard company needs, from boots to baseball caps, at every price level, from every high quality manufacturer.

Our prices are competitive.

Our on-time delivery record is in the 98th percentile.

This ad summarizes some key points of a white paper on the subject.

**To obtain the full White Paper, please contact me:
800-682-1606 x230 or dan@unitexdirect.com
or visit us at: www.unitexdirect.com**



Celebrating 21 Years

A MESSAGE FROM YOUR
CHAPTER LEADERSHIP



George Anderson



Craig Schwab

Dear Colleagues,

As we welcome you to this, our 23rd ASIS New York City Security Conference and Trade Show, we also want to congratulate all of you on continuing to make strides despite challenges that range from devastating storms such as Sandy in 2012; economic uncertainty that has characterized six years; and changes in the global perspective that continue to affect us on a daily basis.

Because of your work in the private, commercial, government and law enforcement sectors we are stronger, more stress-resilient and better equipped to meet the next issues head-on.

In many ways, "Reflecting Points", the theme for this year's two-day event May 8 and 9, is an apt marker at this juncture in our industry overall. As you will see in the many magazine articles that follow and hear in the many special presentations during this two-day conference, it can be most significant to review what we've learned recently as we go forward.

For a moment, reflect on recent changes in how we conduct our annual show. Consider the benefits derived from our partnership with ASIS International Headquarters. This unique convergence means that we can provide more educational programs over two days, significant special events, networking opportunities and exhibits that are unparalleled in the region.

Our NYC ASIS team can concentrate on making sure there's value for every hour you spend with us, while the Headquarters team focuses on the mechanics of the Show. Now, in our 23rd rendition of this annual program and our third partnering with ASIS International's team, we thank former Chairman Kevin O'Brien for his foresight and perseverance in getting this joint venture to become a reality.

Craig and I have decided to bring you this joint message to foster a sense of mission continuity that will extend not only through my period as Chairman but will continue well into the heart of this

decade. Our mission to be the Education Chapter remains at the forefront for both Craig and me.

As we layout plans for the next months, we look forward to your input. What do you see as the reflecting points that can guide our continuing work? What can you do to inspire more participation? While you are at the Show, take the few minutes to visit our ASIS NYC Chapter booth on the Exhibit Floor. Sign up for any of the specialized committees that will help us keep this Chapter valuable to you and other members. You can also register to get the free weekly Job Opportunities and Action Digest that highlights free and low-cost training/education programs available in many locations. Our dynamic growth is in your hands.

Thank you for being here and your continuing support.

And, for 2014, reserve March 13 and 14 to be part of the program next year.

George and Craig

Pat Timlin



No matter which area of Patrick Timlin's career you focus on, you find a dynamic leader who has met challenges in both public and private sectors.

Patrick, a native of Scotland who was raised in Brooklyn, holds a Bachelor of Science in Management from St. Francis College and a Juris Doctorate from New York Law School. He is a member of the New York State Bar and joined the NYPD in 1980.

Prior to joining MSA in January 2005, Patrick was an attorney at a prominent SEC-registered investment firm, where he oversaw anti-money laundering and business continuity programs. Now, as Chief Executive Officer at MSA Security, with offices near the World Trade Center, a large international clientele count on Patrick Timlin's expertise and perspective to help them meet continuing security challenges in a global economy.

Recently, I was able to catch up with Patrick and asked him some questions. Through his insightful answers, we get a glimpse of the

unique perspective he brings to managing the complexities that come with looking at solutions through the eyes of clients and bringing a team of expert law enforcement professionals to a new performance level.

Before we get to the Q & A, for those not familiar with the highlights of Patrick's career, a summary appears below. And, if you want to get a sense of his dynamic approach to inspiring change, check the on-line article from April 2012's New York Magazine.

Patrick Timlin's strategic innovations with the NYPD include numerous data integration achievements which give police officers and detectives robust criminal intelligence to impact

on violent crime and property crime. Simultaneously, police management personnel have gained auditable records ensuring the new tools are used appropriately.

Together with Counsel to the Police Commissioner, Patrick created and instituted "SET" (Strategic Enterprise Targeting), a joint federal-state enforcement initiative to swiftly impact on extremely violent individuals and criminal enterprises by using sophisticated data analysis to identify high value targets and use career offender statutes to target these groups. This program is now a model for federal-state strategic enforcement at a senior executive level.

Patrick also completed a successful review and reorganization of the NYPD's Domestic Violence Program which covered all NYPD policies and procedures plus relevant state and federal laws and policies. There were extensive interviews with stakeholders so disenfranchised victims and victims' advocacy groups, district attorneys, and police officers were all included.

The results were personnel changes, new policies and procedures, and a groundbreaking phonetic data analysis tool to immediately “alert” on recidivist violent offenders. It brought accolades from district attorneys and victims’ advocacy groups.

Also, together with counsel to the Police Commissioner, Patrick commenced “NYPD 2020”, a major organizational review of all aspects the department, to include personnel, technology, and collaboration with other agencies and the public. NYPD 2020 is expected to continue being a significant review and re-engineering strategy for the nation’s largest police force.

In 2010, moving to fill a void in the upper echelon of his department, Police Commissioner Raymond W. Kelly tapped Patrick Timlin, to return as a civilian deputy commissioner. According to Paul J. Browne, NYPD’s chief spokesman: “Commissioner Kelly hoped to persuade him to return to public service, and he did”. Brown went on to say that: “[Commissioner Kelly] thinks he’s highly regarded throughout law enforcement.” Patrick returned to MSA Security after his leave of absence in January 2012.

Combining perspectives from his extensive experience and deep expertise, Patrick Timlin has been able to meet challenges affecting a wide array of organizations facing difficult and unprecedented complexities. At ASIS International’s NYC Chapter, we are honored to recognize him as our PERSON OF THE YEAR.

And here is that unique Q & A from our interview with Patrick Timlin:

Q: You brought a global approach to investigations, processing information and statistical analysis at NYPD, an organization that often has operated on a linear model (as noted in the New York Magazine quotes from some years ago). At MSA, where that global vision sets your company apart, how do you help the many from L/E now serving in the private sector, adopt that mindset? (Is it personal interaction, how you train your team, something else?)

A: That’s an interesting question for any of us to ask ourselves. A global vision and holistic approach to any process is something that many of us strive for and articulate in our mission statements for our organizational management and our business plans, but most of



us fall short of achieving it, for many reasons. This issue is not unique to law enforcement or military personnel, but in fact many of our MSA staff are former law enforcement and military who possess certain core strengths that work very well in defined critical mission environments,

but need some degree of finessing in a corporate security environment.

To be more specific, a military or para-military organization is linear and needs strict guidelines, and in tactical situations in particular, requires a very structured operating tempo. In law enforcement, officers deal with thousands of different situations and need to be proactive and flexible, and also have nimble responses. However, those situations will inevitably boil down to a much smaller number of “outputs,” namely citizen aid in medical and criminal situations, referrals, arrests and/or summonses.



In the corporate security environment, former law enforcement or military personnel bring all of the strengths they have learned in crisis situations, but they are out of their comfort zone of their former organizations’ traditional “outputs,” or results. Additionally, the results are different for every situation, for every client, and every interaction therefore requires that we be great listeners, critical analysts, and creative thinkers in order to produce custom and quality solutions for our clients at competitive pricing. This goes back to your question to my time as Deputy Commissioner of Operations at the NYPD. In

every exchange with a commander I asked for his or her analysis, often as the commander was mid-stride in describing the solution. The question usually resulted in an abrupt hard stop by the commander, and forced reflection for the analysis. I strive to train people at MSA to do the same — Perform a complete analysis of the client’s issue before delivering a solution. Consider exactly what the client needs, not just what we have available to deliver. Additionally, consider all the resources that are available within our global organization, and the resources that our partners have, and always ask yourself—“What am I missing?”

Q: What are major issues that will affect security concerns for US and multi-national companies during the next couple of years?

A: Multi-national companies have always been affected by the unique geo-political issues that make overseas investment both attractive and daunting. The growth of frontier markets today magnifies that challenge in areas that are not just developing economies, but are reconstructing war zones and/or nations that do not have a reliable central government authority. These areas have tremendous critical infrastructure require-



ments, and require large skilled foreign workforces. As evidenced by the oil field attacks in Algeria and the murders of our diplomatic personnel in Libya, personal protection of civilian and government employees must always be our top priority. Corporate security departments must deal with traditional criminal threats to their personnel, while also considering the terrorist threat in

every part of the world. However, as Director of National Intelligence Jim Clapper underscored during his testimony before the Senate recently, cyber-attacks on western businesses and governments are considered a top threat in 2013, with many state actors and terrorist groups view-

ing cyber warfare as strategically effective and less risky than other forms of attack. Even less sophisticated attacks from some quarters of the world will continue to require



sustained attention and infrastructure investment from CSOs in the coming years.

Q: What gets you started every day?

A: I love to work. I love working with

people, and I love building high performing teams. I’ve always been blessed to have jobs where I felt that I was making a significant difference in people’s lives. My parents were service-oriented people. They were active in their church and their community, and made a tangible impact on people, often reaching out to people that were the most forgotten by society. That spirit inspired me to go into public service and I enjoyed every bit of it. As I made my transition to the private security community, I found that those values transitioned well. Our profession is centered on providing a secure environment for business and public institutions to flourish. That is not a pithy statement. It’s factually accurate and it tells me that the work we do is very meaningful. Performing meaningful work — that is what gets me started.



Our special thanks to Patrick Timlin, our Person of the Year. Patrick can be reached at MSA at: (212) 509-1336

Kevin O'Brien



Over an extended period, Kevin O'Brien, our Eugene Casey Award winner, has excelled at handling pressure and providing solutions for not only the complexities of security at major banking institutions, but for our New York City ASIS International Chapter as well.

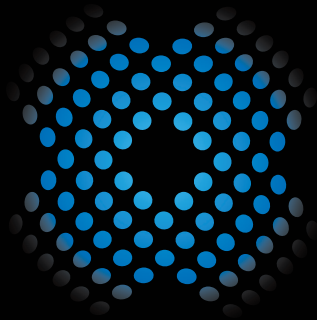
While many of us may travel in this general part of the United States in our regular work, rarely are we called upon to lead the NYC Chapter to higher achievements while we are overseas on various continents providing leadership for security teams tasked with protecting executives from diverse backgrounds, and facing challenges that only come with global initiatives.

Kevin, sometimes while balancing two handfults of time zones, brought new programs to our chapter such as the fall educational program we did with the cooperation of MOMA in November 2011, the Military and Law Enforcement Transition seminars and partnering with ASIS International headquarters to expand our annual Security Conference and Trade Show. While he was immersed in his professional work, he also found the time to foster the New Professionals initiative and promote the Women in Security programs.

Kevin added a dimension of leadership that he'd honed by seeing a wide swath of possibilities and having the foresight to build a team that continues fostering the chapter's development now that he's moved to become a Board member.

We recognize Kevin O'Brien for being a true leader, for making our ASIS International NYC Chapter better for his leadership and we look forward to his continuing to help us be the biggest and best chapter in the organization for years to come.

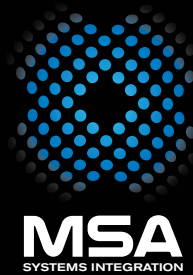
Our congratulations to Kevin O'Brien, our Gene Casey Award Winner!



MSA
SECURITY



IN THE BUSINESS OF BUSINESS-AS-USUAL™



msasecurity.net

Donald J. McGuire

Don McGuire began his security career in February 1961 when he joined the New York City Police Department. He spent more than 20 years working in various criminal investigation units and completed this portion of his career with the coveted rank of Detective First Grade in the Organized Crime Control Bureau. He also worked as the Chief Management Assistant to George Steinbrenner at Yankee Stadium, responsible for the safe, efficient and economical management of all events.

In 1981, Don became a member of the New York City Chapter of ASIS and he earned his CPP in 1982. He went on to be the Assistant Vice President of Corporate Security for Reliance Group Holdings, Inc., an insurance and real estate holding company, and for 20 years managed all aspects of corporate security including internal fraud and executive protection. He established the Special Investigation Units for the company's subsidiaries. During this time he earned the following designations: Certified Fraud Examiner (CFE) and Certified Insurance Fraud Investigator (CIFI) from the International Association of Special Investigation Units.

In 2002 Don went on to be Vice President of Corporate Security for Bank of America in New York and remained there till his official retirement in 2010. During this time Don was responsible for security during the construction of the new Bank of America Tower at One Bryant Park as well as security at



Don McGuire with Commissioner Ray Kelly.



Don McGuire along with other ASIS NYC Chapter leaders, Mike McNulty, Wally Millard, Charles Weiss, Chris Crisculli (ASIS International) and Bob Disney present Detective Steven McDonald with the Person of the Year Award in 1988.



Golf with ASIS NYC Chapter colleagues makes a great game! Front: Don Kasten, Jim McEnerney, Ray Dean Rear: John O'Reilly, Don McGuire, Jim Miley, Wally Millard

numerous banking centers through out NYC.

In 1996 Don received the NYC Chapter Eugene J. Casey Award for distinguished chapter service and in 2006 he received the ASIS International Quarter Century Award. During the past 32 years Don has been an active member of the NYC chapter serving as Secretary, Treasurer, Vice Chairman and Chapter Chairman (1988 – 1989). He was ASIS International's Regional Vice President from 1990 through 1191.

Don serves on the ASIS NYC Advisory Board and chairs the Program Committee and the annual Person of the Year Luncheon. Don mentors new members, attending monthly luncheons and encourages new security professionals to become active in the ASIS NYC Chapter.

Don is also a member and past president of the National Law Enforcement Associates, Inc., a member of the NYPD Retired Detectives Association, a charter member of the International Association of Special Investigation Units, and a member of the Frank S. Hogan Associates. Don holds an Associate-in-Applied-Science degree from Rockland Community College and studied police science at John Jay College of Criminal Justice.

Don and his wife Celeste reside in Westchester County and have five children and ten grandchildren.

NEWTOWN DAY ZERO AND FORWARD

By Bradford L. Cole, CFE

My name is Brad Cole. I was a K-9 First Responder to the Sandy Hook Elementary School tragedy on Friday, December 14, 2012 with my registered Therapy Dog Spartacus. We became part of an unprecedented approach of incorporating therapy dogs into mental health services at a mass casualty event from Day Zero.

I am a former police officer, first responder and currently own a private investigation & consulting agency. Spartacus is my three-year old Akita. We volunteer weekly at Yale-New Haven Hospital ("YNHH"). YNHH is a large 1,542 bed urban hospital and Connecticut's only Level 1 adult and pediatric trauma facility. We visit with patients, family and staff on various floors/units including pediatrics.

Given my background and the nature of our work at YNHH, I hoped to be of assistance at Sandy Hook. This is our dog teams' story:

That morning was just like every other day, until 9:34 AM. Newtown, CT became a different place — no longer a picturesque sleepy little



town out of a Norman Rockwell painting. We were watching media coverage and details were slow to emerge. There were multiple reports of 15 - 20 people shot at Sandy Hook Elementary School ("SHES") and only 3 persons taken to Danbury Hospital. I knew this was not a good sign. The enormity of what took place was just on the horizon. Little did I know...

The media reported grief counseling was being offered that afternoon at St. Rose of Lima Roman Catholic Church. I knew that approximately 700 students attend SHES and the need for grief counseling would be great. With my travel gear in hand,

I told Spartacus we were going for a ride. He hopped into the car with anticipation. Little did he know...

At St. Rose, I explained my background; our volunteer work at YNHH and that we wanted to be available for the families. Monsignor Weiss gave us full access to the church and families. We met with several families before the 7:00 PM church service. Many tears... few words spoken.

Spartacus just sat with the families and they petted him. We left when there were too many people present to be effective.

I learned that grief and trauma counseling would be held the next morning at Reed Intermediate School (RIS) and introduced us to the Crisis Intervention Team assembling from Family & Children's Aid of Connecticut. The lead counselors invited us to join them. Our day started.

The initial response was a slow inclusion in counseling sessions. Once the counselors saw the impact the dog had, the requests



for dogs in sessions expanded quickly. Five dog teams were added over the next couple of days; often all six dog teams were in sessions at the same time.

Prior, the dog teams hadn't worked together or even met before. The handlers' backgrounds, work history as well as their facility visitation profiles complemented the needs of the moment. What transpired was an eclectic group of dogs (Akita, Bernese Mountain Dog, Fox Hound, Rottweiler, Irish Wolfhound and Golden Retriever) providing comfort to survivors, families and first responders as well as facilitating the counseling/healing process.

As word of the dogs' presence spread through the SHES families

and Newtown community, many came "just to see the dogs..." They ended up staying for a couple of hours and speaking with counselors.

Families often came to the crisis center as a group. However, only one or two of them would meet with the counselor. A dog team would sit with the family members who were waiting. It was not uncommon for a team to identify a family member in need and introduce them to a counselor. Feedback from the counselors was that "waiting family members" were often more in need of counseling than the original family member who'd asked for assistance.

Many families would come back for follow-up visits and request the same dog sit with them in

session. This proved invaluable because the initial counselor might not be available and the dog teams were able to bridge that divide, sharing details with the follow-up counselor. The dog teams also provided a sense of continuity in an ever-shifting environment.

Confidence and trust was quickly established with the dog teams. There were many cases of the surviving children only talking to the dogs and sharing the events of that horrific day.

Breakthroughs and touching moments were many. The dogs allowed the children and adults to feel safe and secure. One of the student survivors from Miss Soto's class was not speaking with any of the adults. The child was sitting

continued on page 19

PROTECTING YOUR PEACE OF MIND



SECURITY OFFICER SERVICES

- 24/7 Physical Security Options
- Fire Safety Services
- Concierge/Lobby Reception Services
- Security Command Operations
- Full-Service Aviation Security

INVESTIGATIVE SERVICES

- Background Screening
- Fraud/Employee Theft Investigations
- Auditing and Compliance Monitoring
- Litigation Support
- Surveillance

EXECUTIVE PROTECTION

- High-Level Executive Protection
- Threat and Vulnerability Assessments
- Special Event Security
- Security Consulting
- Security Training and Seminars



SUMMIT

1-800-615-5888

www.summitsecurity.com

New York • New Jersey • Connecticut • Florida • California

This business is licensed by the New York State, Department of State, Division of Licensing Services; New Jersey State Police; Connecticut State Police; Florida Department of Agriculture and Consumer Services (Iversen & Biondo); and California Bureau of Security and Investigative Services (BSIS) License #PI26577 and #PPO 16513



with a dog while drawing and coloring. The child talked to the dog and told him about what happened that day.

Another child had a panic attack upon hearing the school's public address system. This child apparently thought there was another shooter now in this building and the school was going into lock



down. This child was sitting with one of our dogs; saw the dog was not concerned, gave the dog a hug and was able to calm down. The child then unexpectedly opened up about the morning of the shooting.

A family contacted a counselor and requested one of our team to go off-site to assist a child in crisis. A dog team sat in the rain with this child for 20 minutes until the

youngster agreed to come inside and meet with a counselor.

The dog teams wore several "hats" those first few days, often greeting the overflow of people and serving as backstops for the overworked Crisis Intervention Teams.

When school resumed on Tuesday, December 18th, Jay Smith, interim Principal of Reed Intermediate School requested four dog teams be on-site for the students during school hours and visit each classroom a few times a day. Smith noted that Reed is where SHES graduates attend and that six of the Reed students lost siblings on the 14th.

For the next several days after school resumed, dog teams were requested either by specific students or teachers for one-on-one time. Many of these students had been in previous counseling sessions.

Word of the dogs in both the intermediate and high school spread quickly. All Newtown schools wanted therapy dogs. Our initial group of K-9 Responders coordinated the effort to get dogs into all these facilities. We coordinated Dog Team volunteers from Yale-New Haven Hospital, Therapy Dogs International, Lutheran Church Charities, Pet Partners, Comfort Dogs and other groups.

Seventy dog teams overall were involved throughout Newtown providing comfort and support.

The dog teams and community needs settled into a regular schedule by Christmas. The immediate "crisis period" was over. The initial group of K-9 First Responders took some time off, relaxed with their dogs and both decompressed. Running, playing and being with our four-legged friends was the order of the day.

Handlers, who had also been through an unexpectedly significant amount of stress, spoke with



counselors present since they also recognized our need to talk about the traumatic events.

Our group of K-9 First Responders has stayed involved with the Newtown community. Some teams are still at Reed. Others are at public events honoring the victims. Some are helping forge positive memory association with the dogs by attending fun community events and hanging out with the kids. Laughing, hugging and letting the kids and dogs be themselves.

The community of Newtown has been very supportive. They have told us "We are Newtown." We are proud to be so.

Bradford L. Cole, CFE is Managing Member, Diogenes LLC, 1512 Southford Road, Southbury, CT 06488-2479. Brad can be reached at: bradcole@diogenesllc.com.

SECURITY 2013

REFLECTING POINTS

REFLECTING POINTS

Current events are impinging on everyone's focus. Our constituents may become uncomfortable with security levels from the past. As we prepare for what's next, it can be illuminating to examine reflecting points that are highlighted by the business climate, international situation and the changing landscape for security management. The reflecting points offer opportunities to improve our protection models, address the challenges of engaging everyone in the security process and making upgrades and updates that are truly effective.

In the articles that follow you'll find a unique view of the Newtown CT events and the ongoing aftermath. If you are walking toward the edge of technology with planned security updates, you'll find some lucid, simple material that can help.

For those in the contract security business, there's a summary of research analyzing what these last two decades have delivered to our work.

Different views and a variety of perspectives: reflecting on our work. For most of us, what we deal with at work occupies the biggest portion of our days and thoughts. One good idea — especially if we can borrow it, saves us time and makes a difference. If articles here inspire you, please consider writing about what's on your mind. You have opportunities to become published and recognized by about 15,000 of your closest friends and associates in the quarterly e-magazine: Security Directions. For more information, just drop me an email at: erica.harrison@gmail.com.

Erica Harrison, CPP

HOW CELL PHONE FORENSICS HAS CHANGED IN THE LAST 8 YEARS

By Eamon P. Doherty PhD, CCE, CPP, SSCP

When I started in cell phone forensics in 2005, phones were very limited by today's standards. Some people were still using



large heavy units with telescoping antennas, small monochrome LCD screens, and the phones themselves could also be used to break pistachio shells when snacking. These phones had limited storage space and held text messages and information about incoming and outgoing calls.

Some popular phones were flip phones such as the Samsung SPH-A900. Blackberry units such as the 7290 had recent innovations: a color screen and many built-in useful applications. Camera phones were at about 1 megapixel resolution.

The investigative tools we used were BitPim, Paraben's Cell Phone Seizure, and Susteen

Incorporated's new tool: "Data Pilot Secure View." The 'write blockers' were built into these tools so evidence was not changed. It did not take long to connect the phone to the examination machine, run the examination tools, and look through all the collected evidence to make a report. There was a harmless proof of concept cell phone virus created in 2004, but there was nothing of danger to the cell phone user.

Fast forward to 2013, we've a plethora of phones with advanced operating systems. There are also thousands of powerful cell phone viruses including variants of

viruses that are downloaded from trusted sites. Current cell phones are like handheld computers and have gigabytes of pictures, emails, and web activity contained in a few-ounce package.

In complicated cases, the seized data from phones may have to be examined and processed on a storage area network with tools such as IBM or Access Data's e-discovery software. These tools allow investigators, lawyers, and document readers to share digital evidence and make annotations because it may be too big a task for one person.

What amazes me most is how prolific cell phone usage has become. In 1996 former Secretary

General of the U.N. Kofi Anon said that half the world never made or received a phone call. In 2013, 80% of humanity has a cell phone. So knowing about examining cell phones for information recovery is important. Consider beginning your queries into the field by speaking with several mobile device examiners at the next ASIS program you attend. This is an area where keeping your knowledge current enhances your investigative value.

Eamon P. Doherty Ph.D., CPP, CCE, SSCP, at Fairleigh Dickenson University's Computer Forensic Laboratory. Profession Doherty teaches and runs special programs throughout the academic year. Email to: doherty@fdu.edu.

SECURE YOUR BRAND WITH AN UPDATED UNIFORM LOOK

By Dan Mendelson

If you haven't updated your uniform program in a while, you may be putting your company at a disadvantage. A strong brand can be invaluable in breaking through the clutter in today's competitive environment.

Uniforms can augment how your company is perceived. Customers have become ever more selective in their buying habits; their options are numerous. A strong uniform program can open doors. When your officers look great at every site and potential clients observe them during even casual visits to a building you cover, you've improved chances of being considered for their next bid list.

continued on page 22

The good news is that quality, updated uniform programs don't have to break the bank. They're available at all price points, if you know what to look for. Here are some items to consider:



Select the Appropriate Look

Generally speaking, white collar businesses opt for officers in suits or at a minimum, blazers and pressed slacks. In some facilities, the power approach or more authoritarian look of a military-type or patrol officer uniform will make a better impression.

Shop Quality, Then Price

Many uniforms look great the first day they're worn. However, the difference between garments made with cheap fabric with poor workmanship becomes

visible after only a few wearings and certainly after a few cleanings. Lower quality garments often cost more than quality uniforms because they need to be replaced frequently. Officers complain that they shrink, fray and are uncomfortable because they don't fit well. The overall image, that critical branding element does not live up to the investment you are making even during the short run.

Shop Comfort, Functionality

Thanks to technology, now quality security uniforms are more functional and comfortable than their predecessors. Many fabrics also feature stain resistance and easy care properties that add to their durability and longevity. Shirts can wick away moisture, protect the wearer from harmful UV rays, and even serve as a defense against harmful bacteria.

Shop Durability to meet Tough Job Requirements

Guards frequently bend, lift and are involved in other repetitive movements that can take a toll on the body as well as the clothing they wear. High quality uniforms can complement the job requirements, stay comfortable over time and still look outstanding.

The benefits of having your security officers retain a clean, sharp, and professional look can help your business grow. Talk with your uniform supplier to find the garments that are right for you.

Dan Mendelson is president of UnitexDirect. For a free copy of his White Paper on uniforming, please email: dan@unitexdirect.com.

THE FUTURE OF SECURITY STUDIES IN COLLEGE AND BEYOND

By Chris Hertig, CPP, CPOI

What if you want to get a good job in security management, what's best to study in college?

It seems as if that should be an easy question to answer. It's not. We've seen bright individuals with Homeland Security degrees, Criminal Justice degrees and Security Management degrees looking around for good jobs after graduation.

Unlike many other professions with clear delineated career paths, the security industry pulls its top echelon from a variety of backgrounds. It used to be that law enforcement or the military was part of the path to becoming a security director. Today, an in-depth background in IT and business management might get you there faster.

From an academic perspective, much of what we teach in a usual "Security" major is a non-sell to 18 or 19 year olds as they enter college. If they find themselves in Security later, it was because something in their "real world" experience got them into the Industry.

This scenario is harmful to all stakeholders. The undergraduate college professors have trouble filling their classes; Security degree programs go the way of



the buffalo except in specialized institutions such as John Jay College of Criminal Justice at CUNY. Employers often find that those with traditional security management degrees don't know enough about people management and business processes to be of value. Worse, graduates are clueless about where to start and what to do.

From my perspective, to maintain viable enrollment in Security Management there seem to be three necessary ingredients:

1. Have required set of courses in Security for all Criminal Justice majors
2. Create a grouping of Security courses for business management majors. Let it become a minor or certificate program in their curriculum. If it's interesting and "spot on" there will be more taking a concentration or second major in Security
3. Take a cross-disciplinary approach: have IT, Retailing, Hospitality Management, Travel and Tourism, Business Administration, Crisis Management and other industry-specific courses as part of the Security major modules. Have internships in the various industries at the ready for security

management majors so they experience how their field meshes into business operations.

Commercial Security disappeared as a major back in 1980 in Harrisburg Area Community College (HACC). For those not familiar with this associate-degree granting college, it draws thousands of students from the entire south-central part of Pennsylvania and hosts many security events for law enforcement and private security practitioners throughout the year.

As an Assistant Professor, Behavioral Sciences at York College of Pennsylvania some of what comes to my attention points up weaknesses that we can address. The goal: to get more bright, motivated students who are choosing higher education to make security their career choice, not an after-thought. For that, they'll need a solid perspective of what the workplace holds so they will be ready for the profession as they graduate – or better yet, be in the profession as they are still in school and are able to put their learning to work in their daily lives.

To that end, what do we really want in our textbooks? We write them. Let's not bore everyone to tears. Make what we teach relevant. We are competing in a multi-dimensional world where problems and solutions take more than 8 1/2" by 11" pages.

How are we getting our students connected to the relevant professional associations early in their

academic careers so they have early opportunities to work with experts and develop relationships that will continue to serve them throughout their lives? Certainly there's ASIS International, ILEETA, CFE, or the wide variety available; let's get students involved, now. Let's encourage professional certifications as early as possible, not 20 years from now.

Better marketing may help us find more individuals interested in Security Management. Currently, it doesn't seem to "speak" to people who were discouraged with their first college experiences or now find it's time to go after a different career in their late 20's, early 30's.

Unlike many other professions with clearly delineated career paths, the security industry pulls its top echelon from a variety of backgrounds.

Email me for a full, detailed overview on security management programs that I put together last year. I look forward to your input and all of us working toward improving the next generation of professionals entering our industry.

Chris Hertig, CPP, CPOI, is an Assistant Professor, Behavioral Sciences, York College of Pennsylvania and can be reached at: chrisahertig@yahoo.com.

continued on page 25

INCIDENT MANAGEMENT FROM EVERY ANGLE.

**Dispatch Officers.
Report Incidents.
Manage Investigations.
Spot Trends.
Deliver Metrics.**

Software for all your Incident
Reporting and Investigation
Management needs.



Perspective™

by PPM 2000

Discover Perspective by PPM 2000 at ASIS NYC Booth #329.

When you think 'Incident Management'—think PPM.

PPM 2000 Inc. 1-888-776-9776 www.ppm2000.com



SEVEN WAYS TO BLOW A JOB INTERVIEW

By Kathy Lavinder

With all the competition for jobs these days, it can be tough to get to the interview stage. Whether it's a phone screen or in-person interview, there are certain land mines to avoid. Here are seven ways to blow it:



1. Raising the topic of money. Don't bring it up. Answer any comp questions posed, but hold all questions about money until the interviewer determines you've made it to that stage of the process. (Hint.... It's not in the first interview!)

2. Dinging people or places you've worked. Nothing negative about past employers, supervisors, or co-workers. Even a mild criticism can raise doubts about your attitude, casting you as a potentially negative, difficult, or disgruntled person.

3. Talking too much. Don't share

your life story. Answer questions directly and sufficiently and then stop talking. Interviewers will ask follow up questions if needed. People "over answer" because of nervousness.

4. Saying: "Google me." This comes across as arrogant and obnoxious. This is your chance to talk about your capabilities and experience, not give someone else a research assignment. Humility

plus concrete examples of past team work will be well received.

5. Getting too comfortable. Don't slouch. Don't get too familiar with the interviewer. It's not the time for sharing your opinions on non-work related topics. What you say can have negative repercussions. Don't text, take phone calls or check your email during an interview.

6. Asking questions that could have been answered easily if you'd done a little research. When asked for your questions, have smart questions at the ready. This is your chance to find out

about the company's culture, how your performance will be measured, and priorities for the program, among other things. It's not the time to ask about business hours, vacation policies, or bonuses.

7. Appearing desperate. Even if you really, really want the job, don't telegraph your desperation. It's never a good idea to offer that you're willing to take a pay cut, a lesser title, or a role that is obviously less challenging.

If you have not interviewed in a long time, it's prep time. Do research to collect interview tips, talk with trusted colleagues about their interview experiences and listen to their advice. Do mock interviews with people you know will provide honest feedback and guidance.

Kathy Lavinder is the Executive Director of Security & Investigative Placement Consultants and can be reached at: klavinder@splacement.com.

SECURITY GUARD PAY... Was it the mega legislation or something else?

By Robert McCrie

More than twenty years have passed since the Security Guard Act in New York was passed. One feature requires security officers to obtain licenses. The New York City metropolitan area has about 100,000 officers currently registered. Licensing in the state has improved the image of security and the status of those employed

continued on page 27



DSS is a leading provider of customized security solutions and investigative services. Our team of security and law enforcement professionals focus on protecting your people, your property and your peace of mind.



Doyle Security Services, Inc. ("DSS") is a regional contract security services firm that provides professional security solutions to a distinguished and diversified clientele. The company's principals have extensive experience in both law enforcement and private security. The DSS reputation and the company's success are built on the recognized expertise and professional standing of senior management.

DSS is focused in the New York metropolitan area. Through a partnership approach with clients, DSS quickly adapts services to meet emerging and sometimes unpredictable changes in business plans and world events. The company's network of security and law enforcement executives around the globe gives clients unprecedented access to critical, up-to-the minute information that ensures intelligence-led security, ready to meet any security need.

DSS PROVIDES...

- Armed and Unarmed Security Officers, Patrol Services and Customized Facility Security Programs
- Receptionist and Visitor Management Services • Executive Protection and Executive Driver Services
- Investigative and Security Consulting Services • Integrated Security and IP Video Systems

OUR CLIENTS INCLUDE



DOYLE SECURITY SERVICES, INC. - ALWAYS AT YOUR SERVICE.

108 South Franklin Avenue, Valley Stream, NY 11580 • Phone: (516) 362-3676 • Fax: (516) 362-3667 • Web: www.dss-securitysolutions.com
E-mail to: info@dss-securitysolutions.com

as officers. Although entry pay rates have not gone up substantially, average wages have. Contract security guard companies employing 1,000 or more officers offer wage ranges from \$7.25 to \$31.60. The average (mean) pay rate of \$12.42. This is significant because in the metro area, the top 8 largest contract guard companies employ more than the remaining licensed ones.

The Act has had other mixed benefits for the industry and for society as a whole. A burdensome bureaucracy has been created in Albany related to the guard act.

The Security Guard Act has had other mixed benefits for the industry and society as a whole.

Liability for errors in fingerprint checks has been transferred to an outside corporation, MorphoTrust Enrollment Solutions (formally L-1 Identity Solutions). Heavy fines have been levied against security guard companies for paperwork errors. The costs of operating a guard school has zoomed up. The Division of Licensing Services has begun to sanction what may be considered rogue guard training schools over the past two years.

Many security officers feel more professional because they are licensed to do their work. Also, by incorporating an FBI fingerprint check into the pre-screening process for guard applicants (rather than just a NYS DCJS

check), the likelihood of identifying potentially problematic individuals coming from anywhere in the United States has been vastly improved. The turnaround also is much quicker. Further, by making licensing a multi-step event for each person, some inappropriate candidates either drop out or are deterred from the licensing process in the first place. As an aside, with the recent changes in the New York State drug laws, many who would be screened-out previously may be licensable in the future.

Various factors influence how wages have increased. During the last decade, property management companies and corporate real estate management firms have often taken over developing minutely crafted requests for proposals (RFPs). These agreements are

setting the wage rates paid to officers. They also set educational and training criteria and numerous other aspects of security officers' performance and benefits. Thus, contractors are competing at a different level: What is their management like? What is their reputation. What else can they deliver beyond what's in RFPs? And how tight are they willing to cut overhead to win contracts?

Recently, I completed a study on contract and proprietary security officer wages in the New York City area. Through questionnaires to large and mid-sized contract companies and proprietary employers, I compiled information on the number of security officers

employed and the range of wages and benefits for armed and unarmed personnel. Space limitations have prevented a full presentation of my findings here. More detailed information will be forthcoming in future papers and articles.

Robert McCrie, PhD, CPP is Professor of Security Management at John Jay College of Criminal Justice.

REFLECTING POINTS 2013

By Mario J. Doyle, CPP

The lobby waterfall creates a reflecting pool and soundscape cancelling some of the bustling sounds in this public area where we have contract security services. When I stood here two years ago the "buck stopped" with someone else. Now the buck stops with me.

Originally, I secured the contract because of what I brought to the negotiations and my track record of living up to my promises and delivering more. All well and good... There were others who had responsibility for making sure payroll was covered, insurances paid and the myriad essentials on hand to run a labor-intensive company.

I loved my job. I lived my job. But sometimes I could turn down the volume and concentrate on other things. Now, it's my company. It's my word and my responsibility. It feels different because it is different.

I am still delivering more than what's promised; and now I have a support team that I hold accountable on different levels.

continued on page 29



Is wired access control tripping you up?

Aperio is the only wireless solution that makes it easy to secure everything from doors to drawers.

Simple to Integrate

Works with your new or existing access control system; global technology enables standardization worldwide.

Simple to Manage

Real-time communication to the access control system ensures easy management of access rights.

Simple to Expand

Adds access control capability to more openings, including cabinets and drawers.

Learn more at IntelligentOpenings.com/Aperio



Scan this Microsoft® Tag using your mobile phone to learn more.

Available from ASSA ABLOY Group brands: ADAMS RITE | HES | MEDECO | SARGENT

Technology Partners:



ASSA ABLOY

The global leader in door opening solutions

They're individuals who take their part of the work seriously and deliver. But since now the "buck stops" at my doorway, I've reflected on lessons learned over the last couple of decades and changed how the team coordinates and how we all address concerns before they become 'problems'.

Sometimes it means bringing in outside 'sets of eyes' to see my operation in unfiltered light and make necessary officer performance improvements that can escape attention when we are handling bigger issues. It also means having a method for getting feedback from my "boots on the ground" people who may never have expressed what seem like small matters to anyone else. Even my clients may be more likely to share their observations with an outside consultant and we can tighten service delivery and make improvements that are important when they are important.

The changes that a stressed economy and intense competition bring to our industry make everything we do more focused. As much as we know as a group, I can reflect on what we've learned from some recent experiences:

- We upgraded training programs to include more OJT and classroom work when we found computer-based modules were not as effective as anticipated.
- As the sole security contractor included in coverage for the 2012 Presidential Debate at Hofstra University, we worked with Hofstra's own forces and the Secret Service. The event appeared seamless. Our job was mostly a back-up role to the key constituents –subordinate but impor-

tant. Customer service took on an additional meaning.

The lobby where I'm standing looks much the same as it has during recent years. The changes: the improvements in security services we deliver — as exciting as they are to deliver under my own banner, are things I keep working on with my team every day.

Mario J. Doyle, CPP is COO at DSS Security Services and can be reached at: mdoyle@dss-securitysolutions.com

TOP FIVE WAYS BUSINESS EXECUTIVES ARE SPIED UPON OVERSEAS AND HOW THEY CAN PROTECT THEMSELVES

By Luke Bencie

Economic and industrial espionage operations are not new. But today it is far cheaper and easier to steal your corporate secrets and outdo your company in the international marketplace than ever before. According to recently published FBI statistics, theft of intellectual property costs U.S. businesses over \$300 billion per year. An overwhelming amount of this intelligence is stolen from executives when they travel abroad for business, most often without individuals even realizing they've been targeted or that their materials are compromised.

If you travel for business, assume you are being targeted. The five

most common ways in which business travelers are spied upon overseas are:

1. E-mail hacking — This is particularly prevalent in Wi-Fi areas, such as airport business lounges or Internet cafes. If you can access the web in a public forum, someone else can access your computer. Uploading key logging software or hacking into your emails is simply a matter of interest after that. If you think this sounds far-fetched, just tune into the scandal at the FDA. Whistle blowing employees at that agency had screenshot and key logging spyware uploaded on their computers without their knowledge. Every email they sent, and every website they visited, was monitored by investigators. In Russia, in 2011 alone, over half a million phones



and emails were officially tapped by the government. The technology is there. Do your competitors have the will to use it? Probably. Can you prevent your e-mail from being hacked? Sometimes.

continued on page 31



WE KNOW THE NEW YORK METRO AREA LIKE NO OTHER PRIVATE SECURITY FIRM.



- **High-Rise Security and Access Control**
- **Fire/Life Safety**
- **Executive Protection**
- **Consulting and Investigative Services**



MULLIGAN
SECURITY

Work with your IT department to install the best device encryption before you take off.

2. Cell phone interceptions — In some countries you may be required to register SIM cards along with your passport. Even where you have given no such information, monitoring your location, listening to your calls, reading your texts, and browsing your emails is not science fiction anymore. For as little as \$300 dollars your competition might purchase cell phone malware to turn on your microphone and listen in to any conversation you may have on or off the phone. Say, the boardroom? Explore alternative technology and the latest encryption.

3. Hotel intrusions — This includes breaking into travelers' rooms and collecting or downloading anything from unencrypted electronic devices. (Think how often your laptop 'hides out' in suitcase to "protect" it when you are off to a meeting and the laptop won't be required). Hotels can also install listening or imaging devices before or during your stay. Hotel rooms, safes and hotel locks do not belong to us. Consider ESPN sportscaster Erin Andrews being spied upon and taped using a reverse peephole lens, or the more dramatic instance of the alleged Mossad attack on a Hamas leader in a ritzy Dubai hotel. They show just how wrong our perceptions of hotel safety can be. Encrypt devices... and consider where you have confidential conversations.

4. Elicitation — Trained intelligence officers coax valuable information from travelers during casual conversation. It may seem as if you only had an innocuous

conversation with a passing stranger. Individuals trained to leverage personalities be it ego, money or ideology can quickly turn a mid-level employee into a fountain of proprietary information. Consider Greg Chung's case: a Boeing engineer turned spy for China. He was not an executive or a high-powered attorney. But he nevertheless managed to leak hundreds of thousands of documents that put China's space program on the map. There are no casual conversations with strangers.

5. Physical and Electronic Surveillance — When you combine phone hacking and hotel intrusion, the result is often choreographed surveillance. Surveillance is not just a man in the hotel lobby snapping a picture when you leave. It is when a traveler's movements are tracked, his conversations monitored and recorded, his routine memorized and his vices documented. In 2009, a British diplomat was filmed in an Ural brothel, allegedly by the FSB. They intended to blackmail him, using the evidence of impropriety as leverage. If you don't want your grandmother to see it, don't do it...

Over the years, we've found that having business executives attend a course on "Counter-Espionage for Business Travelers" has helped hundreds be more aware of potential issues and how to best mitigate losses to overseas espionage threats. Those who will be "on the road" internationally in the next months

may find such a course valuable. Although the world is not some giant Quentin Tarantino movie, the threat is real. It's easier than ever for a company's secrets to be secret no longer. Your actions can make the difference.

Luke Bencie, Managing Director at Security Management International, LLC, in VA, has traveled to over 100 countries for the intelligence community. He teaches a "Counter-Espionage for Business Travelers" course. Phone at: 703-962-1545 or: lbencie@smiconsultancy.com

REFLECTING ON EMERGENCY PREPARATION

By Mary Sheridan, RN, ASLNC-C

Although, I am relatively new to the industry, I have been reflecting on many issues that were prominent in my first career as a Registered Nurse and how intense emergency

EMS, Fire, Police, will be quickly overstretched.

How are we taking that into account in our strategies?

preparation also translates into an essential for security and safety managers.

If there is flooding, such as we experienced in NYC during

continued on page 33



SURVEILLANCE

ACCESS CONTROL

DIGITAL DISPLAY



WYNIT Security Hits the Road in 2013!

Join us in The Big Apple this August and Become a Milestone Certified Partner!

Don't miss the opportunity to network with best-in-class vendor partners, receive hands-on product training and much more!

For details and registration information visit
www.wynit.com/security

Brought to you by:      ...and more!

WE MAKE IT OUR BUSINESS TO KNOW YOUR BUSINESS

WWW.WYNIT.COM/SECURITY • 800.999.9648

Superstorm Sandy, EMTs are going to be hard pressed to respond quickly when someone needs help. Great that everyone in the guard force took a Red Cross or American Heart Association CPR/AED/First Aid course and the AED is on the wall, are we prepared to act on it?

When the electricity is out and people are panicking, hurting themselves and others while evacuating, are we prepared to deliver appropriate emergency care and care management for more than a few minutes? Often victims need some form of emergency care before EMTs arrive and the traffic lights may not be cooperating. Moreover, do we drill on containing and distracting disruptive people who are interfering with our efforts to help the injured or disoriented or frenzied? Have we trained on what NOT to do? Seconds count when saving lives.

Our usual emergency plans don't seem to cover all the themes that I heard running through a recent two-day seminar at John Jay College on: Hurricane Sandy, Lessons Learned. What an eye opener. I could hear the need for people to get more in tune with the variety of issues in emergency planning/training they will have. Entire teams have to become more self-reliant even though emergencies are few and may be far between. Considering the scientific trends, future weather-related emergencies are more likely.

Many people seemed to be under the impression that government agencies were going to be there to help. Certain government agencies

are simply a support mechanism and do not have the authority to provide resources for the private sector. The probability: although they may give it their best efforts, they are not going to be able to solve most problems and they'll be quickly overstretched. Are we taking that into account in recovery strategies and business continuity plans?

Beyond looking good on paper and making it through annual 3-hour drills at our organizations, we can be better prepared. Let's consider an initiative through ASIS NYC to develop something effective for a wide swath of organizations right here in our locale. Perhaps together we'll have a better chance to save a life or two.

Mary Sheridan is a Registered Nurse who provides CPR and first aid training for corporations. She can be reached at: maryrn22@yahoo.com

SOLID SECURITY: The Building Blocks of a Great Key Control Program

By Jeffrey Refinati

If we met at a conference and you were to ask me for advice on a single thing to improve physical security at your property I'd enthusiastically respond with: "Key control of course!" Actually I'd probably start talking your ear off and asking if you've already performed a risk assessment and what your building layout is like. You might regret you'd ever asked me anything!

Being a locksmith by trade, I love

to talk and dissect security as well as figure out ways to defeat it. If we narrow the scope to mechanical physical security, I'd suggest that a great key control program will go a long way toward keeping your assets protected as well as supporting the other security measures/systems at your property.

Even in a world of high tech, a solid key control program supported by a key policy that employees have to read, memorize, recite, and sign is the a foundation. (Ok, they don't have to memorize or recite it but reading and signing are important.) Let's take a look at the elements of a good program:

Policies/Procedures

Put it in writing. Many beautifully designed key systems crash and burn because there aren't



supported by cohesive written policies. Effective policies answer questions such as: Who should have keys? Who should have

continued on page 35

BCS

BROOKLYN COMPUTER SYSTEMS

Security Technology at your fingertips!

- Durable and long lasting Guard Tour monitoring systems with tamperproof mechanism
- Workforce scheduling and back office system
- Web based real time incident and logging report management software
- Visit our website for more information on our company and products:
bcsint.com



master keys? What's the process for obtaining new keys? What's the process for reporting/replacing lost or stolen keys? What, if any,

dates, serial numbers, keys lost, broken, destroyed, returned, etc. Metrics and data are the final piece of the puzzle for a good

If you're installing standard, run-of-the-mill cylinders for your keying system you may as well cut extra keys for your employee's boyfriend, girlfriend, wife, cousins...

program. Key management software for tracking is also available from most restricted keyway manufacturers.

Conclusion

A solid key control program can be efficient and cost-effective.

is the charge for a lost or stolen key? Will key deposits be required?

The answers begin to form a blueprint for how the program will run. Stick to the rules or the key policy is only useful as fuel for the fireplace.

Restricted Keyways

If you're installing standard, run-of-the-mill, cylinders for your keying system then you may as well cut extra keys for your employee's boyfriend/girlfriend, wife, cousins, or anybody else that wants to get into the building without your knowledge. Standard keyways/keys can be copied by any locksmith, home improvement/hardware store or a person with a key machine. Restricted keyways mean the blanks are restricted in their distribution. They are much harder for the wrong people to obtain. Restricted keyways are not a new concept so there should be no issue finding a manufacturer that can accommodate your specific needs.

Impeccable Record-Keeping

Keep records of everything related to the system: names, keys issued,

When you know who has what keys to what areas and that they can't be easily duplicated, you are free to focus on expanding and supplementing your physical security system. And we can talk our ears off about that in the next issue.

Jeffrey Refinati is a licensed locksmith. He can be reached at: jeffrey.refinati@massart.edu

THERE IS LIFE AFTER PUBLIC SERVICE

RETOOL THE CONVERSATION

By Joseph Castellano

It seems there are many opinions on transitioning from public policing or military to private industry security positions. I'm by no means an expert, but I have some experience in the space and have provided some successful guidance to others transitioning.

After a twenty year career with the NYPD, along with many

lessons learned, I transitioned to and grew successfully in private industry. My undergrad degree was in Management of Human Resources. I've had the good fortune to manage a larger security firm's human resource department along the way. They were the largest employer of active and retired NYPD officers other than the NYPD itself. So, I had the opportunity to review thousands of resumes and made the on-boarding decisions.

With that said, I'm going to be brutally honest because I have been there, and learned the hard way! Most of the resumes I have seen from public sector retirees are good — for jobs in policing... and there are jobs in other towns, etc for police service.

The transition into private industry is not an easy one, on paper... Think like a hiring manager... In private industry the fact that you were in policing is one piece when considering security professionals, but a small piece. You have to take twenty years of outstanding service and boil it into a paragraph.

For the most part, you are not going to be arresting people, solving crimes or dealing with sworn officers. The conversation you need to prepare for will be about preventing loss, managing risk and creating a safe environment while delivering security services in a customer-focused perspective. They are not impressed with your promotions and merit awards. They don't speak "cop language" something in which you've been fluent for the last couple of decades.

The guide rules are: reposition your expertise. Show your skills are "transferable" and add value

continued on page 37



WORTH - LEADING -

Doctor of Science in Civil Security Leadership, Management and Policy

Jointly designated A National Center of Academic Excellence in Information Assurance Education by the National Security Agency and the U.S. Department of Homeland Security, NJCU is proud to offer the first and only doctoral degree in CSLMP.

Visit us at booth 334 to learn more.

- D.Sc., Civil Security Leadership, Management and Policy (CSLMP)**
- M.S., National Security Studies**
- B.S., National Security Studies**

For information on this and other graduate and undergraduate degree programs in our Department of Professional Security Studies, go to njcu.edu/security.



grad_dept@njcu.edu
1-877-NJCU-GRAD

2039 Kennedy Boulevard
Jersey City, New Jersey 07305

**NEW JERSEY
CITY UNIVERSITY**

Worth it.

in corporate environments. Even if the firm's security leadership includes former public sector folks, you need to get past the recent college graduate in HR who is sourcing the resumes. Tell

The guide rules are: reposition your expertise. Show your skills are “transferable” and add value in corporate environments.

what you did but tell it differently or better. How did you make an improvement, or add value? It's not a police task list, put your accomplishments in corporate language.

Let's take a look at what you can do:

- Keep the heading small, name, address contact phone number and email... No department logos or graphics. It adds no value, and can mess up electronic filing.
- Skip the “Objective”. Instead create an executive summary paragraph that grabs readers' attention and summarizes why they should bother reading the rest of the page.
- If you ended up as Chief, don't itemize all the commands you had to get there. They get it. Instead present what's important to private industry.

Managed staff of 2000, encompassing 30 locations regionally,

3000 sq feet of office space, etc.

Assure proper staffing levels, team assignments and scheduling.

- Bad line: Internal Affairs Unit Supervisor. Instead: Interview / approve, instruct and discipline work force. Craft and distribute advisories as required.
- Organizations work in teams and deal with projects or initiatives. No squads, no officers. Here's what you did in “corporate speak”: Coordinated team training and compliance for

awareness programs exceeding firm initiatives. Liaison with Federal, State and Local authorities to promote cooperation.

You start to get the idea... take it out of the world you are so used to and love, and realize, it's time to move on. Corporations don't have IED disposal units but we do have sensitive information and intellectual property destruction protocols... Transfer your skills. You did a great job for the Public, now retool the conversation!

Joseph Castellano is US Security Senior Manager at Pricewaterhouse-Coopers LLP in New York City.

*He can be reached at:
joseph.castellano@us.pwc.com*

FIRE AND LIFE SAFETY FUNDAMENTALS FOR SECURITY PRACTITIONERS: INSIGHTS INTO LOCAL FIRE CODES

By: Jerry Heying, CPP, PPS, CST

Security managers and directors often find fire and life responsibilities added to their plates. If the complexities of security management can be daunting, the codes and policies that govern the additional responsibilities are awesome.

The following gives an overview of what you 'need to know' to get started. First, it's critical to determine which fire codes cover a particular facility. The phraseology is formal and begins with identifying who is the “Authority Having Jurisdiction” or AHJ over a given area. Properties located in the five boroughs of New York City abide by the New York City Fire Code (available as a PDFpdf online at: <http://www.nyc.gov>). Properties located in Nassau County abide by Fire Prevention Ordinance 56-1962.

There are additional Fire and Life Safety requirements for “Places of Public Assembly”. The AHJ in NYC is the Department of Buildings, bringing another organization into the mix. From a public safety perspective, New York City requires a Place of Assembly Certificate of Operation (PA) for all premises where the

continued on page 39

SafeMail®

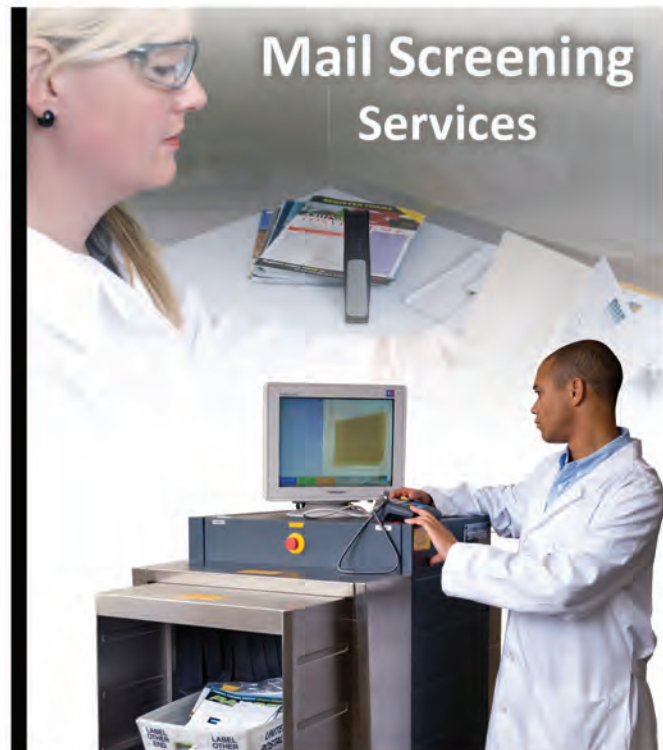
New York



detect. protect.

Chemical | Biological | Radiological
Nuclear | Explosive

888.703.7030 | SafeMailNY.com



SWISS CONSULTANCY MANAGEMENT

111 North Bridge Road, #27-01 Peninsula Plaza Singapore 179098

Office: (+65) 6389 1892 Email: enquiry@swissapac.com

Web Site: www.swissapac.com

BUSINESS
CONTINUITY
MANAGEMENT

CRISIS &
EMERGENCY
MANAGEMENT

SECURITY &
SAFETY
PROJECT
MANAGEMENT



EVENT
SECURITY &
SAFETY
MANAGEMENT

CORPORATE
TRAINING
SOLUTIONS

SECURITY
AUDITS &
VULNERABILITY
ASSESSMENT

TECHNOLOGY
SOLUTIONS

EXECUTIVE
SEARCH
SOLUTIONS

Swiss Consultancy Management is a leading provider of Consultancy & Management Services in the sectors of Security, Safety, Business Continuity and Crisis & Emergency Management. With our HQ in Singapore we serve a Regional Market covering Asia Pacific and the Middle East.

BUSINESS REGISTRATION NO: 53193107B

Certificate of Occupancy indicates that 75 or more members of the public may gather indoors or 200 or more may gather outdoors. It could be for religious, recreational, educational, political or social

includes requirements for egress, fire protection, sprinkler systems, alarms, emergency lighting, smoke barriers, and special hazard protection. The LSC addresses those construction, protection,

involved in fire and life safety responsibilities.

Jerry Heying, CPP, PPS, CST, is the Chair of the ASIS Fire and Life Safety Council and President of International Protective Service Agency in New York City. He can be reached at: 1-800-947-5826 Jerry@IPSAsecurity.com, www.IPSAsecurity.com.

If the complexities of security management can be daunting, the codes and policies that govern the additional responsibilities are awesome.

and occupancy features necessary to minimize danger to life from the effects of fire, including smoke, heat, and toxic gases created during fires.

The LSC establishes minimum criteria for facility egress. Moving occupants, ensuring their ability

VIDEO TECHNOLOGY: THE NEXT GREAT LEAP FORWARD

James Drumheller, CPP

New technologies often start out more as expensive, unfulfilled promises than efficient, productive tools. Early adapters can regularly look more foolish than visionary. Consider the TSA's body-scanner debacle. Nonetheless, for a truly worthwhile, new technology there comes a moment when its advantages become so overwhelming that it becomes essential.

The next leap from the marginal to the indispensable is set to happen. Breakthroughs in affordable high-definition cameras, video analytics, "at the edge" processing and storage, and cloud services are poised to fundamentally alter aspects of the security industry.

HD cameras, once costly and fragile, have become an inexpensive and reliable way to radically upgrade a security system. Their stunning clarity makes not using them as illogical as not making the upgrade from black and white video to color.

One of the best ways to exploit

purposes. Perhaps it's where they will consume food or drink; await transportation, or any similar group activity. As you are probably already aware, NYPD publicizes information about known assembly events, protests, etc. again, with the view toward ensuring safety.

When people apply for certificates/permits to have groups assemble, they have to identify how they are addressing space safety, proper egress, emergency lighting, etc. A site-specific permit is required for each location that can accommodate 75 or more persons and there are additional fire and life safety requirements. It may seem like layers of bureaucracy but every portion of these requirements is crucial for ensuring life safety in what can become precarious situations.

The NFPA 101 Life Safety Code (LSC) is also a good general guideline for fire and life safety (it is often adopted as the fire code by smaller towns or rural areas). The LSC has provisions for all types of occupancies and

to escape promptly when necessary and move from dangerous areas to safe areas in a building (often referred to as "Sheltering in Place") are all covered.

The NFPA code also addresses other considerations, recognizing that life safety is often more than simply egress. Areas covered include: protective features and systems, building services, operating features, maintenance activities, etc. Again, the safeguards and standards focus on ensuring that facilities enable large numbers of individuals to escape life-threatening situations.

As part of the ASIS Fire and Life Safety Council, we're seeing a trend towards giving fire and life safety responsibilities to the security management professionals already employed within organizations. From an enterprise risk management and financial perspective, it makes sense. Our recommendation is that security practitioners be forward thinking. Now is a great time to become more familiar with the specifics

continued on page 41



Proud to be the
Official Security Systems Provider
 to the **New York Mets**

“Advanced Electronic Solutions was our first choice when determining which company we wanted to partner with in implementing and executing CitiField’s security system. It has been a first class experience from the beginning and their expertise in the security field is a tremendous resource that we’ve been fortunate enough to have at our disposal. We take solace in the fact that CitiField is protected by AES’ services.”

Eric Saretsky, Vice President
 Queens Ballpark Company

- ◆ Access Control
- ◆ Alarm
- ◆ CCTV
- ◆ Fire Systems
- ◆ Covert & Countermeasures

WE ARE AN INDUSTRY LEADER
 specializing in **Sales, Leasing,**
Customization , Installation,
Service and Training

- ◆ Intercom
- ◆ Nurse Call
- ◆ Paging Systems
- ◆ Turnstiles
- ◆ Visitor Management

Visit www.NYAES.com or text **NYAES** to **99222** for more information.*

**Only standard carrier rates apply.*

15-03 132nd Street, College Point, NY 11356 T: **718-461-2600**
 11 Melanie Lane, Suite #8, East Hanover, NJ 07936 T: **973-887-3500**



Local Response | National Support

Proud Supporter of the ASIS NYC Chapter

AlliedBarton provides responsive security services at the local level with the benefit of our national support network.

It's what sets us apart.



212.328.0209 | AlliedBarton.com/NewYork

the advantages of HD video is integrating it with video analytics. Using complex algorithms, analytics software “learns” the usual activities within a defined area to quickly identify abnormalities. The panicked movement of a crowd; an abandoned parcel; or, the removal of a specific asset can be rapidly detected often with better accuracy than manned security. Video analytics never become distracted, confused, or sleepy. Previously glitch-ridden and costly, video analytics have become robust and economical.

Video analytics can strain the processing ability of an integrated security system. Now “at the edge” technology reduces this burden by localizing computer processing and storage in cameras. Tasks such as video analytics, compression and storage can be done more efficiently while also lowering costly bandwidth demands. Also, declining prices for computer processors and memory make this an achievable upgrade.

Internet cloud-based video surveillance as a service (VSaaS) can further enhance a security system and free up resources. Using a secure internet connection, video surveillance can be managed through remote computers by a contract vendor. Though it takes control from your premises, it does reduce costs for technical support, hardware, upgrades (such as analytics), and video storage. Cloud-based systems can even decrease personnel costs by performing virtual security patrols.

Moreover, with a laptop, tablet or smart-phone and a trusted network connection, live monitoring and remote retrieval of video for

quick assessment can be done virtually anywhere. It is very likely a mobile internet device will be the next piece of standard equipment for security personnel. With downloadable software “apps” even homeowners are able to manage their security systems, heating systems and look at live camera feeds. For commercial use, hand-held mobile devices will assist security personnel in managing alarms, detectors, cameras, and access control from off-site and without going through a third-party vendor.

The once far-fetched developments in video technology are about to be commonplace. Those who are ready will have the advantages of both lower costs and strengthen security programs. Those who aren’t will be at risk for far more than suddenly appearing old-fashion.

James Drumheller, CPP is a security supervisor at the Museum of Modern Art and holds a MS in Protection Management from John Jay College of Criminal Justice. Reach him at: james.drumheller@gmail.com

AT THE IMF, BALANCING HIGH SECURITY AND THE ‘NEED FOR SPEED’

By Stephen Somers

When the International Monetary Fund (IMF) holds their spring and fall Annual Meetings at headquarters in Washington, D.C., they call on our security services to handle the initial screening and badging for their thousands of visitors from all



2 AM



3 PM



6 AM



10 PM



9 AM

Welcome to **tyco**
Integrated Security

/Advanced Services/

We wrote the play book on the complete security game plan.

Our experienced **Advanced Services** team has the total security solution for your enterprise system. Our Microsoft-certified systems engineers, IT network pros, and dedicated, certified service team works with you to understand the unique needs of your business. We then integrate, install, service and manage a solution customized just for you. From development to installation to ongoing service, our Advanced Services team takes total security management planning to a new level to help meet the needs of your business. That's **sharper** thinking.



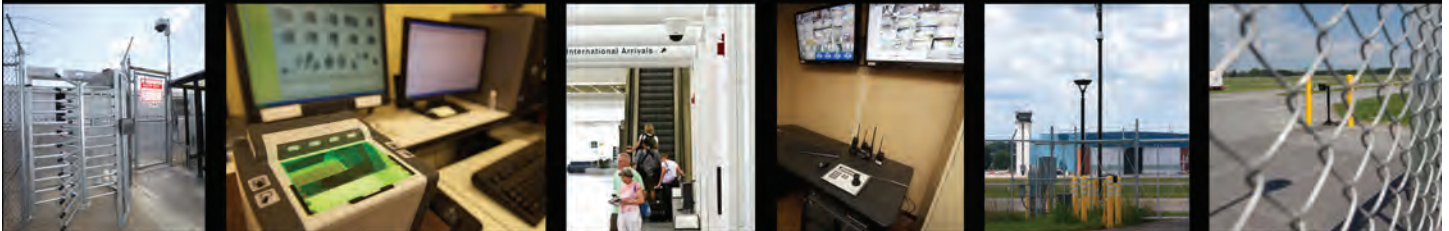
Visit us at ASIS booth #305

ACCESS CONTROL • FIRE • INTRUSION • VIDEO

www.TycoIS.com / 888.446.7781

©2013 Tyco. All rights reserved. Tyco is a registered mark. Unauthorized use is strictly prohibited. License information available at www.TycoIS.com

SECURITY PROFESSIONALS THAT BUILD



ASSESSMENTS • DESIGN • IMPLEMENTATION OVERSIGHT



20 UNDER 40 AWARDEE

Toby Heath, CPP, PSP



C&S
COMPANIES®

BOOTH #519

(ACROSS FROM ASSA ABLOY)



DIAMOND AWARD WINNER
FOR SECURITY DESIGN



SECURITY DIVISION LEADER

Toby Heath, CPP, PSP

theath@cscos.com @THEATHCPP (FOR LIVE UPDATES)

LIFE SAFETY SERVICES MANAGER

Chad R. Barnes, CFPS, SFPE, CPP

cbarnes@cscos.com

over the world. We address these tasks for the IMF on a regular basis during the year, but consider how the complexity increases when high-profile executives with diverse cultures and backgrounds arrive from more than 180 countries to address world-focused monetary policies.

The IMF has developed a thorough plan to cover security for the Annual Meetings that includes logistics, operations and crisis management. Our security officers handle screening and badging at non-meeting times as well and all



have passed stringent background requirements. They are individuals selected for their abilities to work with world leaders who speak hundreds of languages and dialects and have their own philosophies on safety and security. The security officers consider serving at the IMF a premier assignment and they look forward to playing a

large role in the security process during the Annual Meetings.

Many of the IMF members are used to being in national capitals where there is strong paramilitary presence at every major building. In many cases, these executives are spotlighted because of their value to the countries they represent. They need an extra layer of protection.

Yet, when they come to the U.S., they quickly become adapted to a less 'in-your-face' approach that is typical of protection models in Washington, D.C. In fact, the approach by our security team is more pleasant and congenial than what might be viewed as typical overseas; yet the protection model is no less stringent. Knowing that these executives are in important decision making positions and do not have time to waste, the officers have honed their skills at getting IMF members screened, badged and into their meetings with speed and tact. The security process should be efficient and highly effective, yet not disruptive for the members. This is accomplished through a combination of the right personnel, training and procedures. According to Vincent

O'Neill, Chief, Headquarters Security, IMF: "We are able to keep individuals moving through the screening process quickly while still maintaining a high level of security. The less our guests think about security, the better."

The IMF looks at us as a part of their team. "The AlliedBarton

security officers are the face of our security program," said Charlie Gleichenhaus, Deputy Chief of Security, IMF. "They have consistently received high reviews and great feedback about the services they provide. Their security team is very well respected and works well with the other security teams on site to create a layered approach to security."

Stephen Somers is Vice President, AlliedBarton Security Services, which is headquartered in Conshohocken, PA. For additional information: 1.866.825.5433. Website is: www.AlliedBarton.com.

INCIDENTS STILL DRIVING DEMAND BUT THE RISKS ARE CHANGING

By Tory Brownyard

Ten years ago, the demand for security guard services was still high in the shadow of 9/11. The public supported having security officers more visible in large metropolitan office buildings, government facilities and schools. People expected to have their bags and briefcases checked at entry points. Just a few years earlier, such security would have been viewed as simply a nuisance.

Historically, security officers at large office buildings in metropolitan areas served as concierge (issue passes, give directions, etc.). After 9/11, lobby officers were charged with access control at a different level and the public continues to expect this higher level of performance.

continued on page 45



SECURITY ANALYTICS

LIKE YOU'VE NEVER SEEN

EMC²

RSA[®]

EMC², EMC, RSA, the EMC logo, and the RSA logo, are registered trademarks or trademarks of EMC Corporation in the United States and other countries.
© Copyright 2013 EMC Corporation. All rights reserved. 197836

In 2013, we are again dealing with the fallout of tragic events, from Sandy Hook Elementary School to the Aurora movie theater shooting. Again, the public is clamoring for highly professional security officers to be employed at the same types of businesses.

The difference between 2013 and 2003 is increased pressure for these security officers to carry firearms. From an insurance perspective, a dialogue has opened around whether or not armed security officers at businesses reduce or increase the likelihood of claims. This dialogue is strongest in schools. Since the Sandy Hook tragedy, we have received several hundred calls from guard firms because they have been asked to provide armed officers to schools.

It helps to demonstrate that armed officers are thoroughly screened and trained, preferably retired or off-duty law enforcement.

Insurers view armed security officers in schools as risky. The general consensus is that while mass shootings are tragic and horrifying, they are still extremely rare. It is extremely difficult to deter any person intent on causing harm or tragedy and, in some cases, the presence of armed guards might increase the likelihood of a shooting incident, especially if guards are not highly trained, screened and supervised.

Indeed, in order for most insurers to provide coverage for security firms with armed guards, the security firm must demonstrate that the officers are thoroughly screened and trained, preferably retired or off-duty law enforcement.

However, even highly trained armed security officers at certain locations such as retail stores, schools and special events will find fewer choices for insurance. They will be limited to non-admitted insurance markets with reduced coverage and significantly higher premiums — often double that of unarmed guards.

continued on page 47

**KNOW
YOUR
RISK**
BY
Brownguard®

Need to Know #1

Your client's property is your financial responsibility

Damage to your client's property, on your watch, could put your security business on "lockdown". To defend claims of property damage and theft and to safeguard your business' reputation, you need insurance coverage for Care, Custody and Control as well as third party theft.

Brownyard Group has been handling the complex coverages and unique claims of the security industry for over 60 years. *Insurance when you know BETTER.*

BROWNYARD®
CELEBRATING
60 YEARS **GROUP**
Insurance when you know BETTER®

Get to know Brownguard

In partnership with ASIS, Brownyard Educational Center® is the first online educational center specifically for Security and Investigation Professionals. www.BrownyardU.com

**800-645-5820 | brownguard@brownyard.com
www.brownyard.com**

A man in a dark suit is seen from behind, standing on a balcony or high-rise floor. He is looking out over a vast city skyline at night, with numerous lights from buildings and streets. The sky is dark, and the city lights create a bokeh effect in the distance. The overall mood is contemplative and professional.

We Secure The Unsecurable.
Critical Infrastructure. Enterprise. Embedded.

From Advanced Threats to 0-days, Cylance's **Presponse** goes beyond mere assessments and incident response. Our solutions empower you to prevent the next big hack – *silently*.

To find out more, and get a free download of Cylance **DETECT**, visit cylance.com/cybit

CYLANCE
the sound of security

Whether responding to terrorist attacks or the mass shootings that recently have dominated headlines the security industry – like its insurers – should proceed with caution. Ideally, focus on providing customers with top quality security officers who are trained to respond appropriately and armed only when the situation is warranted.

Tory Brownyard is president of Brownyard Group, which has been offering liability insurance for security guard firms for more than 60 years. Reach him at: tbrownyard@brownyard.com. (www.brownyard.com)

CONTRACT THIS!

By Erica D. Harrison, CPP

I've sat on multiple sides of this fence – where the security officers were in-house, where there were in-house and contract, and where everyone including the site management team was contract. Can you assure a full complement of officers on-hand for every shift and keep things at reasonable cost if everyone is in-house? Can you have top-notch personnel at every post who have in-depth understanding of your organization's mindset if personnel are all contract officers? Where do you draw the line if you combine in-house and contract? I've found merit in every approach to staffing with in-house, contract and a combination. It depends on the situations and challenges we're facing.

In museums and art auction houses, I think there is merit to the in-house team. Everything has high value; yet only some of the people coming to the venue are destructive or bent on theft

and swindling. The majority of the work is about customer service.

I remember Edward G. Dolan, CPP, during a presentation he did for my college students during his early days as Assistant Chief of Operations at the Smithsonian's Museum of The American Indian in New York City. He pointed out that although the displays were colorful and attractive and held



items desirable to many visitors, protecting the exhibits wasn't the biggest problem. It was kids who were lost. Or as another colleague described it, the children always found the security officers; it was the lost parents who were the problem.

Many of the Smithsonian's security officers at this facility had military backgrounds since apparently they got extra credit in the screening process for their service. Many were women. Their skill in calming the children, reuniting the family groups and just taking a professional approach to the entire process reflected favorably on the security force. It lent credibility to their importance in the facility.

In commercial buildings with adjacent parking lots and/or heavy traffic, using contract-only personnel can make great sense. In one case of note, the security manager was also under contract. It did not please him. He sensed, and correctly, that he was as replaceable as the guards.

Contracting meant that the building owner could enforce the clauses

in his contract that saved him money and headaches. The contractor had to have a roster of pre-trained officers ready to fill any vacancies or call outs. The small increment he paid for the extra training hours was trivial compared to not having enough personnel in the ranks on any given shift. Plus, he never had to give reasons why he didn't want officers unacceptable to him removed, replaced or forbidden from showing up again.

It can get more difficult as organizations use a combination of in-house and contract personnel. There's always jealousy on the part of the contractors. It isn't above some of the in-house people to laud it over contract officers,

continued on page 49

Detect, Validate, and Respond Rapidly to Cyber Attacks



The leading provider of next-generation threat protection and the leader in security incident response provide an integrated defense to rapidly detect, validate, and respond to cyber attacks.

Visit us in booth #627 to see how this integrated solution:

- Dramatically reduces time-to-discovery and time-to-response
- Enables security analysts to clearly prioritize their response based on threat severity
- Delivers the next evolutionary step of the security stack with data-driven, automated actions
- Reduces the risks and high costs associated with cyber attacks through an end-to-end approach from detection to recovery



Attend our presentation:
“Closing the Loop Against Today’s Threats”
Wednesday, May 8 at 1:30pm.

In partnership with:



Faster Safer Smarter Networks.™

A veteran-owned company whose products and services cover the full spectrum of IT needs.

www.atrioncomm.com
www.fireeye.com
www.encase.com

making things unnecessarily complex.

I've seen the most successful combinations of in-house/contract personnel programs where the assignments are distinct between the groups. The in-house team does cost more than an equivalent contract group, and it is something to be reckoned with when defending budgets. However, when security leadership chooses this approach, the in-house team is usually the group that handles the complicated or more significant assignments. Difficult protocols have to be followed without contradiction. The security director knows the quirks of his team and they all work around their strengths and weaknesses.

In one combination location, the contract officers do vehicle inspections at the loading docks, oversee the distribution of deliveries to the warehouses, record license plates in visitor parking areas, do perimeter sweeps, monitor and log door openings/closings and handle the general visitor reception desk. However, once people get to the package x-ray machines in the lobby and the elevator banks, they are addressed by in-house personnel. This group has perhaps visibly different mindsets and perspectives on their assignments.

There are no cheap solutions and perhaps there are no absolutes when it comes to what type of security force will serve you best. It seems worth re-evaluating all the possibilities – and the mixed possibilities from time to time, since our challenges are changing as well.

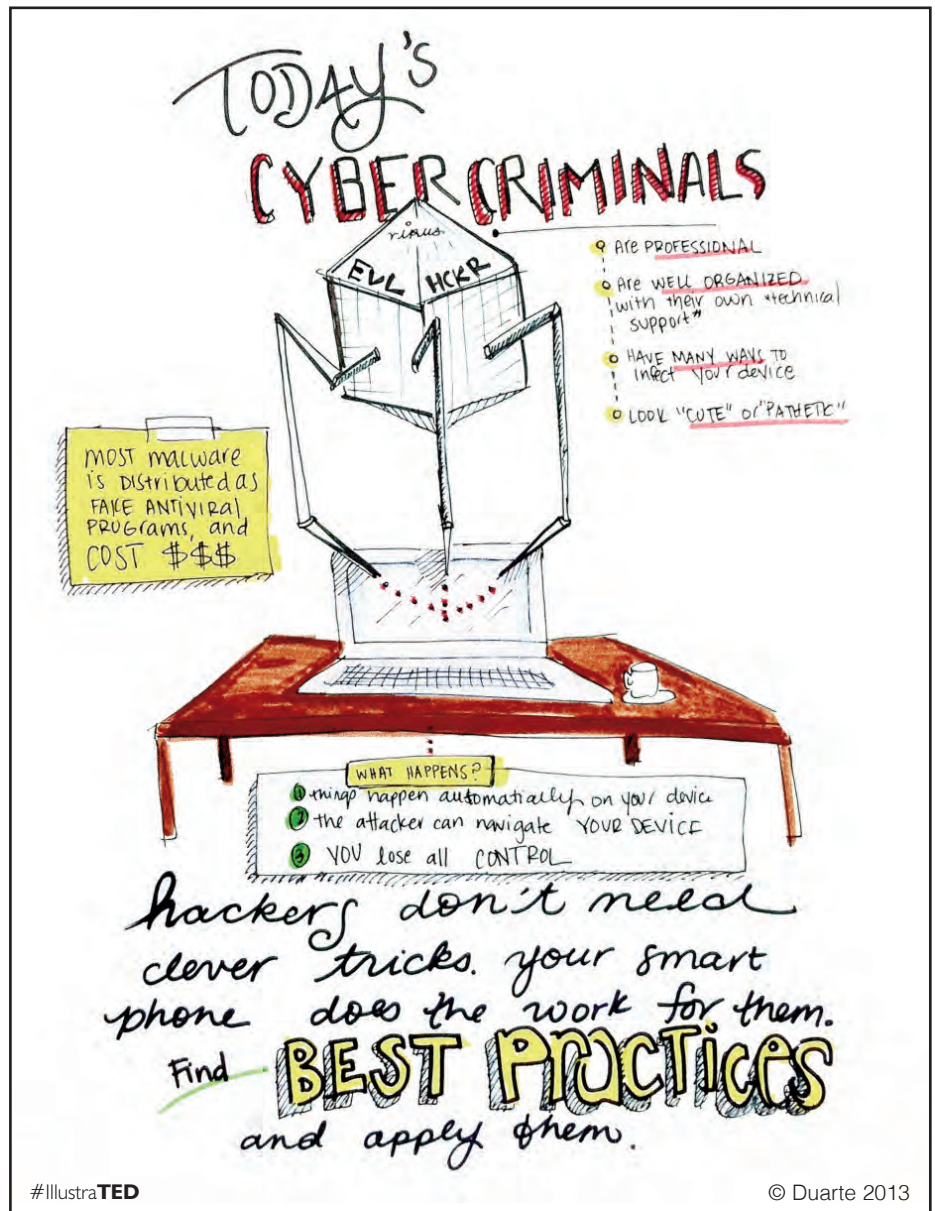
March 22 2013, 3:15AM Or what makes true New Yorkers - even after they leave the city?

Here's an email from a son of one of our colleagues who now resides in San Francisco:

March 22 2013, 3:15AM....

"So we had our first break-in around 1:00 AM. The drunk doofus smashed a side window in the rental unit (ground floor of the house we share) and made enough noise that all three of us who were talking in the kitchen went to investigate.

My housemates were a little scared, but perhaps the years of having the house in NYC burglarized/vandalized, put me on the



The above cartoon was included in a presentation by James Lyne and was created by Annette Felice. It was in a SLIDESHARE selection earlier this year. Our thanks to all for giving permission to reprint it. Few graphics capture how a device that's so essential in people's lives can also be equivalent to carrying around their worst enemy.

continued on page 51

OUR LOGGING SYSTEM IS BULLET PROOF for Hi-Rise Emergency Training

The software logs provide the platform to record the following training drills:

- Fire
- Building Evacuations
- Shelter in Place
- Active Shooter

Our time and date logs are tamper proof and BULLET PROOF in court.

Our logs give a clear record of training and related inspections for every hi-rise office floor.

- Consistency
- Accurate summary reports
- Specific work orders with proof corrective action

Virtual Building Logging Systems

For effective high-rise fire safety programs:
 718.461.5888
 646.773.5783
 Hi-Rise@outlook.com

When a cop needs help he calls ESU

Detectives call TARU or the Computer Crimes Squad

Who do you call for help?

For Digital Files, Computer Forensics, E-Discovery and Incident Response

Business Professionals Call:



www.CyberDiligence.com

575 Underhill Blvd, suite 209
 Syosset, N.Y. 11791
 (516) 507 – 4322

Over 100 years LE experience

Yalkin Demirkaya, President
 David Kondrup, VP Strategic Initiatives

KUTY & ASSOCIATES, LLC
 SECURITY MANAGEMENT MARKETING & SALES CONSULTING

sales

Pronunciation: \ˈsālz/
 Function: adjective
 Date: 1840
 : of, relating to, or used in selling

mar-ket-ing

Pronunciation: \ˈmär-k-ˈtɪŋ/
 Function: noun
 Date: 1561
 a : the act or process of selling or purchasing in a market
 b : the process or technique of promoting, selling, and distributing a product or service

Kuty & Associates understands what it takes to compete in today's economy. By integrating and aligning programs tailored to the security industry, you can by definition increase **sales** using successful and proven **mar-ket-ing** strategies and techniques.

Sales Health Check-ups
 Security Management Recruiting / Career Match
 Sales Coaching / Mentoring Program
 Management, Marketing and Sales Seminars
 Web Site Consulting, Design and Development
 Newsletter Campaigns, e-News and Print

Gary H. Kuty 937.395.3059
 President & CEO gary@kutyassociates.com

www.kutyassociates.com

RADIANT TRAINING & CONSULTING, LLC

PROTECTING YOU THROUGH EDUCATION

TRAINING SERVICES

NYS SECURITY GUARD LICENSE SERVICES

PRE-ASSIGNMENT SECURITY COURSES

ON-THE-JOB SECURITY COURSES

ANNUAL IN-SERVICE SECURITY COURSES

AMERICAN RED-CROSS/CPR-AED

FIRE SAFETY DIRECTOR F-58

EAP DIRECTOR F-59

BUILDING OPERATION RECERT FOR FSDs

FIRE SAFETY COORDINATOR F-24

CONSULTING SERVICES

FIRE SAFETY/EVACUATION PLANS

COMBINED FSP/EAP PLANS

BUILDING INFORMATION CARDS (BICs)

FSD & EAPD ON-SITE PREPARATION

FIRE & EAP DRILLS

FIRE SAFETY & EAP STAFF TRAINING

FDNY EXPEDITER

... and FREE Notary Public Services!

Become Part of Us!

Join us now and become a part of NYC's Premier Protection Management Training and Consulting Company

www.RadiantTraining.com

14 E 39

Manhattan

212-213-3434 | f: 212-213-3433

info@radianttraining.com

offense instead of the defense. I walked outside into the breezeway next to our house and in about 2 minutes I saw someone stick his head through a broken bedroom window.

“You aren't going anywhere. Get back inside,” I said, in a voice I've only used on a few occasions to move crowds of people — deep, forceful but calm. It was dark out and the burglar had no idea if I'm a cop or as it turns out, some guy in flannel PJ's with bedroom slippers on.

“Oh S&*#%t” he said, and dove back into the apartment.

I then had one housemate block off the interior door stairwell (via which the crook attempted to exit) and the other called 911.

The SF police arrived in about four minutes. The second unit arrived in about four more and they were able to arrest him.

After statements were taken from us and the neighbors, and then wishing the police farewell, the housemates are now all in the kitchen making waffles at 3:00 AM.

CLEAR AND LOUD

When you read this, the recorded sights and sounds of exploding bombs at the April 15th Boston Marathon will just be digital records. Yet within minutes after the actual event, many of us received the most up-to-the-minute digital and visual information from people on site who were in our networks. Some thought we might be present in the Boston area or directly affected

by the events since our work sometimes takes us in that direction. Specific information arrived via every mode we kept open 24/7.

We expect it today... the digital age. What I sometimes forget is how adept many of my younger associates are at using the tools and that the digital age is global. Contacts outside the US were in touch within a short time, checking to find out if I and others we knew were okay, sharing their concerns less than two hours after the attacks.

Instant messaging and live chat are on laptops. Video calls are at the fingertips of smartphone users. We can literally hear what's on people's minds loud and clear.

I am not a savvy user of all these interconnecting systems. However, what I do value is that we have this network of security professionals around the world. We are connected through work, social networks, ASIS or through networks developed by others where we've been included.

Any number of times I've thanked Ray Powers for his detailed and thorough dispersing of crucial security-related information to the hundreds on his email list. But it is probably important to say thank you again, clear and loud.

Are we going to become immune to terrorist acts in our back yard? Not likely. If anything, recent events will make organizational leaders more attuned to what destructive acts, chaos and emergencies really mean to our workforces and businesses. While we have our colleague's attention, get out those disaster plans. Work through them again. Can we do

any of them better? Are they really clear and realistic?

Deliver the message, not in a whisper. We cannot afford to be unprepared. It may cost more to make it work. And, in a perfect world we may never have to deal with a need for all these plans and exercises. But let's not count on that. If anything, consider adding something new to the arsenal such as ham radio communication for emergency notifications. It used to be off limits for any commercial operation. Now ham radio can be incorporated into emergency preparations and be added to our communications resources. Be Loud and Clear.

Over and Out.

Until next time,

Erica

THE GOLF OUTING CONGRESSMAN PETER KING DINNER



**JUNE 10
VILLAGE CLUB of
SANDS POINT
For more info:
LYNN BROWN
516 623 7500**

Trade Show Committees

Trade Show Chairman

Ray Dean

Executive Committee

Chairman:

George Anderson

Vice Chairman:

Craig Schwab

Treasurer:

Lynn Brown

Secretary:

Don Francisco

Ray Dean

Rich Patti

Erica Harrison

Larry Loesch

Attendee Relations

Co-Chairs:

Lynn Brown

Wayne Vodar

Exhibitor Committee

Chair:

Bernie Jacobs

Co-Chairs:

Mark Berger

Jim Kitchen

VIP and Dais Committee

Co-Chairs:

Don McGuire

Keith Mulcahy

Members:

Joette Faherty

Jessica Hagstrom

Mary O'Rourke

Ken McGuire

Security Director Magazine & Media Relations

Editor:

Erica Harrison

Website Management

Chair:

Rich Patti

Show Coordination

Co-Chairs:

Larry Seltzer

Charlie Scholl

Members:

Mark Markett

Ingrid Balady

Chapter Booth Committee

Michael Hymanson

Charles Scholl

Dan Woods

Don Aviv

Thomas Puleo



CALENDAR OF EVENTS

2013

June 10

2013 ASIS NYC Golf Outing
The Village Club at Sands Point

September 20

Networking Event

October 18

Monthly Lunch Meeting

November 15

Monthly Lunch Meeting

December 14

Holiday Event
Hard Rock Cafe/Times Square

March 13 - 14, 2014

ASIS SHOW in New York City
Jacob Javits Convention Center

SecurScan 500



- Compact and easy to use check point screening system
- Screen hand bags, briefcases, laptops, backpacks, letters, and parcels
- Perfect for Universities, offices, embassies, government buildings, and event venues

Qualified Dealers Welcome

GBS Technologies

71 Pasa St.
Hastings on Hudson, NY 10708
Tel: (914) 275-7679
Fax: (914) 391-1287
Email: info@gsproducts.net
Web: www.gbsproducts.net

Exhibitor's List and Booth Numbers

(As of Press Time)

Exhibitor	Booth	Exhibitor	Booth
Aggleton & Associates, Inc.	200	Kratos HBE	216
AlliedBarton Security Services	211	Kwantek	503
ALTRONIX CORP	415	Langbaum Associates, Inc.	611
ALVARADO TURNSTILES	406	Lenel	511
Ameristar Security Products	326	LTI Smart Glass, Inc	532
Anritsu	347	Marlin Equipment Finance	605
ASIS Councils	552	Milestone Systems	207
ASIS International	452	Mobile Health Management Services	534
ASIS NYC Chapter	245	Monitor America	318
ASSA ABLOY Americas	514	MSA Security	522
Atrion Communication Resources, Inc.	627	National Video Monitoring Corp.	345
Avante International Technology, Inc.	315	New Jersey City University	334
AVIGILON	322	New York State Police	618
Axis Communications	411	NY Fire Safety Institute	244
Boon Edam Inc.	614	NYPD Crime Prevention Section	337
BriefCam, Ltd.	438	NYPD SHIELD	237
Brooklyn Computer Systems, Inc.	444	On-Net Surveillance Systems, Inc. (OnSSI)	427
Building Intelligence	229	Palmieri Associates/Bosch Security	351
C&S Engineers	519	Panasonic	433
Canon	217	Parabit Systems, Inc.	544
CEIA USA	332	Port Authority NY/NJ	219
Celayix Software	327	PPM 2000 Inc.	329
CiNet	445	Presynct Technologies, Inc.	320
COFFEE BREAK/AFTERNOON RECEPTION	439	Protecting the Homeland Innovations, LLC	521
Computer Forensics 527, 626, 628, 634, 635, 636, 638, 641, 645, 646		QSA Global - Envision Product Group	204
Current Technologies Corporation	632	Quantum Secure	446
Costanza Insurance Agency, Inc.	221	Real-Time Technology Group	339
Critical Defense	539	RSA, The Security Division of EMC	529
Cylance, Inc.	626	Rupper Associates Inc.	622
Data Management, Inc.	239	Safemail New York, Inc.	227
Designed Security, Inc. (DSI)	208	Salient Systems	434
Detex Corporation	210	Salto Systems	340
Digital Watchdog	335	Salvation Data	636
Drive Savers Data Recovery	535	Samsung	304
DSA Detection LLC	232	SecureWatch24	316
Elmridge Protection Products, LLC	423	Securitas Security Services	220
Emergency Skills, Inc.	428	Securitech Group Inc.	426
E-Seek Incorporated	235	SISCO-Security Identification Systems Corp	607
Exacq Technologies	333	Smiths Detection	526
Executive Protection Institute	248	SSS SIEDLE	206
F.M. Valenti, Inc.	416	Stanley Security Solutions	405
FLIR Systems Inc.	609	Status Solutions	420
Fortem	429	StrikeForce Technologies, Inc.	527
G4S	545	Summit Security Services, Inc.	628
Genetec	317	Team Software	603
Guardsmark, LLC	517	The K Street Group, LLC	447
HID Global	520	Thermolite, Inc.	621
Homeland Security Newswire	637	Thomson Reuters	436
I.A.H.S.S. - NYC Chapter	234	Total Recall Corporation	311
Idesco Corporation	344	TSG Solutions, Inc.	418
IDV Solutions	328	Tyco Integrated Security	305
IndigoVision	421	Tyco Security Products	507
InTime Solutions, Inc.	314	U.S. Postal Inspection Service	338
I-On Asia	202	U.S. Security Associates, Inc.	615
IPVideo Corp.	319	Verint	226
(ISC)2	655	Virtual Building Logging Systems	238
ITVS	601	Women in E Discovery	634
Janus Associates, Inc.	537	Zscaler	638

THE BEST

KEEPS GETTING BETTER



STANLEY SECURITY IS GROWING TO SERVE YOU BETTER. Powered by a culture of continuous innovation, we're always looking to build on our industry-leading customer experience. That's why we're proud to offer an unmatched combination of leading-edge technology and customer service excellence. And we've expanded our reach with even more locations across the globe, all with our signature local touch approach to doing business. At Stanley Security, we're protecting what's important to you – now, better than ever before.

COMPLETE SECURITY SOLUTIONS ■ SYSTEMS INTEGRATION ■ BILINGUAL UL/ULC MONITORING
AUTOMATIC ENTRANCE SOLUTIONS ■ DOOR LOCKING HARDWARE, CLOSERS & EXIT DEVICES

STANLEY[®]

Security Solutions

855-310-1243

www.stanleysecuritysolutions.com