

CALENDAR

Retail Council of Canada Loss Prevention Conference

Sept. 10-11, 2014
Toronto Congress Centre
Toronto, Ont.
www.rcclpconference.ca

U.S./Canada Border Conference

Sept. 16-17, 2014
Cobo Center
Detroit, Mich.
www.beyond-border.com

Anixter Showcase

Sept. 18, 2014
Mississauga Convention Centre
Mississauga, Ont.
www.anixter.com/events/torontoshowcase

Security Canada Atlantic

Sept. 18, 2014
Moncton, N.B.
www.securitycanadaexpo.com

Canadian Industrial Emergency Conference & Expo

Sept. 24-25, 2014
Careport Centre
Hamilton, Ont.
www.canadianindustrialemergencyexpo.ca

ASIS International Seminar & Exhibits

Sept. 29-Oct. 2, 2014
Georgia World Congress Center
Atlanta, Ga.
www.asisonline.org

Anixter Showcase

Oct. 7, 2014
Calgary Stampede Grounds/BMO Centre
Calgary, Alta.
www.anixter.com/events/calgaryshowcase

Canadian Security Focus On Series: Commercial/Property Management

Oct. 15, 2014
Sheraton Parkway
Richmond Hill, Ont.
www.focusonseries.ca

Security Canada Central

Oct. 22-23, 2014
Toronto Congress Centre
Toronto, Ont.
www.securitycanadaexpo.com

Securitas earns ISO certification

Securitas Canada president Dwayne Gulsby initially wanted his company to earn an ISO certification as a marketing tool, but he quickly realized it was more than just a logo than could be put on the side of a van or a building.

The Toronto-based guard company recently attained the ISO 9001:2008 certification, a year after it set out to achieve it. Marketing considerations became secondary when Gulsby realized the possibilities offered by the standard.

According to the ISO website, 9001:2008 “specifies requirements for a quality management system where an organization: needs to demonstrate its ability to consistently provide product that meets customer and applicable statutory and regulatory requirements, and aims to enhance customer satisfaction through the effective application of the system . . .”

For Gulsby, it is a means to shake things up. “This is hands down the best thing that’s happened to this organization since I have been associated with it,” he says.

In preparation for attaining the standard, Securitas closely examined its

business processes and how they affected its customers — everything from training and uniforms for employees to how invoices are processed. “It allowed us to drill down to root causes and implement the corrective action,” says Gulsby.

A team of eight was appointed to oversee the project. The group meets monthly to keep tabs on progress and identify potential areas of improvement. “It caused us to dig deep. By going through the process, we turned over the stones,” says James Evans, national quality/health and safety director for Securitas Canada, who was instrumental in the process.

The company received the certification in April and must re-certify every year in order to maintain it. Gulsby says it’s too soon to gauge results in a meaningful way just yet, but he anticipates major improvements in company performance.

He adds that U.S. Securitas operations are looking to Canada as a model for their own ISO certification and would likely tackle it region by region. “Everyone sees the value, without a doubt,” he says. **CS**

— Neil Sutton



Dwayne Gulsby

Recognition for N.B. officer

At its Annual General Meeting and Conference, held in San Diego, Calif., in May, the International Association for Healthcare Security and Safety (IAHSS) awarded its Medal of Valour to security officer Chris Brewer from Dr. Everett Chalmers Regional Hospital, part of the Horizon Health Network in Fredericton.

Brewer distinguished himself during a bomb threat event at the hospital last



Chris Brewer

November. He responded to a call from the mental health unit, which indicated that a patient had constructed a device from electrical components and solvents. Brewer was able to convince the patient to follow him down a stairway, away from staff, patients and the public. Police

Negotiators, Explosives and Emergency Response Team, who were on the scene, were able to remove the patient and safely dispose of the device. **CS**