



ALLPOINTS SECURITY and DETECTIVE INC.
Ethics • Security • Tradition

Volume 8, Issue 3
June-July 2010

THE SECURITY BLANKET

New Clients Present Allpoints Opportunities to Highlight Its Continued Professionalism and Excellence

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Rail Yard Security: A nationwide rail line is among a number of new clients of Allpoints Security and Detective, Inc.

The Elements Of Professionalism:

The elements associated with professionalism are: competency, responsibility, attitude, and conduct on the job. Developing and employing the following professional attitudes and behaviors are valuable for Security Officers and other employees seeking professional growth and career advancement.

ASPD Employees:

- Report to work at the assigned time, ready to work with a cooperative and positive attitude. (Cont' page 2)

New business and the retention of clients are the life-blood and well-being of any for-profit enterprise. A principle that is especially critical to small businesses and one which Allpoints Security and Detective, Inc. is not exempt from. For more than 26-years, Allpoints has made quality customer service, excellence, and reliability its deeply-rooted trademark. A business practice that has resulted in satisfied customers and steady profit-margins.

Emphasizing quality performances while serving client security and asset-protection needs is first and foremost among this agency's objectives. Continuing education through in-service training are employed to ensure that Allpoints' Security Officers remain prepared to implement client-specific policies and tactics to address their unique security concerns. Scheduled meetings and random client surveys supplement a vigorous program of field-supervision to maintain an optimum level of quality-service control are also implemented.

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Customer Satisfaction along with growing the business remain the motivating factor behind Allpoints uncompromising pursuit of professionalism and excellence. "It is a win, win, win proposition for everyone connected to this enterprise," says Dolores Thibodeaux, Allpoints executive management team leader. "We win for our clients, we win for our employees, and we win for the business," echoed Young Pate, Jr., Allpoints chairman emeritus.

Consistent with its vision, values and mission, Allpoints will continue to indoctrinate the principles of quality customer service, excellence and professionalism into its business practice and employee training. Potential clients will come to know what many entities currently benefit from as clients of Allpoints, "Uncompromising Ethics, Effective Security in a Tradition of Excellence.



Cavalcade of Clients

Location Photos of Two of Our Many Valued Customers



Entrance to rail yard



APSD Security Officer on guard



Security at rail yard exit



Busy yard requires a close watch



Acres of solar-panels populate a portion of a solar park Client



Uniformly distributed panels convert solar energy into electricity



A close-up view reveals rows of solar energy capturing cells



Allpoints management confers with solar-panel park management on security tactics



Vigilant Allpoints Security Officer protects the assets of Chicago's first solar-panel park

The Elements of Professionalism cont' from page 1:

- Focus on assigned duties, follow 'Post Orders' to the letter and do not conduct personal business while at work.
- Take full responsibility for the results of your efforts and actions.
- Develop the ability to achieve goals independently or as part of a client-site team by effectively communicating.
- Continually seek self-improvement and self awareness by looking for opportunities to enhance your security training and professional growth.
- Understand the principles and practice of ethical and professional conduct involving personal responsibility, honesty, and confidentiality.
- Take pride and satisfaction in the work that you perform.



Security Officer of the Month

Security Officer of the Month



Ronald Neucke is a family man in more than the traditional way, this proud father of one daughter and two sons and a new grandson considers Allpoints Security and Detective, Inc. his family as well. As a 10-year veteran he feels a special kinship with the 250-plus employee agency.

“I love working for Allpoints Security,” declared Sergeant Neucke. “They make me feel like family—to the extent that after six-years with the agency, I encouraged my son to sign-on with them.” Born, reared and educated in Chicago, he now resides in the south suburbs where he has launched two of his three offsprings into adulthood and independent living. A teenage son remains in the family nest.

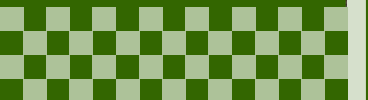
Bridging his love and devotion between his family and his career, Sgt. Neucke has evolved into a skillful, dedicated and very reliable officer. By all accounts, from management, supervisors and fellow officers, he epitomizes many of the essential attributes of well-rounded employee. “I am prompt, I’m dedicated; I feel like the people that I work for (Allpoints) care about me so I care about them and the job I do for them.”

Deployed to the CTA, the armed seasoned veteran is assigned to highly sensitive areas of the huge metropolitan transit agency where alertness, laser-beam like focus, quick-thinking and the ability to react decisively and accurately are the requisites for the job.

Sgt. Neucke shared a couple of his secrets for his success: “Whatever you are assigned—do the best job you possibly can. The way I deal with people, I have the ability—I don’t now how I got it—but I have the ability to get along with people,” He opined.

In his personal life, Sergeant Neucke emerges from the ‘Old School’ tradition, his adolescent and young adult years were spent experiencing the activities that are uniquely ‘Chicago,’ like bopping (*a dance style now called stepping*) at historic nightspots like the legendary ‘Budland’ and the ‘Peps.’ A place where dancing and executing fancy steps was a serious and passionate pursuit. He is also a super sports enthusiast who follows major-league sports from A to Z. But it is golf that captures his time and attention. While he may not be as skilled as super-golfer Tiger Woods, he is no-less passionate and enthusiastic about the game. His eye gleams with excitement at the mere discussion of golf. He will gladly discuss the finer points of scoring statistics and proudly boasting that he can, shoot an ‘80’ which is only four points above par. Par is the standard in which scoring is measured in this ancient Gaelic (Irish/Scottish) game, where the *lowest* number of strokes to land a ball in a hole wins.

The exact opposite is the case for Sgt Neucke in his career, as he ranks head and shoulders *above* par in his commitment to excellence. We congratulate him for his achievements and recognize him as *Employee of the Month*.



The Professional Faces of
Sgt. Ronald Neucke



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WE'RE ON THE WEB

www.allpointsecurityinc.com



News for—and About You!

The Security Blanket newsletter wants to hear from you about what is going on in your life. Tell us about interesting happenings and special occasions taking place with you and your family, faith organizations, schools and social clubs. Bring or send your stories to Allpoints Base-Control in care of Don Rashid.

President's Corner



Sharon Benson

Professionalism & Excellence is the theme of this edition of *The Security Blanket*, and there could not be a more appropriate or timeless subject matter. Those qualities are the fuel of our continued success with our clients and potential clients. The pursuit of professionalism and excellence ensures that our service performance is meeting the required objectives of those who have contracted us to protect their property and assets. It also provides standards and measurements of the quality of the work that is being performed. The Allpoints executive management is promoting a sincere 'buy-in' of these lofty principles by the entire staff. The pay-off is client retention, new customers and job security. After all, that is why we are here.

Allpoints People

Newsy Notes About the World's Best Employees and Their Families



Report From the Frontlines...Allpoints, management is extending kudos and congratulations to **S/O Jon Pacheco** for outstanding performance in the line of duty. While on post at a client site on South Western Avenue, S/O Pacheco observed a man attempting to steal tires off of an automobile. When approached, the suspect claimed he was changing a tire for his friend 'Frank.' The 'Perp' then jumped into a gray GMC 'Jimmy' and took-off. S/O Pacheco called 911, APSD Dispatch and the client management. He later received a call from CPD informing him they may have the suspect and brought him to the site to be identified—Bingo!—the alertness and quick thinking has resulted in a court date for the offender. *Professionalism, now that's what we're talking about...*

Congratulations on Graduations...Traell McClellan, son of Nikita Peden from Harlan H.S. to International Design Technology College; Miranda Jones, niece of Rodney Flippen, from Morgan Park H.S. on her way to Tuskegee University in Alabama; Briana McGhee cousin of S/O Floyd Grayson; Amanda Tolefree and Terrence Tolefree, sister and brother-in-law of S/O Perry Davis *Graduates marching proudly with 'Pomp and Circumstance...'*

Celebrating Birthdays...June—Darrell Staniel-1st; Jessup Yeshua-3rd; Richard Purnell-5th; Anthony Cook-9th; Susan Rucker-10th; Candace Coleman-14th; Jon Pacheco-14th; Monica Harris-18th; Charlene Kuykendoll-22th; Odvelt Augustin-26th; James Scott-28th; **July**—Alice Rose-1st; Darryne Williams-5th; John Hogan-11th; Herman Major-15th; Johnnie Miller-15th; Robert Tyson-15th; Darryl Baines-16th; William Perry-19th; Edward Scott-21st; *"Happy birthday to ya—happy birthday to ya—happy birrrrrrthdaay..."*

Prayers and Condolences...On behalf of the executive management and staff to **S/O Patricia Thomas** on the passing of her beloved father **Frank Thomas** *From almighty God do we come, and to him we return—rest in peace our beloved father and brother.*

