

The SECURITY Advisor

a magazine published by Security ProAdvisors for the Security Industry

PRESIDENT'S CORNER

Hello and welcome to the latest edition of **The Security Advisor**.

This edition features a Q-and-A interview with Jay Gruber, Associate Vice President for public safety and Chief Public Safety Officer at *Georgetown University* in Washington, D.C. He previously served as Chief of Police at the University for nine years, and as Assistant Chief of Police and Assistant Director of Public Safety at the *University of Maryland*.



We asked Gruber about his career arc, what he does day-to-day, security risks and challenges in the University environment, how he collaborates with local law enforcement, and how recent campus demonstrations around the Middle East conflict have impacted Georgetown.

As always, this issue of **The Security Advisor** provides a summary of the last six months' worth of mergers and acquisitions in the security field. The volume of transactions has been high because demand continues to grow for security. In addition, customers increasingly understand the labor challenges that guarding companies face and have become less resistant to billing rate increases. These positive trends have combined to keep valuations strong, despite higher costs of borrowing due to the rise in interest rates.

As a result of these burgeoning opportunities, as 2024 unfolds, I believe we will continue to see new private equity groups and strategic buyers enter the U.S. security market. Rising crime and deficient numbers of police officers will keep demand high, while outsourcing will continue to grow as in-house staff tends to be expensive. Customers' desire for choice - marked by a trend toward putting contracts out regionally rather than nationally, means that smaller national and larger regional companies will mushroom faster than the industry overall.

Along with physical guarding, cybersecurity will remain top-of-mind as the need to lock-down data and other sensitive information grows in importance. The crippling attacks against organizations of all shapes and sizes - *Lurie Children's Hospital* of Chicago is one of the most recent victims - underscores why organizations in all industries need to meet the standards of regulations designed to protect them, and otherwise do what they need to do and spend what they need to build up their cyber-defenses.

Overall, the forward momentum of private security has been palpable since last summer, starting with the always-active *Allied Universal*. The firm made its 100th acquisition since 2010 by absorbing *Nordic Security Services*, a full-service firm in Orange County, California, which **Security ProAdvisors** represented in the transaction. *Allied* also has acquired four other companies: *Protection Services*, *J.E. Security Systems & Services, Inc.* (through subsidiary *G4S Secure Solutions*), *Siete24* and its subsidiary, *InfoTec*.

Equally active has been *Everon*, the newly rebranded name of security integrator and commercial security, fire and life safety provider *ADT Commercial*. The company's five acquisitions have included *Newtech Systems*, *Portland Safe*, *Apex Integrated Security Solutions*, *Customized Service Concepts* and *Riverside Integrated Systems*.

On other fronts, *Pye-Barker Fire & Safety* has purchased both *Comtron Systems* and *Koetter Fire Protection*, the latter with the exception of the firm's Dallas office. *Security 101* has bought three of its own franchisees: *Advance Security Integration*, *Integrated Security Professionals* and *RVA Security Integrators*. The past six months have also seen nine other acquisitions that we cover in this issue.

On a personal note, this summer will see the release of my first-ever published book, titled "**Legends of the Security Services Industry: Profiles in Leadership**," which I have co-authored with longtime friend and colleague Michael Hymanson, and spoke about in February at the *NASCO Contract Security Industry Leaders' Roundtable* held in Fort Lauderdale, Florida.

After becoming aware that no book had ever been written that profiled the dynamic men and women who founded or grew the security industry's major players, I teamed up with Michael to choose 15 leaders of North America's and Europe's largest contract security firms to profile, telling their uniquely personal stories of great leadership, from 19th century American legends Allan Pinkerton and William J. Burns on up through 21st century titans like Steve Jones, CEO of *Allied Universal*.



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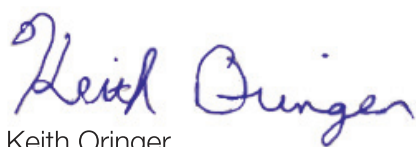
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"Legends" contains not only our research but also the fruits of interviews with these men and women, family members of those no longer with us, and colleagues of many of them - which lent itself to the narrative storytelling approach we used. We also track the development of the industry as social unrest, mass shooting incidents and major terrorist attacks continued to boost the demand for security services - and sales went from \$500 million in the U.S. in 1958, to \$5 billion by the 1980s, to \$76 billion in North America by 2019 - and now exceeding \$200 billion globally.

Our distinguished mutual colleague Robert McCrie, a professor at *John Jay College of Criminal Justice* and a several-times published author himself, encouraged our endeavors and was kind enough to pen an eloquent foreword. *"Through their exemplary and extraordinary leadership skills, the 14 men and one woman profiled - hailing from the United States, Canada, Europe, and South America - turned smaller guard and investigative companies into large-scale security guard and patrol services,"* he wrote. *"This book will reveal how the four leading global security companies were formed, and how they are coupled today with extensive consulting and security technology divisions."*

Michael and I look forward to *"Legends"* coming hot off the press, and we believe those of you who give it a read will find the book entertaining, informative and enlightening.



Keith Oringer
Founder and President
Security ProAdvisors



THE SECURITY ADVISOR

Published twice a year, *The Security Advisor* is a magazine dedicated to news in the security industry throughout the world. *The Security Advisor* is published by *Security ProAdvisors*, providing advisory, consulting, and brokerage services to the security industry - guarding, system integration, and electronic security. *Security ProAdvisors* represents sellers in security transactions.
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SECURITY PROADVISOR'S JUNE 2023 THROUGH JANUARY 2024 TRANSACTIONS

JUNE 2023

AgTac Services, LLC Merges its security division with *St. Moritz Security Services, Inc.* *Security ProAdvisors* provided Brokerage Services for the transaction.

NOVEMBER 2023

Security Pro Advisors represented NJ/NY-based *Motivated Security Services* in the transaction. The acquirer was *Harvard Protection Services*.

NOVEMBER 2023

Security Pro Advisors represented NY-based *Winfield Security* in the transaction. The acquirer was *Tarian Group*.

DECEMBER 2023

Security Pro Advisors represented California-based *Nordic Security Services* in the transaction. The acquirer was *Allied Universal*.

JANUARY 2024

Security Pro Advisors represented a Southeast-based company. The acquirer was a National company.

HEADLINES

Securitas Reports \$14.8B in Sales, 9% Growth for 2023

Year-end financials from *Securitas* show 9% organic sales growth to \$14.8 billion, according to the company's reporting. Sales growth in the fourth quarter was driven by price increases as well as volume growth in airport security, *Securitas* said.

Operating income before amortization was \$969 million, with an operating margin of 6.5%, which *Securitas* attributes to strong performance from all three of its business segments but particularly technology and solutions, which was responsible for 55% of the operating result in the fourth quarter.

Earnings per share before and after dilution were about \$0.21 for the full year, while before items affecting comparability (IAC) they were \$0.91. Reported net debt/EBITDA was 4.1, or 2.7 before IAC. Cash flow from operating activities was 80% for 2023.

"The integration of STANLEY Security continued at a good pace with several important milestones achieved," according to Magnus Ahlqvist, president and CEO. *"We continue to be in a period of important work related to systems and support services which will continue in 2024."*

The main priority for security services is improving the profitability within client portfolio, Ahlqvist said. *"The results were mixed in the fourth quarter with positive impact from active portfolio management, a price and wage balance on par and somewhat improved labor markets in the second half of the year,"* he said. *"The profitability was primarily hampered by negative result development in the Securitas Critical Infrastructure Services business and somewhat weaker performance in Europe."*



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HEADLINES - M & A



Allied Acquires Nordic Security, Star Protection, J.E. Security, Siete24 + Infotec

Already the world's largest private security and facility services provider, **Allied Universal** completed its 100th acquisition since 2010 with the purchase of Orange County, California-based **Nordic Security Services**, a full-service firm located within miles of **Allied's** world headquarters. **Security ProAdvisors** represented **Nordic Security** in the transaction.

Allied followed that up with the acquisitions of Seattle-based **Star Protection Services**, St. Thomas, Barbados-based **J.E. Security Systems & Services Inc.**, and two Latin American firms: **Siete24** and its subsidiary **Infotec**.

Star Protection, founded in 1991, had become the largest privately owned security firm in the Pacific Northwest with six branches across the western states. The acquisition of comprehensive guarding and technology provider **J.E. Security** comes through **Allied** subsidiary **G4S Secure Solutions** (Barbados) Limited. With clients ranging from insurance companies to banks to embassies, **J.E. Security** has for more than three decades provided electronic security, patrol and response services to residents and businesses on the island.

*"As we continue to expand our presence internationally, the acquisition of the market-leading technology business of **J.E. Security Systems & Services** allows us to expand the value of our security services we offer to the customers and communities we serve in Barbados and the English Caribbean,"* said Steve Jones, Global Chairman and CEO of **Allied Universal**.

"We believe that the synergy between our companies will result in an unparalleled offering in the security solutions in Barbados and the wider English Caribbean," added James Devers, Managing Director of **G4S English Caribbean**, which has operated in Barbados for more than 35 years.

Jeff Evelyn, Managing Director of **J.E. Security Systems & Services**, expressed excitement at joining the world's largest security provider. *"Through this action, we will be*

able to provide our clients with expanded service offerings and our employees with additional career opportunities," he said.

Thirty-five-year-old **Siete24** provides guarding services to companies and organizations throughout Colombia, working with subsidiary **InfoTec** to provide integrated solutions that combine security technology and physical guarding.

"In our relentless pursuit of international expansion, we are pleased to announce this groundbreaking deal which marks the company's first acquisitions in the region and grows our presence on the continent," Jones said.

*"Adding the clients of **Siete24** and **Infotec** to our global family signifies a new chapter in our commitment to delivering exceptional security solutions across Latin America and beyond."*

*"We are excited to join the world's premier security provider and become part of an organization with the resources, technology focus and depth of services that **Allied Universal** offers,"* said Julio Molano, President of **Siete24** and **Infotec**. *"By joining **Allied Universal**, we will be able to take the service we provide to our clients to the next level."*

With 18 acquisitions in the past two years, five of them internationally, **Allied** overall has grown to 800,000 employees in 100 countries and more than \$20 billion in annual revenue, slowing the pace of mergers and acquisitions of late due to rising interest rates but continuing to acquire complementary firms with unique offerings in robust markets.

"I'm very proud of the company's rise to the rank of global leader through strong organic growth and strategies acquisitions over the past 13 years," Jones said. *"We have been highly successful in bringing great organizations and their talent people onto the **Allied Universal** team."*

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HEADLINES - M & A

Pye-Barker Fire & Safety Purchases Comtron Systems, Koetter Fire Protection

Aggressively expanding Atlanta-based fire protection, life safety and security systems provider **Pye-Barker Fire & Safety** has purchased both Palm Desert, California-based security, alarm and fire detection company **Comtron Systems**, as well as Texas-based **Koetter Fire Protection**.

The acquisitions marked at least a dozen for **Pye-Barker** in 2023, after 23 purchases in 2022, and the **Comtron** purchase is the third in the Coachella Valley region of California, further establishing **Pye-Barker's** full-service market presence in that area and in the state overall. The company now has 182 branches in 40 states.

"The Comtron team makes a great addition to the Pye-Barker family as we expand with the mission to provide full-service and fully integrated protection to every community," said Bart Proctor, CEO at Pye-Barker. "By making strategic acquisitions in key areas, we come together stronger and ready to protect our customers with integrated advanced fire, security and life safety offerings."

Staff from **Comtron**, which has operated for more than 35 years, will continue to serve customers and grow the business in California, where the company has leveraged technological innovations to protect people and property with custom solutions for 24/7 monitoring and emergency services, including burglar alarms, video surveillance, access control, and fire alarms and protection.

"I knew Pye-Barker was the best choice for my team for future job growth opportunities, and they will take the best care of our customers moving forward," said Monty Sorensen, owner of Comtron. "Pye-Barker has a big vision for life safety in the Valley, and our team is excited to grow with them."



KOETTER FIRE PROTECTION
"ALL YOU NEED TO KNOW ABOUT FIRE PROTECTION"



The purchase of **Koetter Fire** brings into the fold a nearly three-decade-old, full-service specialty fire systems company that provides alarms, detection, sprinkler and suppression systems, kitchen hood systems, portable extinguishers, and 24/7 monitoring. **Pye-Barker** also has gained seven of **Koetter's** office locations, although the Dallas office will remain in the hands of the Rabroker family, one of the three families that has owned the company.

"Pye-Barker is the best partner out there, and I'm proud for Koetter Fire Protection to join the Pye-Barker family," said Robert Rabroker, owner at Koetter. "As I take the next step in my career journey, I feel confident Pye-Barker will do what's best for my family, our team members and our customers."

"With the combination of Koetter's incredible family members, premier product lines, and strategic locations throughout Texas and Pye-Barker's family members, unmatched resources, and historic dedication to the fire protection industry, our customers will continue to receive the highest quality service," added Jason Ferguson, another owner, who will stay with the firm.

Proctor said he was glad to be working with both Rabroker, whom he called "an influential leader in the fire and life safety industry," and Ferguson, about whom he said, "We are confident that his entrepreneurial spirit will drive the next chapter of success for our business in the state of Texas."

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HEADLINES - M & A

ADT Commercial Rebrands as Everon, Which Buys Newtech, Portland Safe, Apex

Security integrator and commercial security, fire and life safety provider **ADT Commercial** has changed its name to **Everon** in the wake of private equity firm GTCR's \$1.6 billion acquisition of **ADT's** commercial security and fire segment, which became public in August. **Everon** subsequently has bought three companies: **Ashland**, Kentucky based **Newtech Systems**; Gray, Maine-based **Portland Safe, Inc.**; and Boise, Idaho-based **Apex Integrated Security Solutions**.

*"Introducing **Everon** to the industry as a standalone company is a huge milestone in our commercial organization's journey,"* said CEO Dan Bresingham in the company announcement. *"We are excited to embark on this next chapter with our partners, **GTCR**."*

The new branding reflects the company's customer service dedication, technological expertise and willingness to innovate, evolving to better respond to the security, fire and life safety needs of the commercial world, according to the announcement. The company plans to invest in growth through strategic mergers-and-acquisitions, it says.

Newtech Systems, which has four satellite offices, has been a family-owned and operated business established in 2006 with a history dating to 1954 that offers comprehensive services and solutions for commercial environments. Bresingham said **Everon** sees the acquisition as furthering the company's growth goals - in areas like service area, people and capabilities - to more completely serve commercial customers.

*"For nearly half a century, the leaders at **Newtech** have proven to have the same appetite for excellence that we do, and we're looking forward to continued success alongside them across the region and market,"* he said. The company's announcement added that **Newtech** offers expertise in video surveillance, access control, intrusion detection, healthcare communications, and fire alarm systems.

*"At **Newtech**, our commitment to our customers is what drives us, and we recognize that same drive in **Everon**,"* said Tom Kibler, Vice President and General Manager. *"We're excited to grow our expertise and reach in the region as part of **Everon**, and continue building on that culture of trust that we've been developing over decades."*





Portland Safe, in business for more than 35 years, has providing security solutions like access control, alarm systems, video surveillance, physical security, and drive-up and cash-handling equipment for banking and financial institutions in New Hampshire.

*"At **Portland Safe**, we pride ourselves on being an organization that is completely dedicated to anticipating and meeting the needs of our customers, and being that local partner they can rely on,"* said Brian Sevit, owner. *"We're thrilled at the opportunity to grow our breadth of capabilities and flexibilities to serve our customers at an even higher standard of quality with **Everon** - still maintaining that local touch and focus."*

*"We're looking forward to welcoming **Portland Safe's** employees to **Everon** and adding their wide-ranging knowledge and expertise to our deep bench of talent,"* Bresingham added. *"We're excited to have them on this journey."*

Apex Integrated Security Solutions, founded 20 years ago, has provided "turnkey" security, fire systems and life safety solutions integration to a national and international customer base across a variety of industries, the company says.

*"Our success has been the result of a down-to-earth, time-honored approach to provide superior service and maintain a true, customer-focused mentality, and we recognize that same energy at **Everon**,"* said Bill Atkinson, owner of **Apex**, in the companies' joint announcement. *"We look forward to this opportunity to join ranks with them in pursuit of a common goal - exceeding customer and industry expectations across the board."*

"Their proven dedication over decades to provide an outstanding customer service experience will be instrumental in helping us to grow in a critical market area in the west, expanding our reach from coast-to-coast," Bresingham said. *"We had promised a story of growth for **Everon**, and we're excited to have the talented **Apex** team with us as we enter an exciting new chapter in our commercial business."*

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Q&A with Jay Gruber, Georgetown University

Jay Gruber serves as Associate Vice President for Public Safety and Chief Public Safety Officer at Georgetown University in Washington, D.C. A four-decade veteran of university policing, he served as chief of police at the University for about nine years before being promoted into his current position in 2021. Prior to his service at Georgetown University, Jay worked for more than 26 years at the University of Maryland, that included service as assistant chief of police and assistant director of public safety.



In his current role, Jay directs the operations of the Georgetown University Police Department, Office of Emergency Management and Office of International Safety and Security. During his tenure at Georgetown, he has developed innovative community support programs, including a Sexual Assault Response Team, Crisis Intervention Trained Officers, and a campus-wide Active Shooter Response training program. He also coordinates all security technology on the university campus.

We spoke with him about his career to date, his day-to-day work, and the unique challenges and joys of working in university security.

Keith Oringer: *What are some of the unique security risks and challenges that you manage at Georgetown?*

Jay Gruber: I'll start with the challenges. We have to maintain an open atmosphere. We don't have big fences around the university. Our academic and administrative buildings are open during business hours; we don't require people to badge in or badge out. One of the challenges is being open to the public. And, along with that, having our security more passive than overt. The university doesn't want turnstiles, or bars on windows, or things that look unwelcoming. One of my challenges is to put systems in place, like CCTV, access control, intrusion detection, to make sure that anybody who's not authorized to be in an area, isn't in that area; and if somehow they do get into that area, we get notified.

The biggest risk for me is, I have about 7,000 18 to 22 year olds who are not thinking about security as their primary concern. They're leaving doors unlocked, leaving valuable laptops and other electronic equipment sitting out when they go get a cup of coffee. The other risk is that people feel comfortable on campus. I refer to it sometimes as the "Georgetown bubble," where faculty and staff don't lock their doors and really don't think about security, either. We have about 7,000 to 8,000 graduate students, as well. They don't live on campus, but they are the ones who get things stolen or become victims of crime.

I've been here going on 12 years. I think we've had two or three burglaries that were actually break-ins. Most of the burglaries we have are because of unlocked and open doors. We have to continue to train our community, and our community turns over every four years.

KO: *Do you use contract security providers? If so, what are your top three considerations when assessing qualifications and fit? If you're in-house, what do you look for in a security officer?*

JG: We use contract security for several different posts on the university: our medical library, one of our residence halls off the main campus, and for our art gallery. We also use them for major events, like move-in, homecoming, commencement. I look for a couple of different things. Pricing, unfortunately, is always first and foremost. You're looking at what their ability is to staff your events, when and where you need them. And, you're looking at the professionalism of that staff, not only in appearance, but the way they communicate with people - the professionalism and courtesy of the actual on-the-ground security guards and officers.



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Q&A with Jay Gruber, Georgetown University

continued

KO: How big is your in-house team? Whom do they report to and work for? Are they armed, and do they have arrest powers?

JG: I have about 60 police officers and five security officers. They're full time, Georgetown University police officers. They have the full authority of a Metropolitan D.C. police officer on our campus. They report up through my chief of police up to me. They have Georgetown University benefits, vacation time, health care, retirement, all those sorts of things. We are not armed with firearms, but they have arrest powers. We make a number of arrests every year. We have the ability for my detectives to write warrants.

KO: What is your management style?

JG: I consider myself a servant-leader. I'm there to support my personnel. If they look good, I look good. I give them all the credit for everything that they do. I hate micromanaging but I like providing guidance. I like to think I've hired excellent people, and I want to do whatever I can to support my direct reports. I don't mind getting my hands dirty. But, I mostly provide direction, I provide support. I'll try to find the money that you need and the resources that you need because the bottom line is, and I tell them this all the time, for all the interdisciplinary things we do within the Office of Public Safety, you can't miss the most important thing we do, which is to keep our students and our community safe. Mom and dad dropped you off fall semester your freshman year. When they come to commencement spring semester of senior year, they need you to be in basically the same physical and mental shape. If we do that, then we're 100% successful. You can't miss the forest for the trees.



KO: How do you effectively communicate and implement campus-wide security protocols, and the introduction of new security tools and technology?

JG: It takes a lot to get buy-in, at a university campus. Our students are constantly inundated with information: text messages, social media, emails, posters that are placed around campus. So, we have to make a concerted effort to do a lot of continuous marketing. When officers do crime prevention events, or when they do community events, we'll talk about these things, I make sure that my peers on campus are all aware of what's taking place, so there's trickle down. But, we have to do it in an asymmetric way: flyers, social media, email, at gatherings. If you're in an office setting, it's a little more straightforward. But when you have 13,000 students - graduate students, medical students, law students, undergraduate students - you have to hit them from a multimodal standpoint. And again, every year, 25% of our community turns over. We get time in front of all the new students to talk about these things. For the faculty and staff, we have a new employee orientation, and we're just now getting a new learning management system, so they take these modules in small bites instead of big chunks.

KO: When implementing or upgrading physical security technology, do you prefer to work with a security system integrator, in-house, or a combination?

JG: When I was with the University of Maryland Police Department, we did everything in-house. I had people who did camera work, lock-and-key work, access control work, intrusion detection work. There's not enough internal staff at Georgetown to even begin to do all of that work. So, I use an outside vendor for CCTV, and I've been very happy with their work. We have two different vendors who do intrusion detection and access control, and we have them bid against each other for different jobs. In-house, the only thing that we do here is lock and key work, and that's out of facilities management. But my preference would be to do everything in house. I have more control. I can do things less expensively because the technicians are all sunk costs. And, I can use them in a very dynamic fashion. If somebody needs a lock changed, I can send one of my locksmiths or technicians up there, and in 15 minutes have it taken care of. Or, if a couple of cameras go bad, my manager just has those two cameras replaced, usually within six to eight hours, instead of waiting for somebody to come in two or three days later.

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Q&A with Jay Gruber, Georgetown University

continued

KO: What's an example of a technology or security tool you've implemented recently?

JG: Most of our tools are passive. The one big tool that our students use is a public safety app called *LiveSafe*. We got that several years ago, did a big marketing push for it the first couple years, and then word-of-mouth amongst the students sort of trickled down. One of the features that I had embedded was something for our *SafeRide* shuttle service at night. And students use that a lot. A lot of them download it just for that feature, but then the other features are readily available on their phones.

KO: Do you have a central command center where you're able to see everything going on?

JG: Yeah, I have what's called a secondary PSAP (Public Safety Answering Point). So, the primary PSAP, obviously, is the Metropolitan Washington Police Department's Office of Unified Communications. But we have what's called a secondary PSAP. We staff our communication center with dispatchers 24/7/365. They have access to all of the video on campus; they receive all of the intrusion detection alarms; they receive all of the fire detection alarms; and a couple of specialty alarms. They have the ability to play back video, and the ability to send video out to the field via email. That is the hub of all our activity.

KO: Given the increasing pace of technology convergence, how does Georgetown approach collaboration between physical and IT security?

JG: On the police side, we do very little with cybersecurity. There's a whole group within our information services section. We have our own CISO, chief information security officer, and he and I collaborate on a few things. We're very reliant on our information technology people in order to do our job. Everything is so databased. When I first started, alarms were coming over copper wire, but now everything's going through the network. They need to provide us with IP addresses, they need to set up the VPNs for us. They need to manage the firewalls for us, to make sure our video doesn't get compromised.

KO: How do you approach collaboration between Georgetown and local law enforcement agencies?

JG: I work very closely with our second district, their commander, and our sub-district public service area lieutenant. Each police district within the Metropolitan Police Department has several sub-districts they call police service areas. We'll call each other, check on things, so if I hear of something happening off campus, or I get an alert, I can call right to the watch commander.



I make sure I maintained, and now my new chief will maintain, relations with the chief of police for Washington, D.C. We also work very closely with our FBI partners. So here in Washington, D.C., we have the Washington Field Office; and in every field office, there's a Joint Terrorism Task Force, and one of those agents is a campus liaison agent. They provide us with information that may impact our area, or our university. And they reach out to us when they need something on campus. So, they may be investigating a student. We can give them everything that doesn't involve FERPA (Family Educational Rights and Privacy Act). They may need to talk to a professor or a staff member. And they've gotten really good at contacting me first, before they come on campus. What usually happens is a professor gets contacted, they're going to call their dean, the dean calls the president, the president calls my boss, and my boss calls me. And, it's always good when I can tell my boss, "Yep, I know about it. They've already told me."

KO: What criteria do you use, and where do you find, effective security risk management programs?

JG: We use the enterprise risk management model. I work with our Office of Risk Management, in defining what are the high-probability, high-impact things that will affect the university. Then based on that, we'll do some programming work. For example, sexual assault is always a medium-risk, high-impact event. So we developed what's called a sexual assault response trained officer program, where we have volunteer officers who get extensive training on topics such as trauma-informed interviewing, working with all the different resources in D.C. and on campus. We have a crime risk analysis, or security vulnerability analysis program, where at the invitation of different departments, we'll suggest recommended changes for them. Some of those are no-cost changes; some involve access control, intrusion detection or video.

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Q&A with Jay Gruber, Georgetown University

continued

KO: *Within your urban environment, have you had incidents where people not from the university are trying to penetrate the university? What about getting into women's dormitories?*

JG: Most of our crime is committed by (people not) affiliated with the university. And they specialize in things like going to open cafeteria spaces, and other spaces, and taking laptops and other electronics that people leave out. Others are good at getting into suites and offices and taking things out of there. They'll come on campus and steal bicycles, they'll steal scooters. We have very, very little student-upon-student crime. And, we don't see sexual predators trying to infiltrate the residence halls. Most of our residence halls are co-ed. We have several layers: they need access control to get into the building, they need access control to get up and down the elevators, and then all of our individual doors have some form of electronic access control. In most of our residence halls, they use their phone as their token to get in, get up the elevator, and then to open their door.

KO: *Has the recent increase in demonstrations related to the Middle East conflict had an impact on your security operation?*

JG: We had protests and demonstrations. The biggest issue we had was some verbal threats and tearing down of posters and flyers. We had almost no criminal activity, but we did have a lot of bias incidents, hate speech and things like that, that we had to manage. Anytime a bias incident is sent in, through our DEI people, we're the ones who will do the initial investigation. We'll look at cameras, do interviews if necessary, and provide that information to our DEI people. If there are crimes, then we'll be the primary organization to investigate that. But, we didn't have any criminal activity, thankfully: no bomb threats, no threats to attack people.

KO: *When it comes to study abroad programs, how do you look at risks?*

JG: We have a lot of faculty, staff and students that go abroad. We're not looking so much at our students: they get a lot of orientation, they're very well-managed, they're going into programs, they're not on their own. They're attached to another university or program. We monitor them, make sure they're okay, make sure they have all the tools that they need. We have faculty that go overseas, they can go wherever they want. So, if a faculty member right now wanted to go to Afghanistan, to interview women about how they're being treated, unless the provost says, "no," they're going.

So, we have systems in place to track them, to orient them, to make sure we know where they're going, who they're flying with, who's transporting them, what hotels are they staying at? Are they using their same phone number or getting a new SIM card for a country? So, we do a lot of that. And then we have small campuses overseas, and we have a lot of CDC grant locations overseas we monitor in places like Haiti, Cameroon, Malawi, Nigeria and Kenya. We do a lot of monitoring and liaisons with those groups, making sure they're getting all that support and training that they need.



KO: *What about security at the Georgetown basketball games or other events? Do you have your in-house group there?*

JG: I am so thankful that our basketball teams play in an arena off campus. It's where we also have a lot of special events, the big ones that most campuses have: homecoming and commencement, concerts and those things. We'll use our own staff, and we'll supplement with private security vendors. We also have a tremendous number of VIPs that come to campus. We'll probably have about eight or nine heads of state here every year, which requires Secret Service. We'll probably have 30 or 40 people under the head of state that require Diplomatic Security Service out of the Department of State. When a high-ranking member of Congress comes, such as Senator Schumer or people like that, we have to liaison and work with the U.S. Capitol Police. Every once in a while, Biden comes to campus. He's a devout Catholic. It's usually a very hush, hush thing. And, we support the Secret Service on that. We get tons of controversial speakers. Georgetown won't limit who can be invited. Sometimes we get extraordinarily confrontational people who are antithetical to the Georgetown mission, and we have to provide a lot of security for them. We generally use our own police officers to do that.

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The SECURITY Advisor

Q&A with Jay Gruber, Georgetown University

continued

KO: *Do you have a command communication system? Let's say you had an active shooter: how would you get the message out to all your students?*

JG: We have, like most universities have now, a very robust emergency notification system. Our system will send out a text to everybody's cell phone. Over the past couple of years, we have gone from an opt-in to an opt-out system. It also sends out an email as well. If it's something that's very serious, our Office of Strategic Communications will change the website so anybody going into our website will get information. And, we'll continue to send information out as needed.

KO: *How do you screen people from coming on campus with guns?*

JG: We don't. It is an open campus. We have about four or five vehicular entrances. Only one of them requires you to have a card to get in. A lot of people cut through our campus to get to our hospital. You can walk onto campus from any of a dozen different locations very easily. We don't screen a single person coming onto campus. We don't screen people going into our academic and administrative buildings during business hours. The only place that we're locked down 24/7/365 are our residence halls.

KO: *Since you've been in Georgetown, have you ever had an active shooter?*

JG: No. We've had one armed robbery since I've been here. And, believe it or not, the person showed up a couple of days later. Because of the information that we put out to the community - the guy was wearing the same clothes - a student called in or went onto *LiveSafe* and said, "I think the robber's back." We sent some officers up there who happened to be in plainclothes and they kind of gang tackled him, they found the gun, and we solved that robbery. We've been extremely lucky that our violent crime on campus is almost nonexistent.

KO: *Are you finding more women are becoming involved in the security industry?*

JG: Yeah, I see it in a couple of different places. I see it in law enforcement, where there's a huge effort to have at least 30% of your officers, women. It's a really big push now. Being involved in ASIS, I see more and more women leaders in the industry. I think it's wonderful.

KO: *How has your approach to security training and awareness changed in recent years?*

JG: There's security training for the police staff, and there's security training for our community. For the police officers, we expect more and more of them. We do a lot of DEI and implicit bias-type training. We do a lot of active shooter response training. All the officers are trained in tactical emergency casualty care. We have a virtual reality system where they learn how to de-escalate properly. We also have to make sure the community is trained. We do a lot of run-hide-fight type training, on-demand for groups who want it. We have training every other week, during the academic year. We have a whole website dedicated to this type of activity, where there's other videos and information that people can watch. I put signs out at the beginning of every semester all around campus, reminding people to "see something, say something." Our community knows that they can report to us, even anonymously, via the *LiveSafe* app. Most of our tips that come in about suspicious people, suspicious activity, suspicious vehicles, come in anonymously. We love the fact we're getting information that's actionable.

KO: *So, based on your career, what lessons have you learned? What's the best piece of advice you give, both for general security professionals, and then for university security directors.*

JG: In general, it's to know the industry, know the trends in the industry, and know how those trends are going to affect security moving forward. See how it's going to be applicable to you and see how it'd be applicable moving forward. Artificial intelligence is a big one. AI is in the very nascent stages of looking at facial recognition. *How is that going to affect our industry 20 or 30 years from now? Will we still need people to watch video cameras? Will AI manage to look at all the aspects of that scene and make a determination whether that video needs to pop up, or there needs to be a response?* Talk to people in the industry, go to trade shows, read about these things that are coming out; 50, 60, 70 percent of them could be things you would never use. I'm not a hospital, I don't need baby kidnap-detection bracelets. But, there are things that go across the boundaries in the security industry. Invest the time to look at the new technologies coming out. Don't just let the vendors try to sell you new technologies. You do your own research: go to the ISC West, ISC East, ASIS, all those things.

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The SECURITY Advisor

Q&A with Jay Gruber, Georgetown University

continued

KO: What about lessons-learned in the vertical of university security?

JG: You need to understand the audience that we have here. Security is not something that people generally think about every day. Security, in many places, is considered a cost center. We don't bring in revenue. So, *how can you show the value-added for what you're doing? How can you show the nontangible ROI?* When you talk about things like reputational risk, the risk for an active shooting, the risk for a student death; and when you can articulate those risks to the administration and understand the impacts of those risks on the institution, they begin to listen. I look at everything in the form of risk. And, I go to my boss, and I say, *"Here's the risk if we don't do this."* A lot of people go on social media. It is unbelievable how fast stories spread. They're going to go on the website, sitting in front of their TV set, and look at the annual security report. *"They had 15 reported rapes last year? I'm not sure about that, honey. They had five armed robberies on the campus? Honey, I'm really worried about that."*

KO: If there's one thing you wish you had known 20 years ago, or whenever you began in university security, what would that be?

JG: How important relationships and partnerships are. And there are partnerships with law enforcement organizations, neighborhood organizations around campus, my vendors and other people within the university. If I didn't have good partnerships with the capital projects folks, and the facilities folks, I'd be in deep trouble. I mean, I'm able to sit in reviewing design drawings from the very beginning of a capital project through the end, providing advice on where cameras should be located, where alarm contacts should be, where door prop alarm contacts should be. The partnerships that I've created internally and externally aren't things I thought about when I first came to this industry. In this industry, I thought, *"I'm going to do my job. I'm going to pull cars over. I'm going to take reports from students. And that's it."* As I came through the ranks at Maryland and here, I've realized, I'd be sitting in the middle of the ocean without those partnerships, just treading water.



GEORGETOWN UNIVERSITY



The SECURITY Advisor

HEADLINES - M & A



Bloom Equity Partners Buys PIAM Provider RightCrowd

Bloom Equity Partners has bought global physical identity and access management (PIAM) company *RightCrowd*, which has served a variety of Fortune 50 and other large corporations with solutions that have driven higher productivity and lower costs, the company says.

RightCrowd will maintain its independent operations and keep serving its current customers with physical identity and access management products and services, which will broaden as needed to meet the ever-greater demands of the marketplace. *Bloom Equity Partners* says the acquisition furthers its goals to boost the lower middle market technology sector.



"RightCrowd's exceptional physical identity and access management solutions have already left an indelible mark on the industry, and we believe that our strategic partnership will further enhance their capabilities and market reach" said Bart Macdonald, CEO of Bloom Equity Partners. "This acquisition aligns perfectly with our mission of nurturing growth and delivering tangible value to our portfolio companies."

"We have always been dedicated to revolutionizing access risk and physical identity and access management solutions," said Brian McIlravey, Chief Operating Officer and President of RightCrowd. "Now, with the invaluable support and expertise of Bloom Equity Partners, we are uniquely positioned to accelerate our growth and offer even more comprehensive solutions to our clients."

Guardian Protection Purchases Vintage Security

Pittsburgh-based *Guardian Protection*, a 74-year-old company that provides smart security and automation solutions for hundreds of thousands of residential, commercial, institutional and multi-site end users, has purchased Jessup, Maryland-based *Vintage Security*.



The acquisition brings with it the 23,000 customers in Maryland, northern Virginia and Washington, D.C., to whom *Vintage Security* has provided home security and automation products and services since its founding in 2001, expanding *Guardian's* presence in the mid-Atlantic region. The company will continue to look for acquisition opportunities, said Bryan Cipoletti, *Guardian Protection* President.

"Like Guardian, Vintage Security is a trusted provider of residential security and home automation services," he said. "We are especially impressed with their success with home builders, providing new construction home buyers with the latest smart security and home technologies. The acquisition represents an opportunity for us to grow, expand talent and expertise, and leverage both the Vintage and Guardian brands."



The SECURITY Advisor

HEADLINES - M & A



Security 101 Acquires Advance, Integrated, RVA

National full-service commercial security solutions provider **Security 101**, a portfolio company of **Gemspring Capital**, has acquired three of its franchisees: Southington, Connecticut-based **Advance Security Integration**; Eatontown, New Jersey-based **Integrated Security Professionals**; and Richmond, Virginia-based **RVA Security Integrators**.

*"Our team has always had a deep respect for the brand and its ethos," said Jerry Brocki, President of **Advance Security Integration**, who noted that his firm has been a franchisee for **Security 101** for nearly 15 years. "This acquisition isn't just a combination of two companies, but a fusion of shared values and visions. We're excited for this next chapter and are confident our clients in New England will continue to receive the exceptional security service they've grown to expect, now backed by a national powerhouse."*

*"Jerry Brocki and the entire team at **ASI** have long demonstrated their dedication to excellence and the **Security 101** brand," said Greg Daly, CEO of **Security 101**, founded in 2005 and based in West Palm Beach, Florida, with more than 50 locations across the U.S. "Their stellar reputation in the New England market is hard earned, well deserved and unquestioned. Under Jerry's leadership, **ASI** has always showcased a strong alignment with our core values and commitment to providing a world-class customer experience."*

Daly added: *"We are thrilled to welcome **ISP** and **RVA** into the **Security 101** core team. Their outstanding reputations complement our focus on providing top-tier security solutions nationwide. The acquisitions are a major step in our growth and a testament to our commitment to excellence in the security industry."*



ISP co-owners Anthony Iovine and Rob Ryan said their company's experience as a franchisee has enabled them to build a strong partnership based on "robust systems and values. *"We're excited to deepen our involvement in the **Security 101** family and continue to drive growth and innovation in our markets."*

RVA owner Demus Oxford added: *"Joining the **Security 101** team represents a significant milestone for our company and enhances our ability to provide top-tier security solutions. Our team looks forward to building on the powerful national brand that is **Security 101**."*

Security 101 serves customers in verticals such as healthcare, education, financial and government. The company's security services and products span access control, video surveillance, intrusion detection, visitor management and managed service solutions. Westport, Connecticut-based **Gemspring** provides flexible capital solutions to middle-market companies with its \$3.5 billion of capital under management.



Per Mar Security Acquires Nightwatch Security

Davenport, Iowa-based **Per Mar Security**, a 70-year-old company that provides total security solutions to residential and commercial clients, has acquired **Nightwatch Security**, owned by **Dean Strobbe**, which has done the same for homes and businesses in the Quad Cities area of Iowa and Illinois for nearly a quarter-century.

Per Mar, one of the largest family-owned, full-service security firms in the Midwest, has more than 2,800 team members who work out of 25 branches to provide a spate of services including guarding, smart home automation, burglar and fire alarms, alarm monitoring, security cameras, access control, background checks and investigative services.

*"Dean deeply valued his customers, and it is flattering that he placed his trust in **Per Mar** to serve them," said **Per Mar** CEO Brian Duffy. "I hope he enjoys this next phase of life after being on call for 23 years."*

HEADLINES - M & A



First Response Group Purchases Integrated Security Consultants

U.K.-based integrated security and facilities services provider *First Response Group* has broadened its geography and portfolio by purchasing *Integrated Security Consultants*, a 21-year-old firm that specializes in stadia, arena and leisure crowd safety.

With more than 800 security officers, who will now be working for *First Response Group (FRG)*, *Integrated Security Consultants (ISC)* has handled security for events ranging from the UEFA Champions League finals, to Coldplay and Take That concerts at Wembley Stadium, to an appearance by Indian Prime Minister Narendra Modi and former British Prime Minister David Cameron attended by more than 60,000 spectators.

"As we extend our national reach and our range of security offerings, it's important for us to identify trusted companies like ISC who have the resources and agility we need to meet our customers' most demanding requirements," said Simon Alderson, CEO of *First Response Group*. *"As an accredited, nationwide stadium security company, we have responsive and adaptable resources to provide for the most complex of events. Bringing in the skills, and experience of ISC will allow us to provide even greater flexibility and peace of mind for our customers."*

"Raising standards within our industry has been of great importance to us," said Nabeela Bhutta, Director at *Integrated Security Consultants*. *"It has been vital that we develop our most valuable resources, our people, and in doing so, enable them to help shape the delivery of our services, rather than just supplying off-the-shelf solutions. We knew that FRG holds to the same principles, and we are very much looking forward to being part of an expanding national group."*

Sciens Building Solutions Buys Key Security Designs

Pleasanton, California-based *Sciens Building Solutions*, which has served the San Francisco Bay Area with fire and life safety offerings since 1972, has bought Pleasant Hill, California-based *Key Security Designs*, an 11 year-old full-service security firm that has focused on implementation of Cloud-hosted security systems as well as elevator destination integration and IP camera systems.



Sciens, which also has a footprint in central and southern California, has grown rapidly - and now has a presence in eight states - since 2021, when *Carlyle Group* purchased a majority stake. *Sciens* CEO Terry Heath said he believes the *Key Security* team will take his company to the next level.

"With customers ranging from mid-size, developing businesses to large multi-tenant high rise buildings and multi-location tech companies, they will allow us to offer scalable solutions that protect important assets for existing and future clients, and we're thrilled to have them on board," he said.

"With all-things life safety already covered by the professionals at Sciens, we look forward to adding to their growing portfolio," added Jim Pinto, President of *Key Security Designs*. *"We are confident this merger will benefit both Sciens and KSD, as well as our employees, customers, vendors, and partners."*



The SECURITY Advisor

HEADLINES - M & A

Honeywell



Honeywell Purchases Carrier's Global Access Solutions for Nearly \$5B

To strengthen both building automation business and overall profile as a leading provider of security solutions, **Honeywell** has purchased **Carrier's Global Access Solutions** business, including such brands as **LenelS2**, **Onity** and **Supra**, for \$4.95 billion. The provider of advanced access and security, electronic locking and contact-less mobile key solutions has had about 1,200 employees in 33 countries.

With both hardware and software solutions focused on life safety and digital access, **Honeywell** will further align its portfolio with automation, the future of aviation and energy transition, and robust digitalization capabilities, which the company sees as mega-trends.

The **LenelS2** brand, a commercial and enterprise access solutions business for over 25 years, includes familiar names like **OnGuard** and **NetBox**. **Onity** provides electronic locks for hospitality access - including nine of the top 10 hotel chains - as well as mobile credentials and self-storage access. The cloud-based real estate lock-boxes from **Supra** provide mobile credentials and access management, along with a digital scheduling platform for property showings.

"Honeywell's strong track record delivering building automation products and services makes this a natural fit that will create a leading security platform with forecasted annual revenue in excess of \$1 billion," said Vimal Kapur, Chief Executive Officer, Honeywell. "Customers will be able to maximize their performance, efficiency and cost-effectiveness and create long-term, sustainable value."

"Global Access Solutions is a great business with dedicated, customer-focused teams, and we look forward to watching its continued growth under the ownership of Honeywell," added Carrier Chairman & CEO David Gitlin. "The transaction will accelerate our growth strategy and focus, positioning Carrier to deliver higher growth and superior shareholder value."



OCS Buys Profile Security Services

Facilities management firm **OCS** has bought **Profile Security Services**, a 44-year-old firm based in Lincolnshire, U.K., with nine other offices around Great Britain, which provided manned guarding in its early years but since has expanded to become a full-service technology-enabled solutions provider.

OCS, which also has acquired **Accuro**, merged earlier this year with **Atalian Servest** under the ownership of private equity firm **Clayton, Dubilier & Rice**. *"Profile Security Services has built a strong reputation in the market for its professionalism and the quality of service it provides to its customers across the U.K.," said Daniel Dickson, UK & Ireland CEO of OCS. "Their leadership in innovation will support our existing focus on technological excellence, ultimately driving the best solutions for our customers who will also benefit from our broadened capabilities."*

Pavion Acquires Integrated Security and Communications



Chantilly, Virginia-based integrated solutions provider Pavion Corp. has made its 20th acquisition since partnering with **Wind Point Partners** in June 2020, adding **Millstone, New Jersey-based Integrated Security and Communications (ISC)**, a 15-year-old firm that has served large industrial, manufacturing and logistics clients.

The company believes the acquisition bolsters its engineering and integration capabilities, along with the ability to handle Fortune 500 national accounts.

"Integrated Security and Communications is a fantastic organization serving enterprise pharmaceutical, life science, transportation, manufacturing and logistics customers across the world," said Pavion CEO Joe Oliveri. "The people of ISC are very strong and will be a great addition to our business."

"As we entered 2023, we realized we required significant financial, systems, and process related investments to continue our growth," added Michael Thomas, founder of ISC. "We are confident that our decision to merge into Pavion will translate to value for our customers, our employees, and the stakeholders of both companies."