

# SMG Making Public Assembly Facilities Safer

## Partners with Kroll for Security



**SMG President and CEO Wes Westley**

Philadelphia-based SMG is, by far, the world's largest facility management company with more than 130 offices in 15 countries, serving a wide range of clients including stadiums, arenas, convention centers and exhibit halls. SMG is a global company with a presence in North America and worldwide under its umbrella.

Prior to being named President and CEO in October of 1994, Westley was SMG's Executive Vice President of Finance and Development. In that capacity, he was responsible for: strategic planning; corporate development; analysis and negotiation of new business ventures; acquisitions and capital expenditures; risk management; management information systems; and all sales and business development.

Westley joined SMG in December 1991 as the Senior Vice President and CFO, with responsibility for the company's financial reporting and systems, including corporate finance, fidelity accounting and internal audit.

Westley's industry experience spans more than two decades, having spent 13 years with ARAMARK prior to joining SMG. His background includes an MBA in Finance from Drexel University and a BS in Business Administration/Accounting (summa cum laude) from Temple University. Westley, a lifelong Philadelphia resident, is also a Certified Public Accountant.

Facilities & Destinations recently interviewed Westley on venue security.

**With a global company the size of SMG, what has changed in the way you look at security measures at your facilities?**

Wes: Like everyone since September 11th, we have a heightened awareness. We believe we have good security systems in place but we wanted to make them even better.

**What changes did SMG make, both here and abroad, to improve and expand your already proactive approach to existing security measures at all of your facilities?**

Wes.: First, we have created an oversight task force, consisting of our senior managers from representative facilities throughout our network, to oversee the activity and help

interface with Kroll and with local law enforcement agencies.

We also announced the introduction of a monthly video conferencing program, which will utilize recognized authorities and SMG senior management, as speakers to educate and communicate best practices. Topics will range from Safety and Security, Operations Management and Administration to Customer Service.

**With so many security companies out there today, why did SMG choose Kroll?**

Wes.: Simply put, they are the best. I was aware of Kroll from my mergers and acquisition experiences, many of the institutional banking firms use them. Their reputation and over 30 years of experience made them, after careful research, an easy choice. They have over two thousand employees, located in more than 55 offices worldwide and recruit professionals from the top ranks of law enforcement, intelligence and professional services. They are the most knowledgeable security firm in the world, and we are the largest private manager of public facilities in the world. Together we make a great team.

**What will Kroll be adding to SMG's already stringent security measures?**

Wes.: Kroll's role is to review and advise our systems and programs, they will also make physical plant recommendations and threat assessments. We view them as a fresh set of eyes. We're trying to do everything we can to look out for our customers and employees at our facilities.

**Will SMG continue to be in close contact with local, state and Federal Authorities on Security?**

Wes.: SMG and its facilities have always benefited from excellent relationships with local authorities. We rely on them to augment this relationship, and have also established a line of communication with the F.B.I. through its Philadelphia office where SMG is headquartered.

**How will SMG put out its public safety message to all facilities, staff, promoters, attendees, etc.?**

Wes.: This is a multi-faceted approach. Each SMG facility has internal safety and security committees who implement programs and make recommendations and amendments to procedures. Additionally, SMG has its own internal private intranet website where up to the moment information can be shared amongst all of our facilities and personnel.

### Selected SMG Venues (as of 12/01)

#### NORTHEAST

- .Atlantic City Boardwalk Hall - Atlantic City, NJ
- .Atlantic City Convention Center - Atlantic City, NJ
- .Baltimore Arena - Baltimore, MD
- .Blue Cross Arena at the War Memorial - Rochester, NY
- .David L. Lawrence Convention Center - Pittsburgh, PA
- .First Union Arena at Casey Plaza - Wilkes-Barre, PA
- .Verizon Wireless Arena - Manchester, NH
- .Meadowlands Exposition Center - Secaucus, New Jersey
- .Mellon Arena (Pittsburgh Civic Arena) - Pittsburgh, PA
- .Nassau Veterans Memorial Coliseum - Uniondale, NY
- .New Haven Veterans Memorial Coliseum - New Haven, CT
- .Paul Tsongas Arena - Lowell, MA
- .Pepsi Arena - Albany, NY
- .Rhode Island Convention Center - Providence, RI
- .Richmond Coliseum - Richmond, VA
- .Sovereign Center - Reading, PA
- .William D. Mullin Center - Amherst, MA
- .Worcester's Centrum Centre Arena And Convention Complex, Worcester, MA

#### MIDWEST

- .Abraham Chavez Theater - El Paso, TX
- .Claremore Expo Center - Claremore, OK
- .Compaq Center - Houston, TX
- .CSU Convocation Center - Cleveland, OH
- .Evansville Auditorium & Convention Centre - Evansville, IN
- .Grand Centre - Grand Rapids, MI
- .Greater Columbus Convention Center - Columbus, OH
- .Kansas Expocentre - Topeka, KS
- .Kansas Expocentre Arena - Topeka, KS
- .Myriad Arena - Oklahoma City, OK
- .Myriad Convention Center - Oklahoma City, OK
- .Nationwide Arena - Columbus, OH
- .New Oklahoma City Arena - Oklahoma City, OK
- .Peoria Civic Center - Peoria, IL
- .Peoria Convention Center - Peoria, IL
- .Robertson Stadium - Evansville, IN
- .Soldier Field - Chicago, IL
- .Van Andel Arena - Grand Rapids, MI
- .Victory Theater - Evansville, IN

#### SOUTH/SOUTHEAST

- .Alltel Arena - North Little Rock, AR
- .Alltel Stadium - Jacksonville, FL
- .Augusta/Richmond County Civic Center - Augusta, GA
- .Bayfront Auditorium - Pensacola, FL
- .Broward County Convention Center - Ft. Lauderdale, FL



- .CenturyTeJ Center - Bossier City, LA
- .Florence Civic Center - Florence, SC
- .Huntington Civic Arena - Huntington, WV
- .Ice Palace - Tampa, FL
- .Jackie Gleason Theater - Miami Beach, FL
- .Jacksonville Veterans Memorial Coliseum - Jacksonville, FL
- .Knoxville Convention Center - Knoxville, TN
- .Ladd Memorial Stadium - Mobile, AL
- .Louisiana Superdome - New Orleans, LA
- .Memphis Cook Convention Center - Memphis, TN
- .Miami Arena - Miami, FL
- .Miami Beach Convention Center - Miami Beach, FL
- .Mobile Civic Center - Mobile, AL
- .Mobile Convention Center - Mobile, AL
- .National Conference Center - Sunrise, FL
- .New Orleans Arena - New Orleans, LA
- .Palmetto Expocenter - Greenville, SC
- .Pensacola Civic Center - Pensacola, FL
- .Pontchartrain Center - Kenner, LA
- .Prime F. Osborn III Convention Center - Jacksonville, FL
- .Pyramid Arena - Memphis, TN
- .Riverside Centroplex - Baton Rouge, LA
- .Riverside Centroplex Convention Center - Baton Rouge, LA
- .Saenger Theater - Pensacola, FL
- .Savannah International Trade And Convention Center - Savannah, GA

#### WEST/SOUTHWEST

- .Bakersfield Centennial Garden & Convention Center - Bakersfield, CA
- .Bakersfield Convention Center Arena - Bakersfield, CA
- .Ben Boeke Ice Arena - Anchorage, AK
- .Carlson Center - Fairbanks, AK
- .Denver Convention Complex - Denver, CO
- .William A. Egan Civic and Convention Center - Anchorage, AK
- .El Paso Convention Center - El Paso, TX
- .Hawaii Convention Center - Honolulu, HI
- .Long Beach Convention Center - Long Beach, CA
- .Mile High Stadium - Denver, CO
- .Moscone Center - San Francisco, CA
- .Network Associates Coliseum - Oakland, CA
- .Ontario Convention Center - Ontario, CA
- .Palm Springs Convention Center - Palm Springs, CA
- .Pershing Auditorium - Lincoln, NE
- .Reliant Arena - Houston, TX
- .Reliant Astrodome - Houston, TX
- .Reliant Hall - Houston, TX
- .Salt Palace Center - Salt Lake City, UT
- .South Towne Expo Center - Salt Lake City, UT