



Global Security Newsletter

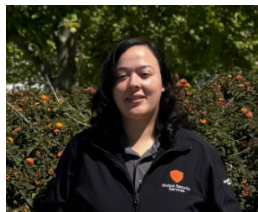
May 2024

Welcome to the May 2024 Global Security Newsletter! This month's newsletter highlights:

- The Security Professionals of the Quarter
- Updates around SOP documentation
- The Training team's upcoming Tabletops and NHO refresher
- The SCR
- Our collective wins in Arizona and upcoming events

Check it all out below!

Congratulations to Our Security Professionals of the Quarter!

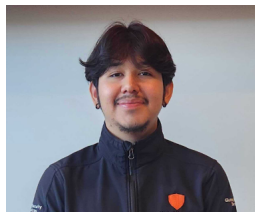


Cindy Gamez
Cruise Lead of the Quarter

This quarter we spotlight Security Shift Lead Cindy Gamez, whose unwavering dedication and infectious positivity have set a remarkable standard. Recognized for her warm demeanor and outstanding customer service, Cindy has become a beacon of hospitality at 175 Sylvester, South San Francisco.

Her genuine care and welcoming attitude have garnered praise from both colleagues and facility occupants alike. In her own words, Cindy expresses deep gratitude for the honor, acknowledging the support of mentors and team members at Cruise.

Join us in applauding Cindy as our Lead of the Quarter, a true asset to our team and community.



Emerson Pacheco
Security Professional of the Quarter

We proudly highlight Security Professional Emerson Pacheco, whose outstanding performance sets a standard of excellence. Emerson's positive attitude and eagerness to learn have made him an invaluable asset to our Security team. His enthusiasm for tackling new challenges, such as mastering badging tasks and embracing the role of lobby concierge, is truly commendable.

His dedication to continual improvement is an inspiration. Let us applaud Emerson for his remarkable contributions and unwavering commitment to the safety and performance of our team.



Documentation updates

We are combining many GSOC and GSS SOPs and will soon have 64 fewer SOPs. This will make it easier to navigate to the right SOP.

Also, the new SOPs have a new look: each has Quick Response Checklists (QRCs) that contain step-by-step instructions for a procedure. For example, [see the new elevator entrapment SOP](#).

We hope these changes create more user-friendly SOPs.



Training updates

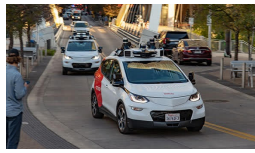
Starting next week, instead of your usual bi-weekly training, all GSS security professionals and leads will take our revamped New Hire Orientation (NHO) training curriculum. Our training team has crafted a more streamlined, user-friendly NHO program, and we're eager to hear your thoughts.

After taking the 3 e-learning modules and On Job Training (OJT) checklist in the NHO, you'll receive a post-training survey to provide feedback. You'll also earn official certification as Level 1 Security Professionals in our new tiered certification system.



Security Control Room (SCR)

You may have heard about the new SCR. This regional monitoring control room, located in San Francisco, is the first of its kind for Cruise Global Security. Think of it like a mini GSOC that primarily helps to handle surveillance, incident response, alarm monitoring, access control, and communication, and will sometimes deploy personnel to investigate alarms and suspicious activity. GSS Security Professionals and Leads can expect to interact with the SCR for various types of issues and incidents.



Arizona updates

In light of Cruise operations expanding in Arizona, Global Security is rehiring for additional posts for our facilities in that region. It's exciting to witness the surge of activity in Arizona. We're all cheering for continued success and are thrilled to ensure that our organization's people, facilities, and vehicles remain safe and secure.

Upcoming events

The next Cruise Intersection monthly social for Cruise Employees and Contingent Workers is today, 5/9, at the Charge at 333 Brannan from 4:30pm - 6:30pm. There will be food, drinks, and games.



Was this newsletter useful? [Yes](#) 👍 or [No](#) 👎

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