

VALUES

VOLUME FOUR | 2014

A PUBLICATION OF WHELAN SECURITY



1949



2014



Whelan Celebrates 65 Years

a look back on our early years and historic growth

Employee Accolades

meet the employees of the year and other honorees

Our Secret Sauce

building and sustaining a unique corporate culture





“We appreciate the many ways you have all contributed to our organization. Our success is a direct result of the daily efforts of our security officers, and our future is dependent upon your service. You have made a difference not only to our team but to our customers and culture as well.”

— Prentice Robertson, *Chief Operating Officer*

To all of you – our valued employees!

It is exciting for us to deliver the 4th edition of *Values*

magazine to all of you. Looking back on the first three editions of *Values*, we utilized this opening space to share a few facts about our collective achievements that continue to make Whelan Security the employer of choice in the contract security industry. There is no shortage of those achievements this year as we celebrate our 65th anniversary. To begin with, we have surpassed the 5,000 employee count, and our expansion has taken us into 44 markets across the United States. However, we thought it might be interesting this year to share some information that many of you may not know about Whelan Security.

Were you aware that Whelan is the ONLY national security company in the industry that is third generation family-owned?

That’s right – a pretty cool fact considering there are thousands of security companies in the industry, and most family-owned companies usually fail to survive beyond the first generation. Whelan is going stronger than ever under Greg and Dan Twardowski’s family leadership, a legacy that has been passed down from their father, Pat, and his uncle, Jim Whelan.

Did you know that we provide security services to almost

800 clients? It’s true – we serve customers in 44 markets across this great country, including many Fortune 500 companies. Throughout Whelan Security’s 65 years, we’re proud to have provided security services for some of the largest manufacturing plants in the world, dozens of high-tech

companies, numerous distribution/logistics facilities, hospitals, transportation hubs, colleges and universities, stadiums and sporting venues, upscale residential communities and multi-tenant high-rise office properties.

Would you have ever guessed that among our employee population there are currently over 400 of you who started your career as security officers and earned a promotion to the supervisory or management level?

This is something that should not only make those of you who have achieved a promotion proud, but also inspire and encourage everyone as part of an organization that truly believes in the power of employee engagement, employee empowerment, the opportunity for self-fulfillment and personal growth. Promotion from within is one of the things that is so unique about our family business at Whelan, and one of the real benefits of being a part of the Whelan team.

These are just a few things that you may not have known about Whelan Security. We appreciate the many ways you have all contributed to our organization. Our success is a direct result of the daily efforts of our security officers, and our future is dependent upon your service. You have made a difference not only to our team but to our customers and culture as well. We hope you enjoy reading this edition of *Values*, and we sincerely thank you for being a part of our family.



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We are grateful to the dedicated security professionals pictured in this publication, all of whom are actual employees of Whelan Security.





REFLECTIONS ON THE FOUNDING OF WHELAN SECURITY:

THE EARLY YEARS

BY: PATRICK TWARDOWSKI, CHAIRMAN

In late 1945 or early 1946, my uncle, Jim Whelan, returned from military duty in World War II with all of the other GIs. Jim was a sailor assigned to the fleet in the South Pacific aboard an aircraft carrier.

Upon his return home after the war, Jim became a taxi driver for ACE Cab Company. As a bit of an entrepreneur, he purchased his own taxi, a Pontiac (the only one in the fleet) and contracted with ACE Cab for his taxi medallion. He eventually purchased a second taxi and hired a driver for that vehicle. Around 1947 or 1948, Dave Whelan (Jim's brother) also returned from the service. The two of them came up with the idea to petition the St. Louis Police Department for permission to act as Private Patrolmen within the city for the purpose of inspecting and securing private businesses. Jim was given permission to act as an independent contractor to secure and inspect private business properties in a district that included the Mississippi Riverfront, south to Chouteau Avenue, west to Grand Avenue and north to Franklin Avenue (now Martin Luther King Boulevard). This area was a major section of the St. Louis Business District in 1949. Dave patrolled an area north from downtown St. Louis along the river to Grand Avenue. From 1949 to 1956, Jim and Dave functioned

as independent contractors patrolling their respective districts between the hours of 8 p.m. to 6 a.m. daily.

Back then, a typical day for Jim was to arrive home around 6:30 or 7 a.m. He would go to bed for three or four hours, get up early for lunch, shower, put on a business suit and head downtown to contact his customer base and solicit new clientele. He would return home sometime late in the afternoon, take a short nap before dinner and then head back downtown in uniform to patrol his beat. While on patrol, Jim would check to make sure doors were locked on his clients' facilities and enter those that required him to make sure that machinery and lights were turned off. In return for this service, he would charge as little as \$3 to as much as \$25 per month, and grossed around \$1,200 per month (before expenses). This was a daily routine for Jim for the next six or seven years!

To put this time period into perspective, consider the following: postage was less than four cents to mail a letter, minimum wage was less than \$1 per hour, gasoline was significantly less than 25 cents per gallon and haircuts cost less than 30 cents. Few married women worked, hotel rates were less than \$2 per night and a day in the hospital averaged around \$15.

In 1956, the St. Louis Public Housing Authority put a bid solicitation together for uniformed security service at six or seven high-rise public housing projects that it was managing in the city of St. Louis. In response to this opportunity, Jim and Dave formed a corporation, Whelan Security and Plant Protection Incorporated, and put together a winning bid for the project. It is believed that each invested \$500 as 50-50 partners in the venture, and both men continued to operate their independent beat services during this early going.

The work was awarded and went along well. These projects were all 24-hour, multi-manned posts. The business was managed out



Whelan's original office location on St. Charles Rock Road

of Jim Whelan's home at 1461 Ferguson Avenue in Pagedale, MO; and his sister-in-law, Margaret Twardowski (my mother), assisted with the billing and payroll. Eventually, Whelan would purchase a small building at 7109 St. Charles Rock Road (about two blocks from the Ferguson Avenue address) and Whelan would remain at this location through 1974.

Although the corporation and Housing Authority project kicked off well, Dave wanted out of the arrangement about a year and a half later. As a result, Jim approached Margaret for a loan to buy Dave out of his stock, and my parents took a second deed on their home for \$5,000 to do so. In return for the loan, my mother now owned 49% of Whelan Security. She held this stock through 1959 or 1960 when Jim repaid his note at which time her stock was transferred to his wife, Geraldine Whelan.

From the late 1950s through 1969, Whelan ran under Jim's direction on St. Charles Rock Road. This location was a small bungalow with a downstairs entrance to the street and a residence upstairs. When Whelan purchased the building, it was Flip's Bar. Flip and his wife had resided upstairs while he ran the tavern on the lower level. After Whelan took over the building, the company operated in the basement and Jim's brother Bill and his family moved in upstairs. Bill was the Operations Manager through 1967.

On December 10, 1969, Jim Whelan died of a heart attack while quail hunting with a friend. As a result, Geraldine was left with the small business. The Housing Authority contract had gone away in 1967, but Whelan had several full-time, multi-manned posts and a lot of short-hour call-in work by then. Sales were in the \$500,000 to \$700,000 range with approximately 75 security officers. At this time, Geraldine approached me and asked if I would be interested in working for her in the business. At the time, I was working at McDonnell Douglas (now Boeing) but decided to take a big leap of faith and accepted her offer.

When I showed up at the company, Whelan had a General Manager, Robert Evans; bookkeeper, Joe Mueth (who was 90 years old); a secretary/office assistant and neighbor, Laverne O'Neil; a chief scheduler, Roland Robbins; and two patrol officers, Ken Orton and Charles Baker. Billing rates were around \$2.85 per hour, pay rates were about \$1.10 per hour and patrol officers made approximately \$2 per hour.

Whelan officed at 7109 St. Charles Rock Road until 1974 when we moved to the Westport area in northwest St. Louis County. Whelan operated from that area until 1982 when the company moved to our current location.

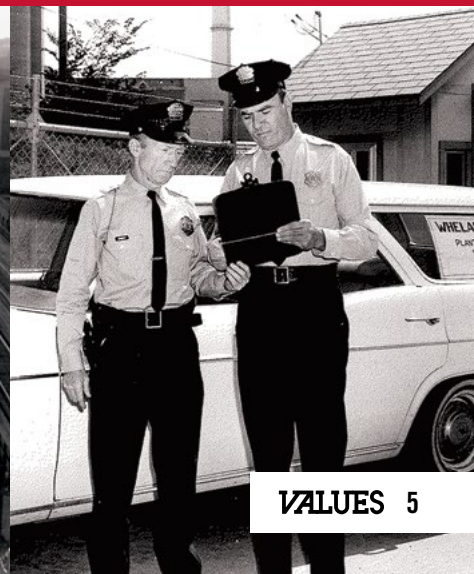
In 1949, we were a start-up organization. By the time I joined in 1969, we were still a small organization with an unknown future. Today, 65 years later, Whelan Security ranks as one of the largest privately held companies in St. Louis, one of the fastest growing privately held companies in the United States and one of the largest contract security companies in the country. Although many might argue that much has changed since the founding of Whelan in 1949, we assert that very little has changed today. Sure, we have been blessed with incredible growth and operate as a progressive organization with industry leading, best-in-class programs. However, the fact of the matter remains that we are still a simple staffing business specializing in security services much like we were in the 1950s. Our survival back then was determined by the quality of the service provided by our security officers assigned to the Housing Authority. Our success today continues to be the direct result of the quality of service provided by our exceptional security officers who provide world-class service to our clients on a daily basis.

I was excited to join my aunt in 1969, and it has truly been a remarkable journey. As I reflect upon my 45 years with the company, I am continuously humbled by the dedication, loyalty and support of our world-class employees and incredibly proud to be associated with this organization.

Jim Whelan, Founder

Jim Whelan's patrol area along the Mississippi Riverfront

Whelan patrol officers of the 1950s



EMPLOYEE OF THE YEAR:

Stephen Flynn

Site Supervisor/Operations Coordinator
Kelly Services Corporate Headquarters
Detroit, Michigan

Whelan is proud of our over 400 employees who have been promoted from a security officer to the supervisory or management level — and Stephen Flynn is the perfect example of this career path. Since joining Whelan in 2012, Stephen quickly made the jump from Security Officer to Site Supervisor and Operations Coordinator at the Kelly Services corporate headquarters site in Troy, Michigan. While his achievements at this site are impressive and noteworthy, allow us to first tell you more about who Stephen is as a person and what led him to his already successful career at Whelan.

As a native of the Detroit area, Stephen lettered in football at Gross Pointe High School prior to earning his Bachelor of Science Degree in Criminal Justice from Ferris State University. While attending college, Stephen served as Sergeant at Arms for the Lambda Alpha Epsilon criminal justice fraternity. He supported a variety of charitable endeavors including a scholarship fund in honor of a former fraternity member and deceased law enforcement officer; as well as a number of shelter and housing projects for elderly citizens, at-risk families and domestic abuse victims throughout the community.

In his leisure time, Stephen enjoys exploring Michigan's highways in his 2012 Triumph Thunderbird, SCUBA Diving as a PADI Certified Open Water Diver, collecting and shooting nostalgic firearms and a myriad of other outdoor activities with his German Shepherd, Zoe. He also happens to be an avid fan of the Detroit Red Wings and Tigers. As if that wasn't enough, he volunteers for the Toys for Tots Foundation, Habitat for Humanity, United Way and the Humane Society as well. Whew, anyone tired yet? But wait — there's more. Not only have these interests gone a long way towards his





Rob Langrel, Whelan Vice President, Stephen Flynn, Whelan Site Supervisor/Operations Coordinator, Paul Whelan, Kelly Services Senior Manager, Global Security and Investigations



development in his own personal life, they have also prepared Stephen for the role he plays in his career.

In his role at Kelly Services, Stephen took ownership of the training and development of existing and probationary security officers through a unique sense of mentoring and guidance. With a foundational understanding of the challenges and expectations of a security officer, Stephen single-handedly developed a guidebook for his fellow team members to use as a reference throughout their assignments, which proved to be an integral part of the daily operations of the campus security team.

In addition, Stephen implemented a bicycle patrol program that was welcomed by Kelly Services as a genuine green initiative aimed at maintaining the account's vehicle budget, and was commended for providing an important aspect of first aid that assisted with saving the life of an employee who had overdosed on powerful medication. Moreover, Stephen also supported a serious domestic violence situation that ultimately protected the life of the victim, and played a vital role in identifying and protecting a crime scene that resulted in the conviction of two felons for attempted vehicle theft. Accomplishments such as these led to Stephen receiving:

- Making a Difference Award
- Security Officer of the Month Award
- Security Officer of the Year Award from Whelan's Detroit Branch
- Company-Wide Employee of the Year for 2013

"Stephen understands the inherently unscripted issues and situations faced by security teams," writes Paul Whelan, Senior Manager, Global Security and Investigations for Kelly Services. "While his many accomplishments can be listed and explained in detail, the truly refreshing characteristics that have made him so successful as a security officer and supervisor are his attention to detail, dedication to duty, bright and cheerful personality and the motivation to look at the broader picture and simply help those in need."

"Whelan has provided me with the unique opportunity to work at a global headquarters site with a focus on a career in the corporate security world," Stephen explains. "The training programs that Whelan offers have allowed me to quickly understand my role and perform my duties in an effective and efficient manner. As a result, I have received accolades from the client and other associates at Kelly Services, as well as multiple awards from Whelan. I am humbled by this recognition, and truly appreciate the opportunity to develop my career with Whelan Security and serve Kelly Services."

Stephen, we don't know how you do everything you do, but we are sure happy to have you on our team! It gives us great pleasure to bestow upon you the title of Whelan Security Employee of the Year and to present you with the Warrior's Sword of the Templar Knight — a forged steel sword with 24K gold etchings and silver plated inlays — as a symbol of the world-class service, exceptional values and warrior spirit you display in your work.

EMPLOYEE OF THE YEAR:

Ernest Hill Jr.

Security Officer

St. Anthony's Medical Center

St. Louis, Missouri



Ernest Hill Jr. is a man of a thousand talents. Since joining the Whelan team in 2008, Ernest has demonstrated an exceptional penchant for recognizing problems and responding in a confident, unwavering manner.

“You have to respond in a way that will keep everyone safe and protect the environment that you are there to protect,” Ernest remarks. “It’s about not only reacting to the situation, but being the cause of the solution.” That’s the kind of attitude that so many people admire about Ernest, whose dedication to helping others cannot be understated.

Prior to beginning his career in the security industry, Ernest practiced a variety of martial arts in his youth where he received a black belt in karate and achieved similar honors in Muay Thai. He attended Culver-Stockton College in Canton, Missouri, where he earned a Bachelor of Science Degree in Instrumental Music and a Masters Degree in Educational Administration. While attending college, Ernest became a member of the Kappa Alpha Psi fraternity where he served as a mentor for programs designed to aid African-American school-aged children and develop their leadership talents. Ernest continued his passion for music into his professional life as a band instructor for schools in the St. Louis Public Schools system. He has mastered a number of instruments throughout his career, including the trombone and the tuba.

“I started my first career as an Instrumental Band Director and Administrator at several different middle schools and high schools,” Ernest explains. “Many people encouraged me to retire early after my teaching career, but I wanted to find a place where I could start a new career. Like teaching, it needed to be a profession where I could establish a rapport with the general community. That’s when I found Whelan.”

Since joining the Whelan team, Ernest has served at many posts throughout the St. Louis area where he has been recognized for his extraordinary commitment to our customers, the team and the organization. In 2013, Ernest acted as a key witness that resulted in an arrest of a bank robber, and played a role in recognizing a suspicious suspect that resulted in an arrest and the recovery of a stolen vehicle. He has also been the recipient of numerous unsolicited letters and compliments from both clients and the general public regarding his friendly smile, professional attitude and exceptional customer service skills.



For these reasons, Ernest has been the recipient of:

- Two Making a Difference Awards
- Two Security Officer of the Month Awards
- Security Officer of the Year Award from Whelan's St. Louis Branch
- Company-Wide Employee of the Year for 2013

In September 2013, Ernest demonstrated his diverse talents by shifting from bank security work to hospital security.

"Working for Whelan at St. Anthony's is unlike any other post where I have worked," Ernest explains. "There are a lot of people that require help at a hospital and I am grateful for the opportunity to be a part of their well-being there. I think it's a spiritual experience."

"Ernest is an amazing hospital security officer," writes E. Ingracia, EMT-B ER at St. Anthony's Medical Center. "He conducts himself in a professional manner and has been very courteous to our patients and the hospital staff. He always has a positive attitude and responds to situations rather than reacting. When I see him working, it puts a big smile on my face!"

Along with his career at Whelan, Ernest is an 11-year member of the Jazz Edge Orchestra (trombonist), a 17-piece big band that has played at a number of special programs, concerts, dances, weddings, banquets and conventions throughout the region, as well as Powell Hall — one of the most renowned concert halls in the United States. He is also a devoted family man and enjoys spending time with his daughters, one of which is an Occupational Therapist Administrator and another who is an International Shoe Designer, as well as his two grandchildren.

Ernest, we are honored to call you a member of our Whelan family and to bestow upon you the title of Whelan Security Employee of the Year. In addition, we are pleased to present you with the Warrior's Sword of the Templar Knight — a tempered steel blade with 24K gold etchings and silver plated inlays historically reserved for only the most specially trained, well-equipped and highly motivated fighting forces of the day. This special gift and title are not just testaments to your unbelievable customer service or your incredible responses to serious security-related threats and concerns against our customers. Instead, this honor is about consistency — an incredible testament to a security officer who has continuously embodied our core values throughout his career at Whelan.

EMPLOYEE ACCOLADES: ANNIVERSARIES & AWARDS

Officers of the Year

Whelan proudly recognizes the following recipients of our Officer of the Year award.

Sandra Bedford, Arizona | **Carlos Vowell**, Arkansas | **Trace Livengood**, Austin | **Jose Chaidez**, California – Southern
Crystal Mathews, California – Northern | **Mandi Mojica**, Chicago | **Marcus G Franklin**, Dallas | **Darrell Dazzio**, Denver
Stephen Flynn, Detroit | **Adan Perez**, El Paso | **Raymond Tramell**, Houston | **William Ivy**, Kansas City | **Jeannette Craig**, Kentucky/Ohio
Angela Scott, Louisiana | **Harold Blakeney**, Mid-Atlantic | **Marcus Tolbert**, Minnesota | **Chris Haigler**, New Mexico
Ray Kelley, Oklahoma | **Ernest Hill Jr.**, St. Louis | **Michael Slate**, Tennessee | **Raymond Grimm**, Washington/Oregon | **Kelly Friesen**, Wisconsin

WHELAN WOULD LIKE TO CONGRATULATE THE FOLLOWING INDIVIDUALS WHO CELEBRATED MILESTONE ANNIVERSARIES WITH THE COMPANY THROUGHOUT 2013.

30 Years

Michael Manley, St. Louis
Paul Totzell, St. Louis

25 Years

Steve Huffman, Kansas City
Felicia Petty, St. Louis
Russell Pickett, Kansas City

20 Years

Robert Rencher, St. Louis

15 Years

Floyd Bell, St. Louis
Lelia Morton, St. Louis
Gracie Rice, St. Louis
Carl Zugmaier, St. Louis

10 Years

Terry Bachmann, St. Louis
Desmond Barber, St. Louis
William Bombay, Dallas
Janet Brooks, St. Louis
David Buckner, St. Louis
Adam Butler, St. Louis
Ron Byers, Dallas
Jerri Campbell, Kansas City
Dennis Godbey, St. Louis
Vincent Griffin, Kansas City
Clyde Hoffman, St. Louis
Carvelle Howard, St. Louis
Kenneth Jones, St. Louis
David Justice, Dallas
Harold King, St. Louis
Michael Lambert, St. Louis
France Langan, St. Louis
Larry Parker, Kansas City
Linden McGraw, St. Louis
Tiffany McMorris, St. Louis
Monte Nix, Kansas City
Charles Reynolds, St. Louis
Prentice Robertson, Corporate
John Sassine, Houston
Eric Schnitker, St. Louis
John Shields, Kansas City
Barbara Smith, St. Louis
Brenda Smith, Dallas
Ronald Stricker, St. Louis
Shiree Taylor, St. Louis
Ross Wilson, St. Louis
Tytus Winters, St. Louis
Kathleen Wylie, Kansas City

5 Years

Tahire Abdullah, Dallas
Marc Agakhan, Chicago
Alan Ahad, St. Louis
Jeffrey Allen, Dallas
John Baggs, Kansas City
Brian Bales, Kansas City
Martin Beck, Chicago
James Bell, Dallas
Brandon Benson, St. Louis
Shamieka Bethea, Mid-Atlantic
Darlene Billiot, Louisiana
Bruce Bitter, St. Louis
Donna Black, Kansas City
David Bochenek, Mid-Atlantic
Brant Bohnert, St. Louis
Olin Boyer II, Oklahoma
Robert Brenton, Minnesota
Frank Brown, St. Louis
Shavown Brown, Mid-Atlantic
John Butt, Dallas
Jesse Carbajal, Chicago
Harold Cardoza Jr., St. Louis
Nyanza Carter, Louisiana
Robert Carter, Kansas City
Tarryl Claiborne, Dallas
Collin Clayton, St. Louis
James Cooper, Dallas
Jerry Coughlin, St. Louis
Lawrence Coulter, Arkansas
Harold Cowan, Dallas
Marko Danilovski, Chicago
Marvetta Daughterty, St. Louis
Felicia Davis, St. Louis
Lemmon Davis, St. Louis
Bruce Dennis, St. Louis
Christian Douglas, St. Louis
Michelle Douglas, St. Louis
Sylvester Drummer, Houston
Clifford Dunning, Kansas City
James Edge, Dallas
Edward Ehle, St. Louis
Fassil Endayen, Mid-Atlantic
Henry Engelhardt, Houston
Larry Fairbanks, Kansas City
Kimetria Ferguson, Arkansas
Lourdes Fernandez, Chicago
Reginald Franklin, Kansas City
Carol Freeman, Kansas City
Clarence Fuse, St. Louis
Linda Galaviz, New Mexico
Fred Garland, St. Louis
Sylvia Gary, St. Louis
Curtis Gathing, St. Louis
Todd George, St. Louis
Josef Gordon, Houston
Leon Grassmuck, St. Louis
Maggie Gruninger, Corporate
Mia Gulley, Arkansas
Gloria Hall, Chicago
Tyrone Harper, Chicago
Mary Harris, Chicago
Tammy Harris, Mid-Atlantic
Frank Haynes, Chicago
Karen Heath, Mid-Atlantic
Charles Hebert, Louisiana
Ted Heintzeman, Minnesota
Russell Helms, Arkansas
Harry Henneborn, New Mexico
Jim Hennessey, Chicago
Shawn Hill, St. Louis
Ernest Hill Jr., St. Louis
Melvin Hodo, Chicago
Clarence Holmes, St. Louis
Rita Holmes, Chicago
Roy M. Holton, Mid-Atlantic
Jason Howdeshell, St. Louis
Robert Hugger, Chicago
Gregory James, El Paso
Kevin Jaouni, St. Louis
Joseph Jennings, Houston
Derrick Johnson, St. Louis
Jake Johnson, Houston
Rita Johnson, Dallas
Rosalyn Johnson, St. Louis
Thomas Johnston, Denver
Sean Jones, Houston
William Jones, Chicago
Mary Julian, Kansas City
Ken Kantrö, Dallas
Ravinder Kaur, Mid-Atlantic
Carol Kent, St. Louis
James Kent, St. Louis
James Kinder, St. Louis
Anthony Klatka, Denver
Daniel Knighten, Kansas City
Robert Knopke, Minnesota
Borsu Z. Kolako, Mid-Atlantic
Denis Konkel, Detroit
Kevin Kraus, Oklahoma
Russell Krein, Minnesota
Darrin Krueger, Minnesota
Malcolm Lane, Chicago
Rogovon Lanier, Chicago

Joseph Larkin, St. Louis
Renea Lastoria, Arkansas
Jason Lee, Chicago
Christopher LeMay, Tennessee
Jeffrey Lewis, St. Louis
Jesus Linares, Chicago
Rene Lopez, Austin
Caroline Lynch, New Mexico
Doris Mansker, St. Louis
Eric Manzano, El Paso
Everett Martin, St. Louis
Wayne McClain, St. Louis
William McCracken, Houston
Mark McGourty, St. Louis
John McGrail, Denver
Mario Melendez, Chicago
William Meyer, St. Louis
Kyle Miller, Arkansas
Tara Miller, Arkansas
Daniel Mills, Minnesota
Freddie Monroe, Chicago
Due Moore, New Mexico
Michael Morgan, St. Louis
Michael Muchiri, Mid-Atlantic
Stanley Myers, Dallas
Michael Neal, Oklahoma
Wayne M. Neary, Mid-Atlantic
Martin Ned, Dallas
Deirdre Newson, Chicago
Michael Nolen, St. Louis
Christina Nowlin, Houston
Barbara Nunn, St. Louis
Ryan Nunnally, Denver
Imogene Oliver, Houston
Harun Omwenga, Dallas
Joseph Owens, St. Louis
Jose Pabgelinan, Dallas
Donna Parker, Arkansas
Robert Parks, Denver
Troy Parsons, Tennessee
George Pfeiffer, St. Louis
Jonathan Pfeiffer, St. Louis
Michael Pineda, Denver
James Pool, St. Louis
Andrew Porter, Denver
Keith Pruitt, St. Louis
Julio Quito, Chicago
Roger Regg, St. Louis
Gretchen Requejo, Dallas
Phillip Richmond, Arkansas
Linda Rivera, Chicago
Enrique Rodriguez, Kansas City

Matthew Rose, Dallas
Ernest Rowan III, St. Louis
Richard Scott, Dallas
Steven Senseman, Chicago
Lonnie Shepherd, Chicago
Tamarian Sims, Tennessee
Lowanna Slater, Tennessee
Jesse Smith, Chicago
Zdzislaw Smolenski, Chicago
Rosa Soto Luque, Minnesota
Scott Sparks, St. Louis
Eddie Spencer, Chicago
Richard Stacey, Kansas City
Robert Stack, Denver
Ronald Stauffer, St. Louis
Jennifer Steele, Chicago
Jonathan Steele, Tennessee
Randy Stewart, Houston
Guyetta Sumowski, St. Louis
Christopher Tapia, El Paso
Leroy Taylor, St. Louis
Maria Thomas, St. Louis
Stanley Thompson, St. Louis
Thomas Thompson, Chicago
David Thornton, Houston
Jerry Thurman, Chicago
Brandi Toney, Chicago
Aaron Tracy, St. Louis
Clancy Tull, Kansas City
Richard Vaughn, Dallas
Bryan Vickers, St. Louis
Aderemi Viverette, Chicago
Rose Walker, Detroit
Florin Walter, Chicago
Timothy Ward, Denver
Jimmie Washington, Tennessee
Marketta Washington, Tennessee
Tasia Watts, St. Louis
Lionel Weber, Dallas
Mitchell Wersal, Minnesota
Danielle Whitaker, Chicago
Benjamin White, Chicago
Gerry Wilkerson, Denver
Donnelle Williams, St. Louis
Evan Williams, Houston
Jimmy Williams, Chicago
Harry Wilson, St. Louis
James Wilson, St. Louis
Joel Wilson, Dallas
Alan Wright, St. Louis
Thurman Wright, Chicago
David Zimmeroff, Chicago

EMPLOYEE ACCOLADES: MAKING A DIFFERENCE

When a client or third party shares positive feedback regarding an employee's behavior, attitude or actions, they become eligible for a Making a Difference Award. We were pleased to issue many Making a Difference Awards throughout 2013 and have highlighted just a few of these exceptional performances below.

STEPHEN FLYNN, LONNIE REYNOLDS & ERICA MORITZ Security Officer Stephen Flynn received a call for medical assistance and discovered an unconscious employee. Flynn noticed the employee's shallow breathing and maintained the patient's airway while waiting for Emergency Medical Services to arrive. While Flynn remained with the patient, Security Officer Lonnie Reynolds oversaw communication between the security team and Central Dispatch, while Security Officer Erica Moritz navigated the paramedics through security checkpoints. Paramedics praised the teamwork demonstrated by Flynn, Reynolds and Moritz, noting that the patient could have died without immediate medical attention. The victim has since made a full recovery.

PHIL COLEMAN Security Officer Phil Coleman was instrumental in addressing a potentially hazardous situation while on patrol at his job site. During a standard tour of the site's grounds, Coleman noticed a pool of water spilling across the main access road. Coleman quickly realized the inherent danger this posed to drivers and notified the local foreman of the situation. With the help of the foreman, Coleman was able to divert the water and prevent the washing out of the road, averting a Notice of Violation by the State and the danger this posed to countless drivers.

KYLE AGEE & WADE JARMAN Security Officer Kyle Agee received a call regarding a "grab and go" robbery and determined that the thief had fled in the direction of Wade Jarman, a fellow Security Officer. Agee radioed Jarman to notify him of the situation, allowing Jarman to intercept the thief while Agee flagged down the local Police Department. Police were able to recover and return the stolen goods, and credited the successful detainment of the suspect to the steadfast actions and teamwork of Agee and Jarman.



PAUL BUETOW & TOM GRIESHABER Security Officer Paul Buetow and Security Officer Tom Grieshaber (not pictured) responded to a man-down call when a fellow officer experienced cardiac arrest. Buetow and Grieshaber alternated performing CPR and first aid on the patient while waiting for Emergency Medical Services to arrive. Due to Buetow and Grieshaber's swift actions, the victim's pulse was restored before the arrival of the ambulance or fire truck — an event the local Fire Chief described as extremely rare. The victim has since made a full recovery.

Rene Cruz, Whelan Client Services Manager and Paul Buetow, Whelan Security Officer

DYLAN LANG Shortly before his shift was about to end, Security Officer Dylan Lang encountered two individuals entering his job site on behalf of the client's janitorial contractor. Lang was told that the janitorial supervisor would not be in the client's building that day, and that other janitors would be using the supervisor's badge to gain entry. Lang immediately contacted his client's management team. A subsequent investigation discovered that the janitorial contractor was freely passing around entry badges for the building, circumventing the client's existing security and protocol. The client was exceedingly grateful for Lang and credited his actions for minimizing their chances of further security risk and exposure.

LONNIE SHEPHERD While on patrol outside of a residential building, Security Officer Lonnie Shepherd witnessed a tenant collapse on the sidewalk in an apparent seizure. Shepherd rushed to the tenant's assistance while contacting Emergency Medical Services. Due to Shepherd's quick actions, the medical team arrived at the scene within minutes and safely transported the tenant to a hospital for treatment. After Emergency Medical Services left the scene, Shepherd went above and beyond his regular duties, picking up the tenant's groceries out of the street and delivering them to the tenant's apartment.

2013 MAKING A DIFFERENCE AWARD WINNERS Dave Achors • Shondra Adams • Michael Aegler • Kyle Agee • Cameron Allen • Kelvin Amos • Stewart Beazer • Jonah Bell • Andre Bethel • Kevin Bowden • Roxanne Bryant • Paul Buetow • Jenna Bujarski • Chris Burch • Jeana Caine • Desmond Campbell • Dylan Cantin • Tammy Card • Joe Cardoza • Roy Carney • John Castro • India Church • Phil Coleman • Darrell Cooper • Jeremy Cooper • Muriel Cote • Mike Crowder • Cindy Davis • Eugene Deboise • Brandi Dennis • Ryan Driskell • Daniel Driskell • Brandon Dutton • Stephen Flynn • Kimberly Fortenberry • Melvin Frausto • Wilson Gewarges • Jeremy Gilmore • Kyle Gonzalez • Donnell Graham • John Michael Green • Thomas Grieshaber • Erik Gruber • Christopher Gustavson • Gabriel Guzman • Nicholas Hall • Cathy Hatten • Ernest Hill Jr. • Thomas Hobbs • Doral Hobbs • Brad Hogue • Wade Jarman • Brandon Johnson • Anthony Johnson • Montoe Johnson • Jevarious Johnson • Romisha Jones • Jeannie Justice • Eden Kidane • Robbie Kimble • Megan Kitka • Anthony Knapp • Russell Krein • Kim Lamping • Logan Lane • Dylan Lang • Brittany Lavan • Dennis Leach • Jason Lee • Brady Lewis • Kevin Magee • Jeffrey Martin • David Mason • Christina Mathews • Scott Mayberry • Steve McBride • Michael McCray • Joyce McDaniel • Myron Miller • Ayub Mohamed • Ivan Moore • Jamila Moore • Luis Moreno • Erica Moritz • Nathan Moua • Harold Nelson • Samantha Offutt • Raymond Pena • Kenneth Phifer • Thomas Pierson • Kenneth Polk • Jim Pool • Larry Potter • James Reynolds • Lonnie Reynolds • James Rice • Kyle Rilling • Ben Robinson • Josh Rose • James Scott • Theodore Shadding • Lonnie Shepherd • Tim Smith • Scott Sparks • Teresa Stanford • Michael Starck • Stephanie Stephenson • Breeden Sterling • Shawn Strickland • Joe Stricklin • James Studna • Tim Sullivan • Russ Szymkowiak • Shaphan Tacket • Leroy Taylor • Roger Terry • George Thompson • Mitchell Troup • John Tucker • Anthony Verdugo • Eric Villalba • Paula Walker • Jeffrey Walker • George Wilkerson • Roger Wilson • Deborah Young • Edin Zeric • Barbara Ziomek



SECURING HOLLYWOOD'S CREATIVE FORCE: SKYWALKER PROPERTIES LTD



George Booth, Whelan Branch Manager and Anders Noyes, LDAC Director of Property Management & Security

Close your eyes and picture yourself in a time long ago. A vast sea of glimmering stars zip past your spacecraft. Suddenly, a pearl blue planet emerges from the total darkness — its luminous moon glowing like a small, glimmering orb. Your craft slowly descends through the clouds of the perpetually hazy sky and you come to rest in a sweeping, untouched valley. You stand, watching the light wind rustle through the lush meadow. You have arrived.

What you've experienced may seem like a script right out of a movie, but for a few from a galaxy far, far away, this is just another day at the office. With headquarters in San Francisco's historic Presidio National Park, the Letterman Digital Arts Center (LDAC) is a world-class digital arts campus, and home to the creative team behind some of Hollywood's most unforgettable cinematic masterpieces; such as the *Star Wars* saga and *The Adventures of Indiana Jones*. The partnership between Skywalker Properties and Whelan includes security personnel services for three locations encompassing more than 6,100 acres in Northern California, including the LDAC location in the shadow of the Golden Gate Bridge and the world-renowned Skywalker Ranch and Big Rock Ranch in Marin County, California.

In order to oversee security operations, Whelan relies on skilled leaders such as Field Supervisor Greg Carbajal, to provide support

to a variety of positions at the four-building complex. Unlike traditional office settings, the LDAC campus combines innovative architecture and public spaces to create a visually pleasing, innovative workplace. While this distinctive environment presents a unique challenge from a security standpoint, it also creates a special opportunity for Whelan employees to learn, apply and develop their talents. "What I like most about working at LDAC is the atmosphere, environment and the amenities it offers," Carbajal explains. "The campus is very mobile and allows me to assist and support other security officers in order to provide great customer service."

In keeping with the campus's unique design, Whelan worked closely with LDAC security leadership to break the mold of conventional security programs in several areas, including an emphasis in customer service and public engagement. With daily visitors ranging from tenants, clients and the general public; to producers, celebrities and even senior government officials, the campus requires a security program with the flexibility to make quick changes and respond to the needs of both guests and LDAC staff in real-time.

Anders Noyes, LDAC's Director of Property Management and Security, articulated this unique approach to security management by sharing, "Until developing the current relationship with Whelan,

Beyond the Badge



GREG CARBAJAL, FIELD SUPERVISOR

What brought me to Whelan Security is what the company stands for — the core values it upholds, the mission statement it represents, the family-oriented culture it proudly offers its employees and its desire for employees who possess integrity.



MONICA ORTEGA, LOBBY OFFICER

Whelan Security is different from other companies because they are family-oriented, close-knit and made up of employees who thrive through teamwork. If you're friendly, courteous and truly believe in Whelan's core values — you'll be successful!

I was never satisfied with the implementation of our vision of what 'security' should be to our campus and our tenants. Whelan provides support to the LDAC staff that allows our personnel to operate at their best and serve our clients and customers at a very high level. Innovative thinking and operational savvy have added value to Whelan's basic security services, and these values seem to be at the core of Whelan Security."

Whelan's commitment to strive for excellence in every functional area of our business model drove us to focus not only on front-line employees like Carbajal, but to include an emphasis on active management. Dubbed the "inverted organization management approach," Whelan's senior management and leadership support up to the most important person — the security officer — and maintain personal relationships and active involvement with all Whelan staff and LDAC leadership at the client's site. This hands-on approach to management, Carbajal adds, is what differentiates Whelan from every other contract security company in the industry. He explains, "What makes Whelan

different from other places I have worked is the support and mentoring they provide their employees. Their understanding of the intricacies of the security industry creates a foundation of success for any employee."

At the heart of the relationship between Skywalker Properties and Whelan lies a similar philosophy and commitment to employ not only the best qualified individuals, but to match these individuals with an environment where they can apply and develop their talents. It will come as no surprise that the common goal shared by both organizations is a focus on providing an exceptional employee atmosphere leading to an exceptional customer experience.

Whelan is honored to partner with Skywalker Properties and proud of the way our business relationship has served to shift away from conventional notions of employee engagement, and in doing so, fundamentally change the way we provide world-class service.





In the baby boom of the 1950s, a group of forward-thinking physicians imagined a facility dedicated to the health of women and newborns. Determined to make their dreams a reality, 21 doctors signed the original charter creating the Woman's Hospital Foundation. Today, Woman's Hospital in Baton Rouge, Louisiana, has become one of the largest women's specialty hospitals in the United States and is also recognized as the largest independently-owned women's hospital in the country.

The mission of Woman's is simple: to improve the health of women and infants. But with services ranging from obstetrical and cancer care, to weight loss surgery and fitness services, to orthopedics and breast care — it's clear this mission is far from easy to accomplish. Woman's goal isn't just to treat their patients; it's to provide expert medical care and support in a warm, comfortable and safe atmosphere. With this goal in mind, Whelan proudly welcomes the privilege of creating a safe and secure environment for Woman's.

Under the leadership of Security Director, Angel Scott, Whelan provides Woman's with a highly skilled team of security professionals who deliver services ranging from assistance with medical emergencies (Code Blue), to emergency response in

violence situations (Code White), to documented real-time patrols utilizing our innovative WhelanVIEW handheld technology.

"I oversee nearly 50 employees at Woman's," Scott explains. "My primary responsibilities are to respond to all hospital emergencies, continually develop and train the security staff and ensure our security program is carried out according to both Whelan and Woman's policies. But the job entails a lot more than that."

At Woman's, Scott and Whelan's team are responsible for protecting the hospital's 43-year tradition of not only administering treatment and care to their patients, but also providing support to the staff behind-the-scenes. "For me, my job is about getting to know each of the officers," Scott adds. "It's about being able to understand, reach out and help when something is wrong. It's about making sure that every employee comes to work happy and leaves with a smile. Most importantly, it's about making sure everyone is proud to be a part of the Whelan team at Woman's Hospital."

Like her predecessor Doug Bookout, who was promoted to Whelan Client Services Manager, Scott has continually worked with Whelan staff to build strong, open and transparent relationships with hospital representatives — giving Woman's the distinct advantage

Beyond the Badge



ANGEL SCOTT, SECURITY DIRECTOR

I would advise employees to take advantage of the opportunities Whelan has to offer. It's an experience that is unexplainable — smiling faces, helpful hands, kind hearts and a place where every voice is heard. The Whelan family is where security starts.

of being able to mitigate security issues in a timely and efficient manner. As a result, Woman's patients can take comfort in the fact that they've chosen a hospital that is equipped to handle the expected as well as the unexpected.

In one such incident, Scott describes a situation when her actions helped a hospital guest through a challenging, unforeseen emergency. She explains, "We had a patient come into the hospital for a medical emergency and her husband was very distraught. I walked up to her husband, introduced myself, and told him that I would stay with him until his wife was in stable condition. I also assured him that we had the best security and medical team working at the hospital, and as time went by, I explained how the hospital worked so he would have a better understanding of the situation. After his wife stabilized, he wrote me a letter stating that the

hospital had a guardian angel named Angel who was with him throughout the emergency."

Thomas Gautreau, CHFM, Director of Facilities Management at Woman's, expressed the unique services and personalized care Whelan provides to Woman's this way, "Whelan Security has brought a level of professionalism that reflects the level of care we offer at Woman's Hospital. They have become an integral part of providing the best possible care in the region by making the environment a safer place for our visitors, staff and most importantly, our patients."

Whelan is honored to build a trusting relationship with Woman's and proud of our joint commitment to provide our partners and team members with the tools they need to look — and feel — their very best.

Robert Burns, Whelan Senior Vice President, Thomas Gautreau, Woman's Hospital Director of Facilities Management, Matt Weisensee, Whelan Area Manager and James Judice, Woman's Hospital Security Manager



SECRET SAUCE: BUILDING A UNIQUE CORPORATE CULTURE

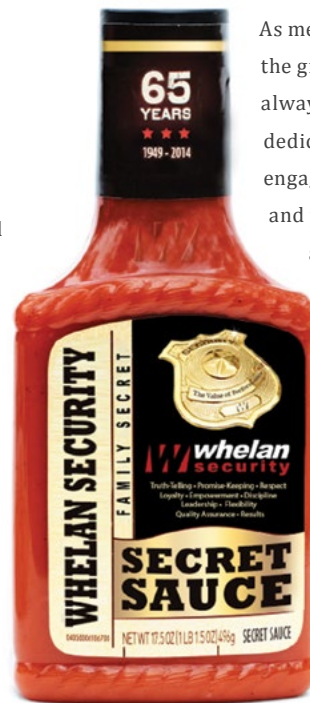
As we celebrate our 65th anniversary, we are pleased to announce that Whelan Security was recently ranked, again, (by *Security Letter*) as one of the largest contract security companies in the United States. In addition to the industry ranking, *Inc. Magazine* has now ranked Whelan as one of the fastest growing privately held companies in the country for six straight years, as well as one of the largest, privately held companies headquartered in St. Louis, Missouri. While there is certainly some organizational pride in these accomplishments, growth has never been our primary objective at Whelan.

I am often asked about the secret of our success or what differentiates us in a highly fragmented and crowded industry with an estimated 8,000 contract security companies operating in the United States. I could speak to our creative recruiting strategy, a rigorous selection process, exhaustive training and professional development programs, comprehensive employee benefits, an industry leading performance-based quality assurance program and experienced leadership, but the answer is much simpler. The secret is the unique culture of our third generation, family-owned business — one that offers unique benefits to employees and customers alike.

As I have written about in the past, the inherent strengths of a family business include a caring environment, a long-term perspective, stable leadership and a strong identity based on shared objectives, meaningful traditions and deeply rooted family values. At Whelan, our dynamic culture is based upon our core values (see inset). Through these core values, we have created a culture dedicated to employee engagement, empowerment and the promise of delivering outstanding customer service.

Family businesses simply tend to care more than others about the long-term value of the brand and creating a sustainable, multi-generational legacy. They also foster closer contact with management and deeper relationships while operating with less bureaucracy. Within our organization, we often speak about an inverted organizational chart and servant leadership — and we *mean* it.

At Whelan, we have a strong commitment to quality service, but we have an even stronger commitment and deep compassion for the care and concern of our employees. That is why we continue to invest significant time, energy and resources helping our employees unlock their potential, realize their gifts and develop their talent.



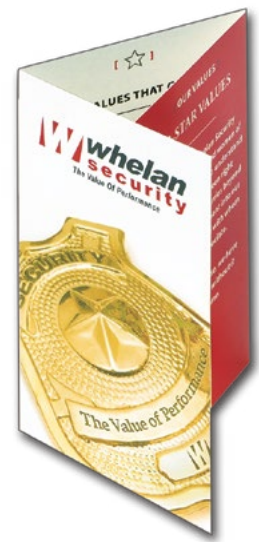
As mentioned earlier, our goal has never been about the growth of this company. Instead, our goal has always been to build a unique corporate culture dedicated to employee empowerment, employee engagement and the opportunity for self-fulfillment and personal growth. The result of these efforts are employees who are more engaged in their work and feel a genuine sense of belonging and fulfillment for their contributions. These employees consistently display superior levels of performance and understand how their actions add value to our brand. Whelan is not an average company. Our service is not average and our employees are not average.

I say this often: at Whelan, we are more than a team — we are a family. We watch out for each other, care for each other, trust



“The secret is the unique culture of our third generation, family owned business — one that offers unique benefits to employees and customers alike.”

Greg Twardowski, *President*



Our Mission

To Deliver Maximum Value to Our Customers

Our Values

We live up to our challenging mission by operating within the context of our 10-Star Core Values.

each other and succeed together. The real test of our core values and team spirit is employee behavior, and our growth then is simply the byproduct of a great corporate culture.

At Whelan, we value people, we value development and we value performance. Thank you for your enthusiasm, commitment, passion, loyalty, friendship and the incredible service you provide to our customers on behalf of our organization on a daily basis. It is your effort that is driving our company forward, and it is your effort that will continue to create great opportunities for the employees of Whelan Security.

Thank you for your family spirit! Our character will continue to speak for itself within the industry.

“ ...The inherent strengths of a family business include a caring environment, a long term perspective, stable leadership and a strong identity based on shared objectives, meaningful traditions and deeply rooted family values. ”

Truth Telling

By being transparent and candid, we earn credibility and respect.

Promise Keeping

We are committed to keeping our promises.

Respect

We are considerate, courteous and attentive to our employees, clients and vendors.

Loyalty

Our internal and external associates can count on our allegiance and dependability.

Empowerment

We believe in and trust our well-trained employees and hold them accountable for their actions.

Discipline

Driven by a culture of discipline, we will provide consistent, high-quality services.

Leadership

Through innovation, foresight and initiative, we will remain an industry leader and expect employees to lead by example.

Flexibility

We will offer unique services to each client by always remaining agile.

Quality Assurance

We are passionate about quality and measuring the results of our performances.

Results

We hold ourselves accountable to achieve results for our clients, employees and ownership.

Q&A WITH MIKE MANLEY: 30 YEARS OF SERVICE

At Whelan Security, we are constantly recognizing effort, rewarding results and celebrating careers—and it is our pleasure to celebrate the career of Mike Manley. Mike joined Whelan in 1983 and recently celebrated his 30-year milestone anniversary with our organization. We are proud to recognize his exceptional commitment to our organization through a look at some of his unique insights and experiences over the course of his three decades with Whelan Security.



Q: How did you start your career in the security industry?

I was 19 years old and had spent nearly two years trying to find a job. A friend of mine did security work at Whelan, and she told me about a position as a part-time dispatcher. At the time, Pat Twardowski (current Chairman of Whelan) was the President of the company, and he took a chance on me when no one else would. I spent my first 14 years with Whelan at their AT&T site where I was gradually promoted through various positions until becoming the Account Manager. Later, an opportunity at the Enterprise Holdings headquarters office opened. That was in 1999, and I've proudly been working for Whelan at that site ever since.

Q: What was Whelan like when you first joined the company?

In 1983, Whelan's headquarters in St. Louis was run by about five or six full-time employees. Despite our size, we still had quite a few accounts throughout the St. Louis metropolitan area and in Illinois. I've seen Whelan grow from a local to a regional to a national company, and it truly amazes me! Pat Twardowski has been a very instrumental part of this growth, and when I look at how much his sons Greg and Dan Twardowski have done for the company and for their dad—it really puts the company's family legacy into perspective.

Q: How has Whelan changed over the past 30 years?

When I first started, it was like a revolving door. We had very high turnover, and employees jumped from security company to security company. Today, I have five or six officers who I've had on my team for more than ten years. People stay with Whelan because management genuinely stands behind our officers. They go out of their way to ensure that our team has everything we need to succeed. I know at least three or four officers who left Whelan on good terms, turned around and came right back. It's because Whelan treats us so well.



Q: How has the security industry changed over the course of your career?

Technology has been the biggest change. When I started at the Enterprise site, I wasn't very tech-savvy. Since joining this account though, I've learned how to manage camera, badging and access control systems that help support our team's security operations. The learning curve was challenging, but the technology has become more and more user-friendly. Whelan's training has allowed me to develop my skill set to help create a safer environment for Enterprise.

Q: How would you describe Whelan's company culture?

Whelan stands for their core values but, for me — it's all about loyalty, honesty and flexibility. It's about making sure the client gets what they need, and it's always been that way. I've never had a problem going to management when something comes up, and they have always been there to support my team, the client and me. Whelan has never wavered in this commitment, and this is what makes Whelan different from every other security company in the industry.

Q: How would you describe your team at Enterprise?

For the most part, we are a small Whelan family inside of Enterprise. My officers know they can come to me or call me if there is ever anything they need. But I also trust my officers to make their own decisions and to be held accountable for their own results. I allow my team members to handle situations on their own so they can grow. My goal is to help them apply and develop their talents.

Q: What advice would you give to a potential Whelan employee?

I would tell them to join our team and see what Whelan has to offer. The company has experienced a tremendous amount of growth over the years, and with this growth comes a tremendous amount of opportunity. Whelan is a great place to enjoy a career in security — you just have to go for it.



Pat Twardowski, Chairman of Whelan and Mike Manley, Whelan Account Manager

"Mike is an extremely loyal and devoted manager. Throughout the years he has always been very good at handling our customers' needs while supervising and leading the personnel assigned to him. I don't ever remember a situation with an employee or a client that he didn't have under control. I consider Mike a friend and a valued asset to Whelan Security."

Pat Twardowski, Chairman



Gina Pruski, Whelan Branch Manager and Mark Terry, Rackspace Sr. Manager of Corporate Security Operations

For many tech companies, performance means efficiency and speed. It means faster processes, greater efficiency and increased storage capacity — all aimed at improving results. But for Rackspace, a global IT leader and cloud service provider, performance means more than just speed — it means helping customers perform at the levels they demand in order to accelerate their success. And with hundreds of thousands of customers looking to Rackspace to deliver the infrastructure for their IT needs, this means Whelan Security has a huge responsibility to protect and secure the physical infrastructure of Rackspace.

The partnership between Rackspace and Whelan includes security personnel services in six locations throughout California, Texas and Virginia, including 24-hour monitoring of every Rackspace site from the central station in their San Antonio headquarters. No matter the client, Whelan relies on great security officers like Collis L. Cobb to provide support to each facility and ensure the day-to-day security service is of the highest standards. “Every day brings something new at Rackspace,” Cobb remarks. “No matter what happens, I am always able to rely on the training I received

from Whelan to stay focused and remain positive in the customer service that I deliver.”

As a lobby ambassador at Rackspace, Cobb is responsible for greeting visitors, addressing inquiries and assisting with a wide variety of access control and property protection measures at the company’s headquarters. “My primary responsibilities at Rackspace are to control access to the secure parts of the facility and to check for proper identification,” Cobb explains. “But the most important part of my job is to anticipate and successfully resolve potential problems while providing fanatical customer service to the employees and visitors at Rackspace.”

As Cobb suggests, one of the key ingredients behind the partnership between Rackspace and Whelan is a commitment to provide customer support that is both proactive and preventative. This kind of support, known internally at Rackspace as “Fanatical Support,” is designed to implement practical and creative solutions for everyday problems and serve as a helpful guideline for every client and employee interaction within the company. “We pride ourselves on delivering Fanatical Support to our customers and

Beyond the Badge



COLLIS L. COBB, LOBBY OFFICER

I enjoy working at Whelan Security because it never gets boring. Several times I have had meetings for the pre-planning and arrival of high-ranking corporate and government officials and their clients to Rackspace. There are new challenges every day and Whelan always has me well prepared!

partner organizations,” writes Mark Terry, Senior Manager of Corporate Security Operations for Rackspace. “It’s one of our core values and we live it every day.”

In order to achieve this commitment, Rackspace acknowledges its employees through a recognition program designed to support employee engagement down to the individual level. The highest of these honors, the “Fanatical Jacket” award, is a ceremonial straitjacket presented to the Rackspace employee who goes above and beyond the call of duty to support a customer, so much so that they need to be restrained because of their overwhelming desire to provide exceptional customer service.

Like Rackspace, Whelan has similarly developed a formal Employee Recognition Program designed to motivate our employees to continuously take great care of our clients. The program includes a variety of recognition awards and incentives such as Shining Star Awards, Making a Difference Awards, Employee Service Awards and Safety Suggestions Awards — all created to reward outstanding performance and loyalty to our clients and the Whelan organization. The most prestigious of these accolades is the company-wide

Employee of the Year Award, which is presented to the Whelan employee who best exemplifies Whelan’s core values and who most consistently delivers world-class service to our customers (turn to page six to meet our 2013 Employees of the Year).

Our goal at Whelan is more than just providing great security service — it’s to develop strong, open and transparent relationships with those organizations dedicated to a similar philosophy of employee engagement, high performance standards and the promise of delivering outstanding customer service — and Rackspace is the perfect example of this ideal. “When Rackspace chooses partner companies, we have high expectations,” Terry adds. “Whelan Security, from the front-line officers to the support staff and up the chain to management has proven that their values will shine brightly during every interaction. We’re confident that Whelan will perform strongly no matter the emergency situation — big or small.”

At Whelan, we are inspired by our relationship with Rackspace and confident in our joint commitment to help our employees and customers achieve the performance they need to reach their goals.



EMPLOYEE BENEFITS:

WHAT YOU NEED TO KNOW ABOUT HEALTHCARE REFORM

At Whelan Security, we place significant value on the health and wellness of our employees, and that is why we have worked so hard to offer a comprehensive and industry-leading array of benefit options that help our employees take care of today's needs and plan for tomorrow. In addition to our Employee Benefits Package (which includes medical insurance options, a 401(k) Retirement Plan, supplemental benefits, paid vacations and holidays, an Employee Assistance Program and much more) we are committed to educating our employees and providing them with the latest and most accurate information regarding healthcare reform. Regardless of whether you participate in one of our major medical healthcare benefit plans, it is important that you understand the impact of healthcare reform so you can make informed decisions about your healthcare options (including dependent coverage).

What is healthcare reform?

The term "Healthcare Reform" or "ACA" refers to the Patient Protection and Affordable Care Act, a federal law that was passed in March 2010. Under this law, most U.S. citizens and legal residents were required to have health insurance coverage by 2014. However, exemptions are granted for financial hardship, religious objections, American Indians, those without coverage for less than three months, those for whom the lowest cost plan option exceeds 8% of household income and those with incomes below the tax filing threshold. Others who do not qualify through these categories but have experienced a hardship (defined as "difficult financial" or "domestic circumstances") that makes it difficult to purchase insurance may also apply through the Health Insurance Marketplace (Exchange) for an exemption. Examples of hardships include homelessness, death of a close family member, bankruptcy, substantial medical debt or disasters that substantially damage a person's property. If obtaining coverage (from an employer or through the Exchange) would be so burdensome that it might cause the applicant to experience deprivation of food, shelter or other necessities, employees should apply for an exemption.

If employees do not have healthcare coverage and do not qualify for an exemption, the Internal Revenue Service (IRS) may assess penalties. In 2014, the penalty for not having coverage is the greater of \$95 for each adult and \$47.50 for each child up to \$285 per family or 1% of family income above the federal tax filing threshold. In 2015, the penalty will be increased to \$325 for each adult and \$162.50 for each child up to \$975 per family or 2% of family income above the federal tax filing threshold. This penalty is based on months not covered, meaning that each month an employee does not have

coverage, the employee will owe 1/12th of the annual penalty. Although we encourage employees to obtain coverage, in many cases, the penalty for not having coverage is less than the cost to participate.

How does healthcare reform affect me?

For most Whelan employees, the ACA requires that you obtain healthcare coverage or face the possibility of a penalty (assessed by the IRS) for not having coverage.

In 2015, Whelan will offer health insurance coverage to all full-time employees. "Full-time" will be defined as those employees who work more than 30 hours per week throughout the year. Employee participatory costs to enroll in Whelan-sponsored plans will vary depending upon the account to which you are assigned. Employees will then have the option to either enroll in a Whelan-sponsored plan or decline coverage. If you decline coverage through a Whelan-sponsored plan, it is your responsibility to apply for coverage or an exemption through the Exchange. As previously indicated, if employees are not exempt and do not enroll in coverage (at Whelan or through the Exchange), they may be assessed a penalty (by the IRS) for those months for which they do not have coverage.

In many cases (and specifically throughout 2014), Whelan employees may be entitled to significant financial aid in the form of subsidies at the Marketplace (Exchange), and in some cases, this financial aid might cover almost all of the cost of the premium for health insurance. However, if you are assigned to an account that offers major medical health insurance and you decline coverage, you



For more information about healthcare reform, please visit the website of the Kaiser Family Foundation (www.kff.org/aca-consumer-resources), a non-profit organization and trusted leader focusing on the major health care issues facing the U.S. This website includes answers to frequently asked questions about the ACA, a subsidy calculator that will help estimate the cost of health insurance coverage at the Exchange, as well as additional information about how to obtain coverage through the Exchange.



may not qualify for financial assistance at the Marketplace unless the lowest cost plan option exceeds 8% of household income.

How do I enroll in health insurance through the Marketplace?

If you have not yet enrolled in coverage through Whelan Security or the Marketplace, open enrollment for coverage will start late in the fourth quarter of 2014 and run through early 2015. Open enrollment specific to the Marketplace (Exchange) is November 15, 2014 – February 15, 2015. If employees do not enroll by February 15, 2015, they cannot get private health insurance from the Marketplace (Exchange) until the next open enrollment period.

In addition and as previously addressed, those who fail to obtain coverage through their employer or the Marketplace may be subject to a penalty from the IRS.

Regardless of personal circumstances, we encourage all Whelan employees to review available options at the Marketplace specific to you and your family.

Find out more here:
www.healthcare.gov | 1-800-318-2596
Available 24 hours a day, 7 days a week

SPECIAL SERVICES DIVISION: A STANDOUT YEAR

In addition to traditional security staffing services, Whelan's Special Services Division provides Event Services and National Emergency Response Services.

EVENT SERVICES: A VIP EXPERIENCE



“Once I experienced the game day atmosphere, I was hooked on working events,” Whelan Field Director Jeff Westerhaus remarks. “The energy and environment is something I have never experienced before joining the Whelan team.”

As a member of Whelan's Event Services team, Westerhaus is responsible for supervising security operations at Arrowhead Stadium in Kansas City, Missouri. “My job is to oversee on-field security, locker room security and the arrangement of security personnel for game posts,” he explains. “I also ensure security procedures are being followed by special groups who may have pregame field access or participation during halftime shows.”

Like many other venues throughout the country, Whelan's Event Services Division provides a full array of event staffing and crowd management services for some of the nation's most watched sports and entertainment events. Unlike traditional client settings, many of Whelan's high-profile events and venues feature challenging and dynamic spaces with a large number of guests and staff in attendance.

“The most exciting part about working in Event Services is interacting with fans and the behind-the-scenes staff to help facilitate the game day experience,” Westerhaus explains. “It's great to see how so many different groups come together to put on the production that is an NFL game.”

Under the leadership of security professionals like Westerhaus, Whelan team members have provided event staffing services to many major events and venues throughout the country, including the Minneapolis Convention Center, the Minnesota Vikings (and Mall of America Field at the HHH Metrodome), the Cincinnati Bengals (and Paul Brown Stadium), the St. Louis Cardinals (and Busch Stadium) and the University of Iowa (home of the NCAA Division I Hawkeyes).

As a result of our growing reputation in this market segment, we were pleased to add many distinguished clients to our Event Services portfolio throughout 2013, including the Kansas City Chiefs (and Arrowhead Stadium), Miami University (home of the NCAA Division I RedHawks) and the National Sports Center, which serves as the world's largest amateur sports and meeting facility.



“One of the reasons why Whelan has been able to grow and develop these great client relationships is because of their management style,” Westerhaus explains. “I like working at Whelan because I am not simply told what my job duties are but rather *why* they are important. Whelan invests heavily in the personal and professional development of their security officers, and they trust us to make our own decisions.”

Vern Daugherty, a Gate Supervisor at the University of Iowa, echoes this sentiment by adding, “On two occasions I had to assist fans that were having major medical episodes, and I like to believe that our quick responses helped these individuals. I take pride in helping people — and Whelan’s training programs have helped me in this respect.”

In addition to employee training and development, Whelan is also proud to support the National Center for Spectator Sports Safety and Security (NCS4) as a signature sponsor of their annual National Intercollegiate Athletics Safety and Security Summit. Whelan team members have the opportunity to receive a Certified Sport Venue Staff (CSVS) Certification through the NCS4. This program is the first

certification program provided for line level staff that is certified by a major college institution.

Whelan’s support of national sports associations extends to several other preeminent organizations, including the International Association of Venue Managers (IAVM) and the Stadium Managers Association (SMA). Recently, Jeff Spoerndle, Whelan’s Director of Special Services, had the honor of serving as a guest speaker at the SMA’s annual seminar held in February 2014.

“We are extremely excited about our team of professionals that work in our Event Services Division,” says Spoerndle. “Our growth is a direct result of their hard work and dedication at our venues across the country. We look forward to continuing our focus on providing the highest level of service to our employees and clients in the upcoming year.”

For more information about Event Services employment opportunities or additional program details, please contact **Jeff Spoerndle**, Director of Special Services, at jspoerndle@whelansecurity.com or (651) 400-7040.

Jeff Westerhaus, Whelan Field Director and Richard Hendrix, Whelan Event Supervisor



SPECIAL SERVICES DIVISION: A STANDOUT YEAR

EMERGENCY RESPONSE: AROUND-THE-CLOCK SUPPORT

Whelan's Security Emergency Response Team (SERT) Program is the ideal solution to address emergency situations caused by natural disasters, industrial accidents, work stoppages and other critical situations. Our Security Emergency Response Teams are often deployed on short-notice to respond to heightened or emergency response needs throughout the country. SERT members are carefully selected, experienced and seasoned professionals, frequently possessing extensive backgrounds in law enforcement, military operations and specialized security services. 2013 saw an unparalleled assortment of emergency situations across the United States, and Whelan responded accordingly. The following are just a few examples of the emergency response services provided by Whelan throughout the year.

OKLAHOMA TORNADOS From May 18-20, 2013, a series of fatal storms developed over a large section of the Oklahoma plains region. The largest and most destructive of these storms, a violent EF5 tornado, struck Moore, Oklahoma and neighboring areas on May 20. The tornado touched ground for nearly 40 minutes across a 17-mile path, resulting in 24 deaths, 377 injuries and an estimated \$2 billion in damage. Shortly thereafter, the Whelan SERT team was called to respond to multiple support locations throughout the state. For four weeks, Whelan provided access control, property protection and other disaster relief efforts to a single customer in the wake of the tornado's destruction.



ARIZONA WILDFIRES On June 28, 2013, a deadly wildfire outbreak occurred over a large section of the Arizona wilderness near the city of Yarnell. Fueled by sweltering heat and unpredictable winds, the fire quickly consumed a 2,000-acre area, resulting in mandatory evacuations, multiple road closures and 19 fire-related deaths. Shortly after the fire was under control, the Whelan SERT team was summoned to deploy to multiple support locations throughout the area. Whelan provided access control, property protection and other disaster relief efforts to a single customer in the fire-ravaged region.



ARIZONA STRIKE In July 2013, Whelan's Strike and Labor Dispute Service was called to respond to a probable strike situation in the Arizona desert. After almost two months of staffing and highly complicated pre-strike contingency planning, Whelan deployed a multi-stage strike team consisting of senior management, specialized security officers and highly trained event-staffing personnel to the area. In addition to the team deployment, Whelan also provided logistical support to supply transportation, shelter, food and water for over two weeks in the volatile desert environment. Whelan's logistical support included mobile housing, showers, restrooms and laundry facilities, as well as vehicles and other specialized equipment specific to the customer's strike conditions.



COLORADO FLOODING From September 9-15, 2013, a slow-moving cold front collided with warm, humid air above Colorado, resulting in severe storms and life-threatening floods across an area of nearly 200 miles, and causing devastating landslides and mudslides throughout the region. Torrential rainfall dropped nearly 20 inches of water across the eastern half of the state, causing the federal government to announce a Major Disaster Declaration in 14 counties. Shortly after the storm's impact, the Whelan SERT team was summoned to deploy to multiple support locations throughout the area. For three weeks, Whelan provided access control, property protection and other disaster relief efforts to a single customer in the severely damaged region.



If you are interested in applying for occasional deployments in our SERT Division, contact your local branch office or visit www.greatsecurityofficers.com for postings specific to these opportunities.

WHELAN CELEBRATES COMMUNITY SERVICE

At Whelan, we have the privilege to engage in activities that support our employees and their families where they live, work and play. Our company's involvement and support of nonprofit charitable organizations and civic, cultural and educational institutions spans many groups, and we are proud of our association with so many fantastic organizations.

35 YEARS OF RUNNING FOR A CAUSE



Desmond Campbell, Whelan Security Officer

We recently asked our team of over 5,000 employees to nominate community service heroes within the organization who exhibit extraordinary commitment to community improvement by volunteering their time and talents to the areas in which they live. Although there were many exceptional stories submitted by employees from across the country, we are pleased to present one standout community service hero whose lifelong dedication to helping others truly epitomizes Whelan's culture of servant leadership.

Meet Desmond Campbell, or "Des," as his friends refer to him. Since joining Whelan Security in 2007, Des has worked as a Lobby Ambassador at One South Dearborn, a 40-story high-rise building located in the heart of downtown Chicago. "Desmond creates a warm atmosphere in our lobby," writes one Hines representative in the 2013 *Tenant Connect Newsletter*. "He greets most tenants by first name and remembers children's names, vacation plans and other personal details. He moves at the speed of someone half his age and never misses a chance to help. Desmond has become the benchmark by which other lobby ambassadors are measured."

As impressive as Des's customer service has proven to be in the workplace, it is what Des does outside the office that really makes a difference in the lives of so many others. 2013 marked Des's 35th year of fundraising through various marathons, trail runs and bike races. At 69 years old, Des recently ran his 13th marathon to help raise over \$58,000 for The Rehabilitation Institute of Chicago (RIC), a nationally renowned rehabilitation hospital offering outstanding athletic programs for children with disabilities. Trent Thenhaus, RIC's Adapted Sports and Recreation Coordinator, described Des in a recent interview for the *Chicago Tribune*, "I've never met anyone so passionate about giving to others. He doesn't get paid to do it, he's just a spectacular individual." Des's passion for helping others has allowed the RIC to expand and flourish, creating the opportunity for children with disabilities to realize their full potential.

Whelan proudly recognizes Desmond Campbell for his unceasing efforts to serve others in need with the Whelan Security Community Service Commendation Award. We are honored to share his incredible story and proud to call Des a member of the Whelan team.

If you would like to donate to the RIC in support of Des, visit www.ric.org/advancement/campbell

BUILDING DREAMS ONE HOME AT A TIME

In October 2013, Whelan Security participated in a Group Build Day in support of Habitat for Humanity, a nonprofit organization dedicated to eliminating substandard housing and homelessness in communities throughout the world by building simple, decent and affordable housing. Whelan employees from our Corporate Office, St. Louis Branch Office and Field Staff joined together to help build safe and affordable homes for local families in need.

Whelan is proud to support Habitat for Humanity, and we urge all our employees to learn more about volunteer opportunities. If you don't have a Habitat for Humanity organization in your region, participating as a group or individual with any charitable event or organization is strongly encouraged.



Check out our
65th Anniversary
video at:
whelansecurity.com/65years



MAKE @ DIFFERENCE



If you are aware of unethical, illegal, unsafe or inappropriate behavior at one of our offices or accounts, please contact your supervisor, local branch office or corporate office (1-888-4WHELAN) or report your concern through Reportline, an anonymous employee hotline service. Employees can contact Reportline 24 hours a day, 7 days a week at:

1-866-614-2758 | www.reportlineweb.com/WhelanSecurity

It takes teamwork to protect our company and our customers against unethical, illegal and unsafe acts. No one can do the job alone - but we can each do our part.



	Corporate Office
	Branch Office
	Planned Office



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