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#### Treasurer

Frank A. Bisogno Securitas USA 212 312-1563 frank.bisogno@securitasinc.com

#### Secretary

Oksana Farber 516-742-7180, ext 265 ofarber@hiramcohen.com

#### Sergeant at Arms

Lynn S. Brown Secure Access & Digital Systems 516 623 7500 office 516 384 9447 cell lynn@secureaccessds.com

## **Advisory Board**

Raymond L. Dean, CPP PEI Systems, Inc. 718 937-0500 ray@peisystems.com

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

Donald J. McGuire, CPP Bank of America 646-313-7848 donald.mcguire@ bankofamerica.com

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

John C. O'Reilly, CPP Goldman Sachs & Co. 212 902-1208 john.oreilly@gs.com

Charles L. Scholl, CPP Professional Security Guard Academy 845.825.9905 prosecguardacademy@yahoo.com

Joseph A. Spillane, CPP 914 771-9134 Jspillane@msn.com

## **Luncheon Reservations**

Richard Lieberman E-mail: rlieberman@adt.com Office: 718 706-3233 Cell: 917 921-6300

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ASIS Regional Vice President Region XVII Joseph N. Masciocco

518 452-3505 CPP Certification and

Recertification Tom Detzel, CPP 201 307-7354 tdetzel@kpmg.com

Law Enforcement Liaison

Patrick E. Kelleher 212 670-1052 pkelleher@exchange.ml.com

Legislative Council Rep.

Joette Faherty 212 403-9231 joette.faherty@schwab.com

Membership Co-Chairs

Bruce DiSanto 212 689-0200 brucedisanto@ advantagesecurity.net

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

Program Co-Chairs Donald J. McGuire, CPP 646-313-7848 donald.mcguire@ bankofamerica.com

Keith Mulcahy Michael Stapleton Associates 212 509-1336, phone 914 261-8089, Cellular

Placement

Erica D. Barr-Harrison, CPP Aims Testing, Inc. 631 331-6001 harrison99@mail.com

Security Director Magazine

Erica D. Barr-Harrison, Editor Aims Testing, Inc. 631 331-6001 harrison99@mail.com

Senior Members Advisory Council Joseph A. Spillane, CPP 914 771-9134

914 771-9134 JSpillane@msn.com

**Student Auxiliary** 

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Magazine Business Manager

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# SECURITY DIRECT R ASIS International / New York City Chapter

## ASIS International New York City Chapter

P.O. Box 1514 Wall Street Station New York, NY 10005 Email: info@asisnyc.org Website: www.asisnyc.org

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## From The Editor's Desk



Welcome to the Summer Issue of Security Director Magazine with a whirlwind SECURITY 2007 photos. On Show Day the Exhibit

Hall was packed; he seminar was well-attended; and it was everyone's pleasure to honor Mark Mershon, Assistant Director of the FBI New York Office as our "Person of the Year".

This issue contains articles on a breadth of subjects: terrorism and travel, to EAP Director issues, to pitfalls in hiring security guards. We welcome new contributors and have worked with all our writers to ensure that information at your fingertips is the latest and best available.

Leaving the US, I won't be wearing my favorite Yankees "Mattingly" t-shirt and I've taken those custom Dodge Viper-engraved travel tags off my luggage. According to Don Aviv's research these little changes might keep me from being a walking target, landing at foreign airports this summer. Read his article and you too may be recommending family members make slightly different arrangements when in high-risk areas. Don's material starts on page 15.

We've set aside four pages for Chapter Chairman Jimmy Chin's roster of elected Chapter officials. Review their input on pages: 28 to 31.

In the food-for-thought area, I've collaborated with Laurie Venditti on her article concerning homegrown

terrorism, an issue of growing significance to many. She invites your comments and suggests you reach out to her contact at the FBI if more details are required.

From a practical perspective, Marc Prowisor, who spends about half his time on assignments in Israel, looks at first responders and basic training —even at the elementary school level. His is one of the first recent pieces highlighting the value security directors and their staffs in addressing crises while they occur; before all the other "troops" arrive.

For a thoughtful analysis of the new FDNY EAP Director training and how this may affect operations in your New York City facilities, review Bob Donnelly's piece on pages 33 and 35.

James Duffner, a security supervisor at MOMA and graduate student at John Jay, elaborates on some convoluted requirements that guard employers meet in NYC when they hire security officers.

We asked Show vendors about new products and solutions they introduced at our May 15 event. This issue, get a shorthand glimpse of these recent developments and the people announcing them. If you have some good photos that we don't, share the JPGS with me for future publication.

We have not yet addressed the Virginia Tech disaster in *Security Director* Magazine. It has been on many of your minds. Now that there's been some time for reflecting,

please drop me an e-mail with your comments at: harrison99@mail.com. The goal: ensure that we all can be heard on the matter.

Internet scams are flourishing in ways that boggle the mind. When the Nigerian letters were all the rage over a decade ago, they focused on swindles encompassing millions if not hundreds of thousands of dollars. Now manipulators are involved in check forgeries and trying to steal items from unsuspecting internet sellers. Item values: in the hundreds or just a few thousand. Are you dealing with internet scammers affecting employees at your organization? Share the details with us. Help colleagues better address criminals who show up in e-mail boxes just about every day.

And, you may recall: "Everybody loves a sharp-dressed man..." the refrain from a ZZ Top song. It may be especially true of the guy in the next office with the tricked-out Porsche Cayenne...that is, until something goes wrong... If you have been dealing with white-collar crime in the 21 st Century, share your stories with our readers. Surprising how few of the newest white-collar criminals have criminal records...

Okay, I am twisting your arm! Write what is on your mind! We have miles of space to use for opinions on the Hot Topics web pages and we will help you flesh-out ideas for magazine articles as well.

Best to you as always,

Erica

## **CHAIRMAN'S MESSAGE**



Dear members: It brings great pride and joy

to present this post trade show magazine to our readership. For those who attended our May 15th trade show, you had

first hand knowledge of its success through networking and seeing all the new products on our exhibit floor. I would like to thank each of the attendees and exhibitors for being part of the show. For those who did not have the opportunity to attend please peruse this issue of trade show photos and get the feel of the success we experienced. Also, I would like to express my gratitude to all of the chapter's volunteer members who worked so hard to contribute to this year's trade show success.

The elected board and I will continue move forward in bringing value to you, the members. Take a moment and read the profiles of your elected officers to find out why, through our diverse backgrounds, we volunteer to the ongoing success of our chapter. The contributions made by this leadership to use every opportunity in encouraging the spirit of your volunteerism only brings the accomplishments and success with your support for our chapter.

As our chapter pursues the challenges of many upcoming events this fall such as the certification programs scheduled for October 19th and 20th., our guest speaker lineup for the fall, which includes a high profile diplomatic, in addition to our first black-tie formal gala; all these programs will require volunteers to ensure success.

I would like to encourage all of you to be part of our culture and "giveback" to the chapter's membership through your participation.

Please look for our chapter advertisements about the CPP and PSP programs. For those who are thinking about certification, look at our added value plan. For the price of the course you

will receive up to three months of follow up and course mentoring to better prepare you for the test. Our mentors are CPP's and understand the challenges associated with passing the test.

The Gala \*will be the first time the ASIS NYC Chapter is planning a blacktie formal gala. We have set a tentative date in January and we will be honoring our veteran wounded warriors. Please join us for this very special maiden event. We assure all that you will have a wonderful experience at the Gala.

I hope to see many of you at the annual ASIS International conference in Las Vegas, where your attendance will have a positive impact for our chapter's involvement. Look for the NYC Chapter cocktail party (details to be announced) and other chapter events while there. Enjoy the remainder of the summer with your family and friends.

Thank you for all of your dedication and support.

Jimmy Chin

## PEOPLE IN THE NEW



Pictured above with former Chapter Chairman Charles Scholl and Trade Show Exhibitor Committee member Steve Gaskin, is Fern Abbott, President of GUARDSCREEN and now also director of a security officer training academy in NJ. You can contact her at: AFI Security Training Institute, 212 Durham Ave; Bldg 3; Metuchen, NJ 08840.

Faster, Farther, Sharper! The AXIS team, including Gary Sawyers, arrived from Massachusetts for SECU-RITY 2007 and highlighted their new AXIS 233D Network Dome Camera which can be discreetly mounted and provides 35x zoom plus progressive scan. Information at: www.axis.com

Marketing Director Sharon Rohkohl announced that Brownyard Group, specializing in liability insurance for the security guard industry for over 50 years, has just developed a monetary award recognizing security officers whose: "bravery has reduced or avoided serious losses for clients of

our insureds." To nominate a security officer with: "achievements beyond the call of duty," submit details to Sharon at: srohkohl@brownyard.com before 9/7/07. Awards will be presented at the annual ASIS International Seminars and Show.

At Day & Zimmermann Security Services, Marc Bognar, VP North Region; Suvankar Ganguly, District Manager and Mela Montgomery, Regional Sales Manager, shared information with ASIS Show attendees about workplace safety, a high priority at D&Z. They noted that their officers have already delivered more than 30 million hours of service without a lost-time accident.

continued on page 7

Cutting-edge technology

## TIMELESS VALUES

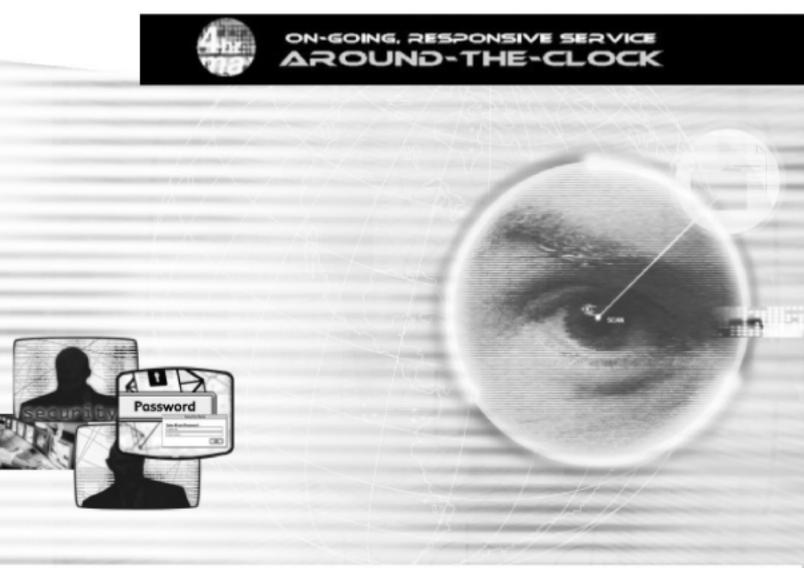


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## HOMEGROWN TERRORISM

#### By Laurie Venditti

s a Secure Member of Infra-Gard Metro New York, I was invited to attend a recent counterterrorism briefing in Manhattan by Steve Emerson, author of American Jihad: The Terrorists Living Among Us.

Steve noted that there were over 600 Islamic-related organizations in contemporary America and that many use our university and academic programs to facilitate recruiting and radicalizing Muslim immigrants. The groups are often fronted by seemingly benign corporations and organizations. In addition, "the ability of militant Islamic groups to hide under the protection of the larger nonviolent and peaceful Islamic community has created a huge challenge for policymakers and officials." (Suggested by Steve Emerson pg 193 American Jihad)

"The decentralized structure of terrorist groups makes it extremely difficult for governments to detect, defend against, or apprehend terrorists within each movement. Today the network of terrorist groups is extensive, interwoven, hidden, shifting, and elusive. Some elements are highly structured; other convene and disband as necessary, reconstituting themselves ahead of the FBI's ability to detect them. Unlike other terrorist and extremist groups, it

is very difficult to infiltrate Islamic extremist groups, given their insulated structure, recruitment based only on familial or clan connections, lack of susceptibility to financial corruption or personal inducements, and fanatical ideological obsession."

"Will we win the battle? We might never be around to know. But one thing is certain. Unless we are able to recognize and define the enemy — militant Islamic fundamentalists — without fear of being castigated as racist, then we will certainly lose." (pg 194-195, American Jihad)

Steve, who is a journalist and has consulted with the FBI and other government organizations, is re-stating many of the ideas originally presented by Harvey Kushner, former professor at Long Island University. Harvey delivered presentations for ASIS LI Chapter about Islamic extremists focused on destroying America as far back as 20 years ago. Harvey has also published several books on the subject and worked with the FBI and other government agencies determined to protect us.

So, these messages of "portending doom" at the hands of America-haters within our borders are not new. At the moment, we are attuned to focus on Islamic fundamentalists, but it isn't something to which we can have a knee-jerk reaction. They are not the only people plotting against us on our soil, and plotting against us at arms length or farther away.

For me, the questions about protecting our infrastructure at the same time as we have an open society present grounds for concern.

There are numerous scary and extreme groups on almost every campus and in most communities. As we have all read in the newspapers, some Islamic groups set up in communities hide as charities but send the money directly to support terrorist camps and buy munitions.

Some within religious facilities are housing and providing refuge for people working directly against our best interests. And this is not the first time that houses of worship have been used for subversive purposes.

On campuses, the halls and student unions are nesting places for those advocating sedition, violent overthrow of the government, anti-everything American. Some are religiously-based. Some are not. Groups foster hatred for particular races or religions; others

## MAGIC

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visit our website @ www.winfieldsecurity.com advocate extermination of non-believers, etc. This is not to berate colleges or universities. More it is to acknowledge that it is exactly the setting where unsettling ideas get explored.

Among the questions that need to be answered: Does exploring extreme ideas in an academic setting mean that the extremists capture people they would never get claws into on the outside?

In the United States, most people are not seduced into extremism solely from college exposure. If they get involved in higher education, they may toy with a host of ideas to which they are exposed. But they primarily learn skills, get jobs and go about their lives. That is exactly the case the head of La Guardia Community College made

after 9/11. To paraphrase: we get immigrants — Islamic and non-Islamic into our community colleges. They could go radical — or stay radical, or they could get training and join the middle class and then have a stakehold in being part of the United States. She felt that supporting their training and helping them get a stake-hold would be far better than isolating them and targeting Muslims with prejudice.

The jury is still out...

While we don't have a crystal ball and may not have an answer to how we tackle this sensitive issue, we must give it a great deal of thought. I encourage you to reach out to begin discussions and share your ideas with your trusted networks. Please contact

me with any questions, comments or suggestions you may have at info@partnerforsecurity.com. If you wish, I will introduce you directly to the FBI Special Agent Charles Muldoon who is the FBI Coordinator for the Northeastern InfraGard Alliances. Special Agent Muldoon has graciously offered to be of assistance to us.



Laurie Venditti collaborated with Erica Harrison on this article and Laurie looks forward to receiving suggestions for future topics/articles at: Total Recall Corp., 845-368-3700 x 220,

917-596-3037 lvenditti@ totalrecallcorp.com, www.totalrecallcorp.com

## PEOPLE IN THE NEWS

Continued from Page 3

Access control/identity recognition that integrates with all the major applications and helps you meet SOX, HIPPA, DEA and other regulatory considerations –that is what the new SAFE Integration Server is bringing to clients around the globe, according to Laurie Aaron, Director of Strategic Sales for Quantum Secure. Their new Quantum Secure SAFE system was spotlighted at our SECURITY 2007 Show.

Bill Pitcher and Kathleen Moore of Gem Electronics noted that their new gold "RCA" connector cables have renewed importance with advances in Home Theater applications. "No longer just an audio connection it is now used for component video installations and is the connector of choice for multi-cable R-G-B, L/R Audio or horizontal/vertical sync wiring architecture," stated Bill. Questions? His e-mail is: Gembpitcher@aol.com.

**Rhea Richardson** of AMICO (Alabama Metal) announced the introduction of specialty fencing they provide for border control near San Diego and new high-strength metal mesh that helps keep the wrong people out of warehouse areas. Rhea is at: 800.366.2642 Ext 515.

SST's **Paul Hoffman**, Sr. Applications Engineer and **James R. Kitchen**, Director of Global Accounts, were both at the "Security Services and Technologies" booth at SECURITY 2007, where they showcased new IP-based security solutions.

ASSA ABLOY'S **Brian Casler** and **Frank Santamorena**, PSP announced that the newly re-designed SARGENT 56- Electric Latch Retraction is now available; it plugs into any clean 24VDC power supply and draws less than 1 amp. Frank noted: it runs quietly and a "clutch" mechanism protects it from binding. It fits doors as narrow as 27". Phone: 845-242-6525.

This, according to **Mark Berger**, President of Securitech Group, Inc., describing Securitech's latest addition to their multi-point deadbolts locks and exit devices: "Mr. Moto" features the first fully access-control system compatible control for electric multi-point deadbolt projection and retraction. It is 100% code-compliant and will work with any control system or a simple control button."

**Charlie Scholl**, CPP and been appointed School Director of the

Professional Security Guard Academy. The Academy specializes in onsite New York State required annual refresher training classes. Charlie may be contacted at 845-825–9905 or prosecguardacademy@yahoo.com

William Vassell CEO of Murdoch Security Group, headquartered on Madison Avenue in New York, announced the acquisition of Fortress Protective Services in Coral Gables, FL, Fortress's clients include hi-rise buildings and gated communities in southern Florida. Bill can be reached at: wvassell@securityservices.com.

Former NYPD Captain **Robert Cacciatore** has been appointed to a tenure-track position at SUNY at Orange. Cacciatore, former Senior VP for SEAL Security, will be teaching in the Criminal Justice Department. His e-mail is: RJPC@aol.com.

**Duane Pinkney** announced forming Advanced Integration Security Inc. He can now be reached at 800-880-6855, ext.100. His new office is at 307 W 38th Street, New York, NY 10018, with website at: www.advancedintegrationsecurity.com.



## MANHATTAN



## A HIGHER STANDARD:

## THE HIGH COST OF NOT COMPLYING WITH SECURITY GUARD HIRING LAWS

By James Drumheller

n researching a paper on regulations affecting hiring security guards by private security companies in New York City, it became clear that employers have to comply with a myriad of often confusing and contradictory laws. There are competing federal, state and municipal laws that both help and hinder the hiring process. There are legal complexities determining what can be asked on job applications; what has to appear on sign-offs for permission to do background and financial checks and what interview questions cannot be asked. Pre-employment tests have another set of criteria to meet. Ignore the mandates and the results can be costly fines and civil lawsuits.

## Applications and Initial Screening

Security guard applications for employment must collect all job candidate information demanded by the New York State Security Guard Act of 1992. Some companies actually use another copy of the State application as their own form to ensure they gather the required data and at least avoid paying a penalty to New York for that omission during an audit.

Affirming the identity of candidates and their ability to work legally in the United States is foremost, and there are strict federal mandates to

meet. Forged documents are not unheard of...and the responsibility for detecting them is with potential employers!

Establishing that candidates do not have objectionable criminal records is next. Even if you have a licensed NYS guard applying, who has passed a criminal records check and an FBI

Affirming the identity of candidates and their ability to work legally in the United States is foremost, and there are strict federal mandates to meet.

Forged documents are not unheard of... and the responsibility for detecting them is with potential employers!

fingerprint check, it can still is misleading. Most people are never arrested or prosecuted for workplace crimes. And that is the most significant issue in business settings, where security guards are most often assigned!

Further, criminal checks do not ensure the quality of candidates. And maybe worse, many convicted individuals get certificates of disability that are accepted by New York State's DCJS. Thus, their convictions do not

impede receiving New York State

security guard licenses.

Usually it is illegal to make preemployment inquires about candidates' age, race, creed, color, national origin, sex, marital status, religion or disabilities. The federal Title VII of the Civil Rights Act and the Americans with Disabilities Act (ADA), prohibit questions based on these protected categories. The New York State Human Rights Law (NYSHRL) and the New York City Human Rights Law (NYCHRL) also prohibit these inquiries along with others. Perplexingly mandated affirmative action plans demand that employers put into place hiring goals that highlight candidates' protected class status. The purpose of affirmative action is to compel employers to hire fully qualified candidates who reflect the diversity of the community. Thus, there are opposing obligations of

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ignoring protected categories and paying special attention to them; a balancing act for which there is no clear guideline.

The importance of diversity never means, under any circumstances, that employers must hire or retain incompetent candidates. The goal is to ensure that all qualified candidates receive fair and equal consideration.

All of the above laws, though, concur that if there is a direct relationship between the defining characteristics of jobs and candidates' abilities to perform those jobs, it is not merely permissible to ask questions concerning protected categories but essential. In other words, all "bona fide occupational qualifications" for security guard positions demand that

conscientious employers make inquiries with some admittedly hazy restrictions.

The state law asserts that all guards must be at least 18 years old. An employer, therefore, must ask if a candidate is old enough to legally work as a guard, yet, not ask exactly how old the candidate is... to abide with the age discrimination laws.

An effective principle is to limit inquiries to ones that relate directly to positions being offered. In some cases, employers use a pre-written set of questions that cover the basics of what security guards must be ready to do -and do successfully. In the initial interview, every candidate gets asked the same questions in exactly the same order, further limiting potentials for discrimination lawsuits by disgruntled, rejected candidates. For instance: "Have you worked the overnight shift from midnight to 8:00AM?", "When?", "For What Company?", "Where were you assigned?" "For how long did you work that shift?" "How many times were you late to your midnight post?"...Even if candidates lie, and the falsehoods are discovered later, it is more likely that these persons can be dismissed for providing false information with less potential for repercussions.

### **Background Checks**

While there is no law that employers conduct additional background checks, employers have the ultimate legal accountability for the actions of their security guards, not the government. Employers often set standards beyond the State's; painstakingly investigating potential hires to be sure they have the appropriate experience and good character.

The American Society for Industrial Security (ASIS International) recommends that candidates be required to list in chronological order their addresses, phone numbers, work

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experience and educational history for the last seven years along with their social security numbers.

From my research, it appears that nearly half of all information on a typical work application is false. So it not enough to trust what candidates write on their applications.

Recent fears of lawsuits directed at third party reporting agencies and former employers for giving adverse information about candidates, has also had a chilling effect on verification. Sometimes, having candidates sign liability wavers overcomes part of the problem. But most times former employers are reluctant to provide any negative information that can come back to haunt them.

Candidates' financial histories and financial stability are often good indicators of character. Again, employers must be aware of the legal limitations and make sure that their sign-off forms comply with the federal Fair Credit Reporting Act, NYSHRL and NYCHRL. Normally a candidate can refuse to sign-off without risking loss of consideration; but, because security guard is "a position of trust," a refusal can allow a New York City employer to remove that candidate from the hiring pool.

Since an average claim for negligent hiring and retention lawsuits is \$2.2 million, employers do take great pains to prove that "due diligence" was exercised and that they made efforts to reveal what was "reasonably foreseeable" and that candidates have the necessary skills and good character. This balancing act is weighted with: costs, time, the need to meet regulations, and the demand to still hire guards!

## Pre-Employment and Employment Tests

Testing potential hires for critical traits can reveal personality problems, aptitude deficiencies and drug abuse. It is not only encouraged but occasionally compulsory for certain contracts.

In the pre-employment phase, tests that focus on behavior rather than attitudes have more footing. Screening tools are readily available that identify those who can understand basic written communication in English and handle the basic math and number/letter sequences required for say managing parking/warehouse traffic (recording licenses, registrations, etc.). Ideally, these job-related indices are part of the pre-employment exams used by guard companies. And, although you may not be able to give a reading test you can screen to ensure that candidates





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understand written material you give them!

Again, in New York State, security guard employers have to establish that there are "bona fide occupational qualifications" for inquiries. Once you've done that, there are well documented written pre-employment tests that help identify problematic applicants in: dishonesty, substance abuse, violent behavior and general deception before job offers are delivered. The written exams can be part of employers' methodology to eliminate "reasonably foreseeable" problems. Yet, in some states such as Massachusetts, you cannot use these tests!

The federal Employee Polygraph Protection Act normally limits the use of polygraph tests as a preemployment tool to measure a candidate's integrity; but an exception is made for security personnel. On the other hand, New York State law does not allow an employer to use a "psychological stress evaluator examination" or its results whatsoever. This conflict along with no recognized authoritative standards for polygraph testing severely limits its use.

The Minnesota Multiphasic Personality Inventory (MMPI), a test that provides a clinical diagnosis and probes for possible dishonesty and mental disorders like a predilection to violence, comes under scrutiny from ADA. ADA has identified it as a medical test. Thus, it is limited to use after job offers are made. This presents a really significant problem: if the person does actually show a direct threat of violence you can withdraw your offer of employment... but you cannot withdraw your offer if it is only the potential of violence... a can of worms best left unopened.

A critical test, without any ambiguity, is for the ability to effectively to communicate in the English language. New York State law makes it the duty of an employer to be certain that its guards have this skill. Again, this is best addressed in the pre-employment process.

The final type of testing to consider is drug testing. Although the ADA, NYSHRL, and NYCHRL regard drug addiction as a disability, and so a protected category, they do not regard drug tests as medical tests. They neither encourage nor discourage drug tests, with one limit for New York City: drug tests can only be required

Review candidates'
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or dig bigger holes.
Then conduct a second
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and qualifications
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for the available positions.

after a job offer. The confirmation of drug use gives an employer the right to withdraw an offer of employment.

#### **Interviews**

When going beyond the standardized interview in the early stages of the application process, it is best to have open-ended questions that relate directly to security guard candidates' abilities to perform the jobs for which they are applying. Charles A. Sennewald, in his book Effective Security Management, recommends that an effective interview procedure consist of three stages.

Review candidates' applications with them, give them the opportunity to provide clarifications — or dig bigger holes. Then conduct a second interview to determine if candidates' personalities and qualifications are appropriate for the available positions.

Do the second interview after background checking, testing and initial interviews have eliminated obviously unsuitable candidates. Use two or more qualified people to do the inter-

viewing and thus limit individual biases that might be grounds for later discrimination claims.

Ask candidates what motivates them at work; how they would react in job-related scenarios. Bypass simple no or yes questions. When possible have candidates interviewed by their likely supervisors or department heads. This improves the probability that compatible people will fill the positions. There are no mandates calling for an interview procedure. However, not doing it can prove more costly than litigation alone.

#### **Conclusion**

There is no simple solution!
However, it is key for security guard employers in New York City to develop a methodical and precise hiring process that deftly navigates the torturous path of obeying federal, state and municipal laws and regulations. It is the best defense for successfully evading potentially expensive repercussions. But it isn't easy or fast.

There are no coherent hiring standards on a national level, and states are unlikely to give up their authority in this area. Employers really do set the standards, not only to avoid legal costs but also to make certain that the best-qualified candidates get jobs providing vital security services in these uncertain times.

James Drumheller is a Security Supervisor at the Museum of Modern Art. He is a member of the ASIS International, NYC Chapter and the International Foundation for Cultural Property Protection. James is currently in the Master of Science - Protection Management Program at John Jay College of the City University of New York.

## Frank Santamorena, PSP

Physical Security Professional

## ASSA ABLOY

Integrated Solutions Specialist" Program



Read the words Integrated Solutions Specialist® and it conveys a story. It tells you I specialize or focus on one aspect of security, solving system integrations challenges. The ASIS Physical Security Professional (PSP) credential confirms my expertise and commitment to the security focused world. Tassistyou with all aspects of doorway-related security and life-safety issues—including selection of electromechanical door hardware and follow-up support—to develop an access control system that creates a safer and more secure facility.

Now I bet you want to know who or what is ASSA ABLOY? ASSA ABLOY is the global leader in door opening solutions, dedicated to satisfying end-user needs for security, safety and convenience. The Group has some 30,000 employees and annual. sales of about US \$4 billion with over 100 companies located in 40 countries. With its Americas headquarters located in Connectiout, ASSA ABLOY Group brands offer superior door. locking solutions from conventional mechanical locks, security doors and high-security master key systems, to state-of-the-art electio mechanical locks, and cards and readers for access control. Its innovative life-safety and security solutions secure. the commercial and institutional construction market with leading electromechanical brands such as Folger Adam EDC, HES, McKinney, Sargent, and Securitron. Additional leading brands include Besam, Ceco, Corbin Russwin, Curries, HID, Medeco, and Yale, to name a few.

Our philosophy is simple. At ASSA ABLOY we understand that a world that is safe and secure is a world that is more free. We are committed to creating high quality products and solutions that give people peace of mind at home and at work because we know that without peace of mind, none of us are able to tap into life's possibilities. Physical and psychological security allows us to open our doors towards freedom.

ASSA ABLOY is more than a building, more than a group of people, more than a company. It is a state of mind and sprit From the factory to installation, every member of the ASSA ABLOY team is committed to excellence in door opening solutions and services that will allow each and every one of us to unlock the potential in our lives. We strive to unlock your life.

Let our team provide you with the most up-to-date information, code interpretations and guidance for institutional and commercial projects and more.

Frank Santamorena, PSP, has over 20 years experience in the security industry, and also serves as Security Expert for the Discovery Channel hit show "It Takes A Thief." Frank can be reached at PSantamorena@AssaAbloy BS.com. Please visit www.AssaAbloy ISS.com for more information.

ASSA ABLOY

The global leader in door opening solutions.

## STAYING SAFER ON YOUR SUMMER TRAVELS

By Don Aviv, CPP, PSP, PCI

ummer is here and many of us will be traveling abroad. While trips to third world countries require more thorough preparation, whenever you travel outside the U.S., there are steps to take that help ensure a safer trip.

For overseas trips, gather as much information as you can about local current events within the destination country. Watch world news reports, read online versions of foreign domestic newspapers and check the Travel Warnings, Consular Information Sheets, and Public Announcements on the U.S State Department's website (www.state.gov). Also check U.K and Canadian government versions as they may have stronger ties to certain countries and therefore, better information on current conditions.

The State Department sometimes issues travel warnings that recommend Americans avoid certain countries especially when deteriorating political conditions warrant heightened security countermeasures. If your plans include a country on this list, check your life and health insurance policies before leaving. They may exclude coverage for injuries or death within certain countries.

Prior to leaving, prepare a plan for family members at home. If you're traveling alone on business; in an emergency, what do you want your family to do? Do they know where your financial records or will are? How about other important documents... birth certificate and healthcare records?

Before heading to the airport, leave a copy of your passport/birth certificate/ Social Security card, your prescriptions and other important records at home along with a copy of your itinerary. Better, scan copies of important docu-

While trips to
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ments and save them as a PDF file or Jpeg in a safe place; perhaps on an encrypted USB thumb drive that can be kept in a secure, yet accessible location.

When making copies of passports, be sure to copy the last page since it often includes important numbers and information that consulates require to expedite a replacement. If your passport is lost or stolen while you are away, you will save time by being able to email copies of these documents to the local consulates responsible for issuing temporary replacements. However you store them, make sure that someone at home knows where those copies are. Many of our corporate clients leave such information with us or their family attorney. Take additional copies with you that you can leave in a hotel safe.

Beyond copies of your important documents, you should also carry an extra week's worth of your prescription medicines. Health and safety standards vary from country to country and certain medications may not be available.

Let your family know who to contact in the event of an emergency. Many companies have emergency procedures in place for overseas travelers; let your family know who coordinates the program and what steps need to be taken.

If you are taking a business trip to an unstable or volatile country such as Uganda or Columbia, find out about your company's kidnap insurance and their policies –just in case. You may want to consider kidnap insurance of your own. We also recommend purchasing an emergency medical evacuation plan. For instance, Interfor works with MedjetAssist but there are similar services that will pick you up and fly you back to your local hospital or to the nearest suitable hospital on a



medically equipped jet with a team of trained emergency medical personnel. These plans are fairly inexpensive, often just a few hundred dollars per year and are generally much better than the plans offered by credit card companies, so do your homework.

Morbid as it may seem, make out a letter of instructions in the event of your death. Get fingerprinted and obtain copies of your dental X-rays for identification, especially if you travel overseas on a regular basis. It may seem extreme, but many victims of terrorist bomb attacks or catastrophic accidents go unidentified for months, leaving families in emotional and financial chaos. It is not fatalistic to plan for such contingencies; it is wise.

When you arrive in any foreign country, think about protecting yourself immediately. First and foremost, spend as little time at the airport as possible, and avoid heavily glassed areas.



When leaving an airport in an unstable or third-world country, never take the taxis waiting in line at a taxi stand; it leaves you more susceptible to kidnapping. Taxis waiting in line at airports or hotels are there specifically to

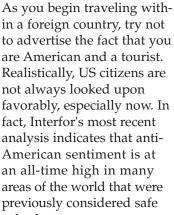
pick up travelers. They are more likely to contain someone who is targeting foreign tourists for robbery or kidnapping than a prearranged car service that is recommended by your hotel or contracted by your company.

Also it is a good idea to convert money into the local currency prior to your departure. Aside from pay-

ing higher exchange fees at the airport, thieves target Westerners exchanging large amounts of cash. And, if you're traveling to a developing country, they may not have the credit card and ATM facilities to which we are accustomed.

If you are planning to be in a country for more than two or three days, let the American Embassy or consulate

know that you are there. If you contact them, your name will go into a database of citizens traveling within their jurisdictions and they will be a great source for help in case of an emergency. Most consulates will allow you to pre-register prior to arrival, especially in volatile locations.



by our standards.

Be discrete with maps; avoid wearing clothing with American logos that tend to announce you and your home turf. That does not mean trying to wear native costume but if your normal vacation travel garb is something along the lines of a baseball cap, NY Yankees jersey, fanny pack, sandals and shorts, you should try to dress a little more conservatively so that you blend more easily into a crowd. We recommend something closer to business casual attire—you don't look so much like someone clearly on holiday and frankly, if you avoid the typical "Ugly American" look, the benefit can be getting better service.

Leave expensive watches and jewelry at home. Avoid carrying or displaying iPods, Blackberries, or personal gaming devices. Remember even Americans of modest means seem wealthy in comparison to citizens of some poor countries and are attractive targets. If you are traveling for business, don't advertise your corporate affiliation or title on your luggage or on other items.



When choosing a hotel, make safety not price, your prime consideration. Do not just book the hotel nearest your destination. Make the quality of the neighborhood in which your hotel is located a top consideration. Avoid hotels that have underground garages; terrorists target hotels with underground garages.

In general, major European-owned chain hotels are now your best bets as

they most frequently have adequate

security and reasonable hygiene prac-

tices in place. We used to recommend

sons. However, they are more likely to

American chains for these same rea-

generally has a much shorter reach outside of America, particularly in third world countries.) If the chances are high that a terrorist bomb could explode in front of the hotel due to the ease of vehicle access and the probability of such an attack is within reason, do not accept a room that

family rent or purchase a cell phone that works in

will be traveling or use unlocked SIM card phones that operate on a local network. (This is also important for business travelers since working pay phones are becoming scarce in many countries). Some American service

faces the street. Put your safety first, and get another room. Never hesitate to switch hotels if your needs are not met, or if you sense something is wrong — your instincts are probably right.

When traveling with your the country where you

be targets in today's political environment. European chains may not have providers offer phones that work

Be particular when selecting a room. Try to select the floor that you stay on. Do not accept a room that has a balcony on a low floor with a sliding door. Rooms with sliding doors can provide great views,

but, how often do you

all the amenities you are

accustomed to, but they

security when compared

tend to have superior

to smaller local hotels.

really use them? Sliding doors are open invitations to petty criminals and kidnappers.

It is of utmost importance that you locate emergency stairs upon arrival. Know how to get out of your hotel in case of a fire or bomb attack. Also, try to avoid staying on high floors that cannot be reached by ladders during a fire. (Remember firefighting equipment

internationally; or you can rent a phone when you arrive from a provider like travelcell.com or mobalrental.com.

Have your children memorize and write down the cell phone number; the name and address of the hotel in which you stay and teach them how to dial an emergency contact back home, like a grandparent or family



friend from a public phone. Work out a plan with them to follow if they become separated from you. Additionally, have everyone learn basic words and phrases in the local language such as: "help" or "hospital" or "American Consulate" or "police", especially in countries where English is not spoken.

If your children are older, say in their teens, have them carry enough local currency to take a cab back to your hotel. Have all family members carry picture ID in a secure location, separate from their wallets (perhaps in an interior pocket) that won't be easily reachable by pick-pockets. Be especially careful with passports as the demand for stolen valid ones is at an all-time high on the black market.

Your chances of being a victim of crime or terrorism are low in most developed countries, probably not much higher than in an American city, and even in developing countries you are probably relatively safe if you are careful. So, there is no reason for paranoia. However, in thirty years of managing the safety of corporate executives and their families, we have found that it never hurts to take common sense precautions that can help keep you and your family safer and ensure that your vacation or business trip is a success.

Don Aviv, CPP, PSP, PCI is the COO of Interfor Inc., a global corporate investigations, executive protection and physical security/threat mitigation consulting firm. For more information on Interfor or MedjetAssist, call: 212-605-0375. Their website is: www.interforinc.com, with e-mail at: don.aviv@interforinc.com.



## **BuildingStar**

**Security Corporation** 



## SECURITY 2007 SHOW IN REVIEW

By Erica D. Harrison, CPP

The morning was warm; the registration area at Jacob Javits Convention Center was already buzzing with activity more than an hour before ribbon-cutting ceremonies. And Security 2007 was coming to life. This year, IFMA'S Greater New York Chapter joined forces with us and the show's theme was: aligning facilities and security management.

Over 3000 attendees visited booths from major suppliers of security hardware and security services along with displays from major government agencies such as: the US Coast Guard, New York City Fire Department, Secret Service, NYPD, and the FBI. Interestingly, although many of us are passed the age where the Secret Service will take our applications, they may give us internships if we go back to college!

This year's morning seminar was well-attended. A large contingent of NYPD officers and detectives responded to a special invitation delivered by Bernie Jacobs of our Trade Show Committee.

All the seminar attendees heard from savvy management professionals, spotlighting methods for improving the alignment between facilities management and contract security management; all focused on protecting property and the people who occupy the spaces.

Don Kasten, President of Advantage Security, opened the discussion on



training when he brought up an ongoing issue about: "who pays?" For instance, the training dollars that security firms build into their budgets cover the basics: general performance and maintaining the required

levels for certification. However, in each contract, it is critical to define what the officers need to know specifically for sites so they can be empowered to do the job right. Not every company contracting for security coverage has a complete handle on, and a highly defined concept about what they need! It is hard to meet ambiguous expectations.

Speaking about the overall subject, Steven Harper, Vice President of Battery Park City Authority (BPC)

said: "Get out of the Hatfield and McCoy situation." From the facilities side, you do have to set aside money for training in the corporate budget. However at BPC, they also tap into the free programs avail-

able from NYPD such as bomb detection awareness. Each year they evaluate what training has to be added or modified, such as gang awareness — your guards have to: "understand the 'tags'" so they can interpret what they see in the locale's graffiti, dress, etc.

Steve and Don were definitely in alignment when Steve said that your contractors cannot know (what is expected, upcoming, or anticipated) before you tell 'em' so "create a pal!" BPC uses monthly recognition programs as well as paid officer-orientation and training at the beginning of each new contract. And, they re-look at their own situation and upcoming changes at BPC every two years, before their security RFP gets finalized and released for bids.

Gary Slodowski, Executive VP at Bowles Corporate Services, said that it is significant to improve the perception the officers have of themselves and how the guards are seen by others. He noted that the post 9/11 environment has not improved security guards' incomes, benefits or respect. There is still high turnover and a general lack of management advancement potential for guards in most situations.



The public's perception of security officers is as: "second class citizens." Proof shines when we look for "teeth" in [a building's] standing orders (SOPS). Usually, after officers

identify those breaking the regulations, nothing is done to the violators. Officers lose interest. He noted that we haven't really changed this dynamic through ASIS either and attendees seemed to be in agreement, although the task is daunting.

Gary said the best customers are those who call vendors [to complain, comment, etc.] not just when there is an incident at buildings. He reminded that RFP'S from the "9000 corporations that are not in the [Fortune] 1000" with phrases like "best in class" service, translate into meaning: "lowest price." Further, since 9/11, more [corporate] people are involved in making decisions as to which company gets guard contracts but not as to spending more money on the services. Partnering with clients improves things; it's the goal but not easily achieved.

Frank Bisogno Area Vice President of Security Services, said it is also a matter of perspective — and it's ongoing! We get a new perspective on situations when we see them through the clients' eyes. And we have to look at the changing environment in which contracts place us. He continued: when we come into a new contract, "it's their [the client's] house" and I get to see their situation as an outsider. To examine things through a different perspective, one can ask: "Will I feel my family-members are safe in the building where they [the contract guards] work?" Frank sug-

gests that in addition to all the work that goes into the pre-contract analysis, it is important to meet with the client at least every six months as if it were a first meeting, with open ears to the changes and potential changes.

James Creaghe Vice President Security Services of American Express Company suggested that those in security services actually learn what property managers do. And, it is imperative to get the property executives to trust security [managers]!

In his case Jim, who has global security responsibility, is literally a personification of security concerns to people in the entire organization. His relationship with their real estate management people and risk management executives is crucial in forging working relationships that serve the corporation as a

whole, often in offices thousands of miles apart. As Jim said, "the capital comes from real estate management." So, when it came to pulling cabling in conduit through their new tower here in New York, all the building's systems

were pulled together. Thus the telecommunications, security and other systems were organized in coordination with the engineers for one operation. It resulted in significant savings in costs and time as well as supporting the working relationships!

Jim brings together American Express's HR, legal,

facilities and security executives in their overall crisis management team. Again, knowing the people and building the trust strengthens not only security initiatives but keeps them integral components in the organization.

"What have you come to expect from a guard company?" asked Robert Chartier, Vice President, Business Development for AlliedBarton Security Services. He followed with: "What



ought you expect?" It was classic material that cuts into the issue. In Bob's presentation he reminds the guard suppliers as well as property/ facility managers to take ownership of what they expect versus what they get based on the wages [paid]. The wages [and consequently, the hourly billing rate] have a great deal to do with who you are accepting as appropriate for the facility. He emphasized the need to have training that is relevant to the location and to what the guards actually address on a regular basis. Guards who are versed in lowering levels of tension that can arise during communications in busy pressured settings, are more likely to keep interactions non-confrontational.

Bob also emphasized the need to have dedicated, decentralized management



to meet site-specific needs for clients. He recommended using performance metrics for measuring outcomes. He spoke about being a "partner provider" for clients.

There were no easy answers, just fewer jagged edges when our experts finished their presentations and answered audience questions! Our special thanks to all the panelists at SECURITY 2007!

As the day's program continued, over 1000 attendees enjoyed cocktails at the pre-luncheon reception and then attended the "Person of the Year" luncheon, this year honoring Mark Mershon, Assistant Director In Charge of the FBI New York Office.

From the bag-piper leading in dais guests to the banquet room, to a resounding rendition of "The Star Spangled Banner", to a full roster of outstanding speakers and award recipients, it was an exciting and energizing luncheon. This key event remains a highlight feature of the annual Trade Show.

After the luncheon, attendees returned to the Exhibit Hall to speak with vendors and find out more information about new products. It was perhaps the most colorful and visually interesting show that we've had the pleasure of producing thus far. Hope you will set aside time to attend Security 2008 next May! See you there!



Joe Spillane (L), former chapter chairman and member of our Board of Directors and co-leader of the Chapter's Student Auxiliary Program, with other VIP's.



Your editor, Erica Harrison and our 'Person of the Year', Mark Mershon, the FBI's Assistant Director in Charge, New York Office.



NYPD Police Commissioner Raymond W. Kelly speaking with Michael Kopy of the NY State Police.



Show Chairman Ray Dean, Chapter Secretary Oksana Farber and Police Commissioner Ray Kelly.



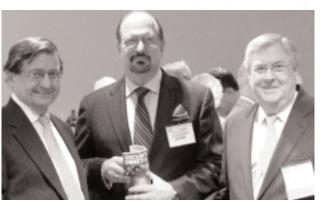
Big smiles from: Westchester DA Janet DiFiore, New Rochelle Police Commissioner Patrick Carroll, Show Chairman Ray Dean and Michael Kopy of the NY State Police.



Strong colleagues in the War On Terror: Commissioner Ray Kelly and Mark Mershon, Assistant Director In Charge, FBI NY Office.



Chapter Chairman Jimmy Chin and Joseph Esposito, NYPD Chief of Department.



Former chapter chairmen Robert Ildefonso and John O'Reilly flank BlackRock's Managing Director Brian Ostrowe.



Police Superintendent Samuel L. Plumon Jr. of the Port Authority and with our Person of the Year, Assistant Director In Charge FBI NY Office, Mark Mershon.



(From right) Chapter Chairman Jimmy Chin; Homeland Security Special Agent in Charge, Kevin Delli-Colli, Mark Mershon and Samuel L. Plumon Jr.



Person of the Year, Mark Mershon; Ray Dean, Show Chairman.



Oksana Farber, Chapter Secretary and First Deputy Commissioner FDNY, Frank Cruthers in the VIP reception area.



Donald McGuire, former chapter chairman, introduces the dais at the Person of the Year Luncheon.



Jimmy Chin with Commissioner Raymond Kelly and Mark Mershon.



Former Chapter Chairmen Charles Scholl and Wally Millard (who has also served as ASIS Regional VP).



This year's scholarship winners and their families with Brian Dooley and Joe Spillane, leaders of the Chapter's Student Auxiliary Program.



FDNY's Frank Cruthers, a former Chapter "Person of the Year", speaks with Mistina Bates and Janet Lee in the VIP Reception area.



Chapter Chairman Jimmy Chin; Security Director Magazine editor Erica Harrison; and Chapter Vice Chairman Larry Loesch.



Raymond Kelly, Commissioner NYPD; Lynn Brown, the Chapter's Sergeant At Arms; and Mark Mershon, Assistant Director In Charge, FBI NY Office.



Steven Chupa, ASIS International President, addressed attendees at the "Person of the Year" luncheon.



Mark Mershon, Jimmy Chin in conversation with Samuel Plumon prior to the Person of the Year Luncheon.



Jimmy Chin, Chapter Chairman, at the podium during the presentations.



"You don't say..."



Tom Leo CPP, listening intently to a fellow VIP in the reception area.



Robert Ildefonso, former Chapter Chairman and recipient of this year's Eugene Casey Award for Outstanding Chapter Service.



Mrs. Robert Ildefonso congratulates her husband who received the Eugene Casey Award.



Ray Dean presented scholarships to outstanding students who are also sons, daughters or grandchildren of ASIS International's NYC Chapter members.



Nothing is quite as exciting as winning a college scholarship!



Chapter Vice Chairman Larry Loesch presents Robert Ildefonso with this year's Eugene Casey Award for Outstanding Chapter Service.



Robert Ildefonso's daughter listens intently as her father speaks at the podium.



Mrs. Goldstone gives Ray Dean a kiss as she accepts the scholarship awarded to her college student at the luncheon ceremonies.



Edward Deacy, NYPD, sang the Star Spangled Banner, beginning of the "Person of the Year" event.



New products, new ideas, new colleagues - it's why people put the NYC Chapter's Security Show on their calendar each year.



Matt Rupp, son of Robert Rupp (in whose memory we created our Chapter Scholarship Program,) and Show Chairman Ray



Dean discuss security issues in the Exhibit Hall.



At the TYCO booth in the Exhibit Hall at SECURITY 2007.



Matt Rupp, Ray Dean and Rick Rosario in the Exhibit Hall.



Our 'Sergeant At Arms' Lynn Brown with Diane Dudzinski of Blauweiss Advertising and Chapter Secretary Oksana Farbe.



Steve Harper, VP of Battery Park City Authority, (c.) speaks with attendees after the seminar, including Ken Grossberger, CPP (r).



At the Michael Stapleton Associates Booth with a 4-legged detection specialist.



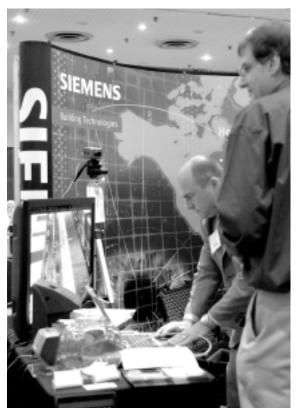
Former chapter chairmen Robert Ildefonso and John O'Reilly flank BlackRock's Managing Director Brian Ostrowe.



Mark Berger, President of Securitech Group, Inc., (pictured above) demonstrated "Mr. Moto", Securitech's latest addition to the family of multi-point deadbolts locks and exit devices.



This explosives detection canine works weekdays with her trainer, helping to keep NY's financial center safe. Jim Coleman at T&M Protection Resources has the details at: 212-417-9161.



With biometric access systems and intelligent video algorithms on demonstration at SECURITY 2007, booth visitors got to see SIEMENS innovations and building automation in action.



At the Brownyard Booth, announcing a new award for security officers whose actions have reduced or avoided serious losses for clients or their insureds.



Executives at the AlliedBarton Booth made sure that it was easy for attendees to find out about their excellent training programs for security officers and the quality assurance programs AlliedBarton establishes for its clients.



Integrated access control, cameras, biometric readers, emergency management systems -all available from one professional source at BH Systems. That's why they are smiling.



Security consultants at Aggleton & Associates Inc. answered questions about developing bid proposals for representatives from government, civil and private organizations.



At the ASSA ABLOY Booth are Brian Casler (r), Electromechanical Specialist and Frank Santamorena, PSP. They demonstrated the newly re-designed SARGENT 56- Electric Latch Retraction exit device.



Capstone's executives answered questions about new ways to finance accounts receivable and free up capital for expansion and new projects.



Rick Delavega, Aram Kavalgian and Michael Himanson of US Security Associates announced their company's new ISO certification.



Gary Davis, Victoria Beck and Charline Cruz, Winfield Security business development reps, provided information for attendees.



AMICO – Alabama Metal Industries Corporation, brought samples of new non-conductive and radar-transparent fencing materials to the 2007 Show. More information at: 800.366.2642 Ext 515.



A representative from the MECHANIC GROUP, one of the premier providers of insurance to the security industry, answers an attendee's questions about risk management.

# Chairman Jimmy Chin Charting the future of ASIS NYC

A member of the New York City chapter since 1984, Chairman Jimmy Chin started his active service with ASIS International at the national level in 1999. At that time, with more than 15 years of experience in hotel security, he became chair of the organization's Hospitality and Themed Entertainment Council.

In 2002, Trade Show Chair and long-time chapter champion Ray Dean asked Chin during a luncheon why he was volunteering nationally instead of locally. The question resonated with Chin, particularly with the events of 9/11 in recent memory.

"I thought that I could serve better closer to home," he says. "So during ASIS President Steve Millwee's tenure, I resigned [the national position] and appeared in front of our chapter's nomination committee at the behest of Ray Dean." Chin was nominated chapter secretary that December.

Since joining the local leadership, Chin has witnessed several important changes: chapter growth, a stronger relationship with the national organization, expansion of the trade show.

"Our chapter has made leaps and bounds in the last five years—sort of like a growth spurt. But with growth spurts come adjustment and corrections," Chin cautions.

As chairman of the New York City chapter, Chin is not only focusing on his role in 2007 and 2008, but also in

the near future beyond his term as chairman. He recognizes that many of the chapter's new initiatives will require ongoing guidance.

"One way of assisting after my tenure as chapter chair is to continue as the Think Tank Committee (TTC) chair. This committee will continue to assist



and serve future chapter chairs in achieving goals, refining activities and functions, and driving the direction of the chapter," says Chin, who also serves as chairman of the Safety & Security Committee for the Hotel Association of New York. "Clearly, this should be a very important, viable committee to any future chapter chair."

In the meantime, Chin's primary mission is to find new ways to offer tangible value to chapter members.

"Our members joined ASIS for a variety of reasons," he says. "Our job is to meet their expectations and to deliver a positive experience. In turn, they will volunteer their time and become future chapter leaders, helping the chapter negotiate the winding road ahead."

Supporting the right members in the right roles is key. "We first enlist some of our brightest, most creative members as volunteers, and then we place these volunteers in the right jobs so their abilities can best serve our chapter."

At the same time, the mobilization of volunteers requires experienced guidance. The challenges ahead demand collaboration between enthusiastic new talent and senior veterans within the chapter, who have already weathered previous cycles of change.

Chin has already laid the groundwork for the chapter's continuing evolution, including the recent change in luncheon venue, higher-caliber speakers and CPP credit for luncheon attendance.

"I am very confident that our chapter will continue to be the most active and most successful," he says. "Hopefully, all the work expended will afford the New York City chapter to set the example and model for all other chapters to follow."

# Vice Chairman **Lawrence Loesch**Bridging the public/private sectors

For Vice Chairman Lawrence Loesch, ASIS International has played an important role in both his public- and private-sector careers. He joined the organization in 1996, toward the end of his 30 years with the New York City Police Department. Larry came to know the New York City chapter by attending luncheons at the invitation of corporate colleagues.

"The monthly meetings are a great way to get in the door and make corporate connections," says Loesch, who retired in 1998 as deputy chief and commanding officer of the Queens Detective Bureau. "It was important to help build those relationships from the public side."

After leaving the police force, ASIS helped Loesch transition to the private sector, where he started with UBS/PaineWebber as Director of Corporate Security.

"I earned my CPP designation in the first year," says Loesch, who now serves as Vice President and General Manager of the New York City Region for Allied-Barton. "It helped establish the mindset of my new career, and I learned a lot studying for the exam. The transition from government to private sector can be difficult, and something like the CPP certification process puts your head in the right place."

Within a few years of joining the New York City chapter, Loesch became Program Chair, working with Don McGuire to manage the high-profile dais at the Person of the Year luncheon, held in conjunction with the annual trade show. Loesch served eight years in that

capacity before relinquishing the role to Kevin Mulcahy of Mike Stapleton Associates and accepting the vice chairman position.

"I enjoyed the program chair because of the connection you have to all the heads of state in New York," he says. "That was a great role and I hated to give it up, but I knew I had to move on if I wanted to do more in the organization."

As vice chair, Loesch's top priority is supporting Jimmy Chin and realizing Chin's vision as chapter chair."I like what Jim's doing and the progress he's making," he says. "Jim is truly a mover and shaker in this business and in the New York City chapter of ASIS. He's going to take us to another level, and



I'm happy to be part of his team."

And what does Loesch envision as that next level?

"From what I understand, we're number two. I'm confident that we can be looked at internationally as the number-one chapter—not only in size, but also in contribution to the industry."

To reach that goal, Loesch advocates

building on the chapter's current momentum—the new luncheon venue, exceptional guest speakers, professional members—through mentoring. "We have to put more energy into mentoring people, and this is a good place to do it," he says, referring to the monthly luncheons. These events attract members at every level of their careers, from neophytes to industry veterans, and Loesch sees exceptional potential for member development.

"Every month, we have many experts and leaders in the field, both companies and individuals, and we need to take this opportunity to mentor the shakers and the movers of the future."

# Secretary Oksana Farber Fostering a spirit of cooperation

When warehouse thefts forced Oksana Farber to become chief security officer at Goldman Associates, Inc. in 1997, she turned to ASIS International for guidance. Retired police commissioner Robert Creighton told her about the organization, and she immediately enrolled in classes to prepare for her new position.

After spending more than 20 years in executive retail positions, Farber was well versed in loss prevention, but investigating the Goldman thefts introduced her to a new world.

"My boss gave me carte blanche to clean up the mess," recalls Farber, who was serving as human resources director. "I hired surveillance teams and undercover operatives. I quickly learned about workplace violence, grand larceny and even death threats. ASIS was instrumental. All those classes were unbelievably helpful because they all had practical application."

Farber built relationships with both the Nassau and Suffolk County police departments, and she updated both organizations on her ongoing investigation.

"I soon realized that I had missed my calling," says Farber, now vice president of operations at Hiram Cohen & Son. "My human resources experience



allowed me to put the right person into the right job."

Farber's team uncovered and prosecuted a grand larceny ring, and she reduced inventory loss to 0%. In fact, her loss prevention measures often recovered additional inventory "lost" through clerical error.

As a result, the Hauppauge Industrial Association (HIA) in Long Island invited Farber to conduct seminars on the link between human resources and security.

"Although a lot of folks realize now that the two departments should be working together, prior to that, human resources and security were very much at odds," says Farber.

Her ability to unite the two disciplines — and neighboring law enforcement jurisdictions—prompted a former police commissioner to ask Farber to resurrect the Long Island Law Enforcement Liaison Chair, a position she held for two years before joining the Law Enforcement Liaison Council of ASIS

International. In this capacity, Farber has promoted various information-sharing programs, including Nassau County's Security Police Information Network (SPIN), the Suffolk County Alert Network (SCAN) and NYPD SHIELD. Her article "Positive SPIN on Liaisons" appeared in the June 2006 issue of Security Management.

While promoting these public-private partnerships at the national ASIS seminars, members of the New York City chapter encouraged Farber to change her membership to New York. She made the switch in 2004, and two years later, then-Vice Chairman Jimmy Chin approached her about appearing before the chapter nominating committee.

"I admired the sense of commitment from the chapter leadership and the outstanding example they set for members," says Farber. "The work that they do year after year with the trade show, the CPP review course and their guest speaker roster was admirable. And when I got Congressman Peter King to speak, they jumped at the chance.

"For more than 50 years, the entire organization has been bringing people together, and serving as secretary is a small way of continuing to promote the open communication that leads to education, rapport and effective relationships."

# Treasurer Frank A. Bisogno Investing in the future

For Treasurer Frank Bisogno, serving the New York City chapter of ASIS International repays a debt and continues a circle of support. He first became involved with the chapter in the early 1990s when a colleague told him about the organization. At the time, Bisogno had already spent three decades in the industry, having started his career as a billing and payroll clerk for Wackenhut while attending Pace University.

"I attended monthly meetings not knowing anyone, but I soon liked the group and the people," says Bisogno, who now manages all New York City operations as Vice President of Securitas. "Joanne Collucci of American Express encouraged me to become involved with the annual trade show.

"I did, and I was hooked. Charlie Scholl and Wayne Vodar were great people to work with on this event." In 1999, he became chairman of the Trade Show Attendee Committee, a position he's held ever since.

In the years that followed, Bisogno forged many close friendships within the organization, expanding both his personal and professional circles. He found a cheering section, a support group, and an accomplished peer network he could consult for advice.

So when Joe Spillane called him in late 2004 and asked if he would consider joining the chapter leadership, Bisogno readily accepted the opportunity to increase his involvement. He appeared

before the nominating committee and was inducted at the holiday meeting.

"I've loved every minute of it," says Bisogno. "Treasurer is a very detailed position and very time consuming, but I



enjoy it all. And I appreciate the trust and confidence the current leadership, as well as the members, have in me.

"I'm happy to give back to this organization that has helped me over the years. I've met some great people, who assisted me when I needed it. My service to the chapter provides a sense of accomplishment and creates good character for the business world."

While he has always been proud of the New York City chapter, Bisogno is excited about the organization's present opportunities.

"Look at the progress made with events like the trade show and the CPP review program," he says. "We have fought off the challenges afflicting many organizations by maintaining high meeting participation."

According to Bisogno, the chapter has historically had strong leadership, but he acknowledged that much of the networking relied on existing connections and who knew who.' Attendees now include many new faces, who represent the leaders of tomorrow.

Also, chapter priorities have shifted in recent years.

"I see it as a much stronger chapter focused on educational development, but still providing the warmth necessary to make attendees feel at home, to show that the other members are here to help," says Bisogno. "We're making more donations to worthwhile groups; there's less of a 'play golf' mentality."

Even as the chapter evolves, fresh challenges emerge. The educational focus, for instance, competes with information sources available on the Internet.

"We must make members understand that attending events is not only good for them personally, but it will also prepare them as future leaders."



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## EMERGENCY ACTION PLAN DIRECTOR COURSE IN PERSPECTIVE

By Robert J. Donnelly

arly on, I was asked to comment on the newly required course, Fire Safety/ Emergency Action Plan Director. I needed time to look at the process. This additional training did seem logical, considering New York City is a more likely target than Casper, Wyoming. My comments here are based on a six-month process of developing curriculum and applying resource material to give my students at New York Fire Safety Institute a foundation in operational details to help them protect people in High-Rise Office environments.

Stepping back from the details of the action options, I believe the effectiveness of even the most best-run operations to save occupants in high-rise buildings from injuries and death, will turn on questions of public education and acceptance.

The task of selling the ideas array of responses contained in RCNY 6-02 will need more foundation than an "EAP Drill" offers in most situations. In other words, can I gain the confidence of several thousand occupants, to do as I say if our building is threatened or exposed to a nuclear or chemical attack?

### The 9/11 "Drill"

High rise office buildings near Ground Zero and closest to the WTC attack, were self- evacuated on 9/11/01. People ran out into the streets and away from the WTC disaster motivated by fear and lack of any preparation for a non-fire event. A clear objective of the EAP Director course and the required written plan is to provide an organized structure for best-case scenarios for each type of threat that your high rise office buildings occupants' might face.

You may have all the material prepared and organized, however if you find yourself working in a vacuum and lacking full support and confidence from those in authority, it will be difficult at best to be effective in a real emergency. You have to "enroll" others in wanting this program to work. You must sell them the idea that coordination and practice will pay off, should your building come under any form of attack.

### The EAP Staff & Brigade is Vital

One portion of the EAP mandate, and one where there should not be any disagreement, is the vital role the EAP Brigade will play in guiding evacuees. They will make the most significant difference in whether we are able to assist occupants get to safe shelters in the facilities or guide occupants out of the buildings themselves.

Can each of us, as on-duty EAP Directors keep our brigade and employee staff from bolting and trying to get home to protect their loved ones before it is safe to do so? The burden

is on us. We have to keep order. Our population of volunteers is only going to follow direction and act almost on "reflex" if they are conditioned to do so, regularly trained, and follow orders. To make it happen on demand, takes strong support from all levels of authority, on-site and in government.

Planning meetings with floor wardens, local first responders, property management executives and the other stakeholders is needed and essential. Our job is to "enroll" all of these groups in a team effort to produce a working emergency action plan that all can use. The possibility for another disaster is real. If you get everyone to buy-in on a functioning EAP plan you improve everyone's chances to protect themselves from injuries and death.

Overall, the EAP Director Program and certification process does what it is supposed to do. Those who become: "certified "EAP Directors" at FDNY will have sound options for given threats. What facility management should ask itself is, 'have we designated the right people to run a complex emergency?' I believe the weak link in any "plan" can be the performers themselves, if they can not speak clearly over the public address system, and lack leadership qualities.

#### **Continued Terrorist Attacks?**

It was a shock to realize the stakes are very high when we talk about "non-

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fire emergencies". The subject almost sounds trite: small incidents, easy to deal with... not a big deal. However, once I began reading the source material to develop this course, I realized the scope of destruction and high body counts we might deal with. A mass casualty incident includes: weapons of mass destruction with high mortality rates, but also natural/man-made disasters where there is complete disruption of normal services; the introduction of physical and medical hazards; the loss of electric power, water, and civilian order.

#### **Summary Considerations**

I question placing responsibility to carry out effective actions during a terrorist attack or other major emergency in the hands of persons least able to give direction and instill confidence in a panicky population. This is not the job for those who take orders; an EAP Director should be one who gives orders and is capable of managing a crisis.

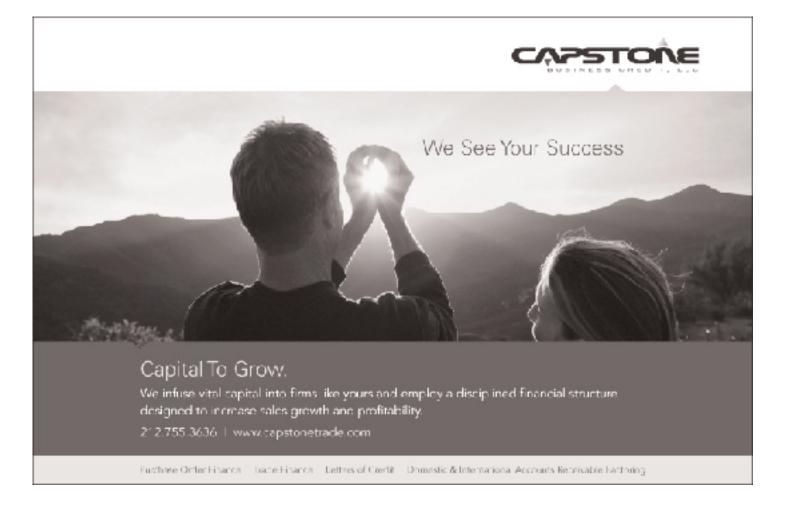
- Is the FDNY EAPD (Director) Certification enough to pass the legal 'acid test' for "competency"? It could be time for building owners and managers to take a closer look at who they put in charge of response to potential " World War Three" scenarios impinging on their multi-billion dollar facilities. Further, about 60% of the certification exam covers directly relevant specifics. Other areas in the curriculum seem to suggest that hazmat teams are inadequate to determine types of hazards without EAP Directors' "advice". Review procedures now, before they defeat the team approach we are looking for...
- The organization of the EA-Plan itself is clearly a military model, in which "good soldiers" perform well. The FDNY-produced document would work well if all personnel were FDNY

- members. Civilians need motivation, training and confidence in the mission. You can not put all that into a paper exercise.
- RCNY 6-02 alone will not be enough preparation should massive attacks occur affecting high-rise facilities. City governments and commercial realty interests will have to demand federal funds to increase training, drills and to allocate more resources for potential civilian mobilization efforts in all our big cities.

More on this in the future...

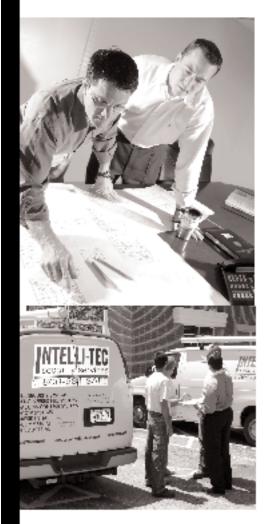


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# FACING THE REALITY OF TERRORISM "OVER HERE."

By Marc Prowisor

Air sirens screamed out. American students moved into school hallways, crouching down on floors protecting their heads with their arms. This was the typical drill when we feared nuclear attacks from our enemies, post-WWII. People built fall-out shelters. They practiced living underground. Many children growing up during that period had nightmares of their homes blowing apart, just like they saw in the civil defense cartoons on black and white TV. Some laugh when they think back to those times. Others see the current world situation is not that different; fears of terrorist attacks both small and large.

Marc Prowisor's article may rekindle your thoughts about how we address concerns about life safety on home turf and how we engage people in our communities and youngsters in increasing their vigilance without high anxiety.

The reality of terrorism is no longer a problem "over there". We find today's terrorist threats in all places and aspects of our society. 9/11 was a vicious wake-up call.

—EDH

Last century, western nations held open arms to peoples from all over the world, willing to assist where necessary and often taking in many less fortunate. Now, we find within our borders, there are groups ready to rain violence and destruction on our society and families.

While our defense and security departments rush to meet this threat, they have discovered that it takes more than their super-human efforts to stop it.

The general civilian mindset has been to think that our defense forces have the responsibility to protect and respond to these evil organizations. Yet success in this mission lies with getting full cooperation among us all, uniformed and not. In recent disasters world-wide, when we all join forces we arrive at solutions quicker and save lives.

Perhaps the best examples for how to respond to terrorism exist in Israel, especially in the communities of Judea and Samaria. Since its conception, Israel has been plagued by terrorism. Out of necessity the citizens and their armed services have had to develop some of the best anti-terror apparatus and procedures available today. While Israel's military has become legendary in the counter-terror field, less is known about the other side of the coin, the civilian intervention.

When we hear the term "first responder", we often think of police officers, the SWAT teams and other specialist teams. While these individuals and teams have the ability to deal with any problem, they take time to arrive. For example, state-side: 'situation reports' only begin when these "forces" arrive on the scene. Time can be lost until a comprehensive picture becomes available and it can cost human lives.

The situation in Israel is different. It is the 'civilians'-corporate security directors, local school superintendents, sanitation managers -that the armed forces depend on to give them primary situation reports and at times "tactical first response". Since they are most familiar with the facility or community where an event is occurring, they are also the most qualified! Their training is significant and integrated into the overall response plan –not just to be deployed after an official determines

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that an "incident" is in progress or has already happened. In the past decade experience has become the popular teacher – and as Mark Mershon of the FBI quoted Benjamin Franklin: it is a "hard school."

Over the last six years, terror organizations throughout the Middle East have brought on a new onslaught of attacks against the only western society in the Middle East in hopes of using it as a stepping stone to attacks against the rest of the free world. While politics and politicians have a direct effect on the development of these events world-wide, we will look at the immediate problem: saving lives and protecting our loved ones.

In forums, conferences and discussions of terrorism and Homeland Security, we hear from military and intelligence officers on what steps and equipment we might need to defend ourselves. And technology is taking us leaps and bounds forward in the field as well. I believe this is all necessary and correct. However the voice of the actual "first responder" the person who is actually on hand at the threatsite, is often unheard. What information and equipment is that individual lacking; what could we do in order to increase his efficiency? How could we better support the professional who is already there first?

Millions, if not billions are being spent on security systems and training for personnel... rightly so. However, one of the most important resources is often overlooked: the Security Director/coordinator, the people he works with and the employees or personnel readily available.

Any professional knows that organization is often the key to success. Frequently terrorist or natural disaster situations suffer from "too many cooks in the kitchen," each with their own theory and S.O.P. The National Incident Management System (NIMS) and all our government-focused instructions about how to organize response to critical situations are not about counting on 'regular people' in the midst of the situation as it happens. The books and videos and DVD'S are

about how to organize perhaps the 15 different "recognized" types of first and second-tier responders. They are not looking to those who have savvy and happen to be on-site in the first moments.. Perhaps this lingers because our government-based "professionals" still do not give civilian security leaders much recognition.

While various organizations have been sending law enforcement professionals to Israel for learning forums and programs, it is extremely rare for these groups to meet with people who are directly responsible for saving lives. "Security Director/Coordinator" in Israel takes on a different meaning. Meeting with the "higher ups" is valuable; meeting with the guys in the "real" field can be the learning experience.

It is time to look ahead and review the concept of preparedness from a different point of view. And it is not as bothersome as it sounds. In some cases it can be accomplished with minimal disturbance to our life styles. General awareness is a key factor. The majority of our society prefers to ignore the problem, hoping that it will go away by itself. By educating our society to just be "aware" we increase our efficiency ten fold. The individuals that are willing to be involved exist all around us and it is time to bring them into the picture.

Simple training seminars are available. Exercising minute effort can foil the greatest of nightmares. Often when the pill isn't too large or too bitter, we can convince people that it is "worth it" to get involved. It is this awareness in Israel that has led to numerous successes in thwarting terrorism.

For instance, it is very "American" to pick up something unusual, even from the street. It could be a wrapped package or even a folded paper bag that one thinks might belong to someone, or it could be an item that looks intriguing. In Israel, even the smallest children know not to touch any item out of place in the area — but to immediately report what they have observed. As Americans, we never assume that it's a bomb... life has changed.

Any professional knows that organization is often the key to success.
Frequently terrorist or natural disaster situations suffer from "too many cooks in the kitchen," each with their own theory and S.O.P

I am not speaking of creating paranoia but letting the general public know that we all play a part in this challenge. Instead of letting a situation control us, we take control. The whole: "See Something-Say Something" campaign in the subways is an example.

Additionally, we all remember how state troopers, police officers, and firefighters came to visit our schools as children. The concept of "suspicious objects" and "suspicious behavior" can be taught without alarming our children. Wasn't it the observations of a clerk in a video store that led to the arrest of the terrorist cell members in south Jersey? This same awareness can be taught. This way we develop slowly and surely into a more secure society. There are many techniques that can be used, and this process does not occur overnight. The outcome however, can be priceless.

We are all together in protecting our families and loved ones, and we can all do something about it will produce a better security solution. Our goal in the end is to grow old and enjoy our grandchildren — that is the mission objective.

Marc Prowisor, CEO of Shilo Security Solutions, served as a first responder and Security Director in Israel for over 10 years. He can be reached at: 001-305-767 4142; cell phone: 972-54-223 7727 and e-mail at marc@shilogroup.com or www.shilosec.com.

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#### Golf Outing 2007

The ASIS NYC Chapter's Annual Golf Outing has become a classic! Each June it marks the beginning of the summer season and provides some friendly competition in a beautiful setting! The event was a rousing success, thanks to former Chapter Chair Bob Ildefonso. Our appreciation again to Lynn Brown for getting us onto this beautiful course at Sands Point. The day could not have been better, the weather fabulous, the dinner outstanding; and of course the company of so many of our ASIS colleagues. See you there next year!



Bob Ildefonso with winners, Frank Santamorena, Sean Ryan and Vinny Coniglio.



Bob Ildefonso, who has been chairing this event for over a decade, welcomed teams of golfers to the 2007 Outing.



Another team of award winners is pictured with Lynn Brown and Bob Ildefonso



Bob Ildefonso presented awards to winners who included: Rick Rosario, Don Kasten, and John O'Reilly among others.



Bob Ildefonso and Lynn Brown

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#### Calendar of Meetings

September 14, 2007 Chapter Luncheon

October 12, 2007 Chapter Luncheon

November 9, 2007 Chapter Luncheon

December 14, 2007 Chapter Holiday Luncheon

**Location:** The University Club (1 W 54th Street)

Time: Noon - 2pm

**Parking:** Central Garage, 17 E 54th Street (\$18.00 if validated by The University Club)

**Dress Code:** Male members and guests are required to wear jackets, dress shirts and ties. Female members and guests are required to wear clothing meeting similar standards.

Note: The University Club operates a no cell-phone policy in public areas of the club. Please respect others by shutting off all electronic devices.

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You can also view the calendar of Meetings & Events on the Chapter website at www.asisnyc.org.

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