



The  
**INSIDER**  
Southern Folger Company Newsletter



**Customer Service**  
**First Training**  
**Employee Spotlight**  
**March 2026**

# Unmatched Service Customer Service Continues to Succeed



An everyday part of Southern Folger is the communication between our Customer Service Department and our network of customers and distributors. With their incredible support, our distributors, DEMs, DECAs, and international customers receive a top-tier level of service, and this year will be no different.

Every project with Southern Folger begins and ends with communication, and the Customer Service team plays a vital role in ensuring a seamless experience from start to finish. Through careful coordination, attention to detail, and consistent follow-through, they build lasting trust throughout our network. That commitment remained steady even as RR Brink products were introduced. With the same number of team members taking on an entirely new brand, the Customer Service crew stepped up to the challenge and exceeded expectations.

A key to their performance lies not only in communication with customers,

but also in communication across Southern Folger. The team closely monitors project progress and works alongside every department to ensure timelines are met and expectations are aligned. Their focus, consistency, and dependability help keep operations running smoothly and business moving forward.

“With a tenure ranging from 10 to 40 years, our dedicated support team provides an unmatched depth of customer service knowledge,” Says Monica Newnam, Customer Service Manager.

The team’s knowledge and experience help maintain clear, reliable communication from beginning to end. Their steady support creates a seamless experience for customers and strengthens the long-lasting trust that defines Southern Folger’s relationships.

**“Our department has evolved from one product line to three with the same number of team members while consistently exceeding expectations.”**  
- Monica Newnam



## Meet the New Face of Southern Folger



**Drevon Brown**  
Warehouse Clerk  
Warehouse



## A Safety Tip

From John Legros Director of Safety

**“No job is so important it cannot be done safely !”**

### First Training of 2026

Southern Folger is kicking off 2026 with its first training of the year on March 24th. It will be 4 days and go over our Southern Steel Products. So the last week of March, be on the look out for our trainees either on a plant tour or in the facility learning!



## Employee Spotlight

Each month, starting this month, Southern Folger wants to shine a spotlight on one of our hardworking employees. This employee is someone that demonstrates, hard work, is always on top of their tasks, and is a critical part of our team!



### Congratulations to Grant Tapson

Grant Tapson works in Engineering on the Device Team. He was nominated by Engineering Manager David Wodring because Grant has successfully demonstrated resilience and steady focus. Grant is still fairly new but he was tasked with an unconventional project and, despite the learning curve, is able to work successfully! His hard work and tenacity make him a great first candidate for this Employee spotlight!

Grant was awarded with a brand hat for all of his hard work. Look back each month to see who was nominated and make sure to tell them good job!

## Employee Appreciation!

On the last week of this month and at the end of each quarter, check your break areas for Employee Appreciation snacks! Enjoy and remember how much hard work you do every day!

# A Word From our President

## Service in Action

As we move through the first quarter of 2026, I'm reminded that what truly sets Southern Folger apart is not just the products we manufacture—it's the people who stand behind them.

This month's focus on Customer Service highlights something we often say but should never take for granted: every project begins and ends with communication. Our Customer Service team demonstrates daily what it means to support our distributors, DEC's, and end users with professionalism, urgency, and care. Their ability to adapt—especially as we expand product lines—speaks to the depth of experience and commitment within this organization.

March also marks our first training session of the year. Training is more than product knowledge; it is an investment in excellence. When we open our doors to trainees and walk them through our processes, plant, and standards, we reinforce who we are as a company. We build confidence in our products by building confidence in our people.

I also want to recognize the importance of safety and employee appreciation. A strong culture is built on respect—respect for the work, for one another, and for the responsibility we carry in the detention industry. Safety is not just a policy; it is a shared commitment. Recognition is not just a moment; it is a reflection of the values we live out every day.

As we continue into 2026, let's remain focused on service, accountability, and continuous improvement. The momentum we build in these early months sets the tone for the rest of the year. I am confident that, together, we will continue to raise the standard for our industry.

Thank you for your hard work, your professionalism, and your commitment to excellence.

**Don Halloran - President - Southern Folger Detention Equipment Company**



**Southern Folger**

Detention Equipment Company Founded 1987

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