As massive winter storms ripped through the South, forcing cities to a standstill, Murray Guard’s security officers stood by their posts.

The Jan. 28 storm caught many people unprepared in Birmingham and Atlanta when ice and snow covered roadways and commuters left work for home. Highways around the cities were gridlocked with traffic accidents and abandoned vehicles. Many businesses were closed, but Murray Guard’s officers would not leave their post until their relief arrived.

“We didn’t have any open posts for the duration of this,” said Atlanta Branch General Manager Jerry Switalski. Jerry, Area Supervisor Buddy Holfton, and Human Resources Manager Jack Best hit the roads during the storm, driving relief officers to and from their posts throughout the city, using back roads to get around. During the event, officers remained at their posts until they were relieved, and Murray Guard provided meals to the officers who were pressed into extra duty.

“We had multiple clients call us and praise our officers,” Jerry said.

The response in Birmingham was no different. “We were in it for the long haul,” said Birmingham Branch Human Resources Manager Kristin Teague. “We had guards who worked long hours. I commend them. They stuck it out and they stayed.”

As guards stayed at their posts, Kristin worked through the night from the branch office. She said the office is always prepared for inclement weather and holds supervisor meetings as a storm approaches so guards can know what to expect. Clients were helpful, too, she said, offering water and food for guards who needed it.

The region fared much better when the second winter storm arrived Feb. 10. Officers worked longer hours again, but Jerry said they brought more supplies with them, anticipating long shifts.

“We had several days to prepare for the storm,” Jerry said. “It was tough, but we were prepared for it.”

During the second storm, Jerry and his team again ferried personnel around the city to relieve officers and to get them back to their homes.

“Employees went above and beyond the call during the recent storms,” Jerry said. “Long after businesses closed and their employees went home, Murray Guard’s officers stayed behind, protecting clients’ property and assets.”
From the Chairman

From the very beginning, when I first envisioned getting into the security services business 45 years ago, I knew that Murray Guard’s success rested on the hard work and dedication of the quality security guards and supporting staff that we hired.

Because of this strong core group of dedicated employees, Murray Guard has grown. Nothing makes me prouder than to hear praise from our clients about our security officers and other employees. And over the past few months, we’ve heard a lot of positive comments from our clients.

This winter’s ice and snow brought out some of the best in our employees. In Atlanta, Birmingham and other cities hit by the bad weather, our employees shined, and our customers told us about it. These weren’t the only stories we heard, though. This newsletter praises employees who delivered outstanding service to our customers in several different situations.

At our April annual stockholders meeting, we honored Frank Maino, another employee for his dedication. He joined Murray Guard in 1971, shortly after this company was founded, and he is still serving our customers in the Memphis area. Thank you, Frank, and thank you to the other employees celebrating service anniversaries.

We were sorry to hear about the deaths of several dedicated employees this past year, including Charlotte Armstrong, who worked at Nuclear Fuel Services for 35 years and James Norfleet, who will sorely be missed by Murray Guard and our client. Likewise, we extend our sympathy to the family of Richard Booth, an NFS retired employee, who worked with us for so many years.

I am proud to be a part of Murray Guard. I am proud of our loyal stockholders and clients.

With the improving economy, we should do well this year, in 2015 and into the future. We’ve hired the best management team in the security business, and we have the best security officers and supporting personnel in the business.

Just ask our customers.

— Roger Murray Jr.
Because of the hard work of our dedicated employees, Murray Guard, Inc. had another financially sound year.

I welcome Vince DePiero, our new Vice President of Sales, and his wife, Trish, to the Murray Guard family. As Vince is finishing up his first year with the company, I can see how he has helped to strengthen our sales efforts. Murray Guard continues to be strong finding new business in the marketplace and in actively retaining and serving our many great customers.

With Industrial/Commercial security guard services continuing to be our core business, I am excited to see growth in our Government Services and Nuclear Services efforts. Personnel Placements continues to perform extremely well. Coming off of good results in 2013, all four of our business components are doing well in 2014.

As the economy continues to grow this next year, Murray Guard has a strong infrastructure in place to grow with it.

I credit our success to a true team effort that has three main components …

- Our hard-working employees, including our security officers, who make up the backbone of this company.
- Our solid management team.
- Our faithful customers and shareholders.

I thank all of you.

I also congratulate all of the employees who are having service anniversaries this year. A special congratulations goes to Frank Maino, who started work at Murray Guard in April 1971. With almost 45 years of service, he is our most-tenured employee.

I am looking forward to continuing our momentum as we head towards the second half of 2014.

– Gerald P Ferguson Jr.

Old college teammates reunite at Murray Guard

Tommy Woods and Bill Wilson — both Murray Guard security officers — are old friends. They played basketball together in the 1960s at East Tennessee State University.

They roomed together on road trips and were co-captains of the team for the 1966 season. During their time at ETSU, they shared a tremendous amount of respect for one another.

“Bill was an excellent ballplayer,” Tommy said. “He was really respected and everyone on campus loved him. We all looked up to Bill.”

Bill was proud to know Tommy — the first African-American to play at East Tennessee State University.

“It was just an honor to play with him,” Bill said. “He had character. He was a tremendous athlete. He was just a hero.”

Tommy said his first season as the first black player on the team was rough — particularly because of the fans. But his teammates gathered around him and treated him like family, and things got better. When he left the court after his last game at ETSU, the crowd gave him a five-minute standing ovation.

Tommy was a pioneer. If he had to do it over, as long as he had the same guys on his team, he said he would do it again — despite the prejudice he faced. “I wouldn’t even hesitate.”

After college, Tommy and Bill went their separate ways.

Tommy played professional ball in South America for a year and with the American Basketball Association’s Kentucky Colonels for a year before injuring his knee. He became a probation officer in Louisville’s juvenile court, and then he joined the Louisville Police Department. He retired in 1997 and found a position with Murray Guard six years ago. Today, he is positioned at Louisville’s Metro Hall, which houses the mayor’s office.

“I really enjoy working for Murray Guard,” Tommy said. “It’s a great job.”

Bill went into public education and coached basketball for 12 years. He spent 34 years with Sullivan County Schools in Northeast Tennessee. Half of his career was in the classroom, and half was in administration. He retired in 2001, sought out odd jobs and got bored. He joined Murray
A water leak in Lexington, Ky.

Cold temperatures in Lexington, Kentucky, caused a water leak at the 300 West Vine office building, and two guards sprung into action.

Alex Witte found the leak on the third floor around 9:30 p.m. while on his rounds. He and Vince Nelson checked the newly renovated second floor and placed a trashcan to catch the water and minimize damage.

“We are fortunate to have such dedicated employees on our team, and I am proud that they represent Murray Guard in a professional and caring manner,” said Murray Guard President Buster Ferguson.

The guards notified building officials about the leak and offered to help clean up after they arrived. Vince stayed until 4 a.m., which was four hours after his shift ended. Alex continued to complete his rounds after his relief arrived. When building officials told him he could leave, he offered to stay and help out further.

“These two guards went above and beyond to help us with this situation, and I want to let you know how much we appreciate them for their actions,” said Diana Halverson from 300 West Vine. “I feel that there isn’t one guard on our staff currently that wouldn’t have offered to stay and help us with this situation.”

Off-duty officer helps to save a life

While on his way to work at NFS on the afternoon of March 29, 2014, ASO Officer Joseph Canter stopped to help a victim that had been struck by a vehicle.

Joseph helped EMS render first aid and treat the victim until more response vehicles arrived on scene. With his highly trained knowledge of first aid and quick response Joseph helped stabilize the victim, who was seriously injured and lying in a ditch, and played a major role in saving this man’s life.

Medical emergency in Puerto Rico

Monique Nicasio was providing security for a school bus on a military base in Puerto Rico when one of the students stopped breathing.

Monique called her supervisor to report the situation as the bus passed an on-base fire station. Paramedics at the station were able to treat the student, who had high blood sugar.

After the student was safely on the ambulance, Monique continued with her bus route so the children in her care could be delivered to their stops on time.

Old college teammates

Continued from the previous page ...

Guard in 2007 and is currently stationed at Aerojets Ordnance Tennessee in Johnson City.

“Murray Guard has been tremendous to me,” Bill said. “They have just been wonderful.”

One day, about a year ago, Tommy and Bill were reunited when they were honored at an ETSU function. They talked about their lives after basketball and discovered that they had both become security guards — for the same company.

“It was unreal,” Bill said. “I was really surprised, and I think Tommy was really surprised, too.”

He was.

“It was shocking,” Tommy said. “He and I were talking about the past and had no idea we both worked for Murray Guard.”

Today, the two continue to be great friends — Tommy said he wants to plan a trip back to Johnson City soon. They share respect for each other, a love for basketball and gratitude for the careers they found with Murray Guard in their retirement.

Taser training

Three Murray Guard employees were certified in the use of tasers after receiving training from the Puerto Rico Law Enforcement Academy and passing a written exam. Receiving certificates were Saul F. Caraballo, Gloria Guzman and Juan Perez Feliciano.
On the roads ... Let’s be safe out there!

Many of our officers do their best to reduce day-to-day expenses in their daily lives. This sometimes involves using motorcycles, “mopeds,” or bicycles to commute to their posts.

Traveling on local roadways using these modes of transportation can be risky, as many car and truck drivers aren’t alert to the presence of these smaller vehicles. So accidents can happen.

Recently, one of our officers was seriously injured in one of these accidents when he was hit while riding on a motorized scooter to work. He was not wearing a reflective vest for enhanced visibility to other motorists. Unfortunately, he was not wearing a helmet either, and as a direct result, suffered severe head injuries.

We value the health and wellbeing of every one of our employees. While we make every effort to work with our many clients to ensure a safe workplace, we must rely on all of you to avoid unnecessary risks while traveling to and from your posts. If you use one of these two-wheeled means of transportation to economize, please be aware of and apply good, common-sense measures to reduce those risks:

- Wear bright or reflective clothing to maximize your visibility, especially at night.
- Wear a DOT, ANSI or other approved helmet, which is designed with a hard outer shell and a retention system to protect the head and the brain in a variety of impacts.
- If your helmet is not equipped with a face shield, wear goggles or glasses with plastic lenses to protect your eyes against insects, wind, dirt, rocks or other airborne matter.
- Obey the speed limits and never travel faster than your skill level or than what conditions allow.
- Know how to use hand signals and signal well before you make a turn or lane change.
- Use extra caution at intersections, parking lot entrances and exits, and driveways.
- Be especially conscious of traffic from behind.
- Wear durable, non-slip gloves, which provide firm grips on the controls along with long pants and a long-sleeved shirt or jacket.
- Keep your headlights on both day and night.
- Reduce your speed when riding over bumpy roads.
- Check your mirrors and blind spots frequently.
- Use caution when riding in bus traffic and watch out for buses pulling to and from curbs and passengers getting on and off buses.

A safety message from Blair Ross, Vice President of Operations

Safety-minded moped and motorized scooter riders wear helmets and reflective vests.

In Memoriam

Charlotte Townsend

Murray Guard lost a valuable team member as 2013 ended. Officer Charlotte Townsend, who lost her battle with cancer on December 29, served as an Alarm Station Operator for much of her lengthy tenure at NFS.

Her career spanned 35 years. Charlotte was instrumental to Murray Guard’s successful operations, along with supporting the growth and advances made at the NFS plant during this period of time.

“We were fortunate enough to be able to meet with her as a group in November after she was diagnosed with cancer,” said Scott Simpson, Human Resources Manager. “It provided us with an opportunity to show her our love and support during this difficult time, as well as express our gratitude for her wonderful service to Murray Guard and NFS.”

James Norfleet

James Norfleet worked at Murray Guard for only seven years, but he left an impression of great customer service. James spent his entire seven years at First Tennessee Bank in Memphis.

When he died on August 29, 2013, many bank employees called the Memphis office to say that he would be missed and offered to help his family any way they could. Several bank employees attended his funeral.

James would see about 500 people a day during his shift. He was able to connect with people in a special way every day he went to work. He never called off and always took pride in his work. He always was there with a smile on his face ready to greet people as they began and ended their day.

He cannot be replaced. We are honored to have had him as part of our team.
Service Anniversaries

30 Years

- **Nashville:**
  Officer Roger Mansfield began his career with Murray Guard in August 1983 at an account in Bowling Green, Kentucky. He has served several of our clients in and around Bowling Green through the years, and is currently assigned to Scott Murphy. “Officer Mansfield is a reliable officer, a dedicated employee and a great person,” said Daryl Buck, Nashville General Manager. “He makes himself available to meet every need we have, and I am honored to be associated with him.”

- **NFS:**
  Rebecca Tilson recently celebrated her 35th anniversary as a Security Police Officer at the Nuclear Fuel Services Branch. During her dedicated service, she has filled numerous roles.
  She recently transitioned into the important position as Alarm Station Operator where she controls the flow of communication throughout our security operations.

25 Years

- **Corporate:**
  Bruce Burch, Regional Sales Manager, has had a great career in sales at Murray Guard. Bruce, who started with the company in October 1988, has won the Salesman of the Year Award many times.

- **Corporate:**
  Shirley Johnson started her career at Murray Guard in March 1989. Shirley has been promoted over the years and is currently Murray Guard’s Administrative Manager and Sales and Marketing Contract Administrator. Her constant stride for perfection has been one of the keystones of Murray Guard’s success. Shirley has never met a challenge that she can’t overcome. She is the go-to person for answers on questions that pertain to many aspects of the corporation.

- **Corporate:**
  Kim Hampton began her career with Total Reach, a subsidiary of Murray Guard, in 1988 as Accounts Payable Clerk. She wore several different hats during her tenure with Total Reach. In 2003 she transferred to Murray Guard as Billing Specialist. Her dedication is reflected in the work she always performs.

- **NFS:**
  Rick Grindstaff has been a true asset to NFS Security Operations for 25 years. He successfully served in the demanding role of Facility Supervisor for more than eight years. His vast experience and leadership were evident during the successful transition into the new multi-million dollar NFS Entry/Exit Control Point Facility where he currently serves as the supervisor in charge.

- **NFS:**
  Leon White has filled several key supervisory positions during his 25 years of excellent service. He currently performs as the Material Access Area Supervisor and ensures the plant’s critical assets are well secured and accounted for on a daily basis.

- **NFS:**
  Jeff Fitzgerald has provided 25 years of dedicated service as a Security Police Officer. His wide array of talent has been used to fill multiple roles that have served Murray Guard and NFS well. He currently works in the training department and performs vital armory duties, as well as ensuring that our officers are some of the best trained in the country.
Service Anniversaries

20 Years

- **NFS: Larry Campbell** joined Murray Guard, Inc. in September 1993. During his tenure, he has worked several assignments. Just recently, Larry had to resign due to health issues. We wish the best for Larry.
- **NFS: Ben McGill** joined Murray Guard in February 1994. During his tenure, he has served as a Security Officer and an Area Supervisor. Before joining the staff at AO Smith, he had worked at numerous posts.
- **NFS: Danny Riley** joined Murray Guard in September 1993 and is currently a Lieutenant at AO Smith.

15 Years

- **Chattanooga**: Lonel Daniels.
- **Nashville**: William Hoffman.
- **Tri-Cities**: Daniel Killen.

10 Years

- **Chattanooga**: William Denney, Stacy Hargis-Kelso and Marshall Parks.
- **Jackson**: Charles Davis, Melissa Jordan, Sherry McClanahan, Danny Reed and Brian Reid.
- **Knoxville**: Shelly Boliver and Diann Simmons.
- **Lexington**: Mike Davis, Ann Holbert and Cecil Wilhoit.
- **Louisville**: Rob Hayes, General Manager; Ira Farley Jr.; and Clyde Powell.
- **Nashville**: Gabrielle Banks, William Barbee, Larry Crowder and George Payne.
- **NFS**: Danny Baldwin, Randy Buck, Terry Cox, Brian Edwards, Jennifer Higgins, Lorraine Lane, Tammy Lewis, Russell Murphy, Tammy Ramsey, Gary Smith, Dickie Tester and Kenneth Tittle.

5 Years

- **Atlanta**: Leroy Butts.
- **Birmingham**: Robbie Bailey, Terry Bitterman, Carolyn Johnson and Ann McCollough.
- **Chattanooga**: Laurence Carlyle, Ralph Everett, Arnold Pulps Jr., Mary Ledbetter, William Mason, James Merchel, Philip Reksten and James Thaxton.
- **Corporate**: Claude Kelly, Vice President of Human Resources, and Jeff Thomas, Director of Human Resources.
- **Decatur**: William Dougherty, Luther Pritchett and Barney Privett.
- **Jackson**: Brad Austin, Gregory Clain, Michael Climer, David Elder, Lester Freeman, John Hess, Darryl Lamb, Joseph Phillips and Joe Travis.
- **Knoxville**: William Rathbone and James Thompson.
- **Lexington**: Brian Cundiff, William Johnson, Ricky Mason, George Morris and Douglas Wiseman.
- **Louisville**: Kevin Chandler, Irvin Nacke and Billy Joe Stephenson.
- **Memphis**: Sara Rucker, Kimberly Walters and Phyllis Wilborn.
- **Nashville**: James Bishop, Rex Claytor, Frank Eldridge, Virgil Humphrey, Stephen Laubert, James Moore and Houston Smith.

**Lt. Frank Maino**

Murray Guard President Buster Ferguson, far left, and Chief Financial Officer David Harris, near left, honor Lt. Frank Maino during the stockholder’s 2014 annual meeting in April. Frank, who was hired on April 27, 1971, is Murray Guard’s longest tenured security officer. Working out of the Memphis Branch, his first post was to provide security for a Memphian Bank, now called Regions Bank. Frank worked with the bank for 35 years. He has spent the past six years at Freeman Realty in downtown Memphis.
Through numerous personnel additions over the last year, Murray Guard has positioned itself for the next several years to reach the aggressive goals our executive board has challenged us to obtain.

Our new Vice President of Sales, Vince DiPiero, has added sales personnel in Middle Tennessee (Scott Dunlop) and East Tennessee (David Zelem). Murray Guard is excited to see where our additional sales force leads us in future client acquisitions. Besides our core business, Vince has added Michael Stevenson to acquire future federal business in the FPS arena. Michael’s strong proposal background also has benefited our commercial client sector.

Two of our major premier accounts have recently either exercised new option years or signed new multi-year agreements.

At one of these accounts, we have added a very strong, aggressive individual, Joe Parnell. Joe works hand in hand on a daily basis with our client. Through his leadership, we constantly receive high marks from our client.

At the second account, we added Mark Seidler to oversee our operation in the nuclear sector. Mark brings a lengthy resume and has charged ahead in the ever-changing nuclear industry.

Two experienced Area Regional Managers also have been added to our Murray Guard family. David Yarbrough is leading our Knoxville-area branch office, while Michael Cushenberry is leading our Chattanooga branch. We are fortunate to have both of these individuals with their extensive security backgrounds.

On a recent note, the excellent personnel we had in place met the challenges this winter brought in the form of snow and ice. The national news summed up the story in our Atlanta market: “ICE.”

Atlanta was not hit once, but twice. On both occasions, our officers and branch managers alike overcame the obstacles that Mother Nature dealt to their area. Even though several individuals, too numerous to list, worked long shifts until relief could arrive, very few if any clients experienced unmanned posts.

Our Memphis, Jackson, Nashville and Birmingham offices experienced similar situations, which they likewise overcame. Our diligent employees rose to the challenge and worked through the situation.

Numerous clients, who were affected, sent emails and letters or called commending our officers for a job well done above and beyond what was to be expected. Several awards were distributed to our officers who worked through the inclement weather situation.

We continue to look for technical equipment that will benefit our customers. Currently, we have data phones at several sites using the TekWav management portal. Our branch supervisors also are using a tablet tied into the TekWav system.

We will continue to test and look for products that technology brings our way. At the end of the day, we want our clients to receive the most up-to-date information that is available for security purposes.

In summary, with our new employees in place and our unparalleled loyal employees, the future is endless for our company. We are looking forward to another great year due to our greatest asset, our employees.

Thanks to all of you for making Murray Guard what it is today.

— Rick Shackelford