

Twelve Years and Counting

Health Insurance For All Employees!

HEALTH INSURANCE

We have found a health insurance plan for all our employees. We would need at least 25 people to sign up for it. Included in this newsletter are all the information about the insurance plan and an article about the plan. Please read the following information carefully. If you have questions, please feel free to email me at:

marlies@teamsecurity.net or call me.

Important protection for You and Your Dependents.....

Made available by T.E.A.M. Security....through easy payroll deduction

You acceptance is Guaranteed – You cannot be turned down, as long as you sign-up during your open enrollment period.

Open Enrollment is from 03/27/06 through 04/17/06. It is open to everyone. We are going for coverage effective 05/01/06. This insurance is paid for prior to your coverage, so we would need one month's premium in advance, which can also be handled through a payroll deduction.

After the open enrollment period there will be a 60 day waiting period from hire date for enrollment.

The Employee portion of the Rates is per paycheck, and as follows:

Employee:

\$ 33.04 per paycheck

Employee & Spouse:

\$ 69.72 per paycheck

Employee & 1 Child:

\$ 49.56 per paycheck

Employee & Children:

\$ 83.60 per paycheck

Employee & Family:

\$110.02 per paycheck

Deann will have applications, and they are also available on the internet at www.teamsecurity.net/newsletter.htm on the same page as the newsletter.

If you are interested it is important that you get your application turned in as soon as possible so we know if we hit the minimum requirements of 25 people.



Inside this issue:

<i>Health Insurance Information</i>	2-7
<i>Upcoming Events, Training Schedules</i>	8
<i>Anniversaries and Commendations</i>	9
<i>Post Orders. News from the office</i>	10
<i>Final Thoughts Mick Hirko</i>	17

DISCLAIMER

T.E.A.M. CENTS Staff does not assume liability in any way for anything printed, inferred, or diagramed in T.E.A.M. CENTS. If at any time you find anything you read in T.E.A.M. CENTS offensive, then by all means, stop reading immediately. If you should happen to be inadvertently offended, and continue to read, you do so at your own risk. If you continue to read this offensive material yourself, and your lips move while you read, and you are in the room with anyone who is able to read lips, then, YOU not US, are responsible for offending them. The stories and characters you read about in T.E.A.M. CENTS are purely fictional. Any similarity to real people, living or dead, places and events, are merely coincidental.

Medical

This is not a comprehensive major medical plan, nor is it intended to replace a major medical plan. The plan is intended to provide you, and your covered dependents, with basic insurance coverage.

- Visit any doctor or hospital.
- Enrolled dependents receive the same coverage as you.
- Prescription Drug Card offering discounts at participating pharmacies.
- No pre-existing conditions exclusions or limitations.

Inpatient Benefits – Treatment for Sickness	
Maximum Benefit per coverage year	\$7,500
Subject to these benefit limits:	
Room & Board per day	\$400
Surgeons' Fees per coverage year	\$1,000
Anesthesiologists' Fees per coverage year	\$200
Benefit % paid by plan	70%
Inpatient Benefits – Treatment for Accident	
Maximum Benefit per coverage year	\$5,000
Benefit % paid by plan	70%
Outpatient Benefits	
Maximum Benefit per coverage year	\$750
Benefit % paid by plan (except for Doctor Office Visits)	70%
Doctor Office Visits Co-pay per visit	\$20
Benefit % paid by plan for Doctor Office Visits	100%
Emergency Room Benefits	
Treatment for Sickness - Maximum Benefit per visit (limited to three visits per coverage year)	\$50
Treatment for Accident - Maximum Benefit per visit (limited to two visits per coverage year)	\$250
Benefit % paid by plan	100%
Wellness Care Visits Benefits	
Maximum Benefit per coverage year	\$100
Co-pay per visit	\$20
Benefit % paid by plan	100%
Prescription Drug Card Benefits	
Generic Drug Maximum Benefit per coverage year	\$750
Generic Drug Co-pay per prescription	\$5
Generic Drug Benefit % paid by plan	100%

- Where the benefit is expressed as a percentage, the basis of payment will be either the lower of actual or usual & customary charges or, when applicable, the negotiated network charges.
- After the \$20 co-pay for a doctor's office visit, the plan pays 100% of the remaining charge subject to the Outpatient Maximum Benefit. (Does not include tests, lab fees, x-rays, injections, etc., which are covered under the Outpatient Benefits.)



EXCLUSIONS AND LIMITATIONS

The following is just a summary. Please see your Summary Plan Description (SPD) for a more complete description of these items.

What is not covered under the Medical Plan...

- suicide or attempted suicide, or any intentionally self-inflicted injuries, while sane or insane;
- acts of war (declared or undeclared);
- the covered person's commission of a felony;
- services by an immediate family member or by your employer;
- mental or nervous disorders;
- alcoholism or substance abuse;
- sickness and injury related to the covered person's work;
- eye or hearing examinations, eye glasses or hearing aids;
- treatment in a government facility or other facility not unconditionally requiring payment;
- dental treatment or cosmetic surgery (except reconstructive breast surgery following a mastectomy);
- brand name drugs and drugs not requiring a prescription;
- expenses used towards co-pays, or in excess of benefit limits or maximums, or negotiated or usual & customary charges; and
- inpatient doctors' visits and inpatient private-duty nursing charges.

The Medical Plan is underwritten by Reliance Standard Life Insurance Company, Philadelphia, Pennsylvania under group policy form series LRS-9167-1103, et al.

Refer to the accompanying materials for information on weekly premiums.

Every effort has been made to ensure the accuracy of this enrollment brochure. The information described applies to the residents of most states, however state laws do vary. The laws of your state may affect this benefit program, but these differences generally do not reduce your benefits. This brochure is not a legal document. The contractual terms and conditions of coverage are set forth in the group policies. In the event of a discrepancy, the policies would be the determining factor. Insurance products and services are provided through Reliance Standard Life Insurance Company, which is licensed in all states (except New York), the District of Columbia, Puerto Rico, & the U.S. Virgin Islands. Reliance Standard Life Insurance Company reserves the right to change the premiums it charges for its plans.

RELIANCE STANDARD
Life Insurance Company

RS-2201.3.M



Published Since 1900

BEST'S REVIEW

July 2005

Limited-Benefit Plans

Health/Employee Benefits



Less Is More Opportunity

Mini-meds or limited-benefit health plans are fast becoming a standard product among carriers.

by Bonnie Brewer Cavanaugh



Key Points

- As health costs continue to rise, mini-med plans are becoming more attractive.
- Insurers use mini-meds to bring uninsured workers into the health-care system.
- Employers use them to recruit and retain employees, save costs and compete more effectively.

When Michele Scanlan, director of human resources for Home Nursing Agency, Altoona, Pa., needed a way to boost recruitment and retention of part-time nurses, she did what many employers across the country are doing: She offered them limited medical insurance.

Of Home Nursing's 850 employees, some 250 are PRN staff—also known as casual staff members or part-timers—that take on the overflow of clients when the case load fluctuates, Scanlan said.

"We needed something to offer our PRN staff with value and benefit

to entice them to work for us when we needed to meet demands in our staffing," she said. "The majority of them work as needed; only a handful work regularly. Being that they are PRN, they don't have the ability to schedule themselves."

And that means they also don't qualify for traditional medical insurance. Many are working mothers or college students; most are waiting for available full-time work with the nursing agency. Offering PRNs a mini-med plan from Reliance Standard Life Insurance Co., Philadelphia, was a boon to the company, Scanlan said.

"This helped us attract and recruit them, to give them something to fill in that gap to when they can become a regular employee," she said. Home Nursing Agency's mini-med program has been in effect since last August. "We're extremely pleased. It's been very well received," Scanlan said.

Meeting a Need

Mini-meds are a popular solution to the rising cost of health care for employers with part-time, seasonal and other hourly employees. And as employers nationwide are increasingly forced to cut health benefits in order to keep overall costs down, mini-meds have become another way for them to meet budget constraints without losing employees.

Reliance Standard entered the limited-benefit medical market just over a year ago, in response to a company plan for growth, and a peek at nationwide uninsured numbers. According to the U.S. Census Bureau, more than 45.8 million Americans, or 15.7% of the U.S. population, do not have health insurance.

"We looked at that and said wow, that's where we need to be," said R. William Kramer, assistant vice president, mini-medical sales and distribution for Reliance Standard. "The product that jumped out at us was this mini-medical."

"As we look down the lines, this will be a significant mix in our portfolio," Kramer said. "Reliance has made a major commitment to this marketplace."

Mini-meds make up nearly 10% of the company's total business, and Kramer now has 14 dedicated sales reps nationwide selling nothing but mini-meds. There are eight separate reimbursement plans and an indemnity-based plan, covering restaurants, casinos, staffing companies, visiting nurses, holding companies for convenience stores and even YMCAs, he said.

The typical American hourly worker can afford to pay about two-and-a-half times his or her hourly wage on a weekly basis for medical insurance, Kramer said: "So an employee making \$10 an hour could spend \$20-\$25 a week on health benefits." His mini-med plans range from \$13 to \$40 per week.

As of mid-November, Reliance had 45 policyholders and expected by January 2006 to have about 70 policyholders.

Helping Small Employers

Mini-meds are also becoming more popular among smaller employers who need to find creative fiscal ways to keep their companies afloat.

"We are seeing employers tighten up eligibility for being in a major medical plan. It used to be, an employee had to work 35 hours a

What's a Mini-Med Plan?

It is a limited-benefit health-plan designed to help employees who are not eligible for their employer's medical plan to have some medical coverage. Medical benefits are paid according to a fixed amount. For example, a doctor's visit may cost \$10 to \$70 per visit, with a calendar-year maximum of \$300 to \$700 per person.

Target Market

Part-time, seasonal and hourly workers.

How much does it cost?

Typically, a mini-med plan costs \$13 to \$40 per week.

What does it cover?

Depending on the level of service chosen by the employer, a mini-med pays for doctor's office visits, outpatient diagnostic X-ray and lab costs, inpatient hospital benefits and prescription drugs.

week to be eligible," said Brian Robertson, executive vice president of mini-med provider Fringe Benefit Group, Austin, Texas. "We've recently seen employers go to 38 or 39 hours a week. It does make fewer employees eligible for major medical."

"Saving money is not the true thing," Robertson explained. "Because the cost of health care is rising so much, the employer is probably spending the same amount or more on health care—the cost keeps making them adjust how many people are going to be eligible for the plan."

FBG has been developing products for hourly employees since its inception in 1983 and has been offering limited medical plans for the past 12 years.

"We don't sell only limited medical. Our organization has always worked with hourly employees. We got our start in construction service with independent employers who had federal contracts under the Davis-Bacon/Service Contract Act," Robertson said.

The Davis-Bacon Act is a federal act affecting construction projects in which federal money is used to fund the project. It tells contractors

what amount they have to pay on an hourly basis. Its sister act, the McNamara-O'Hara Service Contract Act, requires the same base wage-and-fringe amount, but the fringe benefits amount is the same across the nation, whereas the Davis-Bacon fringe amount is computed county by county, Robertson said.

"When we were first doing this, we didn't have a lot of money to spend, and so we created a plan. We pulled hospital and indemnity insurance off the shelf and added life, dental and disability," Robertson said. It became the first cash plan to help FBG comply with federal requirements. Today 50% of their revenues are from mini-meds.

FBG has more than 600 active clients, with 50,000 participants nationwide. It offers the plans through two carriers: Pan-American Life of New Orleans, with which it has worked for the past 10 years; and within the past year, Nationwide.

Nationwide's limited medical offering, which is available to companies with more than 50 employees, is an insured indemnity plan designed for hourly and part-time employees who may have been excluded from traditional group plans, the company said. It includes guaranteed issue, no pre-existing condition limitations, no networks or doctor directories, COBRA, and open-source billing technology that corresponds with an employer's existing payroll cycle.

"We started looking at this market probably three years ago. Even then it was still underdeveloped," said Tom DeNoma, associate vice president and leader of Nationwide's special risks—a division of Nationwide Health Plans that specializes in niche insurance coverage within the amateur athletics, college and travel market segments. "It's still underdeveloped today. It has such a huge market potential."

Mini-meds provide entry into the health-care system to clientele from such segments, he explained. They also help to ease the burden on the system: Mini-med providers integrate people into the health-care system up-front by

Limited-Benefit Plans

Health/Employee Benefits

giving them the chance for diagnostic care—to be seen by a doctor before an illness becomes catastrophic.

“Because these people don’t get seen in time, by the time they get to the hospital it’s a catastrophic illness or emergency that puts more of a burden on us as a society,” DeNoma said. “When you’re working paycheck-to-paycheck, it’s tough to come up with a \$50 fee for a doctor visit.”

Major medical plan costs are so high today that even a single plan is in the \$400 per-month range, he said. The trend among smaller employers of late is to drop traditional insurance because they simply can’t afford it. More frequently, employers are opting just to cover the catastrophic needs.

“Something’s got to be done. I’m not saying this is the end-all and be-all, but this gives us a start,” DeNoma said. “Right now, I don’t want to say that the market is virtually untapped, but it’s becoming more mainstream. Players like us, Aetna, and Transamerica are in the business. I’ve also seen programs from UnitedHealth and the Blues come out in this segment.”

And they’ve all come to the same conclusion: As more employers drop out of traditional coverage, they need something else to drop into.

“Unfortunately, employers are saying, ‘We can’t afford this anymore; we can’t stay in business and afford the kinds of health coverage we’ve been able to apply to our employee base,’” DeNoma said. “From an economic standpoint, we’re looking at a lot of jobs going offshore, and one of the reasons is health care.”

Another big trend in the business is employers raising deductibles, to as high as \$5,000-deductible plans, he said.

DeNoma predicts that mini-med concepts will come into full growth, and employers will begin to offer them as a base entry plan, with a catastrophe plan on top.

A Change in Perception

Yet mini-meds weren’t always so well received. “When I first started telling agents and brokers about lim-

ited medical plans and how it works really well, not everybody wanted to understand it. A lot of people laughed at the time,” Robertson said. “Probably one of the landmark events was when Nationwide and Aetna got into the business.”

In January 2005, Aetna Inc. acquired mini-med provider Strategic Resource Co. of Columbia, S.C., for some \$250 million. It’s now known as SRC, an Aetna Company.

“I welcome that competition. I think it’s fantastic. It brings a bigger spotlight onto the segment. It’s very healthy for everybody. Each product has different nuances,” Kramer said. “It’s lended a lot of credibility that some of these larger carriers are getting into this marketplace.”

David Lindsey, chief executive officer of USNow, started his mini-med firm in 1995 as a way for the Hispanic marketplace in Texas, Oklahoma and New Mexico to attain coverage.

“We wanted to go to a carrier that could produce some sort of a health plan that was low in cost but offered the necessary benefits,” Lindsey said. “We have accounts with large blocks of Hispanic employees making \$4.55 an hour. The employers just weren’t going to afford health insurance.”

USNow’s first plan, Basic Care, covered doctor visits, emergency room, dental, vision, hearing and prescriptions, for around \$40 a month—the range that most employees said they could afford to spend. The market has evolved in the past 11 years, and there’s an even greater need for a solution to traditional major medical, he said.

“Growth has been tremendous. We’ve had about five generations of what we called ‘mini-med’ or ‘little med’ plans. Low cost was really the need in 1995,” Lindsey said. “As health insurance has gone up, the need has increased for alternatives to major medical.”

USNow’s clients include Office-Max, NAPA, bowling alleys and bus lines. Its Driver Advantage Plan was developed for the U.S. trucking industry’s independent truckers, of which there are some 2 million drivers

nationwide, Lindsey said. USNow also developed a coverage plan somewhere between mini-meds and traditional major medical.

“Employees started telling us in 2002, ‘I can’t afford major health insurance; is there something I can do that does more than the mini-medical?’” Lindsey said. Employers were asking the same—a specified medical plan with high in-hospital benefits.

“We developed and coined the phrase, Managed Limited Benefit Plans,” he said. It’s a high-end hospital daily benefit plan. “Much like Managed Care created a network in which employees could go into a hospital and get discounted rates, we did the same thing: We created a network for USNow plans.”

Mini-med sales at USNow have doubled over the past year, Lindsey said. “There’s a lot of interest with a lot of companies in buying limited mini-meds,” he said. Gearing up toward the future, he added, “We think our competition is going to be the UnitedHealths and the Aetnas.”

Larger carriers entering the mini-med niche will compete in one of two ways, Lindsey said: “A) build a product, or B) buy somebody who already has a product. They’re going to be viable competition because they’re losing market share—not because people don’t want health insurance, but because people can’t afford health insurance.”

Broker Sean Murphy, executive vice president for Lockton Cos., Kansas City, Mo., runs the company’s local benefit practice in Atlanta. Murphy sells mini-med plans for Reliance Standard, SRC/Aetna and Starbridge to such clients as restaurants, security firms and nursing homes—fields that traditionally do not offer major medical.

The increased popularity of mini-meds is “the direct result of squeezing the balloon on one side of the traditional health-care dollar,” Murphy said. “Their popularity will continue to grow as total health-care costs continue to increase. Clients say, ‘This is all we have to pay, so you guys need to tell us how we can spend it wisely.’”

Limited-Benefit Plans

Health/Employee Benefits



Mini-med plans bring more part-time job applicants to this Pennsylvania-based home health-care provider.

—*Michele Scanlan,*
Home Nursing Agency

A broker can completely tailor the plan design for each client, Murphy said. "Under mini-meds, the plans are already constructed. We would work with our client and say, 'Do you want to offer these two, or just one?' The intent is to keep it very simple so the end-user, the consumer, can understand what he or she is buying."

Mini-meds have changed over the years. When Lockton first started selling them, most accounts were shying away from the additional pharmaceutical piece, Murphy said. Today, with a higher prevalence of prescriptions across the country and increasing medical needs among the aging baby boomer population, "it's become a critical element in the plan design," he said.

Clients who purchase mini-meds are "thrilled," Murphy said. "You give them an alternative that's cheap." Second to any sense of good will or pater-

nalism is the satisfaction of knowing they've offered their employees something of real value.

"It's helped our recruitment," noted Home Nursing's Scanlan. Prior to offering mini-meds, she would receive maybe one or two PRN job applications at a time. "Now that we're advertising the mini-med program, we're receiving 50-some applications. It's really improved our treatment services as well."

"Health care is a big issue for employees today. It's the number one issue when they look for a job," Scanlan added. Especially in her area of Pennsylvania, the Laurel Highlands region in the southwest corner of the state, where many companies have been downsizing or closing: "Unemployment here is very high. This has been one way we can entice people to work for us."

"It will be interesting to see if it does creep into the more mainstream-type of organizations, a service organization where they traditionally have standard PPO or HMO offerings," Murphy said.

If mini-meds were to become truly mainstream, "I wouldn't be surprised," Murphy said. "Look at GM: Who knows if they're going to declare bankruptcy or not, but their No. 1 problem is health-care costs." **BR**

Learn More

**Aetna Life Insurance Co.**

A.M. Best Company # 06006

Distribution: Brokers, consultants, retail networks

Nationwide Group

A.M. Best Company # 05987

Distribution: Captive and independent agents, toll free number, Internet, affinity groups

Pan-American Life Insurance Co.

A.M. Best Company # 06893

Distribution: Dedicated work-site producers, independent marketing organizations, third-party administrators

Reliance Standard Life Insurance Co.

A.M. Best Company # 06990

Distribution: Employee-benefits brokers, annuity wholesalers, independent agents

For ratings and other financial strength information about these companies, visit www.ambest.com.

RELIANCE STANDARD



Upcoming Events. Training Schedules

April 1
BLACK OUT WEEKEND
 Tempe Festival of the Arts
 Tempe Music Festival
 AZ Central Pride
 USAC Disney On Ice

April 2
BLACK OUT WEEKEND
 Tempe Festival of the Arts
 AZ Central Pride
 USAC Disney On Ice

April 3
 USAC Billy Joel
 AZ Bike Week Westworld
 04/3 to 04/9

April 4
 USAC Roadrunners

April 5
 Country Thunder Florence
 04/05 to 04/09
 Dodge Theatre Bob Hobbs
 USAC SUNS

April 7
 USAC SUNS

April 9
 Dodge Theatre Juan Gabriel
 April 13
 USAC SUNS

April 14
 Pink Floyd Laser Light Show
 Dodge Theatre

April 15
 TAXES ARE DUE!!!
 USAC Rattlers
 Greyhound Park Concert

April 16
 USAC Kumbia Kings

April 17
 USAC SUNS

April 18 BLACKOUT
CRICKET PAVILION
JIMMY BUFFETT

April 21
 AVA Tucson Lupillo Rivera
 Dodge Theatre Lights of Fire

April 22 BLACKOUT
CRICKET PAVILION
KID ROCK

April 29
 Dodge Theatre
 The Wiggles

UPCOMING TRAINING SESSIONS

Alcohol Refresher. 5/2/06
 Contact HR

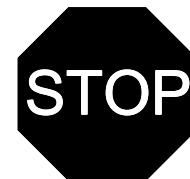
STO Proficiency TBD

Quad/Vehicle Training 4/25/06
 Contact HR

Hands 2 classes 4/8/06
 Contact HR.

Advanced Cuffs/Mace/ASP TBD

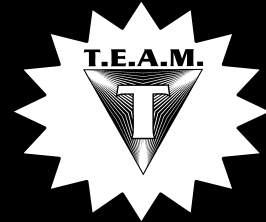
Biltmore Resort Training 3/30/06
 By Invitation



**ALL EMPLOYEES
 ARE
 REQUIRED TO
 WORK ONE SHIFT
 ON BLACKOUT
 DAYS!!**

T.E.A.M. Cents
 encourages all staff and
 employees to submit an article about your
 work experience, suggestions and ideas. E-
 mail your letters to:
 lane@teamsecurity.net
 Or FAX to:
 (480) 736-8252

Management has the right to review and approve all
 written material. Any article deemed inappropriate
 will not be published



THANK YOU

I would like to thank those of you who worked the Hacket House party on March 9, 2006: John Bergstein, John Burch, Joe Benefield, Michael Salinel, and Victor Morales. There were many obstacles to overcome, just to do your job. You DID it! I appreciate the fact that you did not waver from your training and personal beliefs. You took care of the responsibilities in a professional manor with courtesy and respect. THANK YOU !!!!!!!!!!!!!!!!!!!!!!! for making a difference..... TAZ

DO'OMO ARIGATO GO'OZAIMASHITA

On behalf of the World Baseball Classic Champions, the Japanese National Baseball Team, I would like to relay a message from their head coach. The professionalism of TEAM Security at Maryvale Baseball Stadium was highly noted and sincerely appreciated.

Mr. Sadaharu Oh, Head Coach.

Special thanks to Brandy Brimer, Lynda Benson, Chris Greer, Seth Hafer, Dan Martin, Jill Walz, Beau Noyes, Richard Zahn, David Smith, Eliallyn Jimmy and Dominic Gonzales.

You folks are definetly the "Top Sausages"

Lane Honda HR Manager

SOME PEOPLE WILL DO ANYTHING TO GET OUT OF WORK

I would like to take this opportunity to thank Robert Russell, Maryanne Morrison, Elizabeth Gill, Jeff Pallavicini, Tyler Conklin and all the TEAM Superstars for filling in at the Ostrich Festival. For any that have ever wanted to ride in an ambulance, all I can say is, save your money. Special thanks to Mick and Jeff Swanson of Green Apple Catering for the lunches out at the festival. I know there were some purple workers that turned green with envy.

Lane

February Anniversaries

Jon Tucker 3 years

February Birthdays

- Al Beaumier Apr. 4
- Keith Liermann Apr. 7
- Mike Hammerand Apr. 8
- Beau Noyes Apr. 8
- Anthony Williams Apr. 10
- Eric Horsman Apr. 12
- Jonathon Bergstein Apr. 18
- Derek Cooper Apr. 20
- Gabe Ginsberg Apr. 21
- John Madaras Apr. 25
- Christina Petit Apr. 27



You Are My Sunshine, My Only Sunshine.....

A mention of some amazing employees lately:

Jon Bearup- Baseball Week couldn't have been done nearly as well without you.

Robert Hart- you demonstrated phenomenal integrity and honesty.

Jeremy Maine- The flexibility of your time, and the ungodly hours you work are SO appreciated.

Larry Rescio- once again, you stepped up!

Jill Walz- you are the epitome of professionalism and selflessness, and you are really, really funny.

Thank You All So Very Much!

Elizabeth



UNIFORMS FOR SUMMER

April 1st will be the first day you can wear "Summer Gear" Please check with the schedulers for permission to wear shorts at each event. As always, indoor events, AVA-Tucson, Biltmore Resort, Chase Field, Dodge Theatre and US Airways Center do not allow shorts as part of the uniform.

Shorts can be BDU/cargo style, denim/jeans, Dickies/work style or cotton/dress style. Shorts cannot extend below the knee or be higher than mid-thigh. All shorts must be black, worn around the waist and have belt loops for your radio. Women's shorts must have a 4" inseam minimum. Please look at the picture samples.



Uniforms are not fashion statements. Please keep your clothes clean, neat and presentable. Cut off jeans, saggy shorts, capri pants, daisy dukes and other "fashionable" clothing has no place in the work environment.



Goth Gear, no



NO, Just NO



Sorry skaters/gremlins



GREAT DAY! I hope to find all of you well. From time to time things occur in life, in all of ours, and WE set the tone of how these “changes” are applicable to ourselves in what we do and how we act. Respond, React, Communicate, Positively, Negatively, all of these are choices that we have to live with. If we think before we speak (something I’m continually working on) we may speak less and when we do speak, it will have more substance and meaning.

There will be some changes coming up down the road, one at a time, that we will need ALL of your help with. One of these changes effective immediately will be that all of the STO employees will need to call in every Thursday to verify your schedule, even if you have a set schedule you will need to call in. This will help us to eliminate some of the mis-communications and strengthen our commitment to our clients.

If you have been working a permanent shift or schedule, please call me to schedule a time to update your evaluation status and complete your paperwork. If you would like some permanent shifts and added responsibility, please let me know.

Please call me at the office 480 829-6066 x223. Thanks TAZ

DEANN

Hi to all in TEAMland! Spring is here.....finally. That means the weather will be getting warmer (read: HOT!!) soon enough. This is just a friendly reminder to make sure you have enough water and sunscreen while on your post. YES, you may have gatorade (or equivalent "sports" drink) on post. Water is available at dispatch at some events but not at all of them. It is YOUR responsibility to bring water to each event you work.

If your shift is longer than 4-6 hours, make sure you bring a light snack as well. Fruit, granola bars, energy bars, or a peanut butter sandwich are all good choices. Sodas and candy are not. Be smart, be safe and I'll talk to you later.

Deann

OK, now some funnies...enjoy.

Are you harboring a fugitive?

Hu Yu Hai Ding?

See me A.S.A.P. - Kum Hia Nao

Stupid Man - Dum Gai
 Small Horse - Tai Ni Po Ni
 Your price is too high!!! -
 No Bai Dam Thing!!
 Did you go to the beach? -
 Wai Yu So Tan
 I bumped into a coffee table -
 Ai Bang Mai Ni
 I think you need a facelift -
 Chin Tu Fat
 It's very dark in here -
 Wai So Dim?
 Has your flight been delayed? -
 Hao Long Wei Ting?
 That was an unauthorized execu-
 tion - Lin Ching
 I thought you were on a diet -
 Wai Yu Mun Ching?
 This is a tow away zone -
 No Pah King
 Do you know lyrics to the Maca-
 rena? - Wai Yu Sing Dum Song?
 You are not very bright -
 Yu So Dum
 I got this for free - Ai No Pei
 I am not guilty - Wai Hang Mi?
 Please, stay a while longer -
 Wai Go Nao?
 Meeting was scheduled for next
 week - Wai You Kum Nao
 They have arrived - Hia Dei Kum
 Stay out of sight - Lei Lo

He's cleaning his automobile -
 Wa Shing Ka
 He is a fat man - Wun Fat Gai

ROBERT

Hey All,
 I want to start this newsletter with
 T.E.A.M.'s Mission Statement.

In the quest to provide a total
 team approach in all aspects of
 event
 management and personnel, we
 are dedicated to our employees
 and clients. Our
 personnel and services will be of
 high QUALITY and STAN-
 DARDS. We pledge our individual
 support to all Patrons, Clients,
 Employees, and the General
 Public. All WILL be treated with
 utmost Respect and Courtesy.

If you don't know this is what this
 company is built on and believe
 in, know that this is the way to do
 business and it has worked for 12
 years and counting. This is the
 reason we stay so busy, we are
 the best.



FIELD CARDS

As all of you know we have and are going through a lot of change in the office and in the field, and we are moving forward and there are some great things happening. And we all ask that you all give us a little time to make the changes and put it all in place, and I believe everyone will like what we are doing. With that said So it is clear to all that we will not have a

Director in the Office any more, Jeff and I will share the responsibility as Operations Managers along with Taz running Cricket and Curtis learning parking, He'll do fine but boy those are some Big shoes to fill. I want everyone to remember it's a TEAM effort that gets the job done. This is not a one man or woman show, we win by working as a TEAM.

I also what to thank everyone for all of the work you have do to get us through the last few weeks, and with Music fest, Art fest and Gay pride this weekend then Country Thunder starting Wed the 5th Bike week the same time hang on.

We do some of the coolest things. I was driving home the other day and it occurred to me I don't just work in the security business but in the music business. So what am I trying to say? It's this. This is a business Mick has poured his life into and there are a lot of others that pour their heart and soul in to TEAM and it is a JOB. Mick pays you to do a job if it's at a Fire Gate or out at an overnight site at 40th and Pecos this is a job. Have fun but do the job that is asked of you. People are looking at you and what you do say or don't say could mean the difference if we work there again or if someone is looking to hire us.

I really try to keep to one subject when I write but there is so much going on I need to address,

First I have always said that we are here to help everyone of you succeed but at the some time we are not your Mom or Dad we can't hold your hands all the time and I really don't think you want us to, so what anyone does on their off time is their business, unless it effects TEAM as a whole. Work is Work and Personal is Personal KEEP the two in there Place. Jeff in the warehouse is doing everything he can to have our bus ready to take most of you down to Country Thunder, then Buffett. So don't take this for granted it's just one of the things Mick and everyone are trying to do more for you and make it better place to work. So say thank you sometimes.

I need to give those of you that are going to Country Thunder this, a list of things to bring,

- Bath towels at least 2
- Your own toiletries
- Clothes for 4 days WARM and COLD
- Snacks
- Sleeping bag or sheets and pillows blankets
- WATER BOTTLES
- TEAM hats or Solid Black ONLY
- Suntan lotion
- Black shoes or boots black belt
- Black pants or shorts
- I hope I didn't miss anything. If you're not sure or clear on something let me know.

Stay safe and I'll see you out there
Robert

CURTIS

Hi to all fellow team members. My name is Curtis Labat. I have recently taken a new position as the new STO manager. I will be ready to receive calls at all time of the night concerning work related items. But If someone does have a great joke and wants to tell me at 0300 go ahead I will listen, then go back to bed.

I'm looking forward to working with everyone in this new position. My goal is to help make everyone's day enjoyable and productive. I look at the cup as being half full not half empty.

My bio: I was born and raised in Marshall Minneeesooota. Dontcha know. It's a small town and located in the SW corner of the state. The movie Fargo is not true, minnesotaans don't say "ya" before and after each sentence. When I was 18 I joined the Navy. I stayed in the navy for the whole duration and retired in Sept. of 2005. While I was in the navy I had the opportunity to be stationed in Guam for 4 years in San Diego for 14 years and 2 years at various places getting trained. I was a west coast guy. I have traveled to many places in the far east. I was a air-crewman for 12 years.

I flew in the back of the cargo airplanes taking care of the passengers and other stuff. I had many interesting adventures during my days in the navy. I have never been married and have no kids. My likes: all Minnesota, Phoenix sports teams, chocolate, Filberto's sushi, Forrest Gump, gangster movies, classic rock and roll and I like new alternative music. Samuel Adams out of the tap or Bud Light out of the bottle. Regular cigarettes. TV shows, a&e, cold case files and court tv, forensic files.

I like the hot weather, snow skiing, golf, meeting new people and trying to help solve problems. Dive bars are cool. Dislikes: Yankees, Packers, Cowboys, Dallas Stars and the Celtics. Cooked spinach menthol cigarettes. Jack Daniels, hangovers, new country music and after 5 hours the club music at Coach and Willies.



Cold weather and driving on winter roads. Cold showers, a drunk that will tell the same dry story over and think its still funny. I hope to see you all out at events
Curtis

JEFF SWANSON

Hello everyone. Lately I've had a couple of people ask me about "All About Staff". All About Staff is a event labor company owned by TEAM. We handle setting up of equipment such as stage barricade, bike rack, clean-up at events, etc. The crew that works in the warehouse runs this company. You will periodically see us out at the events. I expect all of these staff to follow the same rules as TEAM employees. We are all part of the same team, so if you see workers wearing All About Staff shirts at an event, introduce yourself and remember that we are all part of the same family!

BEEEEEP BEEEEEP!
The BIG BAD TEAM BUS is back! I know all of you have been waiting, but as with everything here at TEAM, safety first! I wanted to make sure that everything is in good order for all of you. If any of you have interest in taking a sneak preview, feel free to stop by the warehouse during normal business hours.

Last but not least, one of my friends that normally works in an office in dress clothes worked with me this weekend. He told me that the hardest part for him was the way he was treated by a couple of patrons that had to much to drink. Most of the patrons and all of the vendors were

very nice, gave compliments and were very happy to see him. I explained to my friend that he needed to redirect his focus. I told him that if you are comfortable with yourself, it doesn't matter what anyone says or thinks. I also explained to him that with out us at an event, the event doesn't happen. My friend is the type of person that would normally have been a patron at this event. I'm sure that he went home with a whole new appreciation of what we do. Most of you have, or will come across a patron or two that will not be the friendliest people. Working for TEAM can be one of the best work experiences that you have. Some of the things you will see and experience would never happen at another job. Make the most of this job. Have fun and stay safe.

JEFF PALLAVICINI

Well it finally happened; somehow I got talked into going into the office. I'm not real sure what Mick or Robert was thinking, but I drove them both nuts out in the field and now, well, let's just say that in a month or so we should find the two of them curled up in a fetus position under their desks, whimpering, mumbling something about trucks on the plaza and Pav's amusement. You all can thank me later. For those of you who have never worked with me on events, I am known as "Pav", "grumpy old guy", or Jeff. I started with TEAM 3 1/2 years ago pretty much for just some extra spending money as I was finishing up a degree (I am a habitual student, next up is a Masters').

As I worked more for TEAM, I found that I really enjoyed the events that we do and the people I work with. Now besides' being a full time graphic designer I find myself as an Operation manager for a security company. How far apart is that?

One thing you will find working with me is that when it is time to work, the game face goes on for the most part but no matter how long the hours, or how miserable the job, I try to keep things in perspective at all times. It's all good-- just another day in paradise.

I just found out a day before I wrote this that I had to write a something for the newsletter, so, this is going to be a tad bit short, but I'm sure you all have other things to do than to read about me. Next month I'll ramble on and on about something, not sure what but you can rest assured you'll be tired of reading it also.

Oh yeah, we have a long weekend coming up so hopefully you will all get some rest this week and do what you do best, make it happen. And on that note, I want to thank all of you for St. Patty's day weekend. You guys kicked butt and really pulled through, you, ladies and gentleman are what make TEAM.

Something I live by:
Life is not a journey
To the grave with the
Intention of arriving
Safely in a pretty and
well preserved body.

But rather to skid in
Broadside, thoroughly
Used up, totally worn
out and loudly proclaiming—

Whoa! What a ride!!

TAZ

TAZ'S TOOLBOX

There are so many things to keep us busy and pre-occupied with and keep us off task of those things we need to take care of. Responsibility. Integrity. Morals. I am learning that the fight is not necessarily to win but to fight. Winning is not everything! There are so many things that continue to pass us by daily just simply because we are too busy. There are many smart people in the world however no one is smarter than you. Take sometime to create a new you.....

Your Beliefs Drive Your Character
-By Marsha Egan, CPCU, ACC

"Men willingly believe what they wish." --Julius Caesar

What you believe will influence your character.
Successful people have strong beliefs.
And their beliefs drive their actions.

"Man is what he believes." --Anton Chekhov

10 SECOND REALITY CHECK
Are your beliefs a reflection of you?
Have you determined what you believe in?
Do you recognize the power of your beliefs?

"Most people are other people. Their thoughts are someone else's opinions, their lives a mimicry, their passions a quotation." --Oscar Wilde

FOOD FOR THOUGHT
It is important to know yourself
And what you believe in.
That is what builds self-confidence
And makes you succeed.

"The thing always happens that you really believe in; and the belief in a thing makes it happen."
--Frank Lloyd Wright

SO, WHAT WILL YOU DO DIFFERENTLY?
Think powerful thoughts.
Have high integrity.
Follow your beliefs.

"Watch your thoughts; they become words.
Watch your words; they become actions. Watches your actions; they become habits. Watch your habits; they become character.
Watch your character; it becomes your destiny."
--Unknown Source

A PARTING THOUGHT...
"Everyone has the obligation to ponder well his own specific traits of character. He must also regulate them adequately and not wonder whether someone else's traits might suit him better. The more definitely his own a man's character is, the better it fits him."
--Cicero

Finally, you are who you are and where you are today. Make tomorrow a better one. Don't ever ever quit! Be safe out there...
TAZ

TAZBOX
Here is a challenge. See how many of these you know, or how many someone else knows.

YOU THINK YOU EVERYTHING?
A dime has 118 ridges around the edge.

A cat has 32 muscles in each ear.

A crocodile cannot stick out its tongue.

A dragonfly has a life span of 24 hours.

A goldfish has a memory span of three seconds.

A "jiffy" is an actual unit of time for 1/100th of a second.

A shark is the only fish that can blink with both eyes.

A snail can sleep for three years.

Al Capone's business card said he was a used furniture dealer.

All 50 states are listed across the top of the Lincoln Memorial on the back of the \$5 bill.

Almonds are a member of the peach family.

An ostrich's eye is bigger than its brain.

Babies are born without kneecaps. They don't appear until the child reaches 2 to 6 years of age.

Butterflies taste with their feet.

Cats have over one hundred vocal sounds. Dogs only have about 10.



"Dreamt" is the only English word that ends in the letters "mt".

February 1865 is the only month in recorded history not to have a full moon.

In the last 4,000 years, no new animals have been domesticated.

If the population of China walked past you, in single file, the line would never end because of the rate of reproduction.

If you are an average American, in your whole life, you will spend an average of 6 months waiting at red lights.

It's impossible to sneeze with your eyes open.

Leonardo Da Vinci invented the scissors.

Maine is the only state whose name is just one syllable.

No word in the English language rhymes with month, orange, silver, or purple.

Our eyes are always the same size from birth, but our nose and ears never stop growing.

Peanuts are one of the ingredients of dynamite.

Rubber bands last longer when refrigerated.

"Stewardesses" is the longest word typed with only the left hand and "lollipop" with your right.

The average person's left hand does 56% of the typing.

The cruise liner, QE2, moves only six inches for each gallon of diesel

that it burns.

The microwave was invented after a researcher walked by a radar tube and a chocolate bar melted in his pocket.

The sentence: "The quick brown fox jumps over the lazy dog" uses every letter of the alphabet.

The winter of 1932 was so cold that Niagara Falls froze completely solid.

The words 'racecar,' 'kayak' and 'level' are the same whether they are read left to right or right to left (palindromes).

There are 293 ways to make change for a dollar.

There are more chickens than people in the world.

There are only four words in the English language which end in "dous": tremendous, horrendous, stupendous, and hazardous

There are two words in the English language that have all five vowels in order: "abstemious" and "facetious."

There's no Betty Rubble in the Flintstones Chewables Vitamins.

Tigers have striped skin, not just striped fur.

TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard.

Winston Churchill was born in a ladies' room during a dance.

Women blink nearly twice as much as men.

Your stomach has to produce a new layer of mucus every two weeks; otherwise it will digest itself.

Remember.....TAZ

ELIZABETH

As a company, we talk and teach a great deal about respect. We emphasize integrity, honesty, and character. I, however, believe that there is another virtue almost more valuable than the first two, and more defining of the latter. Humility is a concept often ignored, and frequently misinterpreted. Today, the word carries connotations of weakness and fear. In actuality to be "humble" means to be deferential, respectful, contrite, acquiescent, and self effacing. Modesty, patience, and gentleness are in truth hallmarks of some of the greatest leaders and people our country holds reverent. Jefferson, Roosevelt, Adams, and Lincoln are Presidential benchmarks by which we judge our nation's "most powerful man," and all have been described by historians as singularly humble men. Yet history has also proven them the bravest, smartest, and most decisive of leaders.

There exists an intangible line between hubris and humility; indescribable unless one is too far on either side. It is what separates David Robinson from Dennis Rodman; Jackie Robinson and Joe DiMaggio from Roger Clemens and Johnny Damon. A swing of the pendulum can turn a demi-god into a pariah. (Barry Bonds) It has always been a factor in professional sports; from the first tutelage of



“being a graceful winner” to criticism of Randy Moss for his inability to “act like he’s been there before.” Demonstrating humbleness can literally save a sport (thank you Cal Ripken Jr.), and cause thousands to flock to Anika Sorenstam. We may not be able to define it clearly, but we know when an athlete has crossed the line.

Humility is not arrogant, and it is not prideful. It is recognition that it is not all about you. It is knowledge that you look best reflecting in the light of those who you build up around you. True strength isn’t standing alone; it is being interdependent and standing with others.

There have been some amazing words written, both as children’s fables and adult literature, that attempt to culturally define Humility, and two stand out to me. The first is, of course, O. Henry’s The Gift of the Magi, for it truly speaks of selflessness, and the second is Anne Bradstreet’s Upon the Burning of Our House, which is a poetic lesson on how to be humble. I fear too often we teach our children the words but not the meanings. Lessons learned as a child are oft forgotten by adults.

To speak again of humility from a national standpoint, once, long before he was elected to President, even George W. Bush cautioned humility of the USA towards the world. Shockingly, he seemed aware that a reputation of strength is only as good as the character of a nation’s people.

What is our character as a company? I ask that as an employee; learn to see where you can be modest and willful, humble and fearless. I counsel caution before deifying actors, athletes,

singers, etc.; opt for role models able to understand what strength and respect require one be. As an individual and as a nation, a re-emphasis on humility will do nothing less than improve our relationships and our reputation. Learn to commend more than you reprimand. Hold yourself to a higher standard as a friend, co-worker, and peer.

LANE

Okay, listen up. I know, (as does everyone in the office) how much work, hours and time all of you have been putting in. The number of commendations from various supervisors and managers have been truly heartening.

Here’s my complaint. DON’T GET LAZY! If you need some time off, talk to the schedulers. They are working their fingers off on their keyboards trying to get shifts covered but they know that everyone needs some down time.

Also, don’t forget, (or ignore) the rules and policies of this company.

1). Uniforms.

Depending on the account, your standard white polo shirt, black pants or shorts, black belt and black shoes are to be worn. A number of employees like to wear the black anniversary shirt. However, this GIFT is not a uniform. It does not have the word “SECURITY” on the back, nor does it have a DPS registered number or name on the right front chest. If you are clocked in, you must wear a regulation shirt.

There have been occasions when a guard will wear their button down

Class A uniform to an event. Unless you have been given permission by HR, Scheduling or Operations, please don’t wear this shirt as an event shirt.

2). Conduct at work.

You must present yourself in a positive, customer friendly and polite manner. Customer service is the foundation of T.E.A.M. Security. Anything less is a reflection of your training and character.

3). Integrity.

If you agree to take a shift, please work the shift. The schedulers are trying very diligently to give you all the opportunities to schedule 2 weeks in advance. If you cannot remember what you signed up for, please call.

I truly understand that Murphy’s Law controls the lives of security guards. I also know that whenever there is a concert at Cricket, there will also be a car wreck on I-10. PLAN AHEAD.

4). Fraternalization.

Any situation that affects your performance in the field becomes an area of concern. It is difficult to keep personal and professional lives separate without the added distraction of a relationship within the office/field.

Please take a few minutes to re-read the employee handbook. It has been revised and continues to be an excellent source of information for all employees of T.E.A.M. Security.

As always, please feel free to call if you have any questions or are due for a performance review.



I have been in the mass entertainment field pretty much my whole adult life. Having begun in radio and then staging, eventually turning to production and security, the "biz" has always been in my blood. When I was a teenager, I inherited a series of history books, called "We were There". The premise was that these stories were told from an actual observer during important events in history. It is one of the reasons I became a lover of history - I was able to mentally put myself into the events of past, walk with the heros of folklore, and imagine the great events that created our present. Maybe it is one of the reasons I admire General George S. Patton so much - he thought he had been reincarnated repeatedly, and had been a witness to much of history. Well, as time went on, I myself became part of historic events, or at least was there to see them. Sure, I remember the funeral of President Kennedy. I remember the death of Bobby Kennedy and Martin Luther King. I know where I was when Elvis died and when John Lennon was shot. I know also where I was when both Space Shuttles perished, as did one of the Apollo rockets. I will never forget September 11, 2001. I am not referring to events such as that. I am talking about amazing events in the world of entertainment, in our line of work. I remember the deaths of Bon Scott of AC/DC. I had just seen him a few days before he died. I remember John Bonham of Led Zepplin's death. I saw him the day before, and was out on their last tour at the time. I remember being part of Pink Floyd "The Wall"'s incredible 4 city tour. I remember the 17 guitars on one stage of 38 Special, Lynyrd Skynyrd, and Blackfoot. Amazing. I remember the

Who with Keith Moon. I was Stage Manager for the Rolling Stones. I met the Pope. I met President Reagan. Heck, I remember when Michael Jackson was black! I am not going to recount all the great moments, but as I look back, I have to honestly say that I have been blessed with many of those. There have been so many at T.E.A.M., from seeing 300 T.E.A.M. guards lined up on Mill Avenue to clear the street after the Block Party several years ago, to us providing the security for the funeral of Barry Goldwater, and meeting so many members of our government, to our little contribution in stopping the riots after the Baseball World Series win in 2001, to seeing our lawn teams going in to put out fires at Ozz fest, to just so many times when we all come together to work as a team - It is those moments that make it all worthwhile. I recently along with several others, was privileged to be part of a wonderful event - the 12th Annual Celebrity Fight Night. This annual fundraiser was started to create awareness and to raise funds for finding a cure for Parkinson's Disease. This fundraiser is held in the name and in the honor of Muhammad Ali. We worked alongside the top supervisors for Chase Field and USAC to provide a safe and enjoyable evening for all guests of this spectacular event. Growing up, I remember watching Ali fight. He was as great in the ring as he was outside of it, during press conferences. I was reminded at this event, honoring him, that he made big promises of what he would do to his opponents. He always delivered. He truly was the greatest, and I felt deeply honored to be in his presence. He is one of the few sports heros that I ever admired, and there were many

speeches made that night by many a celebrity. Millions of dollars were raised for medical research, and great things happened. Seeing Garth Brooks perform again was wonderful. Seeing Robin Williams and Jim Carrey jump up on their chairs to get the crowd to quiet down for Reba McIntyre, from Magic Johnson and Kirstie Alley and Patrick Swayze, not much impressed me as much as the beginning of the evening, when during the singing of "God Bless America" I suddenly heard a shrill screech, followed by a collective "aaaaahhhhhh" I turned around just in time to see an American Bald Eagle soar directly over my head through the ballroom, and back again. If you have ever seen a Bald Eagle Soar, you will understand my deep love and appreciation for this majestic animal. There is a reason that is the symbol of our nation. It's pride, it's sheer presence and dominating stature is something amazing to see. Of all the things I have been privileged to be part of in my life, this was one of the greatest. How can you beat that? In the past several weeks, we have made quite a few changes in the office. I am happy and proud to tell all of you that we finally have a scheduling department again, that I am not only proud of, but that I know I can be confident of. Bonnie and Brandi have an amazing determination and pride in their job. I ask all of you to give them a few weeks to undo some of the things done in the past. I guarantee you that if they promise you something, they will make sure it happens. Right now, I know they are still calling most of you on a daily basis, but I promise that will get better.

OK, for Hell Weekend (April 1 & 2) and the week before Jimmy Buffett they might call a few times..., but I have full confidence that things will start getting a lot better very soon. Robert Russell and Jeff Pallavicinii have taken on positions as Operations Manager. The position of Director of Operations has been eliminated. - oh, before I forget, the continuing misadventures of Dickie Soupy will no longer be published - interest sort of petered out. (Get it - Dickie, petered out...) We are considering a new souper hero: Clear Consommé. Unfortunately, her true adventures are so unbelievable and the predicaments she gets herself in are so outrageous, that we are not sure we can get out loyal readers to believe that she actually gets out of them, to return and fight another day. We will leave it up to all of you to let us know if you want to hear about Clear's continuing misadventures. In the mean time, we will continue to enjoy them in the office.

There are a lot of positive changes happening, and I am very excited about them, and hope that you all soon see and benefit from them. So many people have come up to me in the last month, and told me that they want to take on more responsibility and get more involved. I promise that we will do everything we can to make the opportunities available, and I personally appreciate the initiative and desire. There are so many opportunities to advance, expand and grow with us, that I doubt anyone will fall short in the opportunity area.

Mick Hirko

President
T.E.A.M. Security



FOR RENT

2 bedroom upstairs apartment in Mesa for only \$550 a month. Have you worked for T.E.A.M. for 30 days or more? If the answer is yes, you are pre-approved to move in! If you are new to the company but are looking for an apartment, please don't hesitate to call Jeff at (480) 235-9115