

Stewart Security Patrol Incorporated

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Company Background Information

All trained employees for Stewart Security Patrol, Inc. are encouraged to participate in the Observation process when we are working at the Marathon Petroleum Illinois Refining Division site.

We provide security for locations in the state of Illinois either gate guards or patrol guards.

At Marathon we provide several different jobs. Listed below is each job description and there locations.

Terminal Operators: Input information into site specific computer systems, inspect lunch boxes, show safety orientation, grade test, gives breaks to the Switchboard Operator, and do site inspections. They are located at the Security Operations Control Building.

Switchboard Operator: Answers calls for Marathon and transfers them to the appropriate person, issues scan cards for visitors into the main office, and handles deliveries for the office. Is located the Marathon Main Office building

Gate Guards: Inspect vehicles entering and exiting the site and completes monthly inspections. There locations are C-Gate and SW Gate.

West Receiving Gate Guards: Inspect vehicles entering and exiting the site, weighs semi trucks bringing product into or taking out of the site, and issues scan cards for deliveries and visitors entering the Refinery. They also complete inspection required for their location.

SOC Guards: Monitor cameras and radios, activate Emergency Procedures when required, answer telephones, and complete monthly inspections. They are located in the Security Operations Control Building.

Patrol Guards: Patrol perimeters and other assigned locations, open and close gates, inspect vehicles, complete inspections and give breaks at the SOC and C Gate when needed.

Escort Patrol: Escorts deliveries and chemical trucks into the refinery and assist with the gate guard duties at the C-Gate and patrol duties when necessary.

Traffic Control Patrol: Conducts traffic stops (Radar, Stop Signs, & Cell Phones) in the refinery and assists with patrol duties when necessary. Escorts Indiana Rail

Train through the plant stopping at all intersections ahead of the train to warn traffic of the oncoming train.

Sergeant: We have Patrol, West Receiving Gate, and Terminal Operator Sergeants. Their duties would include overseeing each of their areas of responsibility and complete the tasks for those areas also.

Training Coordinator: Is responsible for the new hire and annual Security Training, upkeep of Security Training manuals, and also has an area they are responsible for.

Safety Coordinator: Conducts safety training for new hires, annual refresher training, and Observations training for all employees. Is responsible for VPP Application/Annual Evaluation, up keep of Safety Manual, oversee committees, enter Observations information into the system and has an area they are responsible for.

Lieutenant: The Sr. Lieutenant oversees all personnel, keeps track of requested information in different programs, and the company client liaison. The Jr. Lieutenant is a field position and has personnel they are responsible and assist with patrol duties, and inspections and client audits.

Contractor Security Coordinator: Oversees all personnel.

Our most recent non-safety initiatives and company changes would consist of office location changes and changes in the training format.

The most recent non-PSSB safety initiatives are as follows:

- Completed Recertification of VPP
- Implemented Voluntary Stretching Program
- High Visibility Vest for all Guards
- Live Action Drills that includes all employees
- Mandatory Quarterly Meetings
- Defensive Driving Program
- Implemented Daily Toolbox Meetings
- Added ground cable to Railroad Gate
- Removal of personnel from SW Trailer.
- 6 time Contractor Safety Excellence Award Winner.

Description of the Workers

Basic information on our employees includes: Age, our youngest is 19 and oldest is 76 for an average of 38.65; Length of Service shortest is 6 months with the longest being 26 years for an average of 6 years; and as far as the Education of our employees we go from 9th grade to 3 years of college with an average of high school or equivalent.

Management turned out to be a little different. With an average age of the Management staff being 43, the youngest is 36 and the oldest 51; our years with the company averaged out to be 17; and our average education is 13 years.

The State of Illinois requires that all employees be trained a minimum of 20 hour up on being hired as a Security Guard. This training is class room training. We at Stewart Security train our employees 40 hours of class room training. This training includes laws, self defense, procedures, safety, Haz-com, defensive driving, etc.: As well as 40 to 320 hours of on the job training.

We also have Quarterly Meetings that includes Security as well as Safety Training in each of them, with monthly Safety Meetings and daily Toolbox Meetings.

The employees of Stewart Security have developed and rolled out a Voluntary Stretching Program that was set up for each job description. They are encouraged to take advantage of stretching before each shift begins and when they have a job assignment would be different than what they were doing. (Examples: shoveling snow, hanging signs, etc.)

Our TIER Safety meetings, toolbox meetings, and data being passed to our employees are completed in a different manner than most others. We have shift around the clock therefore making it impossible to get everyone together at the same time. In our monthly TIER meetings Marathons STEP Packet is passed along to our employees. We add our information to this meeting regarding At-Risk behavioral that has been noticed in the Observation process. We also review pertinent observation comments. All near misses, first aids, and OSHA recordables are also reviewed.

Safety Concerns

At that time there were no substantial events that made Stewart Security think about beginning a BBS Program. However management felt adding the

Behavioral Based Safety to our Tradition Safety Program would enhance our program and would bring the employees together to work towards a common goal.

In 2005 Marathon trained about a quarter of our employees in the Observation Process. And in 2006 they formed the Contractor Advisory Panel to have a place where all participating facilitators could come together and work as a cohesive unit to encourage the use of the Observation Process with all contract employees.

BBS Data

At our work sites we have 2 general locations where the OSHA 300 Log is posted as per their standards. All employees are given a monthly safety meeting giving them pertinent information from Marathon's STEP packet as well as Stewart Security's safety information.

If we have had a near miss, first aid, or OSHA recordable we discuss with the employees the outcome of the investigation with a copy of the report, minus names of the employees involved. The BBS Data is discussed regarding what the employees are seeing and have taken the time to actively fix.

Anytime we submit an SOS (Safety Opportunity Shared) to Marathon we follow up with the employee so they are kept informed.

The data is an important tool to use to give management and the employees a point of reference. Something we trend, look at and learn from, because without the data we would always be reacting to incidents not being proactive in our work and safety. The top at-risk behaviors both Marathon and Stewarts are reviewed monthly with all employees. If at anytime we see an increase in a particular at-risk we will review it during our morning management meeting and pass that information along to the Stewart Security Employees in the form of a toolbox meeting. By keeping the employees informed, it also raises awareness in the scope of their work. Also we have a news letter we hand out to all the employees where we can include top at-risk behavior articles or information.

We keep and trend our own safety incidents and illness's therefore we know they are accurate. The BBS information is entered at the Stewart Office by a couple of specific people no one else has access to that particular part of the program. As far as the Observations themselves, we ask that employees be trained on the Observation process before they do an Observation. Stewart Security does its

own training and it consists of Hazard Awareness/Recognition and how to complete Observations. Currently we have 31 trained Observers with approximately 9 or 10 at this time to be trained. Observations are reviewed for “Pencil Whipping” and if we feel there is a problem we do a coaching session with that Observer on the proper way to complete an Observation. We have also conducted refresher training for our employees.

Description of BBS Program

The Cambridge Center for Behavioral Science suggested to Marathon through the Accreditation process that the contractor community become involved in the BBS Process. In 2005, Marathon started training contract employees to complete Observation process and Hazard Awareness. In 2006, the BBSCAP Group was formed with Stewart Security being one of eleven companies to participate.

The purpose of this program is to encourage employee involvement in the safety of their work, complete observations on our employees as well as Marathon and other contractors. To take the data received from these observations and turn them into positive learning experiences for all of our employees.

Stewart Security employees formed a Behavioral Based Safety awareness committee or steering committee called TEAMS (Teaching Employees About Maximum Safety) in October of 2005. This committee is made up of hourly employees who have a desire to see our work force and work environment safe and accident free. Our slogan for this committee is GAS (Guards Advancing Safety). “Our mission is to continue to instruct Stewart Security employees on Behavioral Based Safety and to keep the process simple and workable.” We set goals annually to measure our effectiveness with this process. We plan contest, review data, plan toolbox meetings, encourage the employees to participate, and try to have fun with this process.

Employee involvement is the essential part of the BBS process. However employee involvement is voluntary. We do not require the employees to participate in the observation process but hope that we have enough information to encourage them to participate. By being involved in this process we hope that before each job is completed each employee learns to do a mental JHA to raise their awareness of the hazards of the task.

The BBS process is backed by the management of Stewart Security. Larry Stewart, President, has made financial contributions to our awards as well as small tokens

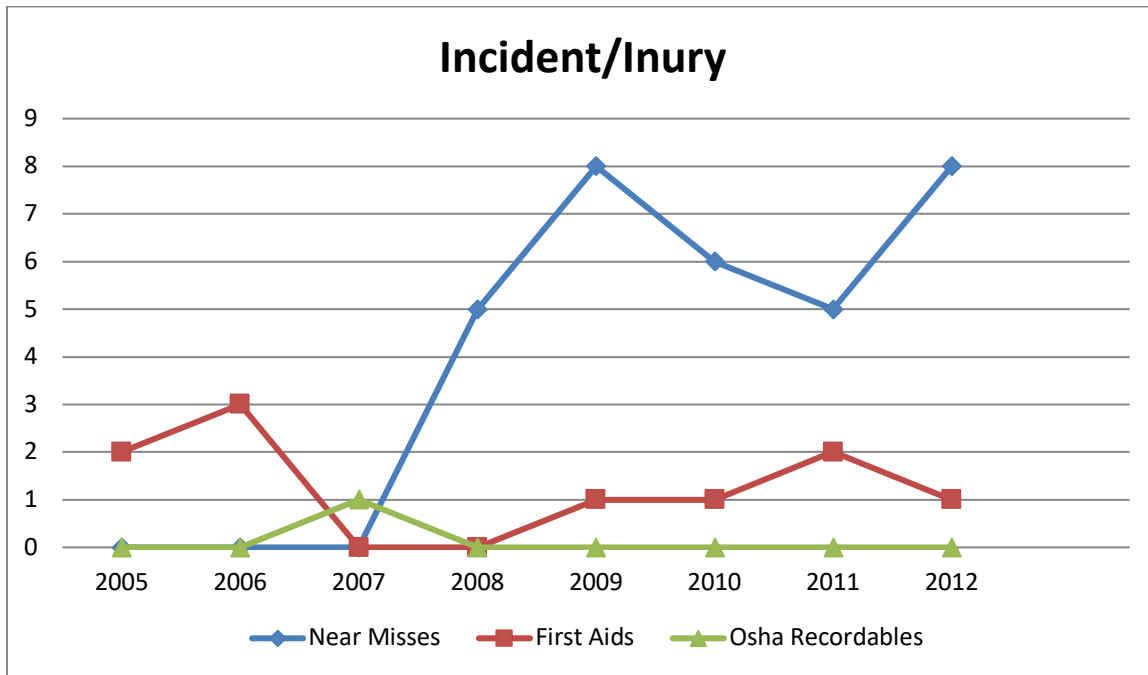
for our monthly toolbox meetings. He, as an employer, has taken the initiative to pay the committee members for their time when participating on the committee.

In 2007, Stewart Security implemented their training program that shows hazards that their employees would encounter. A power point presentation is given to all personnel who are interested in being trained to do Observations. We start out with Awareness Training/Hazard Recognition. Through this process they learn how to proactively identify and eliminate at-risk behaviors. To do this they use positive reinforcement. First and foremost the safety of the employees is our greatest interest. In our training, they learn why people take chances or enter into at-risk actions. After the awareness training, the employees learn how to complete an Observation. What to look for, how to communicate what they see, how to complete the forms, and what to do after they have completed the Observations.

A basic observation form is being used by Marathon and most contractors at this time. If the information on the form does not apply to us, we don't mark it. An Observation is made on any employee who has given permission to be observed. They take from 3 to 5 minutes to complete. The first step of the observation is to ask the employee if it is okay to complete an observation. If they say yes, proceed. If not then go on to the next person and try again some other day. Remember this is a NO NAME, NO BLAME process. When the observation process starts, they watch what the employee is doing, what job they are performing, what hazards are around, if the employee is performing any of their job in an at-risk manner. After the observation is complete they have a positive discussion on what they discovered while observing the employee. If an at-risk behavior is found, the discussion will turn to trying to connect a barrier to it. (Note: A future goal is to construct our own Observation Form.)

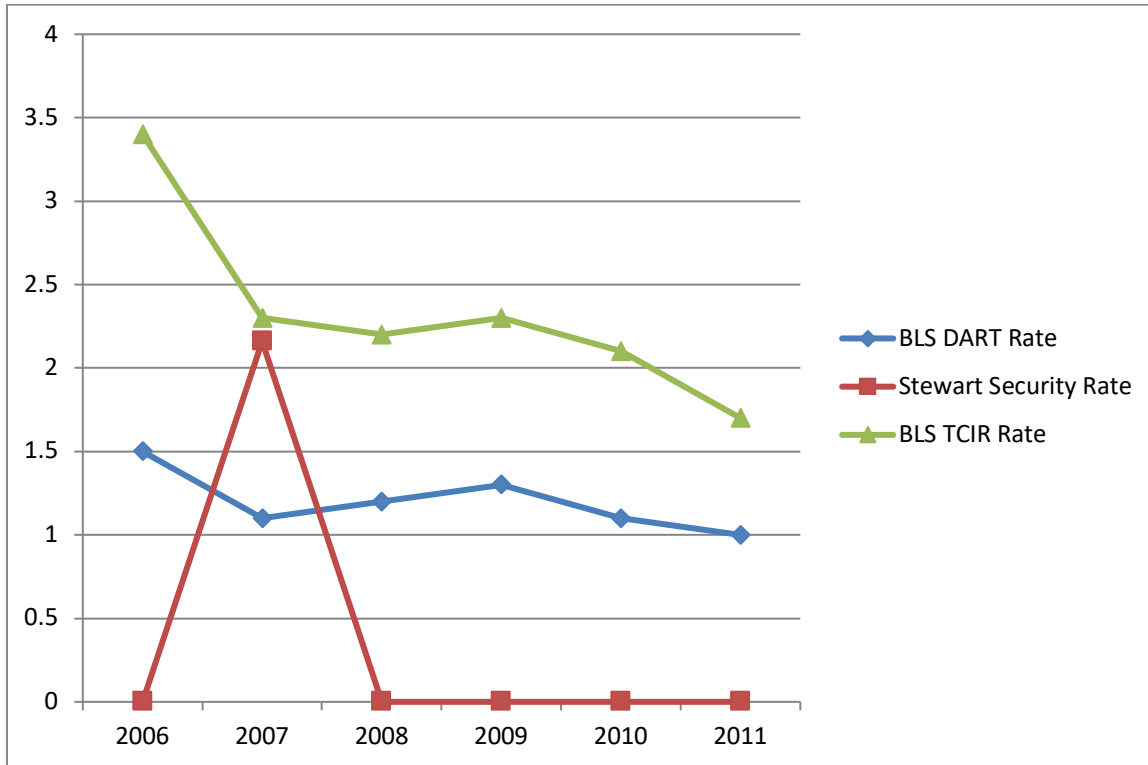
In our Observation process we do offer incentives for our employees. For every 10 Observations they complete they may opt to take a \$5.00 meal voucher from a local location. However if they do not wish to use the meal voucher process they may accumulate Observations and after they have completed 50 they may cash them in for a gas card or gift card valued at \$25.00. They may save up and collect once a year if they want. Their total rolls over from year to year. However we do subtract out the observations on our spread sheet when they want to cash out. As an additional incentive Larry has offered lunches for reaching participation goals.

Data Graphs



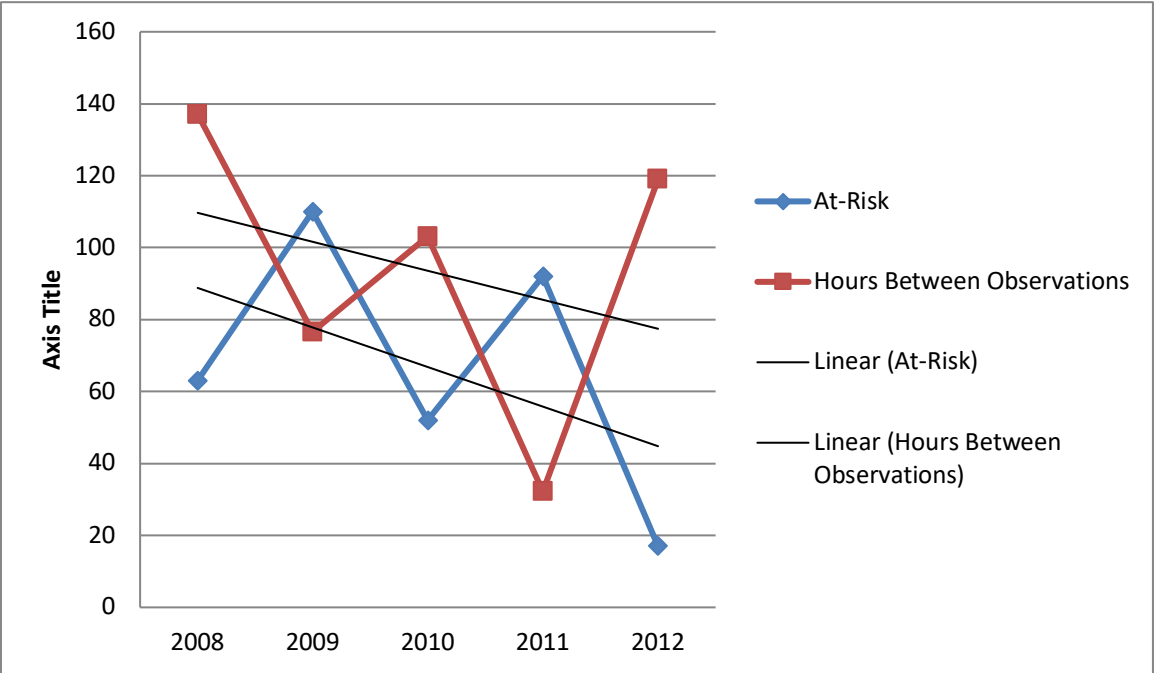
In 2005 we started tracking Observations when looking at the chart above we want you to see that as we got better acquainted with the workings of BBS our reporting of near misses for informational purposes increased. As you can see until 2008 no near misses were reported. The near misses also include vehicle accidents where no employee was injured there was property damage only.

Industry Standards vs Stewart Security



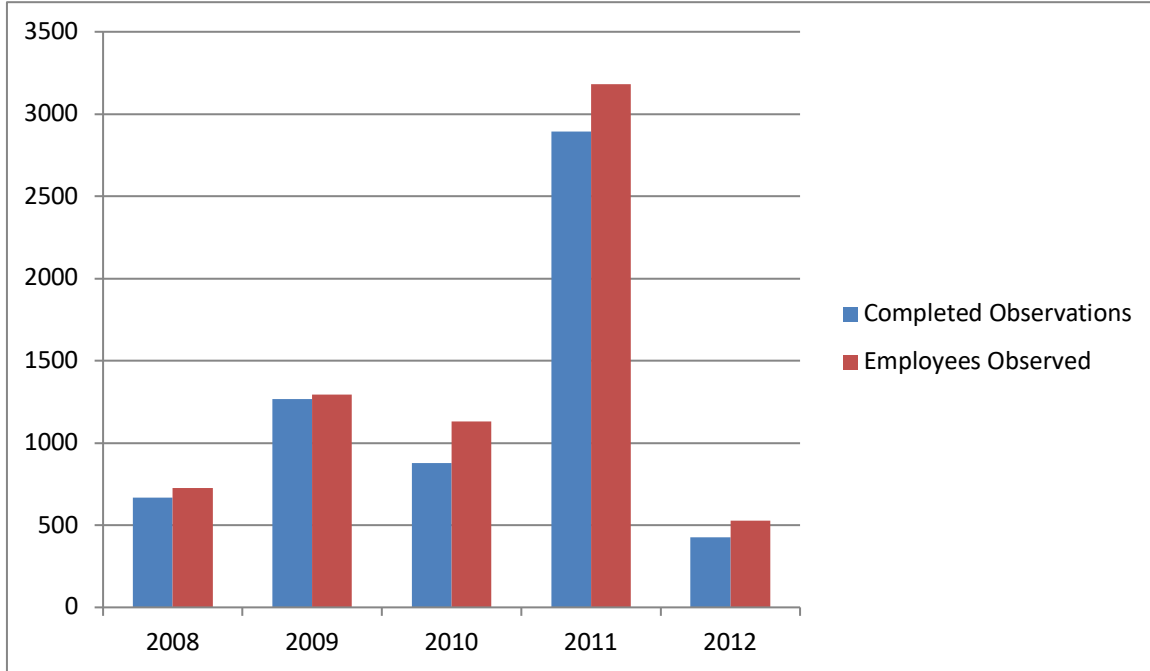
In August of 2007 we had an OSHA Recordable. So as you can see the Industry Standards are trending down and we have been able to maintain a 0.00 rate in our DART and TCIR rates.

At Risk and Hours Between Observations



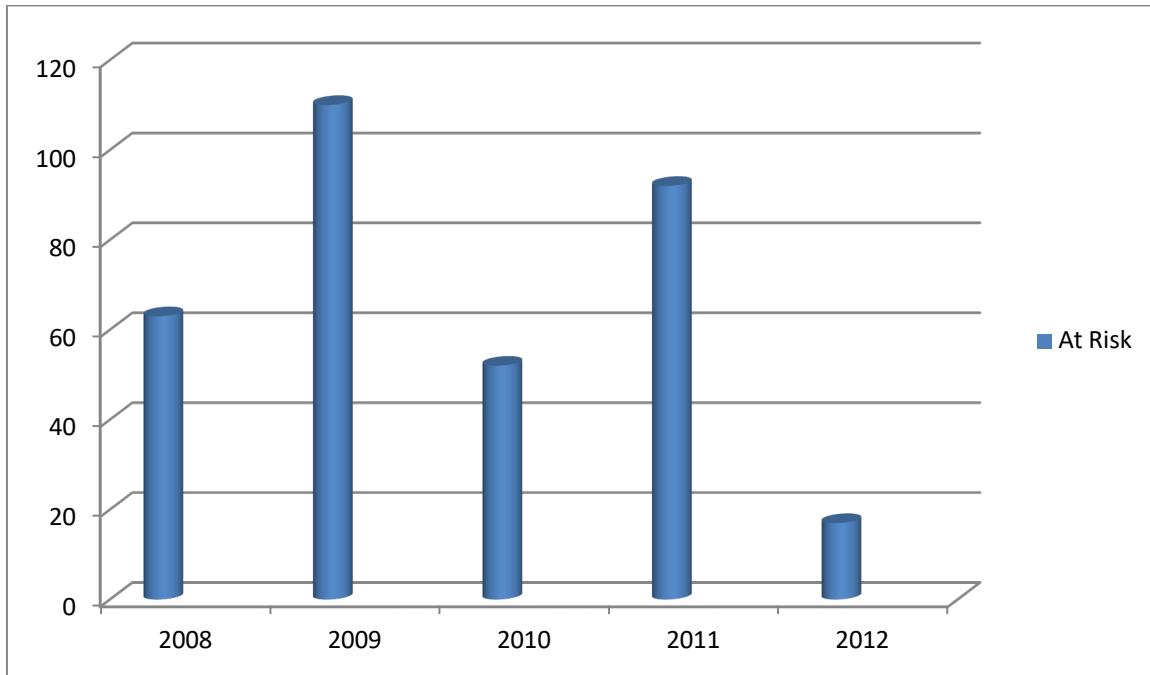
As a whole our hours between Observations and our At-Risk behaviors are trending down.

Observations and Employees Per Year



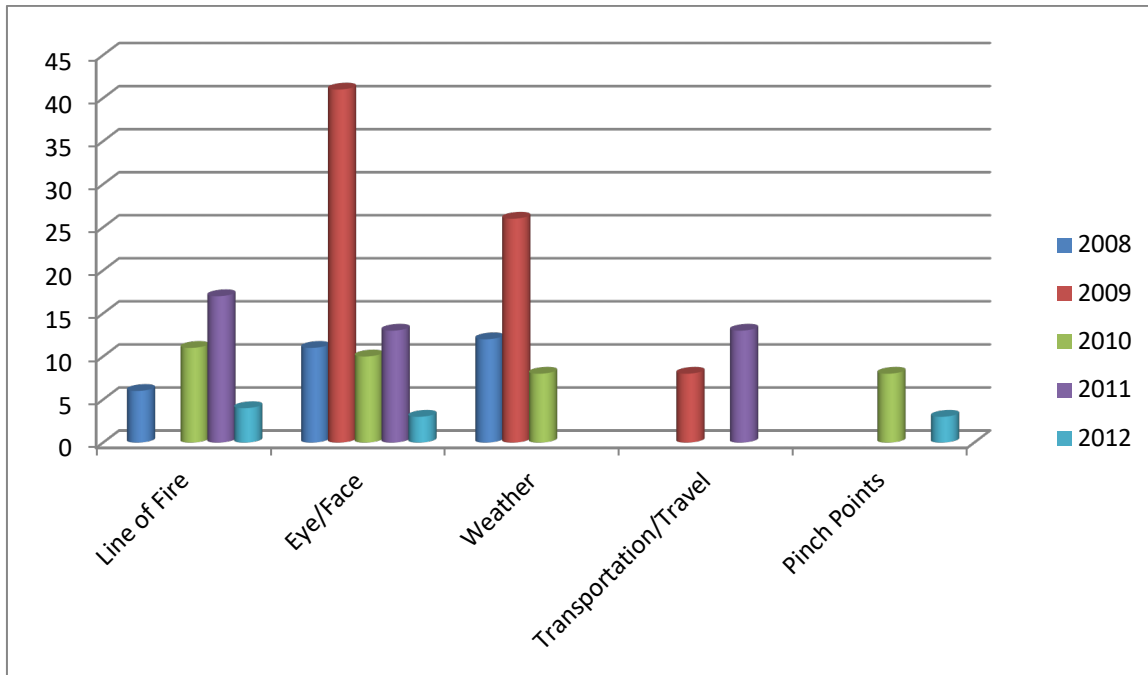
This graph represents the number of Observations we completed each year and also denotes the number of employees the Observations were completed on.

At-Risk Per Year



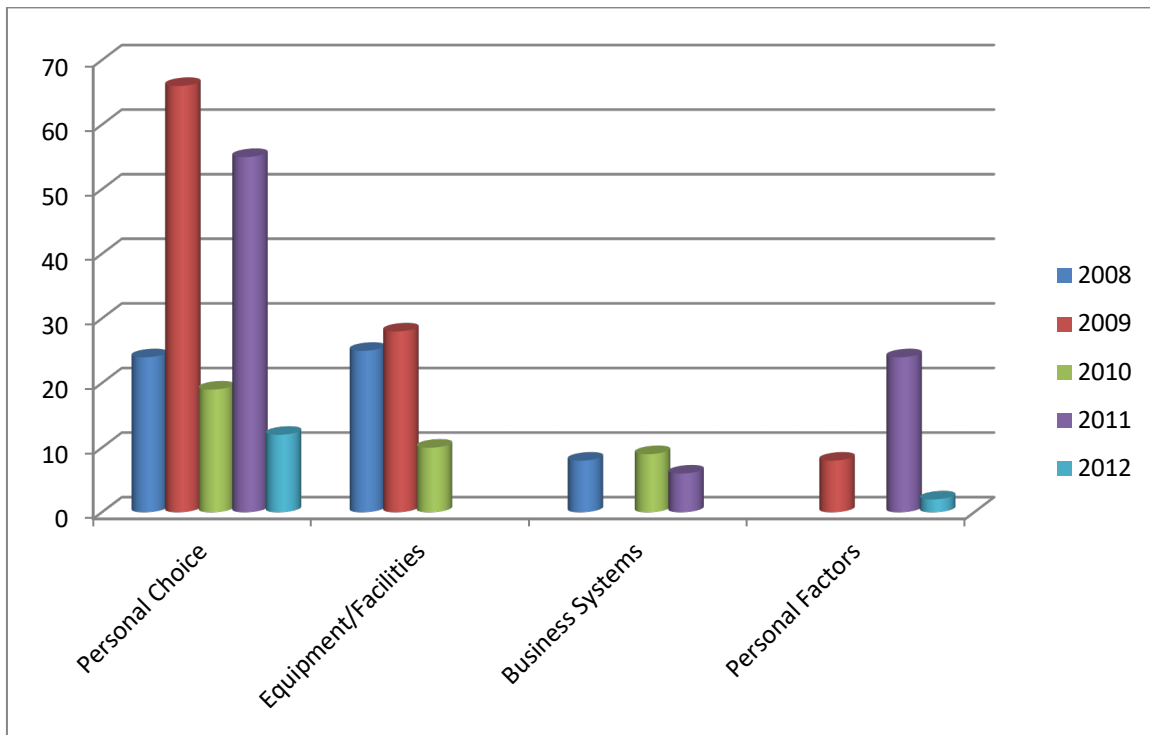
The column let us know the number of at-risk per year. We completed a lot of awareness and BBS training in 2008 and ran different contest and challenges in 2008, 2009, and 2010. In 2011 we had a Quarterly Meeting where the employees were encouraged to participate in the process and we saw an influx of at-risk there also.

Top At-Risk Per Year



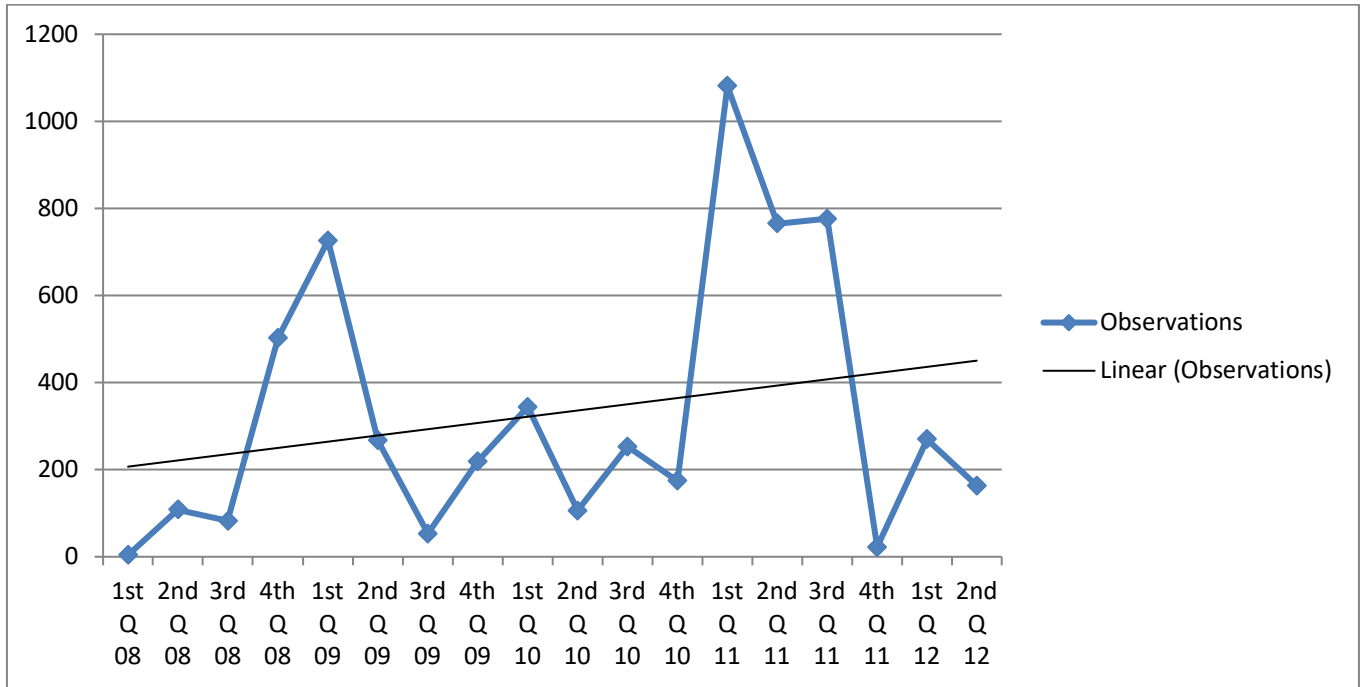
This graph shows our top 3 at-risk per year. In 2009 we became more conscience of everyone wearing safety glasses and wearing their seat belts.

Top Barriers Per Year



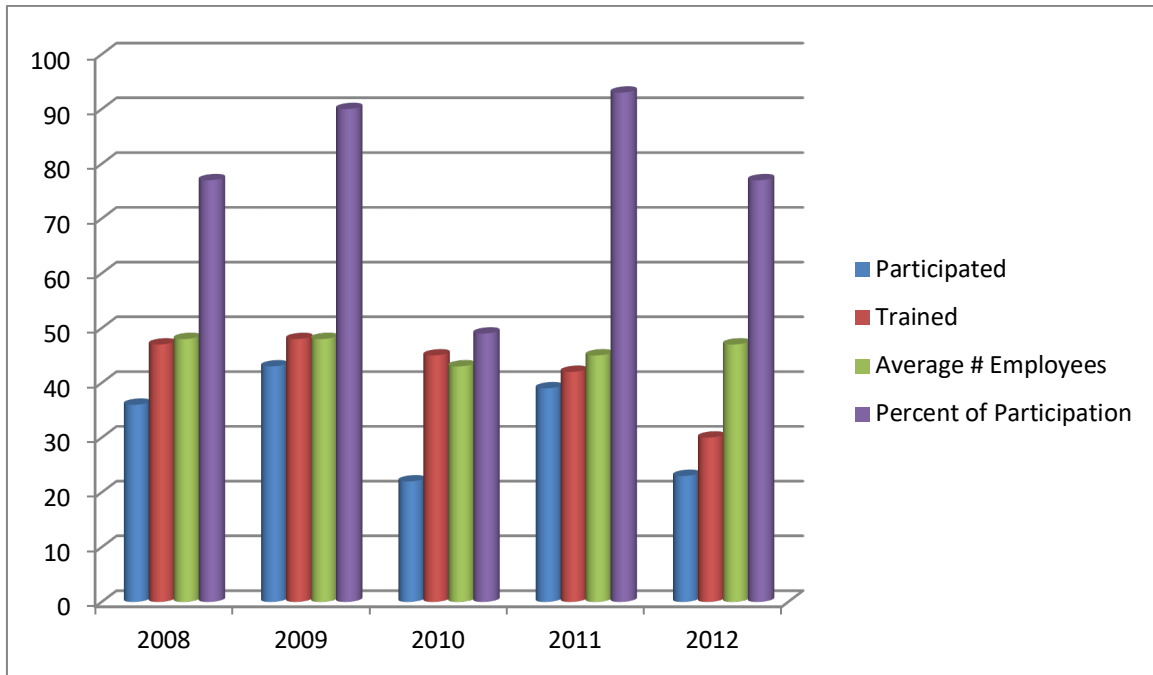
Top barrier is personal choice for all 5 years.

Observations By Quarter



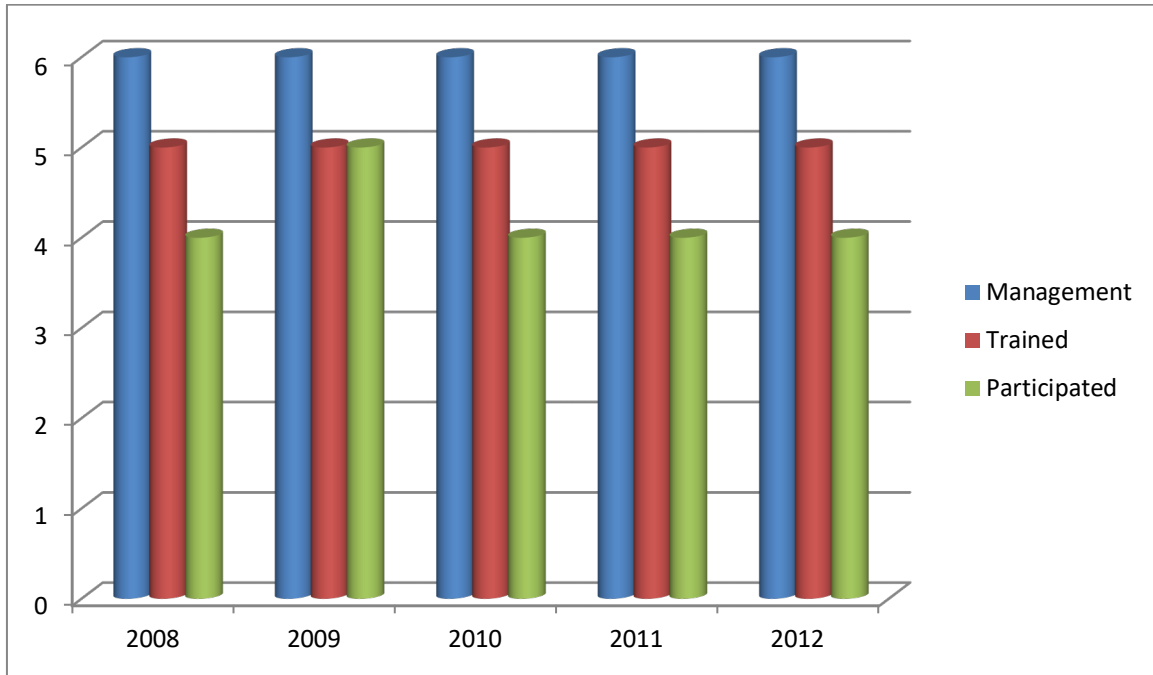
Observations by quarter since 2008 with trend line; we are steadily trending up.

Participation By Year



Above are the number of employees who participate in blue, the number who are trained in the observations process is red, we also included the average number of employees per year, and the purple is the percentage of participation. As you can see 4 out of the 5 years we have had over 75% employee participation.

Participation By Management



Management participation is at or above 80%.