

MAXSENT WELCOMES FPS NEW JERSEY

MaxSent is pleased to announce the award of our newest federal contract for Southern New Jersey!

The FPS Southern New Jersey transition period commenced on January 17, 2019. The team travelled to Southern New Jersey to hold the initial transition meeting on January 19th. This was MaxSent's first opportunity to meet the first -class management team and employees. MaxSent looks forward to the 120-day transition period to screen, train, and onboard approximately 60 incumbent employees by June 1st.

Contracts. MaxSent is still, more than ever, committed to the essentials of great customer service and meeting client needs. The Company is now also licensed in 44 states. Each day clients are requesting to expand their services as a result of everyone's hard work.

EMPLOYEE AWARDS PROGRAM

MaxSent places a large amount of value in our successful Employee Awards Program. In 2018, MaxSent issued 124 Certificates of Appreciation and Gift Cards broken down as follows:

-FPS: 68

- Commercial: 56

That is truly some great work by our employees. Some of our favorite stories are below:

- Several **FPS Oregon** employees were recognized for responding to ICE Protestors in July. The protesting situation was hostile and featured on local news. Our PSO's stepped up in assisting FPS in minimizing harm to our customers and buildings without any hesitation.
- The Corporate Office has received several calls from customers visiting different Federal Buildings in the **FPS MD** area to compliment the extreme professionalism and quality of service provided by different PSO's on several occasions.

LETTER FROM THE PRESIDENT

Todd Pattison, President/CEO MaxSent

Everyone;

On February 1, 2019, MaxSent will celebrate its twelfth birthday. In looking back, the past twelve years have been filled with many wonderful memories, stories no one would ever believe, disappointments, many successes, and above all many great relationships. I will never forget how exciting it was to win our first contract. I still have that same feeling each time we are blessed with winning a new contract to this day. The best part of all our contracts are the wonderful new people we start to work with and the new relationships we forge. The original premise for MaxSent was that we were going to provide a level of customer service and transparency no other professional security officer company had ever provided before. Twelve years later, MaxSent's philosophy has not changed and is proving to be what many clients want from their security provider. Thank you to all of you for making MaxSent the company it is as it celebrates its twelfth birthday! Thank you for always being "Exceptional Without Exception"! It is very much appreciated!

Thank you very much! -Todd

2018 IN REVIEW

MaxSent has experienced a very exciting year. Over the last 12 months we went through a substantial growth spurt. To support the growth, MaxSent has added new corporate office team members and a variety of trainers on the FPS

- **FPS Alaska** PSO's were recognized for assisting an individual after a car accident in a parking lot. The PSO's were able to safely attend to the victim while waiting on Police and EMS.
- Security Officer's at **Lloyd Center** in Oregon were recognized for assisting the Police with apprehending a criminal in the mall. Officers were also recognized for administering emergency aid to a victim in the mall as well.
- **Reston Town Center** in Virginia is known for receiving notices of our Officers going above and beyond to help customers and being recognized for their exemplary customer service skills!
- Security Officer's at **Ridgmar Mall** have been recognized for apprehending a known criminal, successfully assisting the Police, and their wonderful service skills.
- Officers at **MarketStreet, Legacy, Derby Street, and The Street** in Massachusetts are consistently being recognized by customers for their attentiveness and quality interactions.



FPS MD – Mike Simmons (CM) and PSO Shifflet



FPS OR- PSO Bartley, PSO Akins, Supervisor Oliveros, and PSO Weddle



FPS MT, ND, SD- Supervisor Reeves with PSO Allen

Are you next? Treat each customer and interaction like it's your best and you never know who will notice and report back the good service! You might get recognized with a Certificate signed by Todd and a Gift Card!

MAXSENT RECOGNIZES DANA GROMEN

Dana Gromen joined the MaxSent team in 2014 as the part-time Office Manager assisting with payroll. As MaxSent grew, Dana continued her career growth. She became full time within six months, managing the complete payroll process. She then grew her role to assume state licensing, A/R, and A/P. Dana is the “go-to” person in the corporate office! Dana has been in an administrative role in the Security industry for over 25 years. She also holds a degree in Criminal Justice. Outside of work, Dana spends quality family time with her husband of 27 years and her two children; Trevor 22 and Devin 20 and her Golden Retriever Finnagan. Dana spends her time supporting her children’s college level academic and athletic endeavors, when not cheering on her professional sports teams – the Cowboys, the Capitals, and NASCAR. Dana also enjoys spending time in the mountains with a glass of wine! Dana’s vast array of contributions over the last five years support our decision to highlight Dana in our February newsletter. Thank you for all you do Dana!



FISH FOR A CURE

Part of MaxSent’s core values include giving back to those in need. In November, MaxSent put together a team to participate in a local charity event called “Fish for a Cure”. MaxSent’s team raised over \$11,515 to donate to an organization that helps those going through a cancer diagnosis. Cancer has touched the lives of many MaxSent employees, so we participate in this event as a way to give back.

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

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