

AKAL SECURITY NEWSLINE

W W W . A K A L S E C U R I T Y . C O M

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AKAL RESPONDS

Witnesses To September 11

It'll be a long time, if ever, before the security officers assigned to the U. S. Courthouse at 40 Centre Street in Manhattan – about ten blocks from the World Trade Center complex – forget the events of September 11.

At 8:46 a.m. American Airlines Flight 11 from Boston slammed into the north tower, 1 World Trade Center. Eighteen minutes later, United Airlines Flight 175 from Boston hit the south tower. By 10:30 a.m., both towers had collapsed.

"I was in the down room (break room) when we heard a loud explosion and felt the building shutter," said Frank DiMario, LSSO. "Everyone ran outside.

**"The air quality was terrible. The guys were fatigued and worked for days in this environment, but you never heard a peep. Not a whimper, not a complaint."
-LSSO Frank DiMario**

I heard (SSO) Frank Biscuti on the radio telling the command post to call 9-1-1 because he saw the first plane crash into the building. We

just thought the plane was in trouble and hit the building. When the second plane hit...it was a tremendous fireball...we realized this was an orchestrated scenario."

Immediately all SSOs and LSSOs were called to their posts, forming a tight perimeter around the courthouse. According to DiMario, about ten minutes after the second plane hit, they heard a report on the emergency radio warning of a third plane. It turned out to be the first of several USAF fighters patrolling the skies over Manhattan.

When the first tower collapsed, despite the chaos, DiMario said people stayed relatively calm. SSOs and CSOs evacuated the courthouse, instructing people to move north and east away from lower Manhattan and to avoid the subways. The ash and smoke made it difficult for people to see or to breathe. Emergency vehicles were covered in a half-inch of gray ash.



SSOs at the U.S. Courthouse located on Centre Street in Manhattan

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NOTEWORTHY NEWS

Top 100 New Mexico Companies

On November 14, Bank of America released the 2001 New Mexico Private 100, an annual listing of the state's top private businesses based on revenue. Akal was seventh, up from sixteen in 2000.

The listing was initiated in 1988 to acknowledge the important contributions of private companies to New Mexico's economy. In honor of the 2001 New Mexico Private 100 companies, Bank of America donated \$5,000 to New Mexico Junior Achievement.

Welcome Aboard

Dan Hoyt's Los Angeles team is growing! Dan recently hired Talaematafe "Taffy" Careno to oversee the Los Angeles County account where 200 Akal officers will protect hospitals and other healthcare facilities. She brings years of human resources and administrative experience in the contract security field to the table.



Los Angeles Branch Manager Dan Hoyt; Talaematafe "Taffy" Careno

ABOVE & BEYOND THE CALL

CSO of the Year

In August, Willie Henry was recognized as CSO of the Year for the Western District of Kentucky at the U.S. Marshal Service yearly awards banquet in Louisville, KY. LCSO Ralph Dunn, Contract Manager Bob Starke, U.S. Marshal E. Douglas Hamilton and Chief Deputy U.S. Marshal Richard Knight were on hand to present Henry with his award.



LCSO Ralph Dunn; Bob Starke; "CSO of the Year" Willie Henry; U.S. Marshal E. Douglas Hamilton; Chief Deputy Richard Knighten

ABOVE & BEYOND THE CALL

Outstanding Accomplishments

In early August, CSO Bruce Schocken, working the X-ray machine at the front entrance of the KBK Federal Building in Rochester, NY, observed a large metal object in a purse, which he could not identify. After advising CSO Karl Limner, Schocken asked to search the purse and found a handgun. Deputy U.S. Marshals were advised and, following an investigation, the woman was escorted out of the building.

CSO Russell Ditusa received letters of recognition from Chief Judge of Bankruptcy Court Susan Sonderby and Chief Judge of the 7th Circuit Marvin Aspen for his role in recovering a fully loaded revolver from the purse of a woman in the process of forfeiting her home that day at the Dirksen Federal Building in Chicago, IL.

James Travers, Contracting Officer at the Federal Aviation Administration's TRACON facility in San Diego, CA, wrote to commend Akal for its response to TRACON's request for additional security following the September 11 attacks. The letter commended Dan Hoyt, Los Angeles Branch



CSO Russell Ditusa; Chief Bankruptcy Judge Susan P. Sonderby

Manager, and his staff – Officers Phillip O'Toole, Randal Quick, Gabriel Portillo, Richard Burrell, Dennis Shannon, Adam Victoria and Angel Orrantia – for their "exceptional cooperation and willingness to accept directions that seem to change hourly."

CSO George Ligman was standing in front of the Lloyd George Federal Building in Las Vegas, NV when a police car with lights flashing screeched to a halt in front of the building. Ligman noticed a man running up the front steps,

stepped in front of him and ordered him to stop. The man dropped a knife on the sidewalk and put his hands in the air. CSO Ligman and CSO Nancy Earle restrained the man until police officers took him into custody.



George Ligman

CSO Ed Wahl received a letter of commendation from Supreme Court Justice Howard Berler, Eastern District of New York, for immediately arranging for medical care after Justice Berler fell in a basement hallway and cut his head, an injury that required sutures. According to Justice Berler, CSO Wahl's actions "prevented any further serious injury."

CSO Richard Mamara, Jacksonville, FL, pursued a man who bolted past the screening machine, up the stairs of the building. CSO Mamara left the second CSO in charge and subdued the man on the third floor. The man was arrested.

CSO Ed Glynn, Kansas City, MO, wrote to commend fellow CSO John Deere

for his role assisting a disabled woman who was having difficulty getting through the security checkpoint. CSO Deere escorted the woman through security and to her court hearing. After the hearing, CSO Deere escorted the woman back to the lobby.



CSO Jon Deere

AKAL'S LEADING EDGE

Aloha From The Honolulu Waterfront

MMI Realty, property managers for Aloha Tower Marketplace in Honolulu, recently awarded its security services contract to Akal.

Aloha Tower, a ten-story structure with a commanding view of Honolulu Harbor, hosts close to three million visitors each year. The complex offers a wide variety of shopping, restaurants,



Aloha Tower Marketplace

entertainment and meeting and convention space.

Akal conducts bicycle and foot patrols. According to Fred Chun, Akal Operations / Marketing Manager, Honolulu, Akal has also developed an evacuation plan for the marketplace and a presentation on shoplifting for the tenants.

In addition, Akal, in partnership with the U.S. Coast Guard, is providing screening services for passengers boarding cruise ships at eight ports around the state,



Aloha Tower

including two ports at Aloha Tower Marketplace. Services include passenger and luggage screening conducted by FAA certified screeners.



NOTEWORTHY NEWS

Ralph Pfannenstiel Retires

LCSO Ralph Pfannenstiel retired this July after 16 years with the U.S. District Court in Topeka, Kansas, but not before his family and peers could surprise him with a celebration. Lined up to praise Pfannenstiel's accomplishments were Rand Rock, U. S. Marshal; Richard Rogers, U.S. District Judge; Mary Handley, Senior Probation Officer; and Don Rehm, Akal Contract Manager.



United States Marshal Rand Rock; Chief Deputy Michael Fielder; SLCSO Ralph Pfannenstiel and Akal Contract Manager Don Rehm

AKAL'S LEADING EDGE

New Business Opportunities

Akal signed several significant contracts during the fall season.

New York Customs Service – In November, Akal was awarded a contract to provide 14 security officers to be deputized as special agents of the New York Customs Service. The officers will be trained in screening techniques and the use of metal detectors and X-ray machines.

Royal Hawaiian Shopping Center – The 293,000 square foot, multi-level Royal Hawaiian Shopping Center in Waikiki, a three building complex running the length of three city blocks,

named Akal to provide motorized security services. It's the first security contract the shopping center has awarded in two years. Since the Royal Hawaiian Shopping Center is within walking distance of Waikiki hotels, Akal must coordinate efforts with a variety of hotel security personnel.

Hawaii County Police Commission – Akal recently signed a contract to provide investigative services for the Hawaii County Police Commission, an independent commission that responds to charges of police misconduct. Fred Chun, Akal Hawaii Operations / Marketing Manager and a retired Attorney General Chief Investigator, will spearhead the development of criteria and standards for the investigative program.

For the first time, Akal is listed in the GSA schedule as an approved vendor for security guard services. Government agencies prefer to work with vendors on the GSA schedule because they can streamline their procurement process and quickly put new services in place.

CIS News

Marshall Space Flight Center, Huntsville, AL – Akal's partner, CIS, will provide a team of 50 security analysts and officers to this NASA facility. According to Daya Khalsa, CIS was chosen based on the superior management team and the technical solution proposed.

Distinguished District Award

Gary Potter, CSO In Charge at the Dirksen Federal Building in Chicago, IL, received a letter from U. S. Marshal James Whigham congratulating the CSOs who serve the Northern District of Illinois for their valuable contribution to the Marshal's Office. In the spring, Marshal Whigham received the prestigious Executive Director's District of the Year Award for large districts. "In no small way, the effectiveness, diligence and hard work demonstrated on a day in and day out basis contributed significantly to the Northern District of Illinois being recognized as the recipient of the prestigious award."

Akal At The White House and In The News

On September 26, Daya Khalsa, Senior Vice President, and 12 other Sikhs from around the country met with President Bush at the White House.

The president's objective was to assure the estimated 500,000 Sikhs living in the U.S. of his commitment to religious diversity and to communicate that retaliatory acts against Sikhs will not be tolerated.

"It was an honor to be in the Oval Office with the president," said Daya. "I had a chance to discuss airport security and to let him know that Akal is on the front line of efforts to safeguard government facilities."

Throughout September, Daya was also interviewed by a handful of newspapers and radio and television programs – National Public Radio's "All Things Considered," the LA Times, PBS, "60 Minutes II" and local New Mexico newspapers – about security in America and the role of private security firms, in partnership with federal law enforcement agencies, in protecting government and civilian facilities.

AKAL RESPONDS

Frustrated by their inability to lessen the pain of families who lost loved ones in the September 11 attacks on the World Trade Centers, New Yorkers are finding small, but powerful, ways to help.

Bob Seignious, Contract Manager, 2nd Judicial Circuit New York, sent ashes from the World Trade Center site to Stuart Ho, father of Heather Malia Ho, the only victim of the attacks from Hawaii. Heather was an executive pastry chef at the renowned Windows on the World restaurant on the 107th floor of the World Trade Center's North Tower.

According to a family friend, "Bob Seignious has helped the Ho family through their loss."

Thanks For Your Generosity

In November, on behalf of the Manhattan-based CSOs and LSSOs, Akal donated \$10,000 to the Policemen's Benevolent Association (PBA) Widow's and Children's Fund. Thanks to your contributions, Akal presented an additional \$7,800 to the same fund for a total of \$17,800. Letters and notes sent with contributions were shared with officers in Manhattan.

According to the PBA, the money will be used to fund scholarship grants, holiday gifts and other financial needs.

Thanks to everyone for your generosity and compassion.

Witnesses To September 11 continued from front

Within an hour of the attack, off duty SSOs began reporting to work, many driving their own vehicles. One officer walked from Brooklyn across the Brooklyn Bridge. Most brought shopping bags filled with extra clothes, flashlights, batteries and other emergency equipment, prepared to stay for an extended period of time.

"For the next couple of days, officers stood at their posts, in the rain, heat, wind, ash and smoke, only stopping long enough to eat a box lunch sent over from the Manhattan Correctional Center," said DiMario. "The air quality was terrible. The guys were fatigued and worked for days in this environment, but you never heard a peep. Not a whimper, not a complaint."

In the following days, the USMS provided trauma counseling and the C.O.T.R. Ralph Burnside continually checked on the physical condition of the SSOs.

"We see a difference in the men," said DiMario, a retired NYC police officer. "I lost 14 friends that day. One SSO officer, who had been with the fire department, lost 35 friends," said DiMario.

Since September 11, DiMario says his team has had to deal the possibility of new threats, including biological weapons.

"Everyone has their guard up," said DiMario. "Every time a car stops, the guys are particularly alert. When a plane or helicopter goes overhead, they look up. They've had to physically chase cars on foot to stop suspicious vehicles."

The courthouse remains in a state of heightened security, with armed USMS and Bureau of Prison personnel surrounding the courthouse. While several people have been detained for questioning, there have been no arrests.

AKAL'S PHOTO GALLERY



One of Akal's accounts is the LAC+USC Medical Center in Los Angeles, California



U.S. Marshal Buck Wood Presenting CSO Kenny Riales with Award for Exceptional Service



Richard Williams on Patrol

AKAL SECURITY NEWSLINE

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The Akal Security Newsline is published quarterly at Akal headquarters. Letters, comments and news from employees and clients are invited.

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