

## FACE COVERINGS

The CDC calls on Americans to wear masks to prevent COVID-19 spread. The main protection individuals gain from masking occurs when others in their communities also wear face coverings. CDC recommends wearing a mask that covers your nose and mouth and is secure under your chin. The mask must also fit snugly against the sides of your face.

Masks are currently considered part of the uniform and must be cared for as other uniform components. Please continue to follow all CDC guidelines in addition to any state or local guidelines and FPS regulations pertaining to the use of face coverings

## LETTER FROM THE PRESIDENT

*Todd Pattison, President/CEO MaxSent*

Everyone;

As we enter the holiday season it is important to remember to take time to enjoy with our families and friends, taking into consideration various COVID- 19 restrictions continuing to limit travel and gatherings. The year 2020 has been a most unusual year and presented us with a variety of unique issues, opportunities, and experiences. There are not enough words for me to express my appreciation and thanks to everyone for stepping up and working hard to ensure our clients' needs were met, without one excuse, always with innovative ideas and solutions. There is an old saying "some people can talk the talk, but can they walk the walk?". Without hesitation, every MaxSent employee proved that we are all capable of "walking the walk" and setting the standard for how professional security officer services should be performed. Each of you should be proud of your hard work and efforts this year! Thank you all very much for always being "Exceptional Without Exception" every day! I wish you a safe and wonderful holiday season!

## PORTLAND, OREGON PROTESTS AND WILDFIRES

Portland, Oregon, and the surrounding areas have seen unprecedented events over the last 120 days, encompassing extensive protesting and wildfires. There have been protests in Portland throughout the summer that have been held outside federal buildings where our PSO's work. Even as recently as Election Day, the National Guard was temporarily deployed to assist in protest management efforts. This not only creates literal roadblocks for our employees travelling to and from work, but also effects staffing. The FPS Oregon/ SW Washington contract has several National Guard members that were served orders to deploy for these efforts and therefore not able to provide services for MaxSent.

During Election week at various posts throughout Downtown Portland; FPS, BorTac, and the Oregon Air Guard Security Forces were deployed. At one Post an individual armed with a hammer smashed out several windows. At another Post, there was a large passing protest of a few hundred people that cleared out after several hours. Another Post experienced roughly one thousand protesters that gathered in front of an entrance gate and the park across the street as well as the Justice Center. These tense conditions not only affect our FPS employees, but also our Lloyd Center Security Officers. There have been individuals that have breached mall property after hours during a protest. Our Officers have been extra diligent in patrolling and reporting. FPS Supervisors and PSO's have come to the assist for Lloyd Center Officer's during these turbulent times.



## MAXSENT RECOGNIZES ROBERT CHASE

Robert Chase has had many key roles in his career with MaxSent. He started his career with MaxSent as a Lead Supervisor on the Memphis, TN FPS contract. In 2014, MaxSent won the FPS Alaska contract and was in need of an experienced Contract Manager to manage the contract. Robert had the experience and was looking for another challenge, thus MaxSent relocated Robert all the way from Memphis, Tennessee to Anchorage, Alaska in January 2015. Once there, he was faced with transitioning a contract with many past issues as well as many new SOW terms that needed to be implemented. Robert took on every challenge presented to him and successfully managed the FPS Alaska contract for the full five year term. He was also instrumental in winning the RE-AWARD of the FPS Alaska contract for another five years. Near the end of this contract another, larger, challenge presented itself as an opening for the Contract Manager position on the FPS Oregon/SW Washington contract. Robert was MaxSent's first, and only, choice to fill that opening and he readily accepted this new challenge. During his first year in this position, he has been faced with a variety of new issues unique to this contract from several months of nightly protests at and/or around Federal buildings in Portland, horrible forest fires in Oregon which lead to many emergency FEMA posts that needed to be staffed, smoke inhalation issues in the Portland area, and the normal daily challenges of managing the FPS Oregon/SW Washington contract. Through all this, Robert Chase remains one of MaxSent's strongest and most reliable Contract Managers and meets each daily challenge with the strength of his convictions. Thank you Robert!



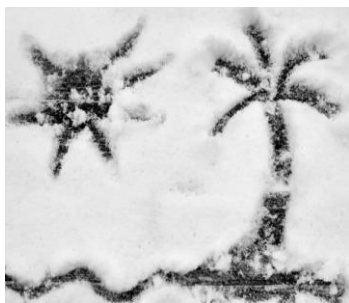
## HR AND PAYROLL CORNER

It is that time of year again- time to prepare for tax season! Please be sure to log in to your ADP account to verify your information, such as your Social Security Number, W4 and State tax selections, current address, etc. Any discrepancies will cause an incorrect W2 to be filed. W2's will be available electronically to you on your ADP account before the end of January 2021. If for some reason you have not logged into your ADP account please do so now @ <https://my.adp.com> and confirm your information. If you have forgotten your password you may reset it on the website. Please call your Office Manager or the Corporate Office if you need any assistance.

Also, with the unprecedented times this year, many of our employees have or are continuing to require unemployment assistance. You may be in a situation where you are collecting unemployment much longer than originally anticipated. Be sure to contact your local state unemployment office to be sure they also have correct withholding selections and other personal information. This will ensure timely processing of any tax related documents through the state as well.

## WINTER OF COVID-19 AND FLU TIPS

Winter has now brought on not only flu season but a COVID spike as well. But this holiday season will be different due to the ongoing COVID-19 pandemic. Here are a few items to keep in mind:



- Continue to follow CDC guidelines pertaining to COVID-19.
- Practice good hand hygiene (wash for 20 seconds).
- Follow CDC guidelines if you are feeling sick or experiencing COVID-19 symptoms.
- Keep your distance from others.
- Wear face coverings in accordance with state and local laws.
- Avoid touching your eyes, nose, and mouth.

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*Do you have a story or highlight for inclusion in MaxSent's newsletter? Email to [hr@maxsent.com](mailto:hr@maxsent.com) for consideration.*

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