



## WELCOME YUBA SUTTER MALL

MaxSent is pleased to announce our newest partnership with Yuba Sutter Mall in Yuba City, CA.

MaxSent's team traveled to Yuba City, CA in April to meet the team and provide guidance for a smooth transition. We are excited to have these new opportunities to enhance our presence in the retail space and provide outstanding security services for our newest client.



VOLUME 1 / ISSUE 2 / JUNE 2017

### LETTER FROM THE PRESIDENT

*Todd Pattison, President/CEO MaxSent*

Everyone;

It is hard to believe that 2017 is almost half over. The first part of this year has been filled with many new opportunities for MaxSent. We were one of the first security companies selected by DHS/FPS to implement the new National Weapons Detection Training Program (NWDTP) Train the Trainer Program and have sent three of our trainers to the training at the Federal Law Enforcement Training Center (FLETC) in Georgia. We have started services at a new shopping center, Yuba Sutter Mall, in Yuba City, CA. We have many proposals under evaluation with the Federal Government and various shopping centers nationally. With all of these changes there are increased opportunities for everyone at MaxSent to grow and advance within MaxSent. Throughout all of this the one constant has been the wonderful customer service **every** MaxSent employee has shown to every client every day. The level of customer service provided by each of you is second to none and what is leading to new clients choosing MaxSent as their service provider. Thank you one and all for being “Exceptional Without Exception” every day! It is very much appreciated by not only me, but all of our valued clients!

### INCIDENT AT RIDGMAR MALL

On May 1, 2017 there was a fatal shooting at Ridgmar Mall located in Fort Worth, TX. The incident began off mall property and continued on to the mall property where the victim was fatally shot. We would like to commend the entire staff and Manager, Ben Perez, at Ridgmar Mall for their hard work and attention to detail. The staff's diligent work in preserving the crime scene assisted the Fort Worth Police Department with locating the suspect. Fort Worth P.D. passed on recognition and kudos to the team for their great work! Thank you Ben and the entire team at Ridgmar Mall!



## SUMMER WELLNESS TIPS

For those individuals who have to and/or choose to work outside, it is extremely important to take the necessary precautions to protect your health during hot summer months. Heat illness and heat stroke are serious medical conditions that affect thousands of people, but particularly during the summer months, people should be extra careful.

**Drink up!** Do not wait until you are thirsty to start hydrating. Drink two to four glasses of water each hour.

**Protect Yourself from the Sun-** Since you are going to be outside in the heat, it is important to protect your skin from the sun. Avoid working at peak hours of sun exposure if possible and take frequent breaks. You should also use sunblock any time you are outside and reapply frequently!

**Protect Yourself from Insects-** Follow instructions closely for use of insect repellent during your time outside to protect against mosquitoes, ticks, and other insects!

**Sleep Well-** Resist the urge to stay up later during long summer days. Instead pay attention to good sleep hygiene by keeping the same bedtime and wake-up schedule and not drinking alcohol within three hours of bedtime.

## MAXSENT EMPLOYEES OF THE QUARTER

MaxSent awarded an employee on each of our Federal Government contracts with the "Employee of the Quarter" Award. Erick Nilsson in Tennessee and Bruce Ward in Alaska each received a certificate and gift card for their service. Bruce has served on the federal contract in Alaska for twenty years! He celebrated that anniversary just this February. Thank you Bruce for your time in service, we appreciate all that you do!

Erick Nilsson has also been a long time employee on the federal contract in Tennessee, he celebrated 17 years in May. Erick also was a key component in a recent FPS covert inspection, he found a bag that was dropped and also assisted FPS in their area inspections. Great Job Erick!



*Erick receiving award from Charles Norfleet*

## MAXSENT NEW TEAM MEMBER

In March MaxSent welcomed on-board a new HR Manager, Erinn, in the corporate office in Maryland. Erinn has operations and hospitality experience. Her HR career has mainly been spent in the hospitality space as well as supporting federal government contracts. Erinn brings with her a passion for our people, both internal and external customers. On a personal note, Erinn lives locally in the Edgewater, MD area with her husband and their dog Oscar!

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