

J.E.A.M. CENTS

TEN YEARS AND COUNTING

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CONGRATULATIONS TO ANDREW ALBERT, EMPLOYEE OF THE 4TH QUARTER, 2003.

FINAL NOTICE

Friday February 20th, Campbell is hosting the Campbell's Quarterly Ho Down @ Mr. Lucky's

February Anniversaries

One Year:

Patti Arnold 02/08

Two Years:

Kat Hammond 02/13

Three Years:

Terry Tautimes 02/17

February Birthdays

Sergio Gonzales	02/03
Chris Harrington	02/03
Mike Schier	02/08
Sanya Xayrath	02/10
David Argnot	02/11
Austin Paulson	02/13
Steve Correa	02/13
Erich Douglas	02/14
Darryl Rice	02/15
Bryan Williamson	02/17
Marianne Morrison	02/19

Ana Dominguez	02/27
Necolai Wendelboe	02/29

Bert's Business

IMPORTANT NOTICE TO EVERYONE

There has been a few of you who have been getting away with some violations of our uniform policy for a while. WELL NOT ANYMORE!!! Anyone violating the following policies will be subject to disciplinary action or worse, depending on the frequency and severity of the violations.

1. "A T.E.A.M. uniform shirt or jacket will be issued to you at the beginning of the shift. THE SHIRT MUST BE TUCKED IN AND THE JACKET BUTTONED UP."
2. "Any visible body adornments, including tattoos, nose rings, or various other piercing are not permitted."
3. "All personnel shall appear neat and well groomed at all times."
4. "MALES WITH HAIR LONGER THAN COLLAR LENGTH MUST WEAR A T.E.A.M. OR OTHER APPROVED PLAIN BLACK OR WHITE BASEBALL STYLE HAT. FEMALES WITH LONG HAIR MUST WEAR IT PULLED BACK."
5. "Females may wear earrings of the stud or small hoop style. MALES MAY NOT WEAR EARRINGS OF ANY TYPE WHILE ON DUTY."
6. "Excessive jewelry is prohibited"

IF ANYONE HAS ANY QUESTION AS TO WHERE THESE OR ANY OTHER COMPANY POLICIES CAME, THINK BACK TO FROM ORIENTATION. YOU ALL WERE TAUGHT THESE SIMPLE RULES.

FOLLOW THEM!!!!!!

PLEASE. Thank You.

Jared's Jottings

He will have to learn, I know, that all people are not just- that all men and women are not true. Teach him that for every scoundrel there is a hero that for every enemy there is a friend. Let him learn early that the bullies are the easiest people to lick.

--Abraham Lincoln (1809-1865)

It is not rare that you will hear exasperation in my voice. It is not uncommon to see me shake my head and walk away. Many things in this world drive me to distraction. On global, local, and personal levels, I often become frustrated with "the way of the world". We work in an industry where our accomplishments last but a moment, yet our mistakes last years. We are judged not just on our own actions, or those of others in our uniform, but by every slapped*#& who has ever worn a uniform. We are ridiculed when we are there. We are lambasted for negligence when we are not. Everyone is willing to "take our job", but no one wants it. We are flashlight cops when they're drunk and having fun with they're friends. But forgotten about when we save them from a bigger drunk. We are four dollar an hour idiots when they've done something wrong. But you couldn't pay them a million

to run through the places that we have to calmly walk through.

People often tell me "there's no way they can pay you enough!" That is true.

For no amount of money can erase the things I've seen, or been subjected to. There is no amount of money that can buy back the weeks, months and years that were stolen from my son. Nothing can wash away all the snide comments and rude asides that we don't hear because we must be stupid if we are willing to commit our lives to protect others.

At this point your probably wondering if this is a new form of "SMA everyone!" No. It's not. It is simply a statement of facts. We cannot always expect the support of our community. We cannot always fall back on the gobs of money that we make. We must instead rely on those who have chosen to stand with us, those who wear the uniform. We must find our reward in the diverse incredible people that we are fortunate enough to be surrounded by. We do what others wont.

We do what others can't. We stand in between those who would do violence and those who think it will never happen to them.

I know who I am. I know what I do. Remember as you don that shirt, that you are taking a little bit of all of us with you.

The true hero is the one who gets up everyday and says, "I will!" Even if he doesn't know if he can.

White's Words

Hello TEAM mates, I'm Lisa White a supervisor for TEAM. I just wanted to take a moment and ask for volunteers. I am a member of the Chandler Jaycees, a not for profit organization that support our community. On March 20, 2004 we are having a Protect-a-Child Identification event in Chandler. I am looking for a few volunteers to help with crowd management or fingerprinting. The volunteers will need to arrive at 9:00am and stay until 2:30 or so. Bert has graciously agreed to train some volunteers in fingerprinting. Anyone may come to the event and have their children fingerprinted and photographed for free. Please contact me for information or to volunteer via email whitenaz@yahoo.com or phone 602-909-5355.

Keep on smilin' -Lisa White

Campbell's Corner

I would like this month to talk to everyone about getting back to the basics. While working out at Barrett/Jackson this past week we seem to have some confusion on our dress codes. First the only thing to be worn under your T.E.A.M. uniform is a solid black or white t-shirt. Solid means no writing on the shirts. Long hair is supposed to be tucked under a hat at all times. If you are working indoors with no hat it must be put in a ponytail and tucked into your shirt. There is not to be any jewelry worn in your ears. This does not mean that as soon as you are posted you are allowed to put it back in your ears. Beards and mustaches are to be kept neatly trimmed. The reason I am doing this article the way I am is because I am constantly asked by employees how they can advance and take on more challenging positions, the direct answer to this is that you have to stand in the clients shoes by asking yourself would you hire this person to run security for you. I always place my employees to the best-suited positions to deal with the clientele that they are going to encounter. This is nothing personal I just have to deal with what the client would want and expects of the company that they have hired to work for them. Everywhere that T.E.A.M. works we represent ourselves to a number of potential clients. Keeping this in mind I myself must always put T.E.A.M.'s best interest in mind. Along with all the numerous tasks I must accomplish I must always take care of the client first. So next time you ask for a position or a new duty please thin appearance first, the second is timeliness. The client asks for people to be in specific places at specific times for a reason, they also pay for the actual hours worked. In essence the company and you loose out on money by not being on time. Employees are to be at the check in area 15 minutes prior to there scheduled time so that we can get you in uniform and ready to work your assigned area. This being said do not be suprised if you show up for your shift late and you are sent home. I am telling you this ahead of time to give you fair warning that if you are not in proper uniform and set within our dress code, and run the chance of being late do not be suprised that I send you home. Please read the employee handbook. I would like to thank

everyone for the hard work in the cold wet weather. It was fun at Barrett/Jackson and I am looking forward to seeing everyone again at the numerous events that we have coming up.

TAZ TOOLBOX

HELLO EVERYONE! Welcome back. As you know life has been very busy. We all have our burdens to bear and challenges to take care of. Lets not judge rather help each other to achieve the common goal. We are individuals working for the same objective, just doing it differently. We are a TEAM! We set the Tone! We rise to the Occasion! We set the Standards of where everyone else sets their mark! When we strive for Excellence, we not only get better we grow! Which is a lot different then most people in life. They choose to be re-active instead of bing pro-active. "A NEW START" is what our focus is on this year. With the new office, some new and welcome faces, some office changes and new venues, Mr. Hirko wants ALL of us to work together in making us the best we can be. I am Excited!!! What an OPPORTUNITY..... I found this letter I would like to share with ALL of you. Read it once, then again, slowly.

The choices you make

Many of the things that bring you down are of your own choosing. You choose them because you assume there's nothing better available to you, but there always is something better.

Many of the things that bring you down are just old habits that you've never managed to break. You assume they are a permanent part of you, but they are not.

Sure it takes some effort to find and make better choices. Yet those choices are indeed there, and once you begin to find a few, a whole lot more will suddenly pop into view.

Yes, it takes time and commitment to overcome a destructive habit. Once you do it, though, you'll feel like you can take on just about any challenge, and you'll be right.

Think about who you really are, and what you truly want to do with your life. Let your best vision of who you are, and of who you can be, guide the choices that you make every moment.

Life can be easy, haphazard and empty, or it can be focused, directed and full. The choices you make will make you who you choose to be.

-- Ralph Marston

It all starts with me, with us. Thank you for allowing me to be part of you. NOW, lets make it happen!!!!!!!
Until next time..be safe out there
TAZ

THANK YOU

I would like to a moment to thank those who invested their time not only for T.E.A.M., but for the venue client and ALL of those who were associated with MONSTER JAM at BOB. It was truly a challenge at times with a multitude of "Bosses" telling us what to do! Thanks to ALL of YOU it was a very successful event. This special recognition goes to: Heather Gabel, Robin Graham, Gary Patrick, Mike "Wizard" Silverman, Steven Ortega, Candy Ortega, Renee Ortega, Jacob Skaggs, Brandon Ahumada, John Crow, Efrain Salinas, Rhonda Wegner, Brenda Bunch, Gilbert Murillo, Ruben Ramirez, Sergio Gonzales. I look forward to working with you again. TAZ

Jose's Hacienda

Hello Everybody,

Here we are in February and where did January go? I would like to take this opportunity to thank the hard working employees that helped New Years Eve happen. I would also like to personally thank the supervisors that helped me at the Tempe Block Party, without you guys it would not have gone so smooth. It seems to get a little easier and smoother every year. I know the supervisors at the Scottsdale Block Party had a more difficult time because of all the first year

problems that happen to all events. It will get better each year, don't worry.

This month I would like to pass along a part of an article that I came across. It talks about something that we all do, the difference is that some people prefer to spend there time and energy in covering it up and making excuses rather than spending that same energy accepting what happens and learning from it. If you are the supervisor or manager of the employee that makes a mistake, you can learn from this too, because chances are you will be in the same situation someday. Especially, the part about broadcasting it to the whole organization when not necessary. This is very UNPROFESSIONAL.

Mistakes are a fact of life. Everyone will make them, and occasionally you will make them as well. Since they cannot always be avoided, the success of your career may depend on your ability to handle mistakes whenever they occur. Here are a few hints to help you handle those mistakes, and the problems they can create:

Evaluate it!

Acknowledge that a mistake has occurred, keeping in mind that all mistakes can be handled. Stay calm, and realistically evaluate how much damage has been done. When you think it through logically, chances are that there is less damage than it originally appeared.

Be up front

Accept responsibility for the mistake and advise your supervisor of the situation. You may also need to advise anyone else who will be directly affected by it as well. However, that's about it! There is no sense in broadcasting a mistake to the entire organization if it's not necessary.

Handle it

Formulate, then act on, a plan of action to correct the mistake, and to minimize the effect of it. Take the steps necessary to ensure that it doesn't happen again. Keep your supervisor informed of your progress as you logically work your way through the entire situation.

Document your actions

Record all of the details of the incident. How it occurred, when and how you learned of it, who you notified, and what actions you took. This documentation will be of great value if you have to answer questions at a later date. It will also tend to protect you, your subordinates, and the organization by documenting the events at the time that they occur.

Learn and grow

Experience is a great teacher. The problems and mistakes that you handle will increase your levels of knowledge, maturity and confidence. At the same time, your ability to effectively handle the situation will be watched by subordinates, and they will learn from your example.

When you handle problems and mistakes calmly, logically, and professionally, you will gain the respect of your subordinates, and your superiors. This respect, coupled with the knowledge and experience you gained, should make you a prime candidate when it comes to future promotions.

TRAINING UPDATE

In our never-ending journey for improvement, we are developing a couple of classes. The first one is on terrorism awareness and how it affects us in the crowd management. This class should be ready in March. It will be an overview on the history, types, and dealing with contemporary terrorism. For the supervisors, this class will be part of the program. For the rest, it will be an opportunity to improve your job and personal knowledge of what is happening in our world.

Marlies's Notes

Well it's a new year, with "A New Start." After Block Party, and moving to the new building I will just have to say whew... It has been a crazy month!

Some major accomplishments for at least me this month: I had payroll done for Block Party on time! Yeah! Big accomplishment is that I had W-2's done on January 12. That is the earliest in T.E.A.M. history that they have been done. And while both these things were going on we moved. So I feel very good about my

accomplishments, but I cannot forget to say thank you to all the people that helped me: Thank you Jeff for moving me separately, and for installing my pocket door. Not even to mention all the things in-between. Thank you Jason for helping Jeff with everything. Thank you Bert for doing everything on my plea for help list, and then some. Thank you Rebecca and Connie for helping me with W-2's, and everything else you guys do for me on a regular basis. (Connie, please thank Jerry for helping me move too.) Thank you Taz, for everything you have helped me arrange, rearrange, and for keeping my caffeine stocked. And Pete and Isaac, thank you for making me crazy, getting my lunch, forgetting my lunch, and basically scheduling two block parties in two weeks, my hat's off to you two. And Campbell, thank you for..... I am not sure what you did, but no, I will not give you the address to the new building.

Now I have to start another paragraph for this Thank you. Thank you Mick, for giving me the opportunity. And I will leave it at that.

Some other side notes for the past month. I had three weddings to go to actually in the past month, so for all of you who do not know:

December 20, 2003 – Jared & Katie Rafferty – Congratulations
January 3, 2004 – Chris & Jackie Pinkston – Congratulations
January 10, 2004 – Andy & Julie Lafave - Congratulations

On this special occasion
It's the perfect time to say:
Health and happiness to you,
Both today and every day!
Congratulations!

There's one other thing I will like add. We all know our wonderful receptionist "Barbie" / Rebecca. Did you know that besides working full time, she goes to school full time, and volunteers and the DA's office? Well, her first semester grades came in, and guess what? She got all A's. A 4.0. I am very proud of her, and I know everyone else would be too. So let's try and wish her congratulations too. Rebecca, Thank you for everything you do, and keep up the good work!

So that's about all I am going to write, so have a great month!

Barbie's Blonde Moments

Now it is the month of love, this last month flew by and I am guessing this one will too. So if your New Year's resolution was to find love, hopefully you have so you can celebrate the most loving day of the year with the one you love, Valentine's Day. Even though it is time to spend with your lover and let them know how much they mean you should also let others know how much they mean. For ex:

Marlies for being so helpful with everything from W-2's to being a friend; Mick for...being Mick (funny, and kind); Isaac and Pete for putting up with me and my punches; Connie for being patient with me and always talking with me; Taz for being so friendly and happy; Jared for laughing even when I'm not funny; Campbell for always putting a smile on my face; and Bert for always making me laugh and being such a great person. I love you all. Also Congratulations to Andrew Albert for being the 4th Quarter Employee.

Here's the joke of the month:



Connie's Creation

Well my time at TEAM has slowed down since New years. I sure do enjoy working here, and I love the people. You all have been so good to me, and have made me laugh. A LOT! I never knew how much you could enjoy a job as

much as I do here. It's been a learning experience for me. Hopefully the next time I write I will have had the baby, and be a little thinner. HOPEFULLY!!! Take care and have a safe month. P.S. Congrats to Andy Albert

Swamp Thing by Pete Van Horn

A WISE MAN ONCE SAID " IF YOU DON'T HAVE ANYTHING NICE TO SAY ABOUT PEOPLE, DON'T SAY ANYTHING AT ALL". I HATE CALL OFF'S AND NO CALL, NO SHOW'S. TO ANDREW ALBERT CONGRATULATIONS ON EMPLOYEE OF THE QUARTER. I WISH ALL WERE LIKE YOU, DEPENDABLE.

Swanson's Song

As many of you may have noticed, the patrol trucks are undergoing a little liposuction and plastic surgery. They were feeling depressed about themselves and the repeated trips to the spa didn't seem to work anymore. When the bandages come off, please be kind to them, elective surgery is not cheap.

The new office. We are still in the process of moving in the new office. The warehouse area is still in disarray. When the dust settles, we will be checking out equipment from the back door of the building. You will also be able to check out uniforms from this area. I want to thank all of you that have given an extra hand in this process.

Last but not least. I have heard several rumors about 1093 being turned into a private gym for T.E.A.M. employees. THIS IS TRUE. The front room needs to remain a working dispatch, check in/out area. But Mick has very generously agreed to let us convert 2 of the other rooms into an areas for employees. The bigger room we are going to turn into a gym. The other room is up in the air. I think a movie room (TV, VCR, and couch) would be cool, but this is for you and your opinion counts. Any and all ideas that you may have should be shared. Stop by the new office or drop a note to Jeff anytime. Also, if you have

some equipment that you don't use, or maybe you know where we can get a good deal on some equipment, please don't be shy. I hope to hear from you soon, stay safe out there.Jeff

Isaac's Ideas

The month of January was very crazy to say the least and February will be a little slower but not much thanks for everyone's hard work this month. I would like to congratulate Andrew Albert for being the employee of the quarter he is just great for taking shifts and being there on time and doing a good job at his shifts so thanks and congratulations. A reminder: If you no call no show it means you quit, if you don't call in for 2 weeks it means you quit and if your late for a shift you have to call the scheduling pager "602-219-5965" write the number down and remember it. Not much more to say so until next month thanks.

Mick's Memo

Like so many of you, I was out at the Barrett-Jackson car auction last week. As I walked around, talked to attendees, staff members and some of you, I was very proud. We got a lot of good feed-back and compliments. At the same time, while walking around, I noticed a couple of earrings on guys, and a lot of long hair. Perception is reality, and guys, as a reminder, the long hair has to go! Either you wear one of the approved hats, or you need to find another way to hide it. I have nothing against you for having long hair, even if it is hard to believe, had it myself at one time, but it is a matter of public perception, and as you might have noticed, we work a lot with the public. This year we will be spending more time getting aback to the basics, the small attention to details and those items that are often forgotten.

Going back a bit, I wanted to thank all of you for all your hard work and dedication on New Years Eve. Irrespective if you worked in Tempe, Scottsdale or any of our other accounts, everybody did a great job, and I sincerely

thank you. I made a resolution at the end of last year, to make some positive changes in my life, and in the life of the company. Moving into a new office was a big step in that direction, and even though I have had some upsets and things that have dragged me down a bit, I cannot deny that 2004 is already starting off to be a better year. Now, that we have settled into our new digs, I wanted to give a very special thanks to Jeff Swanson, who has been amazing, not only in his energy and determination in getting us moved, but getting the damn building to work. You do not realize how much needs to be done, from pulling phone, internet and camera cables (Thank you also to Craig, Jerry and Marlies on that one), to making new doors, moving and installing electrical service, installing alarms, patching. On and on. Jeff has been absolutely wonderful, and not appreciated enough in this whole process. Thank you. I guess in return him getting an office that takes up half the building is still not quite fair, but what to do.

In the past several months we have become a lot more event based, and it has had it's challenges. One of the biggest ones is the fluctuation of hours, sometimes we are swamped, other times very slow. We are diligently working on getting some new steady type of accounts, as I know many of you are really dependent on those type of hours. I appreciate all of you working with us through the busy and not so busy times, and I hope that you realize that when we do call on a busy weekend, we really need you to work, and that it is part of the job.

Finally, Please remember that if you have a scheduling issue, the number after hours you need to call is 602-219-5965, not any other. You can either leave a message or a call-back number, but you must wait to actually speak to a scheduler. They will call you back. If you call, leave your message, and then suddenly become conveniently unavailable, it is not an excused cancellation.

I recently got a page, and upon returning the call, (The employee called the client pager number, a big no-no.), the employee told me that he had to

cancel a shift the next morning, because another job had just called him to come in instead. I have some degree of understanding for your full time job calling you in unexpectedly, but we are not a temp agency or placement company. If you take a shift, you are obligated to fulfill your obligation to us, the same way we do towards you. It in not only rude and unethical to do something like that, but it creates a whole hell for the schedulers. I have instructed them, that anyone who decided to act in that manner is to be treated in the same disrespectful manner as they treat us.

If any of you would like to take over the job of one of our schedulers for a day, I think you could all appreciate their frustrations a bit more. Keep in mind, if you treat them well, they will do the same for you. You will get first call and first choice of shifts, and often get the high profile or prestigious posts. It also helps with your advancement and opportunities, because they do remember that. Finally, even though our scheduling is very flexible, it is ultimately our jobs to do, and you applied for a job, and this is not a volunteer position. If any of you deem it such, please let me know. I will be more than happy to take you off of payroll, and you can volunteer for whatever you feel like. That way, at least we both get a benefit.

Again, thank all of you that have shown your dedication, hard work and ethics in making the past month such a success for all of us. You are appreciated. Keep up the great work, and if you have not been by to see our new offices, please do. It's almost looking like an office should. Be safe, and keep the Peace.

Mick Hirko
President
T.E.A.M. Security
www.teamsecurity.net