



RMI Insight

PROFESSIONAL SECURITY SERVICES

SPRING 2022 / RMI INTERNATIONAL INC.

NEW BUSINESS

RMI-The GH Granada Hills Shopping Center Account

RMI is again pleased and grateful to announce the awarding of a new shopping center account, the Granada Hills (The GH) Shopping Center, located in Granada Hills, CA. The Center is 200,500 square feet and provides 18 stores serving the community.

On May 1, 2022, RMI started providing professional security services at this Center. This location is now the third large shopping center RMI has been awarded and we are looking forward to helping maintain the security and safety of this client and its patrons for a long time.



Heat Illness Prevention Reminder

Summer is almost here, and the high temps are coming. RMI would like to remind all personnel of some important tips to help avoid a heat illness:

- Monitor the weather for hot days.
- Give your body time to become acclimated to hot temps.
- Stay hydrated by drinking plenty of water and avoiding caffeine.
- Seek shade as needed while patrolling outdoors and reduce or limit patrols as needed.
- Monitor for the early signs of a heat illness in yourself or others and report a problem at the first sign to your supervisor.
- Ask your supervisor for supplies (e.g., water, shade, etc.) as needed.



PROVIDING QUALITY SECURITY SERVICES TO AMERICA'S
TOP FORTUNE 500 COMPANIES FOR MORE THAN A DECADE

Safety Corner



Near Miss Incident

A near miss incident is when an accident or injury almost occurs but doesn't.

A vehicle patrol officer almost striking a pedestrian entering a crosswalk is an example. The temptation here is to just breathe a sigh of relief that someone did not get hurt and go about our business.

However, any near miss incident (close-call with a vehicle, slip or trip without a fall, etc.) should be reported to the security supervisor to help determine the root cause and also to help prevent an actual accident or injury from occurring in the future.

Things to consider in the instance above might be:

- Was the officer preoccupied and not focused on the road ahead (e.g., multitasking while driving, etc.) or not focused on where they were walking, etc?
- Was the officer impaired (e.g., too tired or too ill to work, etc.)?
- Was the officer prevented from seeing the pedestrian in time (e.g., sun glare, insufficient lighting at the crosswalk, etc.) or prevented from seeing a trip hazard?
- Was part of the problem to be placed on the pedestrian (ran into crosswalk, etc.), an uncorrected safety hazard by the client, etc?

Whatever the reason, a near-miss instance should be investigated to help determine the root cause(s) to see if measures need to be put in place or enforced to help keep the workplace safe for all.

Sincerely,
Richard Aparicio
RMI HR Manager

New Supervision

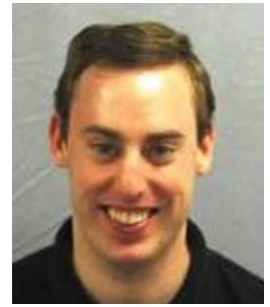
Adam Anderson: RMI wishes to congratulate Adam Anderson on his promotion to the RMI-Honda Gresham, OR site Security Supervisor position. Adam Anderson was born in Portland, OR in 1985. He grew up in Boring, OR, and graduated from Sam Barlow High School, in 2004.

In 2005, he joined the Portland Police Bureau cadet program, where he learned in depth what police officers do on a day-to-day basis. He gained knowledge that he has applied to both his work and personal life.

Adam started his work experience as a janitor at Good Shepherd Community Church, in 2006. He worked with a team that helped keep the building clean and run efficiently. He worked there, until June 2008. Adam joined RMI in, June 2008, as a security guard, learning the different aspects of the job. He worked this position for just over 12 ½ years. Adam then assumed the role of Assistant Site Supervisor, in February 2021. In April 2022, he assumed the role of Site Supervisor.

Adam has two half-sisters and a half-brother. In his spare time, he enjoys being around family, his German Shepherd and playing Xbox. He enjoys history and visiting museums when he can.

Congratulations, Adam, on your promotion!



CYBERSECURITY TIPS

Cybersecurity threats are not just inconvenient but expensive, time-consuming problems that companies and private persons regularly face. Hackers are clever, numerous, and determined to disrupt operations, steal and/or withhold information for profit, and so forth.

RMI security personnel can play an important role in helping to hinder and reduce unauthorized access to sensitive company information, disruption of services, etc., by:

- Keeping passwords secure by not posting them, not sharing them, etc., and creating/obtaining a new one if compromised.
- Not using company equipment for personal use (checking personal email, attaching thumb-drives with personal files, etc.).
- Checking email sources before opening to confirm they've been sent by a legitimate contact by looking at the address.
- Not opening attachments or clicking on links from unknown or suspicious sources.
- Contacting the sender by phone if unsure they sent the email before accessing it or any attachments.
- Not visiting websites for personal use and visiting trusted websites for business use.
- Reporting any breaches or other problems immediately encountered to your supervisor as soon as they occur for forwarding to RMI Support.

“When you lose sight of the customer, you’ve lost your vision for the future.”

Rick Rodriguez

“The first customer is the officer.”

Rick Rodriguez Jr.

HR Corner

Workplace Vigilance

Situational awareness is an important component of individual safety. It requires a person to know and understand the current state of their environment and anticipating how it might change over time. Some situational awareness is instinctive—such as when crossing the street, driving a car, or preparing a meal. Situational awareness requires a person to be vigilant and know what is going on around them while watching for changes or threats. By being attentive and alert in the workplace, all employees can help maintain a safe environment and help improve the safety of those around them.

Notice Typical Site Activity

Routine monitoring of daily activities can help establish what is “normal” for your workplace or site. Make a habit of actively assessing your surroundings. Observe what is typical for the workplace. Who do you usually see? What do they look like? What are they doing? What kinds of background noises are there? Make note of anything that is not typical and consider what action is needed. Identifying your situational baseline requires ongoing maintenance and consideration. This is something all employees should practice every day. Remember, baselines not only change when the environment changes, they can also change with time of day or even the weather.

Understand Who Belongs

Become familiar with the people at your work site. If you see someone out of place or acting questionably, notify your manager, assess the situation, and determine if additional action is required. Certain kinds of activities on site can indicate suspicious activity, especially when they occur at or near high-profile sites or places where large number of people gather. Watch for behavior that doesn't fit. Suspicious conduct can include:

- Unauthorized monitoring or surveillance of the workplace or site,
- Unusual items on site or improper acquisition of supplies (like access or ID cards),
- Persons who do not appear to belong in or near the workplace or site,
- Unnecessary probing about the site or its personnel,
- Behavior that indicates a dry run or suspicious activity, and unauthorized attempts to test security procedures.

Intuition Counts

If something seems wrong, or out of place, don't dismiss the feeling. Intuition can help alert you to a threat. Part of situational awareness is being mindful of your subconscious and conscious environments. Your heightened state of awareness might be a warning. Evaluate the situation and respond. If you are unsure of what to do, contact your supervisor or other personnel to help you.

Training Improves Response

Learn how to manage various types of emergencies before one occurs. Maintaining situational awareness can improve your decision-making under pressure and enable a more confident and practiced response. Make sure you understand the plans of action for different circumstance at your work site for yourself and others. Lack of knowledge is not an excuse for poor job performance.

Employees should request training about potential hazards or unfamiliar duties. Ensure that you are knowledgeable about the systems, processes, and procedures in your work environment, and that you feel confident about what to do in each situation. All employees should be encouraged to practice situational awareness by being vigilant and use their experience, training, and skills to assess their environment. Situational awareness adds value to the workplace by cultivating enhanced preparedness, essential new knowledge, and enhanced safety response.

Use the SLAM Technique

- **Stop:** *Observe your surroundings and become aware of what is going on around you.*
- **Look:** *Pay attention to what you see and notice whether anything looks unusual or out of place. Take note and report anything that looks unsafe or unusual to your supervisors.*
- **Assess:** *If you think you have identified a potential threat, decide what action to take. Report anything that looks unsafe or unusual to your supervisors.*
- **Manage:** *If you feel unsafe at any time, stop. Tell your coworkers and immediately report to your supervisor. If you have solutions that would help improve the safety of yourself and others in your workplace, alert your supervisor.*

Honoring First Responders

This week (May 15-21) we honor those who put our welfare above theirs, in order to help us in our hour of need. RMI-Cleveland Cliffs has a number of such persons working as first responders at various locations. RMI wishes to thank our first responders for their ongoing professional service and commitment to excellence. We also wish to thank those at other RMI account locations who volunteer as first responders in their personal time.

Sincerely,

Jason Thomas
RMI Cleveland-Cliffs Regional Manager



In honor of EMS week
RMI would like to thank all our first
responders for what you
do all year long



Butler Works

Chief Matthew Dickey
Chief 2 Howard Kinney
Captain Eric Putney
EMS LT Arissa Vandame
LT Bryan Powell
LT Cole Craig
LT Adam Berger
LT Todd Hilty
SGT David Cumpston
SGT James Dickey
Medic Ben Church
FF Michael Berta

Coshocton Works

Manager Catherine Parrill
Benjamin Danner
Zack Austin
Dylan Jennings
John Grossenbaugh
Feleshia Beebe
Drason Wolfe
Jonathan Schuster
Emily Ferry

Rockport Works

Manager Gary Cooper

Zanesville Works

Manager Catherine Parrill
Supervisor Bruce Dalton
Devin Thomas
Eugene Barnhouse
Ashley Settles
Wanda Moore
Cameron Oms
Trevor Ditto
Monique Webb
Troy McConell

Middletown Works

Manager Roman Crandall
Supervisor Harely Wolf
Stacy Mauceri
Brandy Simpson
Larry McNabb



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Verizon Wireless Discount Offer

As a reminder, any and all employees who use Verizon as their personal wireless service provider can benefit from the same discount RMI enjoys. According to Roxanne Boynton, RMI currently benefits from a 17% discount and Verizon will extend this to current RMI employees who register. Contact your supervisor for more info.



LICENSES

Licensed, registered and experienced. We work in 18 states.
Providing quality security services to many of America's top
Fortune 500 companies for almost a decade.



License #PPO 15879

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