

WELCOME NEW WS DEVELOPMENT PROPERTIES!

MaxSent is pleased to announce our newest partnership with several WS Development properties in Massachusetts and Wisconsin; The Street, Derby Street Shoppes, MarketStreet, and Hilldale.

MaxSent's team traveled to the Boston, MA and Madison, WI areas in August and September to meet the team and provide support for a smooth transition. We are excited to have these new opportunities and provide outstanding security services for our newest clients.



LETTER FROM THE PRESIDENT

Todd Pattison, President/CEO MaxSent

Everyone;

MaxSent is having a stellar 2017 to date. Not only is MaxSent having one of our best growth years, ever, but we have had many officers step up and manage some very difficult situations that have saved lives. While MaxSent is a “for profit” business, it is very important that we all realize how vital our services are to all of our clients. They count on each of us to always do the right thing to protect them and their many clients.

In August 2009, MaxSent started providing services to WS Development at Legacy Place in Dedham, MA. On September 14, 2017 MaxSent began providing service to five new additional WS Development locations located in Massachusetts and Wisconsin. This is a true testament to MaxSent's incredible customer service and perseverance to always be “Exceptional Without Exception”. Thank you to everyone that assisted with the startup of these new accounts! I appreciate it very much!

As we enter the last three months of 2017 this is the time for everyone at MaxSent to shine. With the forthcoming holiday season, it is very important that everyone put their best customer service skills forward. As we all know, the closer we get to Christmas the less time everyone seems to have and the shorter everyone's patience becomes. It is our challenge to not take any of that personally, and to continue to represent our clients, MaxSent, and ourselves with the utmost professionalism and caring.

Thank you to everyone for all of your hard work and daily efforts! They are very much appreciated by more people than you know!

PREPARING FOR THE HOLIDAY SEASON

The holiday season is approaching quicker than we realize! This means crowded malls, full parking lots, impatient customers, and GM's under mass amounts of pressure. Security Officers must be overly diligent in performing their duties, while providing an excellent level of customer service. The holiday season always comes with an increased responsibility; including regular and extended mall hours, special events, and traffic control. Take the time now to start planning ahead for staffing needs, client meetings, and administrative functions (what can you do now to save time later)! This time of year is critical to our client, and is important that we shine as their valued partner at all times!



FALL WELLNESS TIPS

The transition from summer to fall can be a challenge. To help ease the change, read a few tips below to get you ready for the colder months and keep your mental (and physical!) health in check.

Get a Flu Shot! Everyone should get a flu shot, but especially if you have an underlying condition that might predispose you to getting sick, such as being a current or former smoker, anyone with an autoimmune disease, people with diabetes, and the elderly. Anyone working in a healthcare, community, or public setting should also get vaccinated. The flu shot can

cut your risk of getting the flu by up to 60 percent, according to the Centers for Disease Control and Prevention.

Protect Yourself from the Common Cold- Even if everyone around you is sniffing, you should still take steps to protect yourself. Cover your mouth when you cough or sneeze, wash your hands regularly, get plenty of rest, and eat a healthy diet.

Prepare for Daylight Savings Time- Go to bed earlier when you can, especially the week before the clocks change. Longer periods of darkness = longer periods of sleep!

Stay active! It can be easy to just sit around all the time, but it's important to get in some movement throughout the day. Raking leaves or shoveling snow counts!

MAXSENT RECOGNIZES ANCHORAGE PSO'S

On September 13, 2017, PSO Ashwood and PSO Sloan performed outstandingly during an extremely high pressure situation. The PSO's received a medical emergency call, on arrival to the parking lot, an unconscious female adult in a vehicle was found. PSO Sloan gained entry into the vehicle; PSO Ashwood opened the driver's side door and protected the head of the unconscious female speaking to her in an attempt to get a response. PSO Sloan checked for a pulse (that was not found) and performed a finger swipe to ensure no airway blockage. At one point, PSO Sloan was asked to take over chest compressions and did so without hesitation and utilized his CPR training. Both PSO's directed the EMS units to our location and provided updates to the Denver MegaCenter when needed. With the combined actions of these PSO's and FPS, lifesaving actions were taken. EMS transported the female to the hospital where the victim later made a recovery. This is a perfect reflection of the professionalism and personal courage needed to get involved in stressful situations. These PSO's acted under stress and performed lifesaving techniques without question while being recorded and watched by over 50 bystanders whom did not act, but watched.



MAXSENT NEW MANAGERS

This quarter, MaxSent welcomed four new Managers and a Supervisor to support our new and existing WS Development properties.

- Chris Hansen – Legacy Place
- Chris Perry – The Street Chestnut Hill
- Scott Hentosh – MarketStreet Lynnfield
- John Davis – Hilldale
- Julie McEnrue – Derby Street Shoppes (Supervisor)

We are excited to welcome these managers to our team! Be sure to give them a warm welcome if you have the chance.

Do you have a story or highlight for inclusion in MaxSent's newsletter? Email to hr@maxsent.com for consideration.

MaxSent
137 Mitchells Chance Rd.
Suite 280
Edgewater, MD 21037
443.221.2750
www.maxsent.com