

UNIVERSAL NEWS

Four Strong Divisions, One Expert Voice



New Year's Eve Safety Tips

New Year's Eve is a big night out for a lot of people, which means sometimes things can get out of hand if the proper precautions are not taken. Be sure to ring in the New Year safely with the following tips.

- Be aware that some companies throw parties for their employees in the late afternoon, so remain alert on your commute home for drivers who might already be under the influence
- If you want to see fireworks, you should attend a professional show instead of lighting them at home, but if you do be sure an adequate amount of water and a fire extinguisher are nearby at all times
- If you plan on heading out of your home for the evening, assign a designated driver or travel to and from destinations by cab
- If you decide to go out, keep your distance from anyone who seems out of control and always stick with people you know
- If you're hosting a party, remind your guests to plan ahead and ensure they have a safe way home, provide non-alcoholic beverages, and never let anyone leave your house without a sober driver
- Be sure your smoke alarms are working and the batteries are up to date, especially if you plan to do a lot of cooking, burn candles, light your fireplace, or if you live in a complex with neighbors who may be throwing parties
- Don't forget about your pets! Loud noise can cause them stress, so do your best to keep them confined and comfortable during the evening



Congratulations to Rick Ward, Director of Healthcare Services for Universal Protection Service. Ward has been elected as the Vice Chair of IAHS (International Association for Healthcare Security and Safety), Los Angeles Chapter. The Los Angeles chapter of IAHS represents healthcare security and facility professionals from major hospitals and medical centers.

Universal's Security Professionals Prove Themselves the Best in the Business

Universal Protection Service is pleased to announce that 15 of their Security Professionals were honored at the Los Angeles 2010 Security Officer Appreciation Day put on by the American Society of Industrial Security (ASIS). This year, of the 33 Security Officers who were recognized at the banquet, almost half were employed by Universal Protection Service, an outstanding achievement considering there are close to 50,000 Security Officers working in the greater Los Angeles area.

Of those recognized, Universal's Vincent Radcliffe rose above the competition and won the prestigious Officer of the Year Award for going beyond the call of duty to safeguard lives and protect property. The Officer of the Year Award was designed to honor those security professionals who surpass their peers in job performance, commitment to their training and education, customer service, and knowledge of security solutions and principles. The following 15 Universal employees were awarded by ASIS: Robert Arce, Benjamin De Baca, Scott Francis, Jose Fuentes, James Joseph, John Mack, Myron Munger, Mauricio Noguera, Ismael Padilla, Vincent Radcliffe, Elvia Ramos, Miguel Ramos, Earl Rosas, Omar Silva and Charles Stanton. Universal is honored that these employees have distinguished themselves through their brave and selfless acts.

"I am extremely proud of all of our award recipients and the way they represent our organization," said Steve Jones, Co-CEO and Chief Operating Officer of Universal Services of America. "Our employees are constant professionals and all very dedicated to both the clients they serve and Universal. This is a rewarding moment for everyone at Universal Protection Service."

The largest international organization for security professionals with over 30,000 members worldwide, ASIS is dedicated to increasing the effectiveness and productivity of security professionals by developing educational programs and materials that focus on both the fundamentals and the most recent advancements in security management. Although a privately-contracted position, the often demanding responsibilities of Security Officers hold the public's trust and as a society we deem them essential to our peace and wellbeing. With their Security Professional awards, ASIS acknowledges and honors our reliance on these individuals.

Universal Off-Duty Security Officer Recovers Money for Girl Scout Troop

Congratulations to Security Officer Alan Burkholder, who chased down a thief and recovered \$230 belonging to Novato Girl Scout Troop 30125. Burkholder, who was off duty at the time of the incident, witnessed the suspect approach troop members who were selling candy outside a Safeway store and then run off with their cash box. Burkholder pursued the suspect, who eventually dropped the cash box and kept running. When Novato police arrived and reviewed the Safeway surveillance tape, they were able to identify the suspect from previous incidents.



Congratulations to Universal Building Maintenance employee Lorenza Soto. In November, Soto saved a tenant named Pete Martinez when he choked on a carrot in a Mariopa County building lunch room. Soto received a certificate of appreciation and a \$250 gift certificate.



Universal Building Maintenance Acquires Service Link Commercial, LLC

Universal Building Maintenance is excited to announce that they have acquired Service Link Commercial, LLC in Phoenix, Arizona. Service Link Commercial has one of the best reputations in the janitorial industry within Arizona and is considered the premier provider of janitorial and cleaning services within the commercial office building marketplace.

“I’ve seen many competitors over the years that say they want to deliver quality service. Universal was the first one I truly believed meant it,” said Steve Iverson, President of Service Link Commercial, LLC. “We have worked very hard to earn our reputation in the Phoenix market and Universal was a perfect fit for our entire team. I look forward to seeing everyone benefit from this, both staff and clients.”

“Having known and respected Steve Iverson and his team at Service Link Commercial for many years, I am excited that we are all now on the same team,” said Mark Olivas, President of Universal Building Maintenance. “The combination of our two great companies will enable us to deliver a level of service that is truly unrivaled within the janitorial industry.”

Universal Services of America’s Co-CEOs Win 2010 Vistage Member Leadership Award

Brian Cescolini and Steve Jones, Co-CEOs of Universal Services of America, won the 2010 Vistage Member Leadership Award in the Impact category. The award ceremony honors Vistage members who best exemplify one of the following six cultural imperatives in their business and community: collaboration, courage, impact, innovation, judgment and passion. Cescolini and Jones were recognized for their contribution to the success of others and their strong performances that led to the extraordinary growth of their company.

The awards ceremony took place during Vistage’s National Chief Executive Conference in San Diego, California, among hundreds of nominees and their guests. The evening’s nominees were an elite group selected from the nearly 10,000 Vistage members in the U.S. Cescolini and Jones stood out among the competitors and won for their outstanding accomplishments and dedication to Vistage’s values. With more than 14,000 CEO members worldwide, Vistage provides their members with access to new business perspectives and innovative strategies, in order to further develop the small and mid-size business sectors.

“I am specifically proud to have been nominated from a pool of 10,000 CEO members, let alone win this prestigious award,” said Brian Cescolini, Chairman and Co-CEO of Universal Services of America. “In my 10 years as a Vistage CEO, I have learned to challenge myself with change while watching the significant growth of our company. My passion for cultural excellence is my most important goal.”

“I am honored to have been selected as the first recipient of Vistage’s Member Leadership Award,” said Steven Jones, Co-CEO and COO of Universal Services of America. “This award is a reflection of all the hard work and dedication that our employees have put into making Universal what it is today. It is nice to see that a group of our peers worldwide recognize the efforts and successes of our team.”

Cescolini and Jones have managed to take what began as a small company more than 45 years ago and turn it into the largest regional security and janitorial company in the U.S., with security and janitorial professionals guarding and cleaning assets located throughout California, Arizona, Colorado, Texas and Washington. Despite many hardships over the years, Cescolini and Jones have grown the company through the unmatched client retentions and referrals that are the result of their company’s superior service. As Universal expanded, Cescolini and Jones designed, implemented and refined recruiting, training, performance monitoring and incentive programs that sharpened the organization’s effectiveness. The 2010 Vistage Member Leadership Award is an honor that Cescolini and Jones are proud to accept.



Pandemic Flu: How to Protect the Health of You and Your Employees

The flu is caused by viruses that infect the nose, throat and lungs, and is generally spread when an infected person coughs or sneezes. An effective vaccine, when available, may be the best safeguard against a pandemic flu. In addition, the following precautions recommended by the Centers for Disease Control and Prevention can also help.

- Wash your hands often. When soap and water are not available, use alcohol-based disposable hand rubs or gel sanitizers
- Avoid touching your eyes, nose or mouth. Germs are often spread when a person touches something that is contaminated with germs and then touches his or her nose, mouth or eyes
- Cover your mouth and nose with a tissue when coughing or sneezing. If you do not have a tissue, cough or sneeze into your sleeve, not your hand
- If you are sick, avoid contact with other people by staying out of public areas. If you work, stay home—your fellow employees will not mind putting in the extra effort to remain healthy
- Practice other good health habits: get plenty of sleep, be physically active, manage stress, drink plenty of fluids, eat nutritious foods and avoid smoking, which may increase the risk of serious consequences if you do get the flu

Who we are:

Brian Cescolini
Chairman/Co-CEO
Universal Services of America

Steve Jones
Co-CEO/COO
Universal Services of America

Steve Claton
President
Universal Protection Service

Mark Olivas
President
Universal Building Maintenance

Louis Boulgarides
Senior Vice President
Universal Protection Security Systems

Natasha Ganes
Public Relations Specialist, Editor
Universal Services of America

Brenda Valdez
Marketing Specialist, Designer
Universal Services of America



In celebration of the holiday season and as a gift for their clientele, Universal Services of America donated to St. Jude Children's Research Hospital in order to help fund pediatric cancer research. St. Jude is the only pediatric cancer center where families never pay for treatment not covered by insurance and no child is turned away due to lack of money. The research and care at St. Jude are shared with doctors around the world so that children in communities everywhere will benefit from their lifesaving work.

