

# THE WORLD ACCORDING TO PHIL

*The Official Newsletter of St. Moritz Security Services, Inc.*



## The Legacy of Phil St. Moritz

*Founder, Friend, & Mentor*

It is with very heavy hearts that we announce the passing of our owner, Phil St. Moritz.

For the past 50+ years, Phil worked tirelessly to build what is now the St. Moritz Group of Companies. Phil will be remembered for his relentless commitment and unwavering dedication to his employees and customers.

Phil's employees were his family, and he took pride in how large his family had become. Due to his advanced age, Phil meticulously planned for his succession and the ongoing functionality of our group of services. Phil's legacy includes the uninterrupted operations of well-financed and efficiently run organizations.

***Rest easy Phil.***

***The St. Moritz Family will carry on your legacy!***

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# NEW YEAR. NEW SUCCESSES.

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If we approach the new year with the same resolve and grit that we did in 2021, we will be even more successful.

Challenges are going to come; it's about how we respond.

I am so impressed with the character and professionalism that our team has demonstrated through the last few years. You are the reason we are where we are today. Let's do this!

**Chris Hansen**  
**COO**

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## Did You Know?

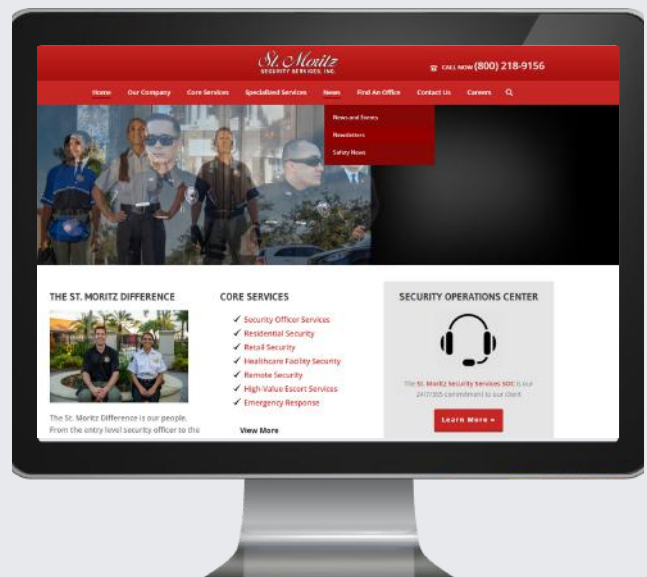
*You can find all previous Biannual Newsletters and Monthly Safety Blasts on our website!*

### Where to find previous Newsletters:

1. Visit [www.smssi.com](http://www.smssi.com)
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**Don't miss out on all of our previous Safety Blasts and Newsletters!**

# 2021: Year In Review

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## Matthew Schwartz, CEO



Looking back on 2020, the world navigated through uncharted waters as our firm and others dusted off the pandemic manuals and protocols seldom used. It was a scramble for emergency and personal protection gear, as well as getting used to a “new normal.” Many of our client locations closed and new locations ramped up adding new positions because of security measures aimed at combating Covid-19, such as access control requirements, mask enforcement, and social distancing.

The dedication and spirit of our St. Moritz Security Officers was truly remarkable. The year 2021 was somewhat of a rebirth. By that, I mean our team rose above all the challenges thrown at us in 2020 and entered 2021 with momentum and confidence. I could not be prouder of our essential security professionals working out in the field and of the countless hours that our management teams put in to make sure we were delivering excellent service. In several areas significantly

originally impacted by customer closures, our teams worked diligently and quickly to restaff our client locations. It was a monumental challenge. It was great to see many of our loyal employees re-enter the workforce and I thank you all from the bottom of my heart. Our loyal employees are what makes our company great.

Over the last several months, our industry faced an unprecedented labor shortage. In my forty years in this industry, I have never seen anything like the environment we are now in. Strategically, we had to “think outside the box,” and take advantage of technology. We implemented a platform called Kwantek to assist with recruiting efforts and make the onboarding process both easier and relatively paperless. We also doubled down on our virtual platform by solidifying key partnerships with Verkada and Robotic Assisted Devices (RAD) to offer technology solutions aimed at enhancing security programs and driving down spend with innovation. Our Virtual Division is now a profit center for SMSSI. Our branch teams are working with our customers to increase wages to retain and recruit the best talent out there. We have also deployed new recruiters throughout the company to assist with the applicant flow.

Sadly, in November we lost our owner and founder, Phil St. Moritz. Phil was committed to our employees and customers and created an outstanding legacy. In addition, he ensured uninterrupted, continuing operations with a very well thought out succession plan designed for the long-term success of our firm. Phil was a great mentor and cheerleader for all of us. He would be very proud to know that 2021 will finish with a record-setting revenue number. ***It is in his honor that we celebrate the year that was and appreciate the successes and the amazing reliance of the St. Moritz Team.***



# Spotlights

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## Site Supervisor Lt. John Brockman, SMSSI Pensacola

On Monday, October 11th, an Army veteran with combat service related-PTSD came in to the Baptist Hospital's Gulf Breeze ER stating that there were individuals chasing him, and that he had weapons to defend himself.

ER staff alerted **SMSSI Armed Site Supervisor Lt. John Brockman** who requested medical staff contact law enforcement based on the claims of weapons present. Lt Brockman was able to contain the situation just outside the entrance doors using verbal de-escalation techniques to calm and reassure the individual until law enforcement arrived.

Prior to their arrival arrival, Lt. Brockman was able establish a rapport with the subject and was able to secure a large "k-bar" style knife the subject was carrying on his belt. A later search by law enforcement also discovered two pistols both on his person and in his bag. It was also discovered the subject was wearing body armor.

The subject was subsequently admitted for psychological evaluation and taken to the main hospital by law enforcement without any further incident.

**Because Lt. Brockman was able to contain the situation away from staff, and by using his verbal communication skills, the situation resulted in no injuries to any parties involved despite both a knife and two pistols being present during the encounter.**

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## Officer Derrick Jackson, SMSSI Las Vegas

During routine patrols on the evening of Friday, December 10th, St. Moritz Security Officer Derrick Jackson encountered a young male in the parking garage of a busy shopping center. Officer Jackson began a dialogue with the man who eventually revealed that he planned to take his own life by jumping from the roof of the parking garage onto the Las Vegas Strip.



During extensive communication, Officer Jackson managed to build a rapport with the man and gained compliance. While safely seated, the man continued to speak to Officer Jackson and asked for both law enforcement and medical assistance.

Officer Jackson demonstrated unbelievable composure, a calm demeanor, and was a soothing presence. His compassionate response to a young man in crisis surely saved a life that day.

At St. Moritz Security Services, we protect people, places, and property 24/7. Officer Derrick Jackson is a stellar representation of what we strive to be: alert, attentive, conciliatory, empathetic, and vigilant. We are proud to call Officer Jackson one of our own.

We can all help prevent suicide. The National Suicide Prevention Lifeline is a national network of local crisis centers that provides free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week in the United States. They are committed to improving crisis services and advancing suicide prevention by empowering individuals, advancing professional best practices, and building awareness. To speak with a certified listener, call 800-273-8265.



# Leadership | Professionalism | Teamwork

The St. Moritz Values



*Pictured: Two Las Vegas SMSSI Officers*

# St. Moritz SAFE

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## WHAT IS INSURANCE FRAUD?

***Jeff Sweat, Risk Manager***

In the United States, Insurance Fraud represents \$80 billion in losses from the American Consumer every year. In an effort to combat those losses, 48 states now make insurance fraud a specific crime. States such as California, Pennsylvania, New York and Florida (just to name a few) have created task forces or criminal law divisions with a specific emphasis on investigating and punishing insurance fraud and abuse. Insurance fraud such as automobile and workers compensation, can no longer be classified as “the cost of doing business” and must be addressed.

The act of insurance fraud is defined as any person *who knowingly and with intent* attempts to defraud any insurer or self-insured entity. The Pennsylvania workers compensation insurance fraud statute grades workers compensation fraud as a 3rd degree felony with a maximum penalty for any one offense as 7 years in prison and or a fine of up to \$50,000 or twice the monetary value of the fraud. These stiff fines and penalties are in place to deter those seeking to defraud employers and carriers and capitalize on this multi-billion dollar industry.

***St. Moritz has made a pledge to assist those who fight insurance fraud by reporting any and all suspicious acts of material misrepresentation to the proper authorities. Please join the fight to help reduce the cost of insurance by taking a stand against acts of abuse and misrepresentation by reporting this information to me or your supervisor. As a team, we can make a difference.***



# Insurance Fraud IS STEALING



# HR Corner

## Be In The Know!

### WHAT ARE THE BENEFITS OF DIRECT DEPOSIT?

#### **Cass Tabler, Vice President of HR**

There are many benefits to employees who enroll in direct deposit. Some of the benefits to employees who sign up for direct deposit include:

- They don't have to go somewhere to cash their checks.
- They don't have to be in the office or wait for the mail in order to receive their check.
- They don't need to worry about asking to re-issue lost or stolen checks.
- They can control which account their money is deposited in.

Employees may sign up for Direct Deposit during the New Hire process. If an employee needs to add or update their Direct Deposit information, they should request a Direct Deposit form from their supervisor. The form should be completed by the employee and then returned to their supervisor who will send the form to payroll.



## Join the 401(K) Retirement Plan!

### Never Participated in a 401(k) Retirement Plan Before?

Here's how it works: YOU decide how much of your paycheck (1% - 90%) you want to contribute via payroll deduction and St. Moritz automatically deposits that amount into your individual retirement account after each payday.

St. Moritz serves as the "plan sponsor" for the 401(k), yet the money always stays in YOUR name, not the company's. St. Moritz sends your payroll deductions directly to your retirement savings account. You decide how to invest your money among the options offered by the plan. Wells Fargo Financial is the financial advisor and the administration of the plan is handled through ADP (your current payroll provider).

We encourage you to take advantage of this opportunity to put some money away for retirement and lower your federal taxable income each pay. We look forward to welcoming you into the plan!

### Eligibility Requirements:

- Must be age 21 or older
- 1,000 hours of service
- **Non-Union** (Limited PA and OH unions are included. Check with your HR Department)
- One (1) Year of continuous service (you are eligible to enroll the first of the month following your 1 year anniversary)

401(k) Summary Plan Description, Fee Schedule, and Summary Annual Report are available in ADP on the Home page or: Visit [RESOURCES/Company Information/Forms Library](#) within ADP or on the St. Moritz Benefits website: [stmoritzbenefits.org](http://stmoritzbenefits.org).

VISIT: [www.mykplan.com](http://www.mykplan.com) or call

ADP Retirement Services at 1-800-695-7526 to enroll.

# Recruiting Initiatives

## OVERCOMING THE SERVICE INDUSTRY WORKER SHORTAGE

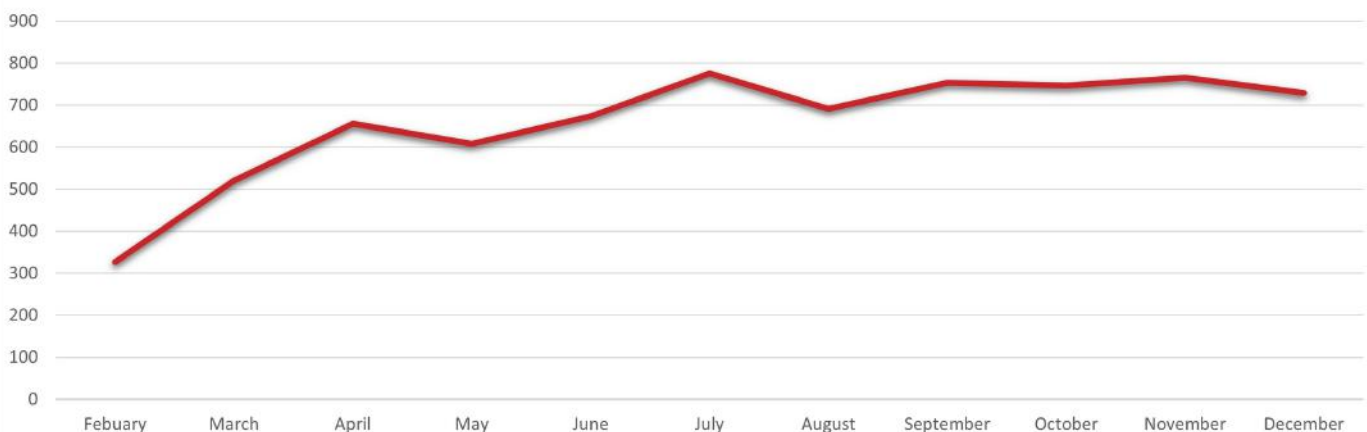
*Josh Juliano, Director of Recruiting*

Covid-19 has put the work force in turmoil, leading to the worst workforce participation rate since 1972. This has made a crisis for employers nationwide, as they struggle to find qualified applicants for most positions; St Moritz included. While each company is trying different strategies to combat this struggle, I have highlighted below the diversified approach that we have taken to get qualified applicants and put them to work.

In January we added a true Applicant Tracking System (ATS) in the form of Kwantek. On top of the role of an ATS, Kwantek also gave us the ability to send our open positions to over twenty job aggregators including: Indeed, Glassdoor, and [ihiresecurity.com](https://www.ihiresecurity.com) to name a few. In addition, we have added a grassroots approach, working with different civic organizations, veteran's groups, schools, and unemployment offices nationwide in order to reach as many potential candidates as possible. Lastly, we have added numerous in-house programs to round out our recruiting program, such as: an employee referral bonus and license sponsorship for qualified applicants.

These tools have helped our recruiters and branch managers out pace our past hiring numbers, leading to a historic number of new hires for SMSSI in 2021. In past years we have averaged close to 3,200 new hires, whereas this year we are on pace to hit 4,400 new hires - a 1,200 new officer increase!

**New Officers Recruited Per Month (2021)**







## Keep In Touch



St. Moritz Security Services, Inc.



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St. Moritz Security Services



[www.smssi.com](http://www.smssi.com)

Have an idea for a section in our next newsletter?

Want to showcase your Officers?

Did your branch hit a milestone?

**LET US KNOW!**

Email your ideas to [SuggestionBox@SMSSI.com](mailto:SuggestionBox@SMSSI.com)

