

MAXSENT WELCOMES FPS MARYLAND AND FPS MONTANA, NORTH DAKOTA, AND SOUTH DAKOTA

MaxSent is pleased to announce the commencement of our newest federal contracts!

FPS Maryland commenced operations on August 1st. The main office is located in Baltimore, MD. This contract is MaxSent's largest to date. MaxSent's team worked diligently through the 120 day transition period to screen, train, and onboard upwards of 290 incumbent employees!



FPS Montana, North Dakota, and South Dakota commenced operations on October 1, 2018. MaxSent's transition team has been working to onboard 80 incumbent employees!

LETTER FROM THE PRESIDENT

Todd Pattison, President/CEO MaxSent

Everyone;

As we enter the final three months of 2018, I want to personally thank everyone that has worked so hard this year to ensure all of our new contract transitions have gone smoothly. The efforts put forth during these transitions has been acknowledged by our valued clients and will lead to additional contract wins.

The last three months of every year are always the most challenging in the professional security industry. It is very important to be proactive and start planning your deployment schedules for the rest of the year. With the national unemployment level the lowest it has been in decades, I know it is difficult at best to find that right person to fill openings for your contract. Now, more than ever, each Manager needs to work to develop resources for recruiting other than placing an ad. If anyone needs help with recruiting, please call Ashley and Erinn directly and they can help you develop other recruiting sources.

Thank you to everyone for the best year MaxSent has had in our short 11 years of existence! I appreciate everyone's amazing individual efforts every day to always make MaxSent "Exceptional Without Exception"!

Thank you very much!-Todd

ICE PROTESTORS IN PORTLAND

The City of Portland underwent a long and stressful period of protesting at certain Federal Buildings. FPS evacuated the ICE building of all employees and PSO's, only protesters were present from June 19th – June 27th. On June 28th, FPS and ICE cleared protesters from Federal property and PSO service resumed. During this time Occupy ICE was camping out on the train tracks next to the facility. Protesters were arrested on July 9th as



they blocked a van from leaving an ICE building in Southwest Portland. MaxSent PSO's did an amazing job documenting the protest and recording the criminal activity. On June 22nd our PSO's recorded a protester climbing a flag pole and taking down the American Flag. The team in Oregon even received a commendation from the COR stating "We very much appreciate the professionalism and support of the PSOs during this stressful time" and that MaxSent's Officers were "very professional and doing an excellent job backing up the FPS Inspectors that were there protecting the building and arresting some of the protestors".

HR CORNER

As MaxSent grows, it is imperative that we are consistent and diligent in HR responsibilities. Increased employee count means increased odds for potential legal action. Whether that action be an EEOC claim, private lawsuit, unemployment, or an internal complaint. We need to be minimizing exposure at all times. Documentation of critical incidents, whether positive or negative, is also recommended so that managers have a record of employee performance spanning a period of time. Documentation about an employee's performance will allow you to discipline, terminate, or fairly promote, reward and recognize employees. Without documentation, making a case for any of these actions is difficult—and potentially risky for the employer. What this means for you:

- Anytime there is an incident at your property that raises a red flag, collect statements from all parties involved. Notify HR immediately. Even if there is not an investigation, it is important for HR to be involved.
- Example
 - Wrong: Mark is usually late for work. Mark misses too much work.
 - Right: April 1: Mark called in sick and missed 8 hours of work.
April 4: Mark arrived at work at 10 a.m., two hours late from his scheduled start time.
April 6: Mark scheduled a doctor's appointment and then, stayed home to have a new furnace installed.
April 12: Mark called in sick and missed 8 hours of work.

Remember an ounce of prevention is worth a pound of cure

MAXSENT RECOGNIZES MATTHEW SIPOS

Matt Sipos joined the MaxSent team in 2013 as the Chief Financial Officer and Facility Security Officer. Matt has over 20 years of Executive Management experience spending the last 11 years as the CFO/FSO in the Security Industry for Companies providing services to Government and Commercial Accounts. Matt is a graduate of Le Moyne College, where he received his BS in Finance and Industrial Labor Relations. Matt is also a member of the Turnaround Management Association and maintains his TMA certification as a Professional Accountant. Last year, Matt stepped in to help the US Trustee ensure that over 350 FPS Protective Security Officers were paid by a bankrupt contractor. Matt also spearheads various Company fundraisers. In 2016, Team MaxSent raised over twenty thousand dollars for Special Olympics at the Maryland Polar Bear Plunge. Currently, Team MaxSent has raised almost ten thousand for the local cancer center in the Fish 4 a Cure event. Team MaxSent will be fishing on Matt's Boat, The Never Satisfied. It is a little known fact that the primary reason MaxSent submitted a proposal for our current FPS Alaska contract was because Matt had never been to Alaska to hunt and fish and saw this contract as a means to accomplish that. Needless to say, Matt is now on a first name basis with Fish and Wildlife for hunting and fishing permits. The combination of professional and social contributions support our decision to highlight Matt Sipos in our October newsletter.. Thank you for all you do Matt!



NEW CORPORATE OFFICE TEAM MEMBERS

In August, we welcomed three new corporate office staff members!

- Travis Grooms – Business Development: Travis comes to MaxSent with a wealth of security and operations knowledge. Travis will be spearheading efforts to continue to grow our business
- Tricia Wingert- Payroll: Tricia is here to improve our payroll process and improve efficiency. Tricia will be assisting with implementing system updates to include electronic timekeeping.
- Amber White- Office Administrator- Amber joins MaxSent with extensive administrative and office knowledge. She will be assisting Payroll and HR in addition to being the friendly voice that answers your calls!

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

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