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President  
Glenn Burrell,  
CPP

## President's Message

### Ring in the New Year with New Benefits, New Opportunities

Happy New Year to you all! The holiday seasons passed by in a blur as we finalized budgets, new medical benefits and insurance renewals—all of which went into effect on January 1. I'm thrilled to report that 2016 produced another record year. Our company grew more than 20% for the fifth consecutive year.

Much of our success comes from the consistent, committed service that you demonstrate day after day.

Each issue of this newsletter—including this one—features new stories about the men and women of Sunstates going beyond the call of duty for our clients. From meeting the challenges of Hurricane Matthew to performing routine duties with friendliness and an eye for detail, you and your peers embody the corporate values that set Sunstates apart within the security industry. It is a pleasure and honor to recognize and reward your service with Awards of Excellence, service awards and promotions.

During the past 12 months, I traveled to most of the 18 states in which we operate. I try to meet as many of you as possible when touring regional accounts. These visits never cease to inspire me, and I am often humbled by the selfless dedication you show for Sunstates and our clients.

All one has to do is to turn on the television or pick up a newspaper to see that it's a challenging time for our country and our world. The situation isn't likely to improve any time soon. Many of you serve as the front line of defense—greeting the public, protecting client employees and facilities, and even defusing volatile situations. Your role as a security professional will become even more important in the months ahead. I thank you for your service and encourage you to take advantage of the courses and tools we are developing to help you perform your duties—and advance your careers.

I look forward to more regional visits in 2017 and hope to see you in person very soon.

Yours in service,

Glenn P. Burrell, CPP

## Sunstates Security Rises to the Challenge of Hurricane Matthew

When Hurricane Matthew battered the Southeastern United States in early October 2016, the Sunstates Mutual Aid Rapid Response Team (SMARRT) and other employees rallied to assist clients and communities in eastern North Carolina.

**Charlotte Region:** Several Sunstates employees volunteered to stay on-site, providing needed security during both the storm and the subsequent flooding. Special thanks go to Officers **Terence Carlisle**, **Colin Moran**, **Tremayne Simmons**, and Supervisor **Adam Gooch** (also featured in this month's SMAART Spotlight).

SMAART members **Brenda Baker**, **Rodney Tillman** and **Deshaun Wright** of Charlotte,



From left, Deshaun Wright, Brenda Baker and Rodney Tillman

N.C., traveled to assist a client with multiple locations in the eastern part of the state. The grateful client emailed thanks to the Sunstates

team, saying, "I am able to rest a little easier knowing our Sunstates team is watching over us. Thank you all for the great work."

**Raleigh Region:** In Raleigh, N.C., the Sunstates team pulled together to secure a large client facility in the storm's path. Several members received special recognition for their efforts at an award ceremony on November 2.

Officer **James Baugh** drove through flooded areas to report for duty on time. He stayed throughout the duration of the storm, providing much-needed assistance as flooded roads prevented other officers from reaching the site.

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