



# The Sentry



**ASIS Houston  
Chapter Newsletter**

May 2011

*“Keeping an Eye on Houston Security”*

Vol. 8, Issue 3

## From the Chair

By: Mike Mallon – Chairman

### Greetings ASIS Brothers and Sisters!



The juncture between the end of April and early May was a busy and rewarding time for the executive team at ASIS Houston.

We started the last week in April by representing the ASIS Houston membership at the annual ARMA Houston Conference held at the Norris Conference Center in the new City Centre. ARMA is the educational and informational resource for our information and records management counterparts. Our own Susan Casias, who is also a respected member of ARMA and exhibitor, helped to ensure that ASIS Houston was well represented and taken care of at the conference. Thanks to the selfless dedication of almost two days of personal time from Ralph Burdett and Mike Przyborski, the records and information management professionals in attendance were able to become more familiar with the aims and goals of ASIS Houston.

The month was culminated by an invitation to attend the 40<sup>th</sup> Annual Honors Convocation ceremony at Sam Houston State University. Chuck Andrews, a Bearcat himself, graciously arranged for him and me to attend this awards ceremony that was both rewarding and educational. We represented the members of ASIS Houston and our generous supporters as we awarded three scholarships to students who are currently pursuing their Masters in Security Management. We were able to spend an enjoyable evening with the three recipients who constantly expressed their gratitude to ASIS Houston for the much needed assistance in the completion of their studies. We look forward to their future participation in ASIS Houston as part of our new student membership component; which brings me to our final paragraph.

The Houston chapter of ASIS International currently leads the nation as the first chapter to establish a Young Professionals Committee. The Committee, under the leadership of Bruce Alpe, is well on its way and is looking for both mentors and student members. The Young Professionals Committee is designed to address the issues experienced by someone who has recently entered the protective professions or is a student of the arts and sciences associated with the profession. If anyone is aware of a student interested in membership at ASIS Houston or, relatively new to the protective professions, please contact Bruce Alpe. Similarly, if any of our current members are interested, I invite you to join Chuck Andrews and me, as mentors to these up-and-coming professionals.

### ASIS International Houston Chapter 2011 Officers

Mike Mallon, Chairman, Charles Andrews, Vice-Chairman, Chris Dempster, Treasurer, Ann Marie Acree, Secretary - For Committee Chairs see “Officers & Committees” section of our website at [www.asishouston.org](http://www.asishouston.org).

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## From the Physical Security Domain Sample Questions of the CPP Study Guide, 13<sup>th</sup> Edition:

By: David Cribbs, CPP, PSP – Certifications Committee Chairman

The intrusion detection system which is used on a safe, wall and openings therein in an effort to establish an electrostatic field around the object to be protected is known as a:

- a. Ultrasonic system
- b. Microwave system
- c. Capacitance system
- d. Electro-mechanical system

This question is typical of some of the most commonly themed questions on the CPP test. It focuses on intrusion detection systems, which are a primary element of the physical security domain.

The answer here is c) Capacitance system. Ultrasonic systems detect sounds inaudible to the human ear, microwave systems generate a microwave field over a volume of area and detect disturbances to that field, and electro-mechanical systems generally utilize switches and other mechanical means to break an electrical circuit and gen-

erate an alarm. Capacitance systems generate an electrostatic field around a particular object, like a safe or wall, and detect disturbances to that field when something comes in contact or very close proximity to it.

## Physical Security Committee

By: Tom Hamilton, CPP - Physical Security Committee Chair

The Physical Security Committee promotes education and the sharing of information on new ideas and trends in physical security issues. If you are interested in becoming a member of this vital committee, we would really like to have you as a member. Our plan is to have a diverse cross section of security practitioners from every facet of the security industry; equipment and system vendors, private security contractors, security managers, Law Enforcement, and security consultants. This targeted mix of committee members will provide us with a unique perspective on the various aspect of physical security.

Our goal is to disseminate information on new emerging trends in physical security and educate our chapter membership sharing these trends along with ideas and best practices that reduce exposure to loss and liability. If you have an interest in working with this committee, please contact me at [tomh@hamiltoncsi.com](mailto:tomh@hamiltoncsi.com) or call 281-398-7774.



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## What's In Your Company's Fraud Toolbox?

By: Kent Brazelton - Investigation Committee

Just as a carpenter carries an assortment of tools in his tool belt for a day on the job, companies must also utilize many different tools in the management of fraud. Some tools however, are more critical than others. If for example, the carpenter were to leave his pliers at home, he might be able to use vise-grips to get the job done. However, he would never leave his hammer because of the critical role it plays on a daily basis. What then, is the equivalent of the carpenter's hammer in a company's fraud toolbox? Some would argue that it's the tip-line.

The Association of Certified Fraud Examiners conducted a survey of 1,843 cases of occupational fraud that occurred worldwide between January 2008 and December of 2009. In their 2010 Report to Nations on Occupational Fraud and Abuse, the summary of findings included the following points:

- The typical organization loses 5% of its total revenue to fraud. Applied to the estimated 2009 Gross World Product, this figure translates to a potential total fraud loss of more than \$2.9 trillion.
- The frauds lasted a median of 18 months before being detected.
- Occupational frauds are much more likely to be detected by tip than by any other means. This finding has been consistent since 2002 when we began tracking data on fraud detection methods.

- Small organizations are disproportionately victimized by occupational fraud. These organizations are typically lacking in anti-fraud controls compared to their larger counterparts, which make them particularly vulnerable to fraud.

The complete ACFE report can be found at:

<http://www.acfe.com/rtn/2010-conclusions.asp>

It is very important that organizations set a tone from the top that empowers employees to report suspicious activity without the fear of reprisal. The tip-line should be maintained in a confidential manner, provide for the anonymity of the informant, and have the ability to accept tips from both internal and external sources. Although tips from employees are most common, outside vendors and contracted resources can provide useful information that shouldn't be overlooked. It is obvious that all information received on the tip-line must be thoroughly investigated.

It has been my experience that once an investigation is initiated, the details of the case may vary greatly from the original information received from the tip-line. However, just by receiving the tip, you can get the investigative wheels in motion and looking in the right general direction.

A tip-line uncovers more incidents of fraud than any other fraud detection method. It is one of the most important, cost-effective, fraud fighting tools available and should be considered the hammer in your fraud toolbox. If you have any questions or would like additional information, please feel free to contact me at 713-516-5940.



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## Golf Committee Report

By: Tom Hamilton, CPP - Golf Committee Chairman



Plans are underway to make this year's annual fund raising event the best ever. We are playing our tournament on Monday, October 10th at The Club at Falcon Point, a links style course in Katy, TX just off Interstate 10.

We're beginning to sign up metal sponsors for this event and we're already having teams register. In previous years, we have sold out this fun event early. This year promises to be another sold out tournament. So if you want to support the Chapter's fund raising efforts that support our scholarship and charity donations, make your plans now and register to play.

We plan to have Closest to the Pin contests, Long drive for both the men and ladies as well as Hole in One contests on ALL par threes including a \$10,000.00 cash prize for a hole in one! Lots of good food, fun and fellowship and plenty of ice cold beverages will be in store for all our players.

We're still accepting donated items for the golfer's Goodie

Bags. If your company would like to donate specialty items we would be glad to add these to our collection. We also need donated items for our silent auction and there are still sponsorships available. Please consider supporting this year's event by becoming one of our valued sponsors. For more information, please contact, Tom Hamilton at [tomh@hamiltoncsi.com](mailto:tomh@hamiltoncsi.com) or call 281-398-7774.

## Social Committee Report

By: Darin Dillon, CPP – Committee Chairperson



We are looking for prospects who wish to sponsor an upcoming Social Event. Desirous of hosting a few of these events each year, the concept pertains to a party planned by YOUR company and allow for a short yet creative presentation to event participants. Should

you have interest in showing, sharing or just entertaining attendees with your products or services, please contact Darin Dillon ([Darin@Convergent.com](mailto:Darin@Convergent.com) or 713.204.7035) to further discuss the details.



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# Legislative Committee Report

By: Dave Parker – Chairman

There are only 5 weeks left in the legislative session and there is still much to be resolved with the budget, redistricting, and many other matters.

The security officer / patrol companies have had some concern about HB 2658 which has passed out of committee in the House. The bill has been modified to only require the addition that all vehicles must display the words “Private Patrol Services” in letters not less than 2 inches high. The bill also contains requirements that these vehicles “may not display the state seal or another seal or any variation of the state seal or another seal that may give an impression that the person is connected with the federal government, a state government, or a political subdivision of this state.”

We mentioned earlier that the security profession is lobbying for inclusion in the “lien law” for customers who fail to pay for services. No progress has been reported in this area.

Much of the deliberations concern the “rainy day” fund and how much in funds can/should be used to alleviate budget pressures. Additionally, there is much discussion on increasing fees, increasing charges for traffic tickets, etc.

There are a number of bills and discussions in the area of criminal justice which may not directly affect the security profession, but may be of interest to security professionals.

Senate Bill 1658 would clarify the role and jurisdiction of the Forensic Science Commission. It would allow the DPS to provide administrative support rather than Sam Houston University.

The Senate agreed in majority to a resolution urging Congress to detail how much money it would take for the federal government to enforce all immigration laws in the State. Senator Tommy Williams R-The Woodlands called his bill a “wake-up” call for Congress since our border has become increasingly dangerous to our citizens.

The Senate has also approved a ban on K-2, the synthetic incense substance, following the lead by some cities that have made the marijuana knockoff illegal. K-2 is widely

used as a substitute for marijuana since it mimics the effects of marijuana. Sen. Florence Shapiro R-Plano authored SB 331.

Senate Bill 377 by Joan Huffman R-Houston would raise the age for a child killer to be charged with murder. Currently in Texas that age is 6 years and this bill would raise that age to 10. Many other states have this age limit at 12 years. This has been approved and will go to the House for consideration.

The Senate voted unanimously to start a new state agency to monitor violent sexual predators who are required to remain in prison past their sentences to protect the public. SB 166 by F. Shapiro will create the Office of Violent Sexual Offender Management. This agency will oversee the efforts to go to court to keep violent offenders contained past their sentences.

A Senate sub-committee has recommended restoring about \$373 million in funding to the Texas Department of Criminal Justice and the Department of Public Safety. This would fund some programs which were slated to be cut. This will be presented to the Senate for a vote and is expected to pass.

There are a number of other bills and proposals in the Criminal Justice area which are up for consideration. The Campus-Carry bill, cutting \$34 million from prison schools, the Eyewitness I.D. bill, etc. The Senate is also discussing the new execution drug, cell phone jamming in the prison system (there is new technology being tested), prison system lay-offs, and a bill proposing that convicts pay more for their personal health care. It's a busy legislative session!

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## Security Officer Training – A Case Study

By: Greg Autry, CPP

Greenway Plaza is a 66 acre multi-use commercial office campus in Houston, TX. The complex employs contract security officers that provide around the clock security. Our Security Services Department includes a security control center with patrol coverage by vehicle, bike and foot officers.

Greenway Plaza security management has developed a comprehensive officer training program. We reviewed procedures and developed areas of improvement with the intent of enhancing the officer's job knowledge. It is our goal to insure each officer is properly trained for the position to which he/she is assigned. This program consists of:

- Initial onsite training
- Position certification testing
- Specialized training
- Recurring training aimed at maintaining officer proficiency.

An integral part of any security officer training program is obtaining acceptance of everyone involved. In our case it is the contract security provider. Support of upper level management is also essential. Without the support of all involved, the program will not succeed. We held strategy sessions aimed at developing an overall program. We then formulated a step by step implementation plan. We are fortunate to have Mike St Cyr as Training Manager. Mike St Cyr is a 16 year veteran of Greenway Plaza and has worked every position at our facility. His vast job knowledge is crucial to making this program a success. With management guidance, he took possession of the program and has made it into what we believe should be the industry standard for officer training.

Our initial step was to create a "new hire" training manual that encompassed the basic knowledge needed for employment at Greenway Plaza. This manual is used during the 40 hour on site training that is a prerequisite before commencing actual on the job activities at our facility. Mike developed the manual utilizing his classroom training lesson plans as well as management input.

### Resources and Responsibilities

Next, we developed a site training record that covers every position from dock officer to supervisor. Taking experience

gleaned from my US Air Force Security Police training, we took elements of the US Air Force certification programs and modified them to meet the unique requirements of Greenway Plaza. The training record lists every item that is required knowledge for each position. The record builds on itself in that some items are common to all positions and others are unique to that one post. An officer is only required to sign off on the items required for his/her current position. However the same record can be used if he/she moves laterally or advances to a higher position. As the officer is trained on a position, he/she signs off on the additional items required by utilizing the training record for that position. The training officer also signs off insuring that the individual officer understands and has demonstrated the ability to complete the task.

### Training

Every officer that is assigned to Greenway Plaza is required to attend a 40 hour site specific training program prior to being assigned to duties on site. This training is in addition to any training they receive from the security vendor. The training consists of:

- Classroom lecture.
- "Training" Continued on page 7.

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“Training” continued from page 6.

- Practical application exercises.
- On the job training.

Subjects cover the basic knowledge common to all positions at Greenway Plaza. Items such as fire panel operation, emergency response and incident reports, are taught in the week long course. The officer in training also shadows an experienced officer currently in the position. At the end of the training, the officer in training is required to pass a written test in order to be released from initial training.

Once the officer leaves initial training, he/she is assigned a training officer who is on the same shift as the officer in training. Normally this is the shift supervisor. The supervisor insures that the officer has retained the knowledge from the initial training he/she received. The shift training officer is also required to sign off on all the items unique to the position the officer in training is to be assigned.

### Certification

After 30 days working the assigned duty position, the officer returns to the training office for testing. The testing is divided into 3 parts, written, oral and a practical evaluation. The written test consists of multiple choice, true/false and essay questions specific to the officer’s duties. The oral portion is strictly question and answer. The practical evaluation consists of a drill that focuses on the individual officer’s duties and response to emergencies. If the officer fails any portion of the evaluation he is given remedial training in those areas and then is retested. If the officer still does not pass, he is reassigned by the security vendor. This insures that only qualified and adequately trained personnel are assigned to our property.

Retesting is conducted annually during the officer’s anniversary month. This insures that the officer retains the necessary job knowledge to perform his/her duties.

### Community Emergency Response Team Training

This 24 training program is administered by FEMA and offered through the Harris County Office of Emergency Management. The program trains personnel in light search and rescue, disaster first aid, small fire suppression and other important topics. All officers are required to attend this training. We feel it is essential given the size of our complex. Should a tornado or other major disaster strike, emergency response personnel will be quickly overwhelmed in the early recovery stages. Our team bridges the gap between the disaster and the time professional emergency responders can arrive.

### Behavior Detection Training

All security officers receive behavior detection training as a part of their duties at Greenway Plaza. Based on the Israeli method used by security professionals all over the world, this technique focuses on the intent rather than the means by which someone would present a threat to Greenway Plaza. The use of behavior detection enables security services personnel to focus on mitigating the threat of terrorism and instills an overall proactive approach towards protecting Greenway Plaza.

“Training” Continued on page 8.



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“Training” continued from page 7.

### Recurring Training

Our recurring training program has several unique characteristics. The Training Manager conducts daily emergency response drills to insure that all officers are prepared for emergencies. These drills are announced over our radio network as drills but the officers are expected to respond as they would under actual circumstances. As a part of our behavior detection program we also conduct Red Team exercises to insure all personnel have retained the suspicious behavior training they receive. We select outside individuals as role players to exhibit behaviors consistent with aggressors methods of operation. The officers then detect this behavior and take appropriate actions.

Our security provider has an online training web site that contains a library of hundreds videos on general security subjects. Each officer is assigned two 20 minute videos to view per month. There is a test at the end of each video the officer must pass to get credit for the training. A log is electronically kept of each completed video and is downloaded and added to the officers training record. The officers are also required to attend quarterly training on site specific subjects. Items such as fire panel training, report writing and other topics are taught by our vendor’s management

staff. Each officer is required to maintain a CPR/AED/First Aid certification. The Training Manager is a certified instructor and holds classes several times a year to insure all personnel have ample opportunity to maintain their certification.

### Costs

Costs for the program are relatively small because we have an on site trainer. We have a line item in our budget for the quarterly training which is the only significant expense. This program can easily be duplicated on a smaller scale with minimal additional costs. As an example, the training and testing can be handled by a site manager or his/her assistant. Training time can be adjusted for the size of the property and a certification program developed. A security training manual is essential to any program. Again this can be produced on a smaller scale to fit the size of the facility.

We feel this program is greatly improving officer performance and is aiding our response to actual emergencies. The professionalism of the staff is improving as the officers become more skilled in their positions. This improvement can only be attributed to the challenging training the officers receive. By challenging the staff, an exciting work environment exists that allows officers to excel.



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## Keys To Working With An Executive Recruiter

By: David Lammert

Working with a recruiter is a very personal process. It's important for both sides to feel a mutual level of trust and respect. How do you determine which recruiter is best for you?

If you've made the choice to work with a recruiter, here are some tips and suggestions for how to get the most out of the relationship.

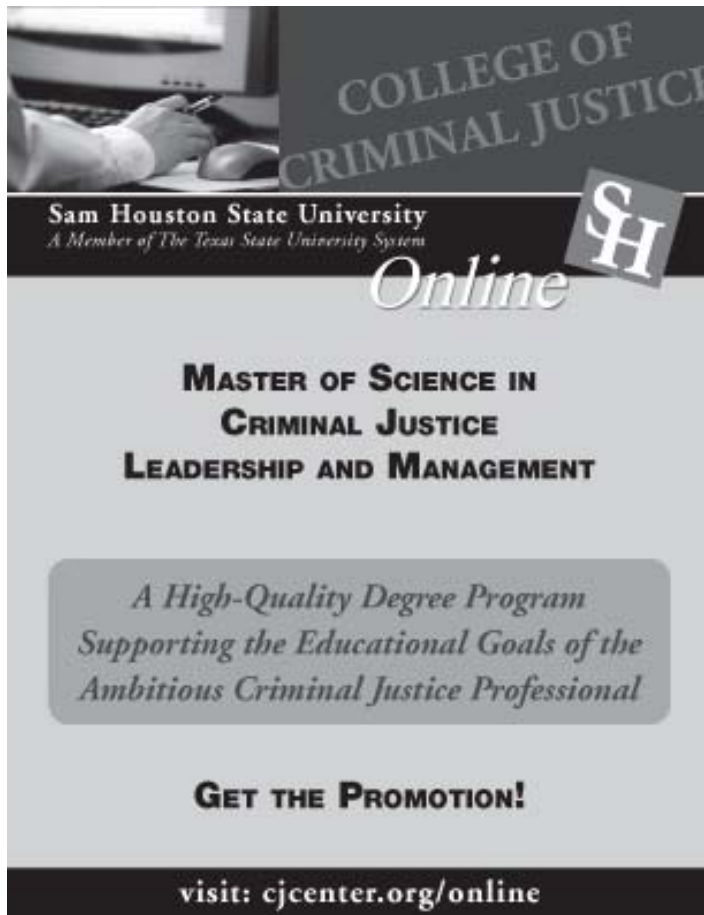
**Research your recruiter and their company.** You will want to make sure that you are working with a recruiter who specializes in your field or industry. Professional associations like ASIS or publications, online directories, Linked In or Google searches, are a good source of potential recruitment firms. Remember, those firms that have been doing recruitment and placement in the security field are more than likely to have the greatest number of contacts and industry resources/access to help you.

The other thing is you would like to work with someone with whom you feel comfortable talking. Even when a recruiter cannot help place you today, if they give you advice about your resume or career options, this is someone you might want to talk to in the future when they may have an opportunity that is suited for you. Think of it as developing another contact in your professional network.

Also, you will want to make sure they work for a reputable company and are working directly with the hiring authority in the organization where they might place you. To make sure you are working with a good recruiter, interview and choose a recruiter in the same way you would any other professional. A good recruiter will answer your questions and concerns and be willing to provide references.

**Be honest.** Don't lie about your work history, salary, job search, or personal background. Often times the non flattering things you are attempting to conceal can be overcome if addressed up-front. If not, they will surface at some point, So why not save yourself the time and embarrassment of having a job offer withdrawn by being forthright. Honesty is essential in building this relationship and attaining the employment opportunity that you are interested in.

"Keys" Continued on page 10.



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Be open and share the complete truth regarding your work history, salary, where you have applied during your search and what the results were. If you have any perceived issues, please divulge them up front so the recruiter can assist in addressing and diffusing them. While the recruiter is compensated by the employer, they are your partner, a valuable asset to you. Treat the relationship as such.

As with any relationship, honesty is important in this one, as well. Let the recruiter know those things that are very important to you, as well as those of lesser importance. Different factors have more or less weight with different candidates. Factors that you might consider include: job content/responsibilities, growth prospects, compensation, travel, location, company size, benefits, public vs. privately held, mentorship, start-up vs. established company, to name a few. Letting the recruiter know what is really important to you and what matters less will help the process.

For this to work, a recruiter must introduce you, the candidate, to an opportunity that satisfies your needs, while at the same time satisfying the needs that his or her client firm has for the individual(s) they seek to hire. It is not an exact science and there is always some amount of give and take on both sides.

**Keep an open line of communication.** Recruiters typically see hundreds of resumes a day and speak to a multitude of candidates about multiple opportunities. Being patient, positive, and persistent will help you tremendously in your job search. Keep in touch. First, if you are working with a recruiter and your situation changes (you find a job, you get laid off, you are now open to considering other locations etc) let them know. Second, it’s ok to check in occasionally during your search. The recruiter appreciates your follow up.

Communication is key. Be honest, be open. Communicate your expertise and your skills clearly and where you feel you can make an impact. Communicate what types of jobs you actually will accept and be interested in.

Working with a recruiter can be very beneficial to your job search. They can be an invaluable asset in attaining the employment you strive for.

**Helping the Process.** Telling the recruiter where you have already sent your resume will help avoid duplication and wasting their time. If you have interviews already sched-

uled, let the recruiter know where you are in terms of timing, especially if you are expecting an offer in the near term. Remember that if you treat someone the way you would like to be treated, then the experience should be a positive one for all parties — you, the recruiter, and the company.

These tips should create the foundation for a mutually beneficial partnership with your recruiter.

*David Lammert is the President of Pinnacle Placements, an executive recruiting firm specializing in placing security industry professionals. He is a member of ASIS International.*

### “The Sentry”

The Sentry is published monthly and posted on the Chapter website. Color printed hard copies are made available at the Chapter monthly luncheons. The publication is no longer mailed. If you have questions or wish to make an editorial contribution, please contact the newsletter editor by email at [s.casias@texassecurityshredding.com](mailto:s.casias@texassecurityshredding.com) or call (713) 320-8019.

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## CRIME STOPPERS OF HOUSTON

April is National Child Abuse Prevention Month. As a way of bringing awareness and attention to this important annual date, Crime Stoppers of Houston held its annual Safe Child week long initiative April 4<sup>th</sup>- April 8<sup>th</sup>.

Harris County Sheriff Adrian Garcia and Katherine Cabaniss, Executive Director of Crime Stoppers of Houston, kicked off this special week with a press conference on April 4<sup>th</sup> stressing the importance of keeping children in the community safe and catching those who prey on our most vulnerable citizens. Crime Stoppers collaborated with its law enforcement partners, its media partners, and all citizens to bring awareness to the importance of this initiative.

This is the fifth annual Crime Stoppers' Safe Child Initiative. Every year Crime Stoppers highlights child safety

tips and raises public awareness about protecting children in the Harris County community. Crime Stoppers also features fugitive felons who have committed crimes against children, but have not yet been arrested.

This year's initiative highlighted the offense of international child abduction, a form of child abuse. Deana Hebert, a parent of a child victim of international abduction, spoke on the issue in hopes of raising awareness about the increasing number children being taken out of the country by a parent with no intentions of returning, just as her husband did with their daughter 17 years ago.

Since the inception of our Safe Child Initiatives Crime Stoppers has solved **111 crimes** related to sex offenders' failure to comply/register and has solved **164 crimes** related to sexual offenses against children. Through crime prevention tips and targeting these wanted felons, Crime Stoppers works to protect children where they **live, learn and play**.

For more information on Crime Stoppers, as well a child safety tips and photos of Houston's most wanted child predators, please visit [www.crime-stoppers.org](http://www.crime-stoppers.org).



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## GIVE NOW. LIVE SAFE.

Crime Stoppers is a 501(c)(3) nonprofit corporation and your contribution is tax deductible.  
P.O. Box 541654, Houston, TX 77254-1654 | 713-521-4600 | [www.crime-stoppers.org](http://www.crime-stoppers.org)



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