



CSC BEHIND THE SCENES

What is CSC doing when you're not looking? Quite a bit! CSC concluded its annual corporate conference held at our sister facility Woodside Ranch Resort and Conference Center in Mauston, Wisconsin.

Each year, corporate personnel and branch managers convene at the ranch to join forces for a week of team building, seminars and presentations regarding important topics and policies. Following 2008's insightful theme of "Lean and Mean,"

this year's meetings focused on "Survival of the Fittest" and the need to adapt to the current economic state.

While the week at the ranch was focused on education and growth, there was definitely an equal balance of work and play! Each day began with a crisp morning horseback ride, where breakfast was served in the beautiful wooded surroundings. CSC's finest chefs, Damon Zumwalt, Jim Granger, Rick Welsch, and Roy Sukimoto made sure that everyone enjoyed their traditional country-

style breakfast, and they were always ready to serve seconds! At the end of each day, everyone was rewarded with fun activities including movies in the theatre, darts and pool in the Trading Post, bowling, karaoke, canoe races, and many other activities and friendly competitions. ■



MESSAGE FROM THE PRESIDENT

I was excited and thrilled to once again welcome all CSC participants and partners to

our annual retreat at our beautiful host property, Woodside Ranch Resort & Conference Center. As we forge ahead, our 2009 has been earmarked as Survival of the Fittest.

I feel Survival of the Fittest is an appropriate follow-up to last year's theme because it highlights the ever-present need for companies to address their efficiencies and fitness throughout every department. I want to express my deep appreciation to our Chief Financial Officer Keith Granirer for last year's theme of Lean and Mean and for Keith's exceptional

foresight regarding the present state of the nation's economy.

I send sincere thanks to the entire CSC management team for their efforts during the past year in helping us to remain financially healthy and for their assistance in helping our clients reduce their costs as well. It is with our entire team's perseverance and dedication that we continue to succeed.

There are many great successes on the horizon, and I'm very enthusiastic about what the future holds. Let's make it a year to remember as we welcome many new clients into the CSC family and prepare for our greatest accomplishment yet, providing the security services for the 2010 Winter Olympic Games in Vancouver, Canada. ■

Damon Zumwalt
Founder & President



REGGIE SMITH HITS A HOME RUN AS 2009 KEYNOTE SPEAKER



CSC was pleased to welcome former Los Angeles Dodger and Major League All-Star Reggie Smith as the 2009 keynote speaker. Offering insight into his many professional successes, Reggie focused on the importance of teamwork and credits this principle for his numerous accolades.

The principle of teamwork has guided CSC throughout its 42 years, and each manager listened intently as Reggie shared his many experiences. CSC Founder Damon Zumwalt was especially inspired by the presentation, as he often draws analogies between the qualities of an athlete and the qualities necessary to become a champion in business and in all other areas of life.

Reggie offered the following thoughts:

- "Expect the best from your teammates."
- "The name on the front of the uniform matters; the one on the back doesn't."
- "Individuals win awards; teamwork wins championships."
- "Take advantage of your opportunities in life."
- "Sports doesn't shape your character; it reveals it." ■

TEAM | Techniques for Effective Alcohol Management

Jill Pepper from TEAM Coalition joined us at the ranch and conducted a training session to educate and certify CSC managers in effective alcohol management.

The TEAM training program provides the knowledge to understand the warning signs of intoxication and the factors that affect how alcohol is absorbed into the bloodstream. Additional training includes blood alcohol content in relation to serving sizes, intervention techniques for all job functions, serving guidelines, plus reasonable efforts that facilities can undertake in order to ensure that guests have a safe, positive and enjoyable experience.



Most of CSC's regional and branch managers are certified TEAM trainers. They realize the importance of this valuable skill set and continue to train and certify many of their own employees as well as their clients' employees.

In 2008, CSC was recognized as a Training Hall of Fame winner by TEAM Coalition. ■

CSC ALL STARS 2009 AWARDS

- Office of the Year
Los Angeles Branch
- Corporate Employee of the Year
Janette Jones (Corporate - Payroll)
- Assistant Branch Manager of the Year
Jack Vaughn (Nashville)
- Runner-up Branch Managers of the Year
Steve Kirkland (Jacksonville)
Bill Pinkowski (Orlando)
- Branch Manager of the Year
Chris Martinez (Denver)
- CSC's Golden Circle Inductee
Roy Sukimoto* (Los Angeles)



Office of the Year
Los Angeles Branch



Jim Granger and Janette Jones



Chris Martinez
Manager of the Year

**The Golden Circle is reserved for those managers who are in the running for Manager of the Year every year, who have previously been awarded Manager of the Year, and whose branches are consistently successful.*

IT'S ALL IN THE FAMILY

With all entities coming together to work as one, our sister affiliates The Apex Group, Contemporary International, and ProtaTECH shared company updates with the CSC family.

Vice President of the Apex Group Rob Brockway discussed new clients and opportunities for this next year while highlighting his approach to creating stronger partnerships with CSC managers across the nation.

Contemporary International's Chief Operating Officer Stephen Mirabile presented an overview of the company and offered some insight into their successes in the international event world. Stephen also showcased Contemporary Security Canada and its contract to provide services for the 2010 Vancouver Olympic Games.

ProtaTECH's Chief Operating Officer Abraham Kumar presented an update on information technology and the various projects on which his team is currently working. Abraham also presented an update on ProtaTECH's web-based security officer training program, SORT, which is now being used by all of CSC's California branch offices. ProtaTECH is currently the only company that is certified by the state of California to provide online security officer training. For more information, visit www.SORTeLearn.com. ■



Stephen Mirabile - Contemporary International



Rob Brockway - The Apex Group



CSC welcomed VenueSoft's Chief Operating Officer Randy Wingate to this year's corporate meetings in order to showcase his company's product for CSC's branch managers. VenueSoft is a provider of an integrated and multifunctional software and hardware platform that manages the safety and security requirements of large entertainment venues. VenueSoft's incident management system offers reliable solutions for the most critical and costly risk management challenges and is the only technologically developed and tailored program customized specifically for facility operations management. For more information, visit www.venuesoft.com. ■



TEAMWORK DIVIDES THE TASK AND DOUBLES THE SUCCESS



Steve Garvy - Zurich

CSC was thrilled many of our vendor affiliates joined our meeting of the minds. Representatives from Paychex covered Human Resources topics such as hiring practices, tax credit services, progressive discipline plus safety and loss prevention. Anthony Garcia from Smith Barney and Mike Daley from Oppenheimer Funds discussed the economic and financial market outlook, 401K plans and other miscellaneous investments to keep us fiscally responsible. Managing Director Paul Halloran of Mesirow Financial and Senior Risk Engineering Consultant Steve Garvy from Zurich gave an overview of Risk Management and Workers Compensation Claims. Lastly, Peter Schiffrin from SGD participated in CSC's legal department presentation and reviewed general liability issues. ■

THE BUZZ FROM CORPORATE

To remain the leader in crowd management, CSC must execute a strategic game plan. Check out what we're doing to keep CSC ranked number one.

Accounting, Finance & Payroll

Chief Financial Officer Keith Granirer covered the financial analysis, performance rankings and the company's progress in 2009. Payroll Manager, Martha Castillo, offered the branch managers an update on payroll policies and procedures.

Legal

Associate General Counsel, Rafael Armijo, discussed various legal topics, including contracts, claims, and incident report writing.

Marketing

Vice President of Marketing Devan Schulz shared her vision for re-branding CSC after 4 decades to create top-of-mind awareness paired with her marketing initiatives for 2009.

IT

Abraham Kumar, Chief Information Officer, discussed CSC's plan for improving the flow of communication with the implementation of Microsoft Exchange and Microsoft SharePoint.

Convention Services

Judith Olsen, CSC's Director of Convention Services, provided an overview of her efforts in expanding CSC's expertise into the convention industry. She discussed many new contracts that have been secured and her plan for growth over the next year.

Special Events

Sarah Sidders, Senior Director of Special Events, reported on many upcoming events, including MLB FanFest, PGA Championship and President's Cup. She also announced the presence of Adventous, CSC's new event planning and accreditation services division.

CSC is also pleased to announce Team 2, a new division of special events. Team 2 will be led by Vice President Scott Dennison and Director of Operations John Storer, who both possess an extensive background in event security. Under their leadership, Team 2 will provide services for many events this year, including U.S. Open Tennis and several golf tournaments.

Here's looking forward to another great season in 2009!