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STT Security Upholds Employee-Centered Security Models in Evolving Private Security Landscape

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The private security industry has undergone significant transformations over the past five decades, with a notable shift toward employee-centered security models that prioritize workforce stability, comprehensive training, and a supportive organizational culture. These models recognize that effective security outcomes depend on dedicated personnel who are well-equipped to handle diverse challenges. STT Security, a firm with roots dating back to 1973, embodies this approach through its long-standing practices that integrate employee well-being with operational excellence, contributing to consistent service delivery across various sectors.

Founded by former police officer Dave Rusch, STT Security initially focused on investigative and retail loss prevention services, addressing gaps in quality protection for businesses. Over time, the company expanded its offerings to include unarmed security personnel for hospitals, shopping centers, industrial sites, and beyond, growing geographically to serve clients nationwide. In 2017, three long-term employees—Denise Robertson, Jason vonReichbauer, and Calvin Rusch—purchased the business upon the founder's retirement, preserving its core values while incorporating new resources, technologies, and a training and consulting division. This ownership transition underscored the firm's commitment to internal development and continuity,

reflecting broader industry trends where leadership stability fosters reliable performance.

Employee-centered security models emphasize the role of workforce stability in enhancing safety outcomes. At STT Security, this is evident in the emphasis on attracting and retaining personnel through competitive compensation, benefits aligned with client cultures, and an open-door management style that encourages ongoing input from field staff. Employees, drawn from diverse backgrounds including veterans and civilians, undergo rigorous screening for state licensing and background checks, followed by tailored training programs. These programs cover essential topics such as legal matters, use of force, patrol techniques, communication, report writing, fire prevention, emergency response, situational awareness, and active assailant scenarios. Virtual, in-person, and on-the-job training methods ensure adaptability to site-specific needs, promoting consistency in service delivery.

A key component of these models is the focus on de-escalation and conflict resolution techniques, which enable security officers to manage volatile situations effectively without escalation. STT Security trains its staff in these methods, alongside customer service orientation and threat assessment, to create a welcoming yet vigilant presence. Officers engage with stakeholders through friendly interactions, understanding unique organizational threats and monitoring them proactively. This community-integrated approach not only improves incident management but also builds trust in environments ranging from educational institutions to data centers and healthcare facilities.

The organizational culture at STT Security further supports this model by treating the firm as a people-oriented business. Management collaborates daily with clients, field supervision, and on-site teams to optimize services, using proprietary technology for tracking officer actions, operational intelligence, and structured reporting. Post-incident reviews and protocols for emergency coordination with authorities help prevent recurrence, ensuring sustained safety. Long-term employee tenures, often spanning decades, highlight the family-like environment where staff feel valued, leading to reduced turnover and stronger client partnerships.

Broader implications of employee-centered security models extend nationwide, influencing how private security firms address industry challenges. In sectors like warehouse logistics, food processing, and executive protection, these approaches result in improved incident handling through skilled, stable teams that adapt to specialized needs. Reduced personnel churn minimizes disruptions, allowing for deeper client relationships and enhanced trust across diverse settings. As threats evolve, firms adopting this philosophy position themselves to deliver reliable protection, drawing on experienced workforces to navigate complex environments.

Denise Robertson, vice president of finance and human resources and partner at STT Security, observed the impact of this focus over her two decades with the company. "The dedication and passion of our employees

drive our ability to form genuine partnerships with clients, ensuring that security services align with long-term goals rather than short-term fixes," Robertson said. Her experience, starting in human resources and progressing to ownership, illustrates how internal growth opportunities contribute to operational resilience.

Jason vonReichbauer, vice president of operations and partner, highlighted the practical benefits drawn from his background in law enforcement. "Comprehensive training in de-escalation and situational awareness equips our teams to handle real-world scenarios effectively, fostering environments where safety and professionalism coexist," vonReichbauer noted. This insight reflects the company's evolution from its investigative origins to a multifaceted provider emphasizing proactive, people-first strategies.

STT Security continues to operate as a privately owned entity, delivering unarmed security solutions tailored to business, commercial, educational, industrial, and other specialized sectors. With a nationwide presence and 24/7 availability, the firm maintains its foundational mission of integrity and long-term client partnerships. Through its employee-centered practices, STT Security demonstrates how investing in personnel leads to enduring service quality in the private security field.

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STT Security Services

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