

OPERATIONS CLEAN-UP

Please use this time of year to set the tone for 2020. During the first quarter there will be a mandatory inventory process that will take place. Start preparing by organizing uniforms, office equipment, weapons, radios, and other communications equipment. This will allow you to move through the mandatory inventory process with greater accuracy and efficiency.

Also, always stay hiring. Warmer and more busy months will be here shortly. It will be imperative that you have a fully trained and uniformed staff once busier times are here.

LETTER FROM THE PRESIDENT – ANNIVERSARY EDITION

Todd Pattison, President/CEO MaxSent

Everyone;

On February 1, 2020, MaxSent will celebrate its 13th year of business. While many things have changed in the world over the past 13 years some things have remained the same. As much as technology has become an integral part of the professional security world, the most important element is still well trained, well groomed, professional security officers. These officers must be highly visible and provide excellent customer service to each and every person they encounter. As MaxSent enters our 14th year of business there will be an increased focus on all these basic elements. The better we are at the basics of being exceptional security officers, the more opportunities we will have to improve the quality of our lives. I invite everyone to take a few minutes and think “how can I be the very best every time I report for duty?”. Think about the ways you can ensure those that we have been hired to protect are getting our very best efforts each day. I want to thank everyone for all your daily efforts! I know we all have good days, and not so good days. However, we must approach every day with the intent of being our very best and if we do this as a team, we will have far more good days than not so good days. Thank you all very much for always being “Exceptional Without Exception”! Thank you very much! -Todd

MAXSENT AND KERBEROS

MaxSent had the pleasure of partnering with Kerberos International, a woman owned small business based out of Temple, Texas, as a subcontractor for the Center for Medicaid Systems (CMS) contract in Baltimore, MD. CMS consists of approximately 155-armed Protective Security Officers now employed by Kerberos and/or MaxSent. The contract commenced service on December 1, 2019. MaxSent has also entered into a mentor/protégé relationship to further the partnership with Kerberos. The mentor/protégé program is administered through Department of Homeland Security (DHS) and will allow MaxSent to share FPS contract management knowledge and practices with Kerberos. MaxSent will also provide operational business development and financial management expertise to Kerberos along the way. MaxSent is happy to welcome Kerberos to the MaxSent family!



HR AND PAYROLL CORNER

The HR department has been working diligently on implementing and testing a new Applicant Tracking System, Clear Company. The new portal will take the place of posting directly to Indeed only and will allow postings to appear on several different job boards with one click. All the applications will then be collected electronically in the Clear Company portal and will be subject to further resume screening to ensure the best possible candidates are available to our Managers. HR will reach out to each Manager and/or Office Manager to schedule training.

MaxSent is excited to announce the addition of IPAY, an ADP resource, to employees. IPAY is an employee self-service portal offered by ADP. Current and former employees have the ability to access 2019 W2's in the portal. IPAY allows employees to log in and have instant access to pay stubs and other pay information. Employees can also update tax, direct deposit, and address information as well. If employees have any questions, please provide them with the IPAY information you have received via email or direct them to the corporate office!

MAXSENT RECOGNIZES ERINN MCDONOUGH

Erinn is part of MaxSent's Corporate Office support team in Annapolis, MD as the Human Resources Manager. She started work with MaxSent in March 2017. She has over eight years of experience in HR, but also has some operational level background with other employers. Erinn first started her career in HR in the hospitality industry. She loves the recruiting process and helping employees and managers be the best that they can be each and every day. Fun fact- Erinn prepares these Newsletters, however Mr. Russ Scholl was kind enough to draft this specific recognition!

In her spare time, Erinn enjoys being outside and going to the gym on a routine basis. Mom to Jamesen, Erinn's commitment to the job is second only to spending time with her one year old son. Thank you Erinn!



MAXSENT'S MASTER TRAINER



MaxSent now has an in-house Train-the-Trainer, Mike Jones. Mr. Jones is based in Maryland and is a Trainer on MaxSent's FPS MD contract. Mr. Jones has completed SafariLand / Monadnock certification as a Master Trainer and can now certify MaxSent's Trainers on Use of Force, Handcuffing, Baton and OC Spray. This helps MaxSent by not having to send Trainers to these various classes and take them away from their contracts and keeps all our company-wide training on the same program and consistent throughout the company. Mr. Jones will be doing these classes with our company Trainers on an annual basis to keep them current on these certifications. Congratulations Mike!

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

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