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## Vector Security's Melanie Warych Takes Central Station Operator of the Year Award at 2011 ESX Show!

**PITTSBURGH, PA (June 20, 2011):** Since 2006, Vector Security's central station operations has won three coveted central station awards issued by the Central Station Alarm Association (CSAA) and Security Distributing & Marketing Magazine (SDM). Now the company has added one more to its roster by taking the "Central Station Operator of the Year Award" at the recent ESX Conference in Charlotte, North Carolina.

Ms. Melanie Warych, who joined Vector Security's central station team nearly five years ago, was honored as the recipient of the "Central Station Operator of the Year" award in recognition of her superior performance, strong work ethic and outstanding customer service abilities. According to Anita Ostrowski, Vector's Vice President of Central Station Services, Ms. Warych's award was well deserved. "Melanie understands first hand that this business is a people business. Regardless of the range of newer technologies we utilize to serve our customers, the "one to one" experience our customers have with an operator in an emergency condition highlights the value of the human interaction in saving lives and property."



Of the many contributions Ms. Warych has made to her job at Vector, one in particular stands out in Ostrowski's mind. "Melanie was going to dispatch the police to a home where an alarm was received when she received a call from a male occupant who successfully identified himself as the home's owner, requesting to withhold the police dispatch. However, in the midst of the conversation with him, Melanie recognized the voice of a female present in the home that seemed to be in a high state of distress. So when Melanie concluded the call with the man, she immediately telephoned police to advise them of the condition. They responded and found that the woman was being physically assaulted by the man. The police called back and thanked Melanie for her swift actions, saying she may have even saved the woman's life."

According to Pamela J. Petrow, Vector Security's President and CEO, Melanie is a shining example of the thought, training and considerations Vector looks for in a central station operator. "For many years prior to my present position at Vector, I was in charge of the company's central station monitoring facilities and therefore recognize the daily contributions our operators make for the benefit of our customers. While this single action taken by Melanie is indeed noteworthy, it was only one of many that made her stand out this year. She has volunteered to take other people's shifts when they could not be there, and assisted in many additional ways to increase the level of professionalism of our entire central station staff. When it comes to Melanie, she leads by example and her behaviors motivate others to better understand the true nature of their jobs at Vector. Our

central station operators are the critical link between our customers and the response agencies who serve them; and oftentimes, they are the reasons why our services are successful at the end of the day.”

Vector Security’s additional central station recognition and awards, either to the company as a whole or its employees, are as follows:

- Kristina Walker, False Alarm Reduction – Permit Compliance Coordinator, was named by the False Alarm Reduction Association (FARA) as the 2011 FARA Associate Member of the Year.
- In 2010, Lori Kibler, ISG special support, received Honorable Mention as Central Station Support Person of the Year from the Central Station Alarm Association (CSAA) and SDM Magazine.
- Vector Security received the Association of Public-Safety Communications Officials–International’s (APCO) highest honor, The President’s Award, in 2009 for its outstanding contributions to the improvement of alarm dispatching communications methods in 911 centers.
- Jeffrey Karabinos was chosen as the Central Station Operator of the Year in 2009, and Stewart Pittenger was selected to receive Honorable Mention, by the Central Station Alarm Association (CSAA) and SDM Magazine.
- Anita Ostrowski was named Central Station Manager of the Year in 2008 by Central Station Alarm Association (CSAA) and SDM Magazine.
- Vector was chosen as Frost & Sullivan’s 2008 North American Commercial Alarm Monitoring Company of the Year.
- Patricia Killian was honored as the False Alarm Reduction Association (FARA) Associate of the Year in 2006.
- Vector Security was selected as the Central Station of the Year by Central Station Alarm Association (CSAA) and SDM Magazine in 2006.

**About Vector Security:** Vector Security is a leading provider of residential and commercial electronic security services. It operates branch offices throughout the East Coast and southern California; and three specialized business groups: National Accounts, Authorized Dealer Services, and Vector Security Patrol, which provides guard and patrol services. Vector Security is owned by The Philadelphia Contributionship, a private insurance company founded by Benjamin Franklin in 1752. Three of its founding directors – Benjamin Franklin, John Morton and Robert Morris – were also signers of the Declaration of Independence.