



RMI Insight

PROFESSIONAL SECURITY SERVICES

WINTER 2023 / RMI INTERNATIONAL INC.

Metro Ambassador Update

On March 3, 2023, Los Angeles Mayor, Karen Bass, and Metro CEO, Stephanie Wiggins, rode together on the B-Line train, from Hollywood to Union Station. During their train ride, the Mayor, Metro CEO, and Council members had the opportunity to speak with RMI Ambassadors assigned to the B-Line "Clean the Line Initiative". RMI Ambassadors were encouraged to share self-experiences and answer questions regarding the Ambassador program.

RMI's Ambassadors are currently working throughout the Metro rail and bus system. The goal of the Ambassador program is to work together with local resources to address public safety concerns, aid the homeless crisis, and support public transportation throughout the train and bus systems.

RMI continues to move forward with the Ambassador program rollout. Thus far, almost 200 Ambassadors have been hired, most of which have already completed an intense training regime, and over 50,000 Ambassador Activity Logs have been created, since mid-November.

Ambassadors receive training in subjects such as:

- Customer Care, Experience, and Service
- Disabilities Awareness
- Reporting Metro Equipment Service Issues
- Reporting Metro Incidents
- Bus, Rail and Law Enforcement Interactions
- Bus, Rail, and Station Area Inspections



Ambassador Activity Logs record information such as:

- Customer contacts for assistance such as providing information on routes and schedules, assistance with Metro services (TAP machines, Metro apps, etc.), assisting the disabled, customer comments (positive or negative) for enhancements, and so forth.
- Unhoused (homeless) Counts.
- Bus and Rail line sweeps.
- Bus and Rail lines served.
- Transit Watch Reports.

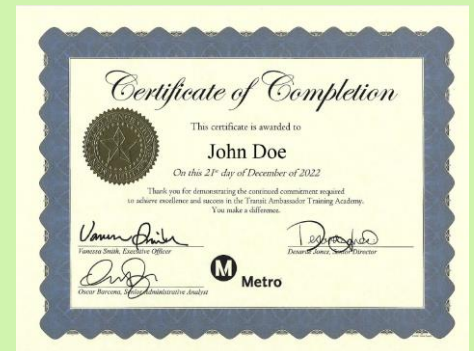
RMI is honored and proud that Metro selected us to be part of such an important program, which strives to provide a worldclass customer service experience for their patrons, by providing them with high-quality mobility options and outstanding trip experiences, that enhance communities and lives.



Front Row, Left-Right: Ethel Brown, Yesenia Chavez, LA Mayor, Karen Bass, Metro CEO, Stephanie Wiggins, Natasha Perez.

Middle Row, Left-Right: Diamond Hill, Kyla Davis, La Cresha Moore, Luis Jimenez.

Rear, Left-Right: Alvaro Macias, Miguel Angel



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

Safety Corner



Avoiding Injury

There are many aspects of our job that could lead to an accident and/or injury if we are not careful how we go about our duties.

Below are some important reminders:

- Avoid cell phone use (even hands-free) while driving or when performing other tasks requiring your full attention.

Note: Many states and clients have laws/rules in place prohibiting hands-on cell phone use while driving and/or when performing safety-sensitive tasks.

- Watch where you are walking while on patrol especially after hours or in areas where slip, trip, and fall hazards might exist.

Note: If you discover any unreported safety hazards, advise your supervisor as soon as possible and help guard against them if/as able until they are corrected.

- Use proper lifting techniques to move heavy objects and/or obtain assistance as needed.
- Inform your supervisor for any new prescription or over-the-counter medication you may be taking that may render you unsafe to perform any of your duties.
- Get enough rest before reporting for duty to help keep you and others safe while on the job.

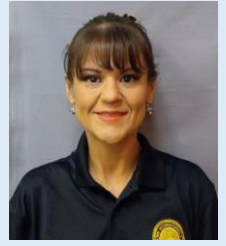
If you have any questions about how to maintain your safety in the workplace, please reach out to your supervisor for guidance.

Sincerely,

Richard Aparicio
RMI HR Manager

New Site Supervision

Mary Rampson: RMI wishes to welcome and congratulate Mary Rampson, as the new RMI-Honda site security supervisor for Longmont, CO! Mary was born in Greeley, Colorado in May of 1986, to Julian and Kelly Tobar.



Mrs. Rampson is married to Alosha Rampson, and they have two children, a girl and boy. Her hobbies include: Learning, biking, running, hiking, camping, spending quality time with my family, and staying active.

Mary's work history includes, but is not limited to, cashiering for Sprouts Farmers Market in Longmont, Colorado, starting in July 2014 and after one year she was promoted to Head Cashier.

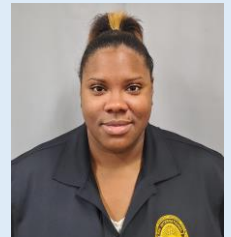
In wanting to move up with Sprouts, Mary accepted a job offer as an Assistant Grocery Manager, in Boulder, in charge of the Frozen Foods Department. She enjoyed learning from her managers and developing her leadership skills.

After six months as Assistant Grocery Manager, Mary moved up and become the Grocery Manager. She was then transferred to the other Boulder location, when she accepted the Dairy Manager position. In 2015 and 2016, Mary received the Sprouts Employee of the Month awards. After six years with Sprouts, Mary moved her career to SAFEWAY, where she was hired as Front-End Supervisor, in Longmont, Co.

Mrs. Rampson's security experience includes working as an officer for Allied Universal Protection Services, in 2020, and as a security supervisor for Prosegur, from July 2020, to the time she started at the Honda Longmont facility. Mary began her career with RMI, in October of 2022, being hired as Site Security Supervisor, at the Honda Data Center, in Longmont Colorado.

Over the past decade, Mary has worked very hard to build her skills and experience in management. Mary loves coming to work every day and is even more happy to be the site supervisor.

Ericka Walker: RMI also wishes to welcome and congratulate Ericka Walker, as the new RMI-Honda site security supervisor for Irving, TX! Ericka Walker was born May of 1990 in Dallas TX. She attended Lancaster High School where she was a part of the Lady Tiger track team and a part of the JROTC color guard.



Upon graduating high school, in May of 2008, Ericka decided to explore into the hair industry where she attended Healthy Hair Barber College.

She began her work experience at the age 15, in customer service, and at the amazing age of 21 she began a promising career in security where she worked hard to become a supervisor after only a few years. After years of challenging work and dedication, Ericka was extremely blessed to land a promising future with a great company, RMI, as the RMI-Honda Irving TX Security Supervisor, on November 7, 2022.

Ericka is truly blessed to be the mother of two beautiful and amazing daughters; Zirani, 9; Elynza, 8, and the bonus mother to an amazing son; Zricke, 8. Ericka has the honor of being the fiancée of the world's greatest man and future spouse, Zricke Pryor.

Her hobbies include riding horses and playing flag football as well as coaching little league football. But nothing is greater than spending time with her family.

"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.