

Sinetria House

Security Officer of the Year - Heroism



The Heroism award is given to a security officer who performs an act that demonstrates courage, daring, professionalism and self-sacrifice while

helping to protect people or property. This year's recipient, Sinetria House, was nominated for the award after helping to de-escalate a situation when an armed man entered the Sooner Management site where she worked.

House has been employed with the Dallas, TX branch office as a security officer for a combined total of six years and had returned to Securitas USA in January 2019. While on duty in February, she encountered a confused and upset visitor in the lobby. After speaking with the person, she requested assistance from the building engineer and her district manager. She then contacted police and continued to calmly talk to the suspect who then pulled a semi-automatic pistol from his coat and told the engineer to sit behind the security desk. District Manager Michael Butler arrived in the lobby, observed the armed suspect with his finger on the trigger, and after being told by the suspect to get out, moved away from the lobby. House continued to talk and asked the suspect questions to keep him calm.

After being alerted, Securitas USA management prevented other tenants and visitors from entering the facility. Dallas Police arrived and engaged the suspect, advising him to get on the ground. After being allowed to exit the building, House contacted building management to provide an update. Police were able to convince the man to place his weapon on the console and continued to engage the suspect in conversation until the building engineer was able to grab the weapon. After subduing the suspect and ensuring there were no additional subjects and the building was safe, the police issued an all-clear. "Sinetria engaged the suspect for over 20 minutes until police arrived," said Butler. "Her calm manner and professionalism were critical to resolving the situation without injury."

"When the suspect pulled the gun, all I could think about was staying in control of the situation and not letting him hurt me or anyone else," said House. "As he pulled the gun out and started to point it at people, I knew I had to keep him calm. I spoke to him like I was one of his friends to keep him in a cool manner. I can remember asking him, 'Please don't hurt anyone,' and telling him that help was on the way. No matter how much training you've had, nothing ever prepares you for something like that to occur."



"It was her calm demeanor that helped defuse a very volatile situation."

House was very honored to receive this award and said, "I want to say a special thanks to Senior Property Manager Janet Hetmer for always having the confidence in me to handle situations and always having my back, and my District Manager Michael Butler for assisting me with the situation on that day. This event has changed my life."

Officer House is a well-loved person at the client site and is known for being kind and pleasant to everyone she encounters. She has always demonstrated tremendous customer service skills, a helpful attitude, a diligent demeanor and loyalty. House is highly focused on the safety of the tenants of the building where she works. "She previously left Securitas and the property for more money at a job outside of the security industry," explained Butler. "When she expressed a desire to come back because she missed the tenant interaction, we all jumped at the chance to bring her back." All appreciate that she was there that day to help during this event and keep everyone safe.

Area Vice President Tom Gross added, "Officer House has always provided our office building with tremendous customer service performance. I'm certain that it was her calm and pleasant demeanor that helped manage and defuse a very volatile situation. We are so proud to call her a teammate of the Securitas Dallas Area."