

## NEW CONTRACT AWARDS

In 2020 MaxSent had the foresight to enter the Dept. of Homeland Security (DHS) Mentor Protégé program with Kerberos International and GXC Inc. As the result of this MaxSent and Kerberos have been awarded, with Kerberos as the prime, new contracts with FPS DEA, FPS Western Washington, and contract renewal of FPS Oregon/SW Washington. MaxSent and GXC have been awarded, with GXC as the prime, the FPS Delaware contract. With these new contracts comes the opportunities for current MaxSent employees to be promoted to various managerial positions to manage the daily operations of these contracts. The primary evaluation factor utilized when conducting evaluations of proposals for new contract awards is past performance. MaxSent's past performance is continually rated the highest rating possible, of highly acceptable. This is the direct result of everyone's daily attention to detail and providing exceptional customer service.



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## LETTER FROM THE PRESIDENT

*Todd Pattison, President/CEO MaxSent*

Everyone;

Sixteen years ago, I founded MaxSent with the desire to make it one of the most respected, reputable, diverse, and successful national security companies in the United States. While many things have changed with the security industry over the past sixteen years, the one constant factor that has not changed is the need to have professional, dedicated, customer service-oriented officers working at every post at every client location. Without these dedicated officers no security program is effective at deterring criminal activity and protecting critical assets. The only way MaxSent has come remotely close to achieving these goals has been through the daily efforts and dedication of every MaxSent employee, both past and present. The dedication of our officers is humbling when, for example, we have officers driving to work in blizzards to ensure a federal facility has an officer on post to protect that location and the clients that visit it. Words cannot express how proud I am of every MaxSent employee and their unwavering dedication to our clients and making sure their every need, and requirements, are met.

Thank you all very much for being part of the MaxSent family! Please know the service you provide is second to none, has proven by our incredible annual client reviews and contract retention rate. Thank you all very much for always being "Exceptional Without Exception"!

## HUMAN RESOURCES CORNER

For those of you who are currently on MaxSent's FCE health insurance plan...It's that time of year again! We are a few weeks away from Open Enrollment. Now is the time to review your coverage. During open enrollment you may add and/or drop coverage for yourself and your dependents. Please note to waive coverage, you must provide proof of insurance coverage elsewhere. We know your medical insurance will have a big impact on healthcare experience, so it is an important decision. Luckily, we alongside our reps from FCE Benefits are here to guide you through the process. All enrollments will be processed electronically via the FCE Benefits online portal. The portal will allow you to enroll into your benefits, make changes, review plan options, and upload documents. This will be a passive enrollment, that means if you don't have any changes to your current plan, then no action is required. Be on the lookout for an email in the next coming weeks from FCE Benefits.

Tax season is here and on April 18, 2023, individual income tax returns are due to be submitted to the federal government. By now, you should have received your W-2's from MaxSent's payroll department. All W-2's have been mailed to the address we have on file. In the event you need another copy of your W-2, please log into your ADP employee portal. There you will have access to view and download your W-2 in PDF format.

## MAXSENT RECOGNIZES Maesha McNeill

Maesha joined the MaxSent team as our HR Director in June 2022. Prior to joining MaxSent, Maesha specialized in HR, for over 20 years. Maesha first started her career as a Benefits Administrator for CIGNA. Since then she has worked in various aspects of human resources to include but not limited to benefits administration, career development, employee relations, labor relations, recruitment and retention, succession planning, and training and development in the transportation and property management industry. Her varied experience in so many areas of human resources, allows her to clearly see how her current position contributes to the big picture.

At MaxSent, her number one priority is supporting the human resources need for all contracts and making sure we remain in compliance.

When she has a free moment, Maesha enjoys traveling anywhere with white sand and crystal-clear water. To date she has traveled to Aruba, Bahamas, Cayman Islands, Dominican Republic, Hawaii, Jamaica, Mexico, Puerto Rico, St. Croix, St. Thomas, and Turks & Caicos. She is looking forward to adding to her list.



Human Resources is a team effort, and Maesha is so proud to work with a diverse group of individuals who go above and beyond to work together to make difficult tasks into simpler ones.

## OPERATIONS CORNER

With the arrival of winter, we need to be diligent about preventing slips and falls. If there is an incident involving an alleged workplace injury, please be sure to complete a First Report of Injury (FROI) as soon as possible. Then submit the completed form to your Vice President and Human Resources immediately.

With daytime hours shorter and roads getting worse, MaxSent drivers need to have an increased sense of diligence and caution while driving. Backing into a parking spot can help reduce accidents that happen while backing out of certain areas. Road conditions may worsen with bad weather, so it is important that vehicles are maintained properly and that drivers are alert and practicing safe driving.

## SAFETY

With the cold and flu season here, coupled with different variants of the Covid-19 virus, it is important to take steps to help reduce the spread in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your nose and mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets.

- **Avoid trips and falls on slippery surfaces-** Winter brings rain and the potential for wet floors and leaves. Be cognizant of your surroundings.
- **Practice defensive driving-** Drivers should be cautious of slippery roads. Also, winter brings less sunlight during the day and longer dark driving hours, use your headlights and drive with caution.
- **Get prepared for cold temperatures-** Ensure you have all cold weather uniform components and dress accordingly.
- **Don't take shortcuts on tasks or procedures-** Tasks have been carefully thought out to prevent safety issues, even if they do require a little more time. If there were a quicker way, we would already be doing it. Please follow all processes and procedures established.

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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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