

On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, LLC / SPRING 2025

THANK
YOU

for the Journey

After years of unwavering support,
we say goodbye — but our legacy will
thrive through the people, purpose, and
performance which made it all possible.

What does Broadway Services mean to you?



**JESSE SNOWDEN, JR.,
EVS MANAGER, JHBMC**

"I just wanted to take the time to say, thank you to Broadway Services for allowing me to work here for the past 24.5 years. For me this job was a life line, as I was just completing 18 months

sobriety. This job gave me purpose and a sense of pride. I have been clean for 25 years, married for 22 and employed with this company for almost 25 years. I raised my kids off of this job. It also allowed me to take care of my wife's cancer surgery with the health insurance that it provided. I will be forever grateful for the opportunity that it presented to me. Thank you Broadway for Services for all that you did for me."



**BREONA PEARCE,
EMPLOYMENT
ASSISTANT/
FINGERPRINT
TECHNICIAN**

"Broadway Services is more than just a company, it represents dedication, hard work, and the people who kept things running behind the scenes every day. Whether in human resources, corporate, security, maintenance, transportation, or housekeeping, Broadway Services was about showing up, getting the job done, and being proud of what you do.

Even though the job is shutting down, what it meant doesn't just disappear. Working here I built relationships, developed skills, and carried responsibilities. For some, it was a steady role, sometimes a stepping stone, sometimes a second home.

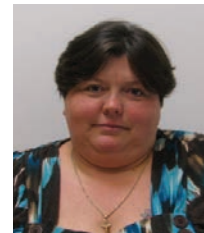
The closure is sad there's no way around that. But what I contributed, what I learned, and who I became through this experience still matters. That's something no one can take away. I really enjoyed working at BSI!"



**Wael HASSANEIN,
DISPATCHER,
BROADWAY
TRANSPORT**

"After working in 5 countries across 3 continents and spending 13 years and 4 months with Broadway up until the end of June 2025, I can honestly say this has been one of the most enriching chapters of my life. I've had so many

ideas to help enhance and grow our business; for various reasons, they didn't always come to life, but the passion behind them was always real. What I'll treasure most are the incredible relationships I've built with coworkers, colleagues, customers, and clients alike. These connections are the heart of what BSI has meant to me. It's certainly sad to see the business comes to a close, but this is life, change happens, and with it comes the opportunity for new chapters. Thank you to everyone who has been a part of this experience. The memories and lessons will stay with me forever."



**PATRICIA RAMSEY-
LIPSCOMB,
AREA MANAGER,
JHBMC**

"WOW what does BSI mean to me, Well BSI raised me, I was a kid when I started with BSI in 1990, I was a young woman with a toddler just starting out in the work force with a young child with health issues. BSI was so understanding they worked with me. In 1995 I was offered a Working Supervisor position and it just grew from there. Over the 35 years with BSI, I gained so many friends and family. What does BSI mean to me BSI is my family not only my employer. I must say I learned so much from BSI and will take my knowledge to the next level. I just want to say to all of my BSI family thank you for the years of service. Thank you Brentina for all your help and support over the years. I will truly miss BSI."



**GLORIA JEFFERSON,
WORKING SUPERVISOR,
JHBMC**

"BSI meant a lot! We were family when we got together at parties and banquets. I'm really going to miss BSI. A great company to work for."



**JALIL PENN,
HR RECRUITER/
LEAVE SPECIALIST**

"For me, BSI means opportunity and room for growth. I'm grateful to have experienced the last four years receiving promotions and gaining

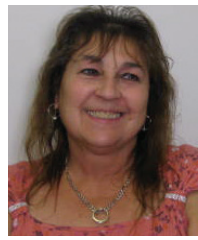
valuable skills that I will carry into my next role. Beyond professional development, BSI represented a place where I was challenged, supported, and encouraged to reach my potential. I built meaningful relationships, learned from talented colleagues, and grew both personally and professionally. As this chapter comes to a close, I leave with a deep appreciation for everything BSI has offered me and with confidence in the foundation it has given me to succeed moving forward."



**MALLORY L HOPKINS, SR.,
JHBM/ DEFENSIVE
DRIVING INSTRUCTOR/
FLEET COORDINATOR**

"Broadway Services to me is my second family, from day one beginning July 15, 1982. From President Tom McGown to

the all the office personnel. It's been a pleasure for me to work with the people I have encountered for over 35 years. I will truly miss this company and the people as well as some clients."



**DIANE BROCATO,
COMPENSATION
AND BENEFITS
MANAGER, HR**

"Broadway Services has been more than just another company or just a paycheck.

To me, it has been my second home, my second family, for the past 25 years. I have grown with the company and am thankful for the experiences along the way. Broadway truly cares about its family of employees. I am extremely grateful for the friendships that have formed during the years I have been here. I am heartbroken that all this will be ending soon, but I am proud to say that I have been a part of this wonderful company! 'BSI' will forever be in my heart."

SO LONG, GOODBYE, BEST OF LUCK

This is this editors' last edition of the "On Broadway Newsletter". I have been the editor for the last 14 years for the Broadway Services employee's newsletter. I have seen employees hired, promoted, share their hobbies, tell stories about their families, and even share light humorous jokes from time to time. This newsletter was meant to communicate with you and written for you. It has been my pleasure writing about YOU and how YOU have changed the lives of doctors, nurses, patients, clients and vendors by just being there, being dependable and doing your jobs! Whether it was catching two buses in the snow to make sure there was enough coverage at the hospital or staying over and working a double at the building because there were too many call outs, you were committed. Your blood, sweat, happy tears, selflessness and endurance have carried this company for over 40 years. I truly enjoyed writing about you all. There is no doubt, you have made your imprint not only on the Johns Hopkins enterprise but on the heart of Baltimore City.

No one can deny, Broadway Services has been an important contributor to the Johns Hopkins community for over 40 years. This truly has been a challenging time. But as a Broadway employee for 21 years myself, I know that every employee is resilient, and we shall overcome with new possibilities and fresh starts!

So now what? By now all employees working at JHHS insource should have received an offer letter for June 30th. All employees working at JHHS or JHU outsource contract or Non Hopkins (Commercial) accounts should have been transferred, received an offer or given a severance package.

If you have general questions about the transition, please discuss them with your Manager. After June 15th, please call JHHS - HR Shared Services Support at 443-997-5400 and press #1.

This editor is grateful for your contributions to our organization. You made writing about you fun, hopeful and proud. I value and appreciate your commitment to the end!



Signing off for the final time,
Your editor for the ON BROADWAY
Newsletter
Brentina Horshaw, Vice President of
Human Resources



Reflections

Endings are part of the mystery of life. Things are ending all the time. Baseball games, careers, relationships, agreements, trips, even lives. For the family we call Broadway, the ending we now experience brings with it the fondest of memories and the greatest of sadness as we inch closer and closer to our closure date of June 30, 2025. Over the last several months, we have been working together to maintain operations and also assist individuals with a transition into a new future. All of your efforts to ensure service and assistance to each other as we move towards the closure of Broadway Services mirror the character of everyone who has come before us and been part of the history of creating and running Broadway Services.

The vision of our early founders and presidents went way beyond profit, though profit was a foundational concern and an always achieved goal. Security was the sole focus of the initial undertaking for Broadway, and we began with about two hundred guards and officers. From there, we added housekeeping, parking, transportation, and property management as other divisions. The company gained a reputation for “getting the job done.” One of our clients said it best, “when we were in a bind and caught a little short on our end, I would tell our people, let’s do a Broadway,” meaning call Broadway, and they will help us resolve this emergency in the best way possible. Whether it was cleaning a building or delivering supplies, it always got done!”

How did all of this happen? First, the vision and the mission were embodied in the leadership of the company and spread on down to the rank and file. Understanding the needs of the workers was paramount. Helping them navigate the employment world, developing some for leadership roles, holding people accountable, and correcting issues that arose quickly and efficiently became hallmarks of the Broadway service. Hopkins formed the bulk of our early client base, but we were able to expand as word of mouth reputation preceded us into the securing of several long term contracts

in other areas. We did work for the City, for the State, and for a variety of clients in Baltimore and the surrounding area. There were growing pains along the way along with the typical issues that will arise to thwart even your best efforts at providing service, but in the end, the job was done well, completed to client satisfaction, and helped to solidify our reputation in the industry of providing essential services.

There was never any doubt who were the most important people in the company from the leaders’ perspective – the workers, the rank and file who were on the job, on the front lines, day in and day out, seeing to it that our clients were taken care of, and ensuring that we knew we were part of something bigger and our work provided the foundation for the reputation we enjoyed. Who were these workers? Who are these workers? They are the backbone of the Baltimore area employment force, doing jobs not for public view but to serve the public so they may do their duties well. There is the sixty four year old grandmother driving a bus on a well traveled passenger route, working with Broadway so she may set her own schedule, allowing her to take care of two granddaughters. Her thirty year experience as a driver for the City prepared her well. There is the housekeeper who cleans the rooms of patients undergoing cancer treatments at Hopkins who patiently listens to stories of unbearable pain and sometime despair, as she cheerfully gets a room ready so the patient can enjoy some measure of comfort. There is the driver with a spotless record on the road, the dispatcher who puts all the pieces of the transportation puzzle together, and the teacher who sees to it that the rules of the road are observed by all. There is the HR team who sees to it that all have a voice and are heard and that the mountain of detail required to ensure proper benefit delivery is successfully scaled every day. There is the parking lot worker who serves as the first contact at the hospital to those arriving early in the morning for their treatment and serves as the last contact for nurses and others leaving after putting in a full day serving others. There is the payroll assistant who makes

FROM THE FAMILY

sure that the checks are accurate and delivered on time every single week, adjusting to all the demands that direct deposit, mandatory withholdings, and other details add to the workload of getting this done efficiently. There is the handy man responding to emergency calls and keeping the work site going in the midst of a critical emergency. There is the administrative assistant, cheerfully answering the questions of anxious employees and making sure they get the correct information that they require. There is the security guard keeping the peace amidst the ever growing crowd outside the emergency room as a shooting victim is taken to receive critical care. No matter who they were, these workers kept places running, kept them clean, and did so without the slightest hint of recognition, either in terms of notice or financial remuneration. They were the quality of Broadway at its level best.

As we conclude this last chapter of Broadway, let us remember the mission of Broadway Services and the colleagues who made it feel like a family – showing up each day to respond to whatever crisis or last-minute request that needed troubleshooting. We know the spirit of employees who made Broadway a success will now carry forward in the positions they have taken with other employers. We absolutely have to thank ourselves and each other for the extraordinary work of the last several months and the

continued efforts being made to find the next job opportunity for our colleagues.

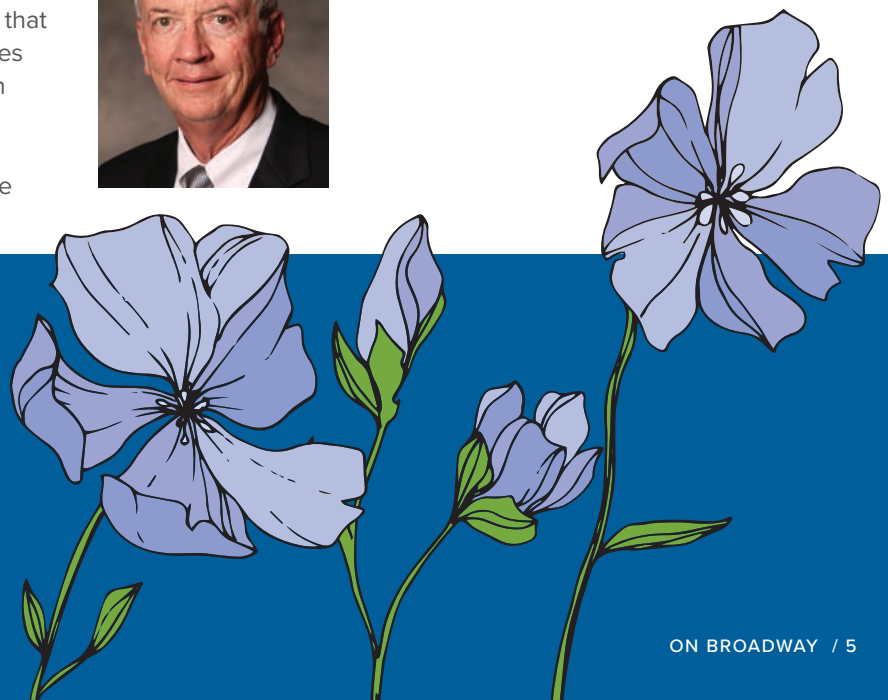
Endings are indeed part of the mystery of life. May this ending be a beginning of a new opportunity for individuals to find and create a little of what Broadway Services was – hard working, collaborative, and delivering the best service possible regardless of circumstances. Many of us will run into each other randomly over the rest of our years, and we will smile when we see each other. We will know deep in our hearts that those hearts bear the handprints of so many who did us well, who wish us well, and who helped us become who we are. May we never forget where we came from and, may where we are going be places where our gifts can be used to serve, to serve with distinction, to serve with love in our hearts and hope in our steps.



Barry Fitzpatrick,
Director of Training

DON'T FORGET

Don't forget to update name, address, cell phone or telephone number changes. W2 and other notifications will be mailed to the last address on file. If you need to update your demographic information, please call the Corporate office at (410) 563-6919.



THE BROADWAY STORY

1982

Broadway Services, Inc. founded
Security Division employs 220

1983

Parking Division
established

1985

Property and Facility Management
Division established

1986

Janitorial Services Division
established

1991

Shuttle Services Division
established

1996

Transport services division
established to provide delivery
and courier services

1999

Silver Star Security
established

2010

LiveScan service
established

TODAY

SECURITY

invoices 1,300,000
security officer
hours annually

JANITORIAL

cleaning
13,000,000 sq. ft.
daily

PARKING

manages over
22,000 spaces
per day

SHUTTLE

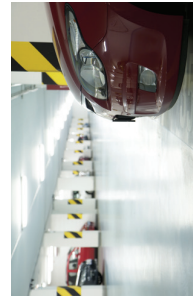
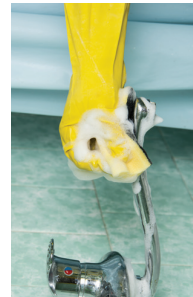
1.7 million
passengers a year

TRANSPORT

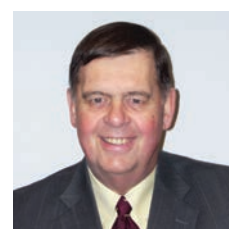
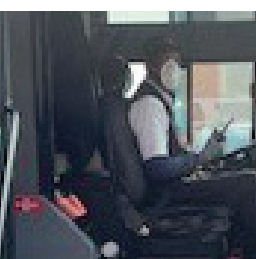
driving over
1,500,000 miles
delivering freight

PROPERTY

maintain 1,000,000
square feet of
commercial property



Memories



FOR EMPLOYEES NOT TRANSITIONING TO JOHNS HOPKINS

Guidance on severance, final pay, benefits, and next steps for those not continuing employment.

FAQS

MISCELLANEOUS

Q: Who should I contact if I have HR-related questions?

1. For answers to general questions:

- **Call the Broadway Services main HR phone line** at 410-563-6949 until June 15.
- **Contact the JHHS HR Support Center:** Call 443-997-5400 and press 1 for Broadway Services-related questions, Monday through Friday from 8 a.m. to 5 p.m., or send an email to hrsc@jhmi.edu.
- **Contact Sanjida Marshall, career coach, at** smeem1@jh.edu.

2. If you have recruitment-related questions, please contact one of the following:

- **Johns Hopkins Health System:**
jobs.hopkinsmedicine.org/jobs.
Aidan Tenhoo atenhoo2@jh.edu
- **The Johns Hopkins University:**
Abe Macklin, amackli4@jh.edu

PAY AND BENEFITS

Q: Am I eligible for severance pay?

Severance pay is offered to employees who were not **provided comparable employment** through the transition. If you declined an offer of employment from a third-party vendor, JHHS, or JHU, you are not **eligible** for severance.

Q: How is severance calculated?

It is based on a formula that includes **tenure, job role, and salary**. Severance includes weekly pay and medical/dental benefits coverage for a designated period.

Q: Who should I contact with questions about severance paychecks?

Please contact **Payroll at 410-563-6919**.

Q: When and where will I receive my final paycheck?

All final paychecks will be **available for pickup at the Corporate office**. Please note: **All uniforms must be returned** before final paychecks are released.

Q: Will I be paid for unused Paid Time Off (PTO)?

Yes. All PTO hours will be **paid out at 100%**. PTO checks will be issued one week after your final paycheck.

Q: Will Sick and Safe Leave (SSL) be paid out?

No. **SSL is not eligible** for payout.

Q: How will I receive my 2025 W-2 form?

Your W-2 will be **mailed to your last known address on file**.

Q: When do medical and life insurance benefits end?

All coverage ends on your **last day of employment**.

Q: How can I continue my medical and life insurance benefits?

You will receive information via mail regarding continuation options, including **COBRA** and **conversion of basic life insurance**.

- **Employer Health Plan (EHP):** 1-800-261-2393 | www.ehp.org
- **Delta Dental:** 1-800-932-0783 | www.deltadentalins.com
- **Superior Vision:** 1-800-507-3800 | www.superiorvision.com

Q: Does BSI offer a pension plan?

No. Broadway Services, Inc. does **not** have a pension plan.

Q: What happens to my after-tax savings plan?

The plan is fully vested and remains under your control. You may:

- Continue self-contributions
- Close the plan
- Allow the plan to remain inactive until retirement

Please contact your plan provider directly:

- **Voya:** 888-875-4015
- **Lincoln Financial:** 800-487-1485
- **Prudential Financial:** 1-800-778-2255

Q: Can I apply for unemployment insurance?

Yes. Eligibility is determined by the **State of Maryland**.

Apply online or by phone:

- <https://beacon.labor.maryland.gov>
- **667-207-6520** (speak to an agent)
- **410-949-0022** (Baltimore or out-of-state)
- **800-827-4839** (within Maryland, outside Baltimore)

MISCELLANEOUS*Q: When must I return company property?*

All uniforms and equipment must be returned to the **Corporate Office by June 30**. Failure to return items may result in **deductions from your final paycheck**.

Q: What happens to unresolved grievances or disciplinary matters?

All such matters will be **addressed and resolved by June 30**.

Q: How can I obtain employment verification?

Broadway Services uses The Work Number:

- Phone: **1-800-367-5690**
- Website: **www.TheWorkNumber.com**
- Employee Code: **14629**

For **social services verifications**, call **1-800-660-3399**. This service will remain available through **Dec. 31, 2025**.

Q: Who should I contact if I have HR-related questions?

- **Contact the JHHS HR Support Center:** Call 443-997-5400 and press 1 for Broadway Services-related questions, Monday through Friday from 8 a.m. to 5 p.m., or send an email to hrsc@jhmi.edu.

We sincerely thank you for your service, commitment, and professionalism—whether you are continuing with Johns Hopkins or moving on. Your contributions throughout this transition are truly appreciated.

FOR EMPLOYEES TRANSITIONING TO JOHNS HOPKINS

Helpful information for those continuing employment within Johns Hopkins Health System or University.

FAQS**APPLICATION AND PLACEMENT PROCESS***Q: Will I have a probationary period?*

All employees will have the standard 90-day probationary period. Paid time off (PTO) will begin accruing immediately, but will not be available for use until the pay period following completion of the probationary period.

If you have any prescheduled vacation days, please let your recruiter and supervisor know as soon as possible. If you need to take PTO during the transition, please consult your supervisor or Human Resources (HR) business partner for guidance. Every attempt will be made to allow use of approved, prescheduled time-off requests following the transfer.

Your accrued PTO from Broadway Services will not be transferred — unused time will be paid out at 100%.

Q: Do I need to apply now, or can I wait until the end of June?

You can apply through this site: jobs.hopkinsmedicine.org/jobs. Your pay rate, which was a flat rate at Broadway Services, will now be based on your experience. You can apply for more than one position, as long as you meet the minimum qualifications on the job posting.

Q: Do I need to interview for the position?

Yes, you do not need to go through an official interview process.

Q: What are the job requirements? Do I need a high-school diploma to apply?

For current Broadway Services employees, a high-school diploma or GED equivalent is not required; you will be “grandfathered” in. However, we offer many opportunities for you to obtain your GED for free. We strongly encourage you to consider obtaining your GED as most JHHS positions require

a diploma/GED. This will enhance your ability to qualify for other positions within the organization.

If you are interested in changing your career, this is a great time to explore programs offered by Johns Hopkins Health System. Here are a few examples:

- EVC Supervisor Apprenticeship Program
- Trade apprenticeship programs (every four years)
- Pharmacy Tech Trainee Program
- Surgical Tech Trainee Program
- Sterile Processing Trainee Program

For information about these programs, please reach out to our career coach, **Sanjida Marshall**, at smeem1@jh.edu.

Q: When I apply for a job, do I only include my experience at Broadway Services?

Please enter all experience gained before and during your Broadway Services career, even if you do not believe it is relevant. This helps us provide credit for your previous experience.

Q: What email address should I use when applying?

Please use your personal email to apply for a job, so you can easily keep track of your application, pre-boarding and onboarding. You do not need to use a Johns Hopkins email address, even if you have one. You will receive a new JHED ID and Johns Hopkins email address during new-employee orientation.

Q: What if I don't clear the background check or occupational health requirements?

If there is a concern with your background check or occupational health requirements, a member of the talent acquisition team will reach out to discuss your clearance. If Johns Hopkins is unable to move forward, a severance package will be offered from Broadway Services.

Q: What are my next steps?

- Determine your employment history, including experience working at and prior to Broadway Services. Your pay rate is determined by your total years of experience.
- Set up a personal email if you do not already have one.
- When you receive an offer from the recruiter, you will need to formally accept it in the SuccessFactors online platform.
- Begin gathering documents that establish your eligibility and authorization to work in the United States for your I-9 form.
- If you plan to add dependents to your insurance, begin gathering their information (birth certificate, social security numbers, marriage certificate).

PAY AND BENEFITS

Q: How will I get paid?

- You will receive your pay from Johns Hopkins biweekly, every other Friday.
- Your paychecks will come from Johns Hopkins Health System or one of the Johns Hopkins hospitals. If you receive a paper check, it will be mailed to your address on record. We encourage you to use direct deposit to avoid mail delays. You can sign up for direct deposit via the Employee Self Service (ESS) application on the myJH portal.

Q: How can I receive a copy of my pay summary?

You will have access to our Employee Self Service (ESS) site, where you can obtain copies of your pay summaries and your W2 form, update your address, update your emergency contact, sign up for direct deposit and view your leave balance.

Q: Do my years of service at Broadway Services count toward vesting for the JHHSC retirement plan?

Your service with BSI will count for eligibility and vesting purposes in the JHHSC retirement plan for nonunion positions.

Q: How do I enroll in the retirement plan?

Employees will be able to adjust their contribution percentage and choose investment options as soon as their information is transitioned to Transamerica (within 30 days of the transition date). If you choose to do nothing, you will be auto-enrolled. Transamerica will send an enrollment kit to the address on file. Contributions to your current employer plan will cease. Applicable loan repayments under the prior plan will not transfer to the Johns Hopkins Health System. You can contact Transamerica at 800-755-5801 or access your account online at Transamerica.com/portal/jhm.

Q: When I transfer to my new position with Johns Hopkins Health System or one of the hospitals, will I have a lapse in benefits?

The talent acquisition team will ensure that you end your employment with Broadway Services at the end of the month. JHHS benefits start on the first of the month following your hire date. Broadway Services will cover the cost of your benefits through the end of the month, so there will be no lapse in your benefits.

Q: When do I enroll in my benefits?

Medical, dental and vision benefits under your current employer will end on the last day of the month in which your employment with Broadway Services ends. Upon transferring to the Johns Hopkins Health System or one of the Johns Hopkins hospitals, you will receive a link from SmartSource inviting you to begin the benefits enrollment process. **You will need to enroll for benefits within 30 calendar days from your start date.** You will also be required to upload documentation for any dependents you plan to cover (birth certificates, marriage license, etc.). More information on benefits can be found through the myBenefits link: mybenefitsjhhs.com. Bienvenidos a los recursos de asistencia en español: jhhs.mybenefitsjhhs.com/spanish-resources.

Q: If I only want dental and/or vision coverage, do I have to enroll in medical coverage?

No, you do not have to enroll in medical coverage to be able to enroll in dental and/or vision.

Q: What is the EASE Program?

If you experience a financial hardship, the Emergency Assistance Support for Employees (EASE) Program is designed to help with financial emergencies. It is available to all employees who are full-time or part-time (20 hours per week) regular status, have been employed for at least one year and have not had any disciplinary action in the six months preceding the request.

Q: Expenses that qualify for assistance from the EASE program include:

- Threat of eviction or foreclosure — court order notice
- Catastrophic condition; for example, flood, fire or a natural condition for which one has no insurance, or as a holdover until insurance payment is issued
- Death in immediate family and employee incurs funeral, burial and related expenses (immediate family is defined as a parent, spouse, child or sibling)

More information can be found on the EASE program site: livejohnshopkins.sharepoint.com/sites/inside-jhhs-hr/SitePages/ease.aspx

Q: Do I keep my Family and Medical Leave Act (FMLA) approval?

Your FMLA status will carry over if you join JHHS, one of the member hospitals or The Johns Hopkins University. If you have personal circumstances that will require time off, we recommend speaking to your supervisor in advance, or as soon as possible.

Q: Will I be eligible for Sick and Safe Leave (SSL) in my new position?

When you transfer to a position at Johns Hopkins, SSL will not transfer from Broadway Services. You will begin to accrue SSL when you start your new position at JHHS or one of the hospitals. If you have any questions, please reach out to the HR Support Center.

Q: What is the JHHS tuition reimbursement benefit?

You will be eligible for dependent and employee tuition reimbursement.

• Dependent Tuition Reimbursement:

Employees must be in a full-time position for four consecutive years.

• Employee Tuition Reimbursement:

After 90 days of employment, employees are eligible for up to \$5,250 each fiscal year (July 1–June 30) for most programs.

Q: What other benefits do I have?

Healthy at Hopkins is Johns Hopkins' wellness rewards program, which enables eligible employees to receive a bonus incentive of up to \$1,000 by earning points for completing various wellness activities. These include attending wellness events, completing an annual blood pressure screening, serving as a wellness champion, participating in wellness challenges, attending meetup sessions and reviewing wellness articles on the portal/app.

MISCELLANEOUS***Q: Who should I contact if I have HR-related questions?***

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Call 443-997-5400 and press 1 for Broadway Services-related questions, Monday through Friday from 8 a.m. to 5 p.m., or send an email to hrsc@jhmi.edu.

• Contact Sanjida Marshall, career coach,
at smeem1@jh.edu.

2. If you have recruitment-related questions, please contact one of the following:

• Johns Hopkins Health System:

jobs.hopkinsmedicine.org/jobs
Aidan Tenhoor atenhoo2@jh.edu

• The Johns Hopkins University:

Abe Macklin, amackli4@jh.edu

A Grateful GOODBYE

**We are grateful for the decades of dedicated service,
remarkable teams, and the clients who
made it all possible.**

