

# UNSAFE

## With U.S. Security Associates

What you need to know about safety at America's fourth-largest security firm.

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## Welcome

to the fifth issue of *Unsafe with U.S. Security Associates*. Published by the Service Employees International Union, this newsletter will inform security directors, property managers, office building tenants and others about the business practices of U.S. Security Associates.

Upcoming issues will explore:

- More on USSA's alleged problems with sexual harassment.



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## Client Ordeal Ends With USSA Out

Belvidere, New Jersey—When the Warren County Board of Freeholders awarded U.S. Security Associates (USSA) a contract to provide office security for the Division of Temporary Assistance and Social Services in 2007, it expected reliable services provided by certified personnel.

But USSA did not meet its client's expectations:

- For five months USSA was unable to provide a certified security officer as per the client contract.
- On several occasions USSA failed to notify the client when an officer was unable to report to work, leaving the client without security or requesting backup from law enforcement.
- In one such incident, the client repeatedly called USSA and finally reached the company office at 1:30pm. USSA's excuse was that they had "no cell phone service."
- Work stations were left abandoned for long periods of time.
- Unescorted visitors were left to roam the hallways of the facility.
- Offices were left unlocked at night and over weekends.
- The client's staff began checking offices at the end of the day to ensure the security of their facility—because they could not rely on USSA.
- Client staff were forced to leave their work stations and escort visitors to appointments on days USSA failed to provide security.
- USSA failed to provide a certified officer for a period of more than two weeks and failed to inform the client of any attempts to fix the problem.
- When USSA finally did find a suitable officer, the officer resigned due to dissatisfaction with the company.

**"I asked if this person was NJ Certified and did they have a back up should the new guard be absent. The answer was 'no' to both questions."**

—Division Director,  
Division of Temporary Assistance and Social Services, Warren Country, New Jersey.

No client should tolerate such behavior by a security contractor. Warren County did not. The county terminated USSA's contract, thus ending a long and frustrating ordeal.

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