



T.E.A.M. CENTS

....Property Patrol...CCTV Monitoring...Facility Protection...Equipment Rental...Fire Watch...Overnight Security....

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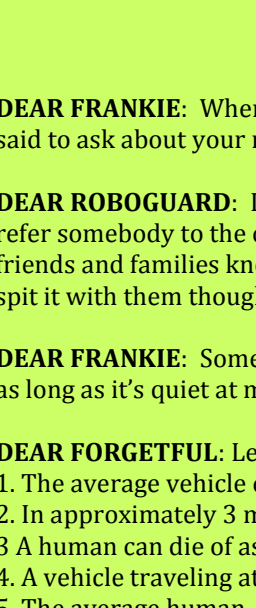
Volume XX, Issue 9
March 2012

Upcoming Blackout Dates

If you can't work at least a 4 hour shift on these days, a vacation request form is required TWO WEEKS prior to the dates you will need off.

March 17th - St. Patrick's Day

Last weekend in March - Arts Fest Weekend



Welcome to the World of Logistics / Event Support!

Every time I get to my shift for TEAM Security, they have a radio and a shirt for me....How do they do it?

Every day, an army of dedicated individuals are responsible for filling orders, maintaining equipment, doing laundry, maintaining a fleet of vehicles and being on the lookout for new technology that will make the security guard's job easier. Ok...So maybe "an army" is a stretch...There is actually a core crew of 7! That's right! 7 individuals to handle everything that needs to happen just to provide guards with equipment and uniforms to do their job. That's not even touching on the rental side of the business! We rent, deliver, set up and tear down everything from Fencing, Porta Jons, Id Scanners, Quads, Golf Carts, Barricades, Light Towers, Radio's to Water trucks and yes, even a Fire truck. Usually the Event Support Staff are unseen by the masses, but if you happen to catch a glimpse of one of them, say hello!

**A. Gillis -Logistics / Event Support • Thaddeus- Tents / Event Support • Dustin- Logistics / Event Support
Joey- Logistics / Event Support • Peter- Logistics • Christopher- Event Support • Cid- Fleet Mechanic**

DEAR FRANKIE...

DEAR FRANKIE: When I was invited to Orientation, I noticed that there was something on the paperwork that said to ask about your referral bonus. How does the referral bonus work? ROBOGUARD

DEAR ROBOGUARD: I'm glad you asked that question, we were just talking about that the other day. If you refer somebody to the company and they are hired, once they work 100 hours you will receive \$25. So let your friends and families know to come down and apply, they could earn you extra money. (They may want you to spit it with them though, but I will leave that up to you.)

DEAR FRANKIE: Sometimes I go to my shift unprepared, without bringing food and my stomach starts to growl. So I figured the next time that happens, as long as it's quiet at my post, I can just drive down the road to grab a quick bite, right? I mean, what could happen in 10 minutes? FORGETFUL

DEAR FORGETFUL: Let's take a look some things that COULD happen in 10 minutes.
1. The average vehicle can be stolen in between 30 and 90 seconds.
2. In approximately 3 minutes a simple spark on the carpet or a cigarette tipped over onto a newspaper can become a lethal blaze hotter than 752° F.
3. A human can die of asphyxiation in approximately 3 minutes, full brain death in approximately 10 minutes.
4. A vehicle traveling at a rate of 35 MPH can travel 5.8 miles in 10 minutes.
5. The average human, at an easy jog, can travel over a mile in 10 minutes.
6. The average street fight only lasts approximately 2 minutes
These are just the things I could think of off the top of my head, there are countless more...NEVER leave your post until you are properly relieved.

DEAR FRANKIE: Do you remember at Barrett Jackson when you were getting us all signed in and the morning crew signed out? I had asked you if I could schedule my 300 hour evaluation and you said something about a snowball and a kite. I'm still a little perplexed, I don't understand what you meant. So I thought I would ask again. How do I schedule an evaluation with you? NICK OF TIME

DEAR MR. TIME: I vaguely remember somebody asking me something, but I thought I was hallucinating, because there was no way somebody would have thought that was the best time to ask a question like that. However, I appreciate your persistence. As you know, we explain in orientation that you are responsible for tracking your own hours and scheduling your evaluations. To do this, simply call in to the office (480-829-8326) let the receptionist know that you are coming due for your evaluation and she'll set you up with a time to come in. I generally schedule evaluations on Wednesdays, but if you are not available on a Wednesday we can work something out. It's just that simple.

FAQ's about the Scheduling Department at T.E.A.M.

Q. If I need to call out of a shift what do I do?
A. Call the scheduling pager as soon as you know that you cannot make your shift. The sooner the better so we can have more time to fill the shift. You must receive a call back from us. If you call out within 12 hours of your shift you will need to provide documentation as to why you have to call out before we can schedule you again.

Q. Can I walk into the office on Mondays or Tuesdays and schedule in person?
A. No, we are way too busy calling back those who called in to schedule people in person too.

Q. Do I need to have my own shirt to work shifts?
A. You need to have your own shirt if there is not a dispatch onsite. Many of the smaller calls do not have a dispatch so for that you would need your own shirt. It always helps to have one just in case.

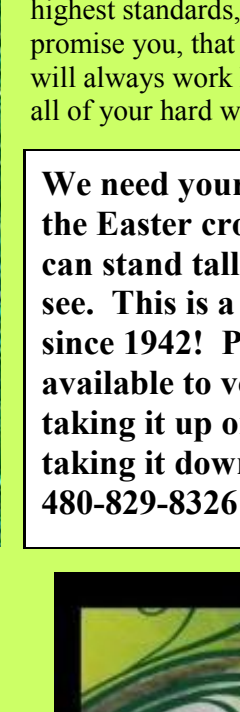
Q. Can I leave my shift early or come in a little later?
A. No, the shifts that you accept are concrete times. If a guard is not there for the times that the client is paying for then we cannot bill the client for the whole time.

Q. How does the scheduling department communicate with the guards?
A. We mainly communicate via phone and email so make sure your email address is always up to date. We sometimes text if we can't reach someone by calling them.

Q. If I am not sure if I will be able to be on time to a shift should I accept it and just hope for the best?
A. No, if you are not sure you will be able to make it to a shift you should never accept it.

Q. When can I expect a scheduler to call me back once I called the office to have my name put on the tracker?
A. We try to call everyone back by Thursday at the latest. It just depends on how much we have going on in the office during the week. Keep in mind there are only two schedulers and 250 to 300 employees at any given time.

Q. Does it help to take classes when it comes to being scheduled in more shifts?
A. All of our classes we offer are very helpful. There are some classes that required in order to be considered for some shifts. For example: alcohol/ID class is a requirement for some shifts that involve checking ID's or alcohol control.



My name is Natasha, I am the new scheduler here. My husband and I have been together for 11 years, married for 6 of those years. I have a 4 year old daughter named Hailey who keeps me on my toes and I try and spend as much time with her as possible because she is already growing up way too fast. My hobbies are going shooting, camping and dirt bike riding. Glamis Sand Dunes is my absolute favorite place to go riding! I look forward to working with all of you!!



Pay Schedules

New to T.E.A.M.? Well I'm going to get you better acquainted with the pay schedule. Most people get very confused by the pay schedule resulting in not knowing when they will receive a check, or thinking that their paycheck is off. The pay schedule is compiled of three columns. The first one is the first day of the pay period; the second one is the end day of the pay period, and the third one is the actual pay date. The pay period is two weeks from Sunday to Saturday. So lets say for example you worked New Years Eve and you are wondering when you will be paid.

Look at the pay schedule and see where the 31st of January falls on the schedule. This year it was in the pay period 1/29/2012 to 2/11/2012. The day you would have received the check would have been 2/20/2012. There is a week in between the pay period and the pay date. It is always a good idea to keep track of what days that you work and the hours that were worked, that way you don't have to call and ask every two weeks if you have a paycheck here.

Too often on a Monday payday, several calls come in from people wanting to know if they have a check here. Checks don't get handed out till 4:00pm, which means the check list is not out till 4:00pm. So more then likely if you call in and ask if you have a check here, the answer will be, "I don't know, If you worked this pay period you should have a check, if you did not then you don't have a check." I hope this helps everyone better understand the pay schedule, and how it works.

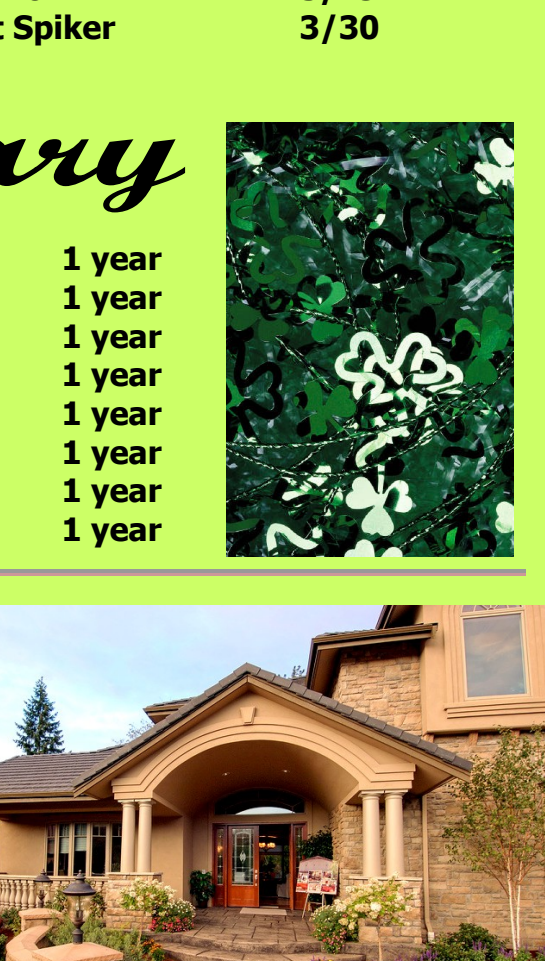
| Start | End | Pay Date |
|------------|------------|------------|
| 1/11/2012 | 1/14/2012 | 1/23/2012 |
| 1/15/2012 | 1/28/2012 | 2/6/2012 |
| 1/29/2012 | 2/11/2012 | 2/20/2012 |
| 2/15/2012 | 2/28/2012 | 3/6/2012 |
| 2/29/2012 | 3/10/2012 | 3/19/2012 |
| 3/11/2012 | 3/24/2012 | 4/2/2012 |
| 3/29/2012 | 4/7/2012 | 4/18/2012 |
| 4/9/2012 | 4/21/2012 | 4/30/2012 |
| 4/23/2012 | 5/6/2012 | 5/14/2012 |
| 5/6/2012 | 5/19/2012 | 5/28/2012 |
| 5/20/2012 | 6/2/2012 | 6/11/2012 |
| 6/2/2012 | 6/16/2012 | 6/25/2012 |
| 6/17/2012 | 6/30/2012 | 7/9/2012 |
| 7/1/2012 | 7/14/2012 | 7/23/2012 |
| 7/15/2012 | 7/28/2012 | 8/6/2012 |
| 7/29/2012 | 8/11/2012 | 8/20/2012 |
| 8/12/2012 | 8/25/2012 | 9/3/2012 |
| 8/26/2012 | 9/8/2012 | 9/17/2012 |
| 9/9/2012 | 9/22/2012 | 10/1/2012 |
| 9/23/2012 | 10/6/2012 | 10/15/2012 |
| 10/7/2012 | 10/20/2012 | 10/29/2012 |
| 10/21/2012 | 11/3/2012 | 11/12/2012 |
| 11/4/2012 | 11/17/2012 | 11/26/2012 |
| 11/18/2012 | 12/1/2012 | 12/10/2012 |
| 12/2/2012 | 12/15/2012 | 12/24/2012 |
| 12/16/2012 | 12/29/2012 | 1/7/2013 |
| 12/30/2012 | 1/13/2013 | 1/21/2013 |
| 1/13/2013 | 1/26/2013 | 2/4/2013 |
| 1/27/2013 | 2/9/2013 | 2/18/2013 |
| 2/10/2013 | 2/23/2013 | 3/4/2013 |

Thank You

Four years ago we were promised "change". No one bothered asking what that change was going to be. Most people I know now would agree that the idea of change just for the sake of change is not a good concept. Change has to be to improve the quality of life, make things better or benefit the greater welfare of all. I think that it would be very difficult to find any small business owners or middle class folks that can say they are better off now than they were 4 years ago. I know I can't.

T.E.A.M. is an organization that has always embraced change as a positive, as an opportunity to grow or improve. We surely are not the same company we were nearly 20 years ago, when we began this adventure. Some of the most dreaded words for me are: "That is the way we have always done it". To be a market leader, you have to do things better, more efficiently and provide a better product or service than your competition. They, on the other hand will copy what you are doing, and try to do it cheaper. That has been a business practice since the Japanese started retro-engineering all of the "Made in USA" innovations in the '70's. They took American products, took them apart, figured out how they worked, and built copies, cheaper, faster and better. Soon, most electronic and many cars were now "Made in Japan", because we failed to keep innovating and liked buying things cheaper. The newest trend now is "Made in China" because we really like buying cheap crap. Since the 70's, we as a nation have giving up our desire to create, build with blood, sweat and tears, and have chosen a bath of being a service industry. We build nothing, we produce nothing, and those things we do are usually made by foreign labor in foreign countries. Well, obviously we cannot do that as a company, nor would we want to. History has shown if you buy something cheaper, you get what you pay for. It is frustrating to us, because we all think that our guards deserve to get paid a lot more. We cannot compete against the big corporations that pay close to nothing per employee in insurance and workman's compensation and social contributions, because they do such massive volume. We also cannot compete against those companies who ultimately screw their employees over by calling them "associates" and paying them contract labor, thus avoid paying taxes and insurance all together, or those fly by night companies that do the same thing by paying their employees cash, or do not require their employees to have a guard card. It is a never ending battle, because as soon as one of those companies goes out of business, 2 new ones pop up.

We have always strived to be better than the rest, and we will never stop. We know we are no better than our employees, and we are proud to have the very best. Sometimes people think all of our rules and regulations are because that "is the way we have always done it", but in actuality, our rules have changed with time, each time to raise the bar, to make us better. We enforce our rules and policies to make sure we maintain the highest standards, and by expecting the very best from you. We know that there are a lot of companies out there, and lots of competition, but I promise you, that we, as one organization, the management and leadership of Total Events And Management - T.E.A.M. Security pledge we that we will always work hard to be the very best, and appreciate each and every one of you helping up to be the very best that we can be. Thank you for all of your hard work, and may some positive changes come all of our way in 2012! - Mick Hirko



We need your help! It's time again to carry the Easter cross up "A Mountain" so that it can stand tall and bright for all of Tempe to see. This is a tradition that's been going since 1942! Please let us know if you will be available to volunteer your time. We will be taking it up on March 28th at 10 AM and taking it down April 11 at 10 AM. Call us at 480-829-8326 or email me.



Happy Birthday

| | | | |
|------------------------|-------------|-----------------------|-------------|
| Steve Markgraf | 3/1 | Larry Harrison | 3/16 |
| Scott Jones | 3/2 | Brian Yazzie | 3/20 |
| Eric Brandstrom | 3/3 | Greg Welch | 3/22 |
| Patrick Petty | 3/7 | Rebecca Frost | 3/24 |
| Shawn Garlow | 3/8 | Chris Vezie | 3/26 |
| Jesse Espino | 3/9 | Jonathan Clubb | 3/27 |
| Darlene Taylor | 3/10 | Chris Dreese | 3/28 |
| Barnab Wright | 3/10 | Luis Brown | 3/29 |
| Jim Stultz | 3/11 | Brent Spiker | 3/30 |
| Louis Maturo | 3/13 | | |

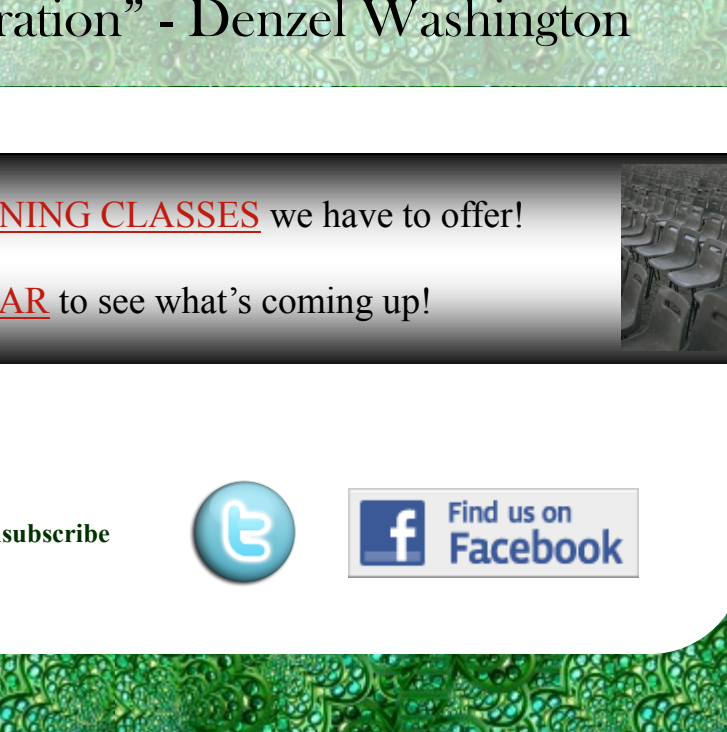
Happy Anniversary

| | | | |
|----------------------------|----------------|-------------------------|---------------|
| Paul Bickford | 4 years | David Erran | 1 year |
| Rusty Duncan | 3 years | Manuel Lopez | 1 year |
| Tim Reed | 2 years | Chris Paisano | 1 year |
| Colin Miller | 1 year | Stephen Sullivan | 1 year |
| Chris Vezie | 1 year | Chris Meinhold | 1 year |
| Stephen Brent-Chase | 1 year | Tyler Robare | 1 year |
| Rebecca Frost | 1 year | Zarek Miller | 1 year |
| Edward Calderon | 1 year | Nathan Pollack | 1 year |



Help Yourself

Our homes are one of the most important things to keep safe, and we aren't always there to watch over our families, our possessions, and our home itself. One of the most effective and inexpensive ways to protect our little worlds, and our neighborhoods is to have more than one set of eyes. Be a part or start a neighborhood watch and prevent crime and help your community be prepared in an emergency.



"Luck is where opportunity meets preparation" - Denzel Washington

Interested in improving your skills? See what [TRAINING CLASSES](#) we have to offer!
You can also check out the [EVENT CALENDAR](#) to see what's coming up!

