

Securitas Canada Newsletter

April 2014

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*300,000 employees in
52 countries*

Message from the President

Dear Fellow Employees:

Each day thousands of Securitas Canada employees don their uniforms in preparation of another work day. This is done day in and day out and year over year. But it dawned on me on how many of our employees know the history of the organization. So given the platform of the Newsletter I felt as if I would provide you with a little background and history on Securitas.

Our history is a story of a small Swedish security company that has grown and expanded worldwide. It all started in 1934 with only three employees. Today we are 300,000 employees in 52 countries, spread across five continents.

The roots of Securitas began in 1934 when Erik Philip-Sörensen founded Hälsingborgs Nattvakt in Helsingborg, Sweden. It quickly expanded as he acquired a number of other security companies in southern Sweden.

In 1949, AB Securitas Alarm was founded as the company's security-technology subsidiary, and during the following decade, the company started expanding internationally.

In 1972, the group was rebranded as Securitas, the Roman goddess of security and stability, with a logotype consisting of three red dots and the word "Securitas." The dots represent our core values of "Integrity, Vigilance and Helpfulness."

In 1976, Erik Philip-Sörensen sold the Securitas group to his sons Jörgen and Sven, and in 1981, the group was divided between the sons, with the international operations developing into Group 4 and the Swedish operations retaining the Securitas brand. So yes, G4S and Securitas share the same roots!

In 1983, Securitas was sold to a holding company, and in 1985, it was acquired by Investment AB Latour, controlled by Gustaf Douglas. Under the new ownership, the group had a greater focus on security, and in 1989, an international expansion was initiated, with acquisitions in Norway, Denmark and Portugal, and establishment in Hungary.

Throughout the 1990s, foreign acquisitions were made in 11 European countries and in the United States. Then in 1999, Securitas acquired Pinkerton, and in 2000, Burns Security, as well as several regional security companies in the United States. These acquisitions made Securitas one of the largest security companies in the world. Starting from its humble beginnings in Helsingborg, Sweden Securitas is now one of the leading security services providers worldwide with a strong global position in integrated security solutions in North America, Europe, Latin America and growth markets in the Middle East, Asia and Africa. Securitas operates in 52 countries.

So the next time you put on your uniform you will have a greater knowledge of Securitas and hopefully a greater sense of pride!

Dwayne Gulsby, Securitas Canada, President

Fundraising Update!



Canadian Cancer Society
Société canadienne du cancer



We're three months into 2014 and with it; two meetings into our 2014 Securitas Canada Fundraising Planning.

This year is shaping up to be another great year of fundraising with our Jeans Day Program well underway with all proceeds going to the Make-A-Wish Foundation in addition to Jeans Day, we all have June 13th marked on our calendars as Country Coordinator Sherri Mizrachi and Toronto Branch Manager Milroy Mariampillai have already raised their \$1,500.00 to repel off of Toronto City Hall. Last year through our fundraising efforts we were able to make 6 year old Kymora's wish come true and this year we are all very excited to make Carla's wish come true.

This year will be the 10th anniversary of the Securitas Canada Cure for Cancer Ball Hockey Challenge as we take to the ball hockey playing surface to further our fight against cancer. Last year we raised funds for both the Canadian Cancer Society and Valerie's Flutter Foundation. In 2014 we will again raise money for the Canadian Cancer Society, while two teams will participate in the event in Ottawa to continue our support to Valerie's Flutter Foundation. This year's event will also allow for funds to be raised and go directly to the Make-A-Wish Foundation as our planning/organizing committee has created the opportunity.

Led by Winnipeg Jets forward Bryan Little, the event will again feature participation from current and former National Hockey League players and we have already secured a commitment from the Toronto Maple Leafs Alumni who will be returning for a second consecutive year.

Over the coming weeks we will be announcing the location and date for this year's event. If you would like to donate or participate, please email James Evans at james.evans@securitas.ca.

James Evans, Securitas Canada, National Quality/Health & Safety Manager



Purchasing Power

We encourage you as a valued Securitas Canada employee to take advantage of the Corporate discounts we have secured for you:

General Motors: <http://www.gm.ca/gm/english/corporate/supplier-program/eligibility>

Ford www.fordpartner.com, enter passcode - VC648

HP www.hpshopping.ca, enter affiliate passcode epp_securitas

DELL 1-877-297-6974, Member ID: 1910208 - Securitas

Telus/Apex www.apexwireless.ca/corporate/login.php

Login: Securitas, Password: telusplan

For any questions or details please contact Sherri Mizrachi, Country Coordinator at sherri.mizrachi@securitas.ca.

Sherri Mizrachi, Securitas Canada, Country Coordinator

Someone you should know

For the past three years, Jerry Excellent has been a Branch Manager for Securitas Canada in Montreal, Quebec. Security has always been the center of his life and his experience is enriched by the work he has done in both public and private security.

Jerry's "above and beyond" approach to great customer service to both clients and employees is what has helped him go from Site Officer to the Branch Manager he is today. His specialty is servicing hotels, shopping centers and condominium high rises.

"My goal is always to ensure the public's protection by being up to date with training, enabling my team with all the tools they need."



Jerry Excellent, on duty 2002

What made you choose security as a career?

I learned martial arts at an early age and was privileged to take from it values and principles such as respect, integrity, discipline, composure and team work and from that time onwards only a few career choices interested me with private security being my first choice. I was an officer from 1993 to 1999 and a police officer from 2002 to 2008.

What did security, private and public, bring you?

As a police officer in the Great North of Quebec, I worked with Inuit communities where trust was very challenging and hard to earn. After succeeding in earning it I felt that it made me a better person, whether it be with my officers, at the office, or with my clients, they all knew that they could genuinely trust me. As an officer and site officer, I developed a solid knowledge of the realities of security, from operations management to the dynamics of the union. This allowed me to understand both points of view and be efficient as a Branch Manager.

How did you go from security officer to Branch Manager with Securitas?

I've always been one to give 100% in everything I do, and it got noticed. I was first promoted from a Security Guard to being Site Supervisor and, in two months' time, I was able to bring significant improvements by showing initiative and managing emergency situations in ways that exceeded expectations. The Montreal team recognized my work and efforts and gave me a chance to meet with them and interview to become a Branch Manager!

What do your clients appreciate about your work?

I am available 24/7 and have a qualified team who are always willing and ready to take action. To illustrate this an example is where a special event took place at the St. James Hotel during the 2013 Formula 1 Grand Prix. The event itself needed a lot of planning because of its nature with 33 Ferraris to watch, assigning two Ferraris per officer. We planned and were ready when a last minute request for officers to escort two very well-known Hollywood actors and the Rolling Stones, (who were playing at the Bell Center the next day) came in. I had a few minutes to reorganize everything: I freed officers up by assigning three Ferraris per officer, allowing the other ones to assist with the celebrities' security. Securitas assisted the celebrities' security team with our leadership acknowledged by the Rolling Stones directly to the hotel's General Manager who gratefully shared this with me at the end of the event.

Where do you find your day to day passion and job satisfaction?

I find job satisfaction when I visit my officers, get to know them, and have them realize the respect I have for each one of them. I am always available to help and listen to their suggestions, and as a result, they work well, with high client satisfaction. I find my day to day passion by getting to know my people and by knowing they are happy.

In addition, I have chosen to involve myself in fundraising for charities of my choice through organizing various events such as paintball, hockey tournaments and cupcakes sales.

How does Securitas Canada allow you to consistently improve yourself and your skills?

Every day I learn something new and have the chance to work with well experienced colleagues who all share best practices with each other. In addition I have an outstanding Scheduler, and a wonderful AVP as my mentor, and thanks to them, I have improved my financial report analysis and have been selected to follow a training program to develop my potential as a Manager. In the past year, I have developed new clients by personally going out to meet them at critical moments when they require a security professional and I am confident in the services that we provide. Thanks to my training

My portfolio is living proof that clients are willing to change from their current security provider to Securitas, the more professional choice. Managing only 24 contracts allows me to perfect my client relationships and develop new relationships and I look forward to this every day!



Jerry Excellent, S/O Securitas Canada

Trevor Thompson, Securitas Canada, Area Vice President QNEO Area

Service Notes

Nenad Keric, GTSO Area

2013 Securitas Canada Heroism Award Winner

On December 10, 2012, S/O Nenad Keric was called to a medical emergency, along with his fellow Emergency Response Team Members, at the client site. Upon arriving on scene, Nenad found a patient collapsed on the ground, with employees performing CPR. Nenad took over patient care, as he had a higher level of medical response training, and discovered that the patient had no vital signs (VSA). Nenad connected an Automated External Defibrillator (AED) and continued CPR, as well as administering 'shocks' with the AED (2 in total). The paramedics arrived while Nenad was performing CPR and took over patient care. The paramedics administered another 2 shocks, at which time the patient's vital signs returned. After reviewing the data taken from the AED used, Active Canadian's doctor was able to provide a report indicating that the actions taken by Nenad saved this patient's life. The doctor called it a "good save". Nenad responded to a patient who was clinically deceased, and that patient left his care alive.



S/O Nenad Keric

Alison Salt, Western Canada

2013 Securitas Canada Performance Award Winner

Alison has worked for Securitas at a client site for 3 years. She proudly represents all of Securitas Values: Integrity, Vigilance, and Helpfulness. In her work environment, Alison comes in contact with people from all over the world who are away from home and families. Alison is an ambassador for making the people in her path feel welcome and at home. This quality extends to her co-workers as well. It is inclusive and puts a smile on faces without effort.

She is conscientious, diligent, and always leads by example. Alison's integrity and caring traits extend from the workplace to the community where she volunteers as an Emergency Medical Responder and many have commented that their days are enhanced when they work with her.



S/O Alison Salt

Daniel Extence and Kevin Lewis, QNEO Area

2013 Supervisor Award Winners

The morning of August 27th, 2013 started like any other morning at the client site. The employee's arriving for work and the visitors beginning to enter the venue on their visits. Workers assigned to the site were starting their days when suddenly a call for help was heard over the security channel. A man had just been witnessed falling head first by one of our security personnel down a 15 foot wall.

Site Supervisor Daniel Extence and Shift Supervisor Kevin Lewis responded to the emergency call within moments. Both are certified in Medical First Responder training. They attended to the worker within less than 2 minutes of the accident. They provided CPR and First Aid to the worker who was unfortunately severely bleeding from the head. Paramedics arrived on the scene and Daniel and Kevin continued to assist the Paramedics while they all made every effort to save the worker.

Unfortunately it was determined by the Paramedics that the worker had succumbed to his injuries. Kevin and Daniel remained at the accident scene assisting the Paramedics and providing detailed information to the Police and Workers Compensation Investigators. Both Kevin and Daniel remained at work for the entire day continuing to take care of the staff and the regular security duties of our client.

Because of their successful training as Supervisors and Medical First Responders they were able to provide the best care possible for the injured worker while the Paramedics arrived. They did everything they possibly could to save this person's life showing great personal strength and character under a highly stressful event. Securitas will always remain grateful for their heroic efforts on this unfortunate day.



*Site Supervisor Daniel Extence
and Shift Supervisor Kevin Lewis*

News from Human Resources

Guidelines to Prevent Workplace Slips, Trips and Falls

It's probably happened to most of us. That momentary lapse of inattention or distracted by an activity that ends in a slip, trip or fall. A stumble down a stairway, a trip over an uneven surface; slipping on the ice; can lead to a variety of regrettable events ranging from a simple bruised shin to an extremely serious injury. The WSIB in Ontario has identified "slips, trips and falls" as one of the top five causes of workers' compensation claims over the last five years.

A 'slip' occurs when there is too little traction or friction between the shoe and walking surface. A "trip" occurs when a person's foot contacts an object in their way or drops to a lower level unexpectedly, causing them to be thrown off-balance. A trip most often results in a person falling forward, while a slip most often results in the person falling backwards. A "fall" occurs when you are too far off-balance.

There are many situations that may cause slips, trips, and falls, such as ice, wet spots, grease, polished floors, loose flooring or carpeting, uneven walking surfaces, clutter, electrical

cords, open desk drawers and filing cabinets. Loose, irregular surfaces such as gravel, shifting floor tiles, and uneven sidewalks, can make it difficult to maintain your footing. Most slip, trip and fall incidents are preventable with general precautions and safety measures.

Injuries from falls may be caused by a variety of sources. Many of these sources, like curbs, flaws in parking lots and uneven lawns, are not of significant height, but have the potential to cause significant injuries. The best way to prevent injuries such as these is to be aware of where you are going while also paying attention to your walking surfaces.

Some of the Factors Contributing to Slips, Trips and Falls include:

- Wet or Slippery Surfaces
- Environmental Conditions
- Insufficient or Inadequate Lighting
- Changes in Elevation
- Housekeeping Issues in Working and Walking Areas

Especially now that the change of season is upon us, it is important to keep in mind that no matter how well the snow and ice are removed from sidewalks, parking lots and the surrounding streets, people will invariably encounter some slippery surfaces when walking outdoors. Many cold-weather injuries are the result of falls on ice-covered streets and sidewalks. Walking on snow or ice is especially treacherous. Getting around in the changing weather conditions, calls for planning, caution, and exercising little common sense to protect one's health and safety. In the event of an injury, regardless how minor it may be, it is important to report it to your Supervisor/Manager. It could prevent someone from experiencing a more serious injury down the line.



John Coletti, Securitas Canada, Vice President HR

Healthy Eating and You!!

Recent studies have shown that we are not eating right. In fact, most Canadian adults are not meeting the minimum servings recommended in Canada's Food Guide (2007) on a daily basis. Since on average most of us spend 60% of our waking hours at work, it stands to reason that the workplace is a good place to encourage healthy eating.

Employees who eat well are employees who feel better, have increased energy and are more productive. Healthy eating makes you feel better about yourself and worry less about weight. Employees who try to follow guidelines of good nutrition will be less likely to be obese, have heart disease, strokes, diabetes, and some types of cancer. Eating well (choosing wisely from a variety of foods and choosing lower fat foods more often) also reduces the risk of certain types of cancer, heart disease, stroke, obesity, diabetes and other diseases.

- 56 per cent eat less than 5 servings of vegetables and fruit daily (Canada's Food Guide recommends 7-10 servings daily for adults)
-

Research shows many adults have poor eating habits:

- 75 per cent eat less than 5 servings of grain products daily (Canada's Food Guide recommends 6-8 servings daily for adults)

- 56 per cent eat less than 5 servings of vegetables and fruit daily (Canada's Food Guide recommends 7-10 servings daily for adults)
- 45 per cent do not consume the recommended minimum servings of milk or milk products daily (Canada's Food Guide recommends 2-3 servings daily for adults)

Here is an example of how to incorporate Healthy Eating into the Workplace:

- Provide healthy food choices at all meetings and workshops. Some examples of healthy snacks include vegetables & dip, fruit trays, yogurt, cheese & whole-grain crackers, lower-fat muffins, or whole grain bagels served with beverage choices like water, milk or 100 per cent fruit/vegetable juices.



Securitas Hotline Information

What is the Securitas Hotline?

The Securitas Hotline is a secure and confidential way for employees to report ethics, safety, and other workplace concerns.

You can place a call to The Securitas Hotline at 1-866-528-6556 or file a report online at www.securitashotline.ca 24 hours a day, 7 days a week.

Remember, many Securitas employees work at client facilities and are expected to observe and report certain types of situations as part of their job. The Securitas Hotline is not a substitute for everyday reporting, but should be used to report only those conditions or situations that you were unable to resolve through local branch management.

What issues should I first take to my branch management?

Working through your chain of command is key. Questions pertaining to uniforms, pay cheques, or clarification regarding Company policy should first be addressed with your Branch Manager. However, if you are uncomfortable with approaching local management or did not receive a satisfactory response from them, The Securitas Hotline is an appropriate option.

What types of concerns should I report to The Securitas Hotline?

- Harassment
- Discrimination
- Alcohol or drug use
- Workplace violence
- Policy violations
- Pay issues
- Health and safety issues
- Theft, fraud, or damage to company property

- Ethics violations or any illegal activity
- Unfair treatment of any kind

These concerns may arise from observing the following types of inappropriate conduct:

- An employee exhibiting signs of violent behaviour.
- Someone selling drugs at work.
- An employee risking an accident because of drugs or alcohol use.
- A fellow employee taking Company or client property such as cash, supplies, inventory or equipment.
- Someone vandalizing Company or client property or equipment.
- Yourself or someone else being treated unfairly or unprofessionally because of sex, race, national origin, age, disability, religion or other protected grounds
- A co-worker making a false injury claim.

What happens when I make a report?

You can either call in a report or submit one online. When you call, a Securitas Hotline communications specialist will answer your call and ask you a series of questions to understand the nature of your call. It is important that you provide information such as the name and location of your branch office and any other pertinent information that will assist the company in researching and resolving your concern. The communications specialists will take your information and prepare a written report that will be forwarded to Securitas management. When you make a report online, you are asked to respond to a series of questions as well. A report is also generated and

forwarded to Securitas management. After the report is reviewed, it will be assigned appropriately to initiate an inquiry.

Will I have to give you my name?

No, you do not have to give your name if you do not wish to. The information in your report will always be confidential. However, in some cases, management may need more information in order to address your concerns, or you might be encouraged to meet with a management representative if you were personally affected by the situation being reported. But it will always be your decision whether to identify yourself.

What if I don't have all the facts?

Securitas wants you to report all concerns in good faith. We will look into the information you provide, attempt to verify it and take appropriate action. If additional information is needed, someone will contact you.

How do I check the status of my report to The Securitas Hotline?

After you submit your report, you will enter a custom password and be assigned a unique report key. This information is exclusive to your report and is unavailable to Securitas in order to protect your confidentiality if you chose to remain anonymous. You can use your password and report key to contact The Securitas Hotline either by phone or web to obtain a response or provide additional information.

The Securitas Hotline

www.securitashotline.ca or
1-(866)-528-6556

Back Injury Prevention Tips

Preventing a back injury is much easier than repairing one. Since your back is critically important to your ability to perform all daily activities including your job. Most pain arises from using your back improperly, so learning a few basic rules about lifting, posture and proper exercises can help keep your back in good shape. Having strong back and stomach muscles is important in order to support the work your back is put through each day. By doing simple back-toning exercises, you not only strengthen your back, but can also reduce stress and improving your posture. The following is a general list of things to keep in mind when placed in a situation requiring you to lift an object:

1. MAINTAIN GOOD POSTURE

You can prevent many back pains by learning to sit, stand and lift items correctly. When you sit down, don't slouch. Slouching makes the back ligaments, not the muscles, stretch and hurt, thus putting pressure on the vertebrae. Learn to stand tall with your head up and shoulders back.

2. PLAN YOUR LIFT

Lifting objects is often a mindless task and unfortunately many people perform lifts incorrectly, resulting in unnecessary strain on their back and surrounding muscles. In order to lift correctly and reduce strain on your back, it's important to plan your lift in advance. This means to think about the weight of the object you will be moving and the distance you will be moving it. Is it bulky? Will you need help? Do you see any hazards that can be eliminated? Think about this whenever you do any lifting.

3. POSITION YOURSELF CORRECTLY IN FRONT OF THE LOAD

Once you have planned your lift, the next important step is to align yourself correctly in front of the load with your feet straddling the load, one foot slightly in front of the other for balance. Slowly squat down by bending your knees, not your back and stomach. Using both hands, firmly grab the load and bring it as close to your body as you can. This will help distribute the weight of the load over your feet and make the move easier.

4. LIFT WITH YOUR LEGS, NOT YOUR BACK

Once the load is close to your body, slowly straighten out your legs until you are standing upright. Make sure the load isn't blocking your vision as you begin to walk slowly to your destination. If you need to turn to the side, turn by moving your feet around and not twisting at your waist.

5. GET HELP, IF NEEDED

If the load is too heavy, bulky, or awkward for you to lift alone, find a friend to help you carry it. If no one is available, is it possible to break the load into two smaller loads? Or, can you locate a cart or dolly to help you move it? Look for simple solutions to help make the move easier on you and your back.



Highlight on Employees

The Employee Anniversary Recognition Program



Securitas Canada's Employee Anniversary Recognition Program is designed to formally recognize employees on key anniversary dates. Employee recognition, be it for number of years of service or for other reasons, is a crucial component of employee motivation. Taking the time to recognize an employee goes a long way towards strengthening both employee and client relationships. Our clients appreciate the fact that Securitas understands and demonstrates that people make the difference!

The Employee Anniversary Recognition Program is to be administered locally by each Area and should include an Employee anniversary recognition pin (available for one, three and five-year anniversaries and every five years after that), an employee award certificate and a congratulations letter to the employee. This information is all available on the Knowledge Library.

Health and Safety

Although some would believe that much of the flu season has passed, there is still plenty of time for many to develop the flu, and in fact, there is no specific window for when one may or may not contract the flu. With this in mind, we want to remind everyone of some important tips which will improve your chances of avoiding falling ill to the flu and to help contain the spread of it should you come in contact with it.

How to prevent the spread of Influenza viruses

In the interests of maintaining workflow and taking all preventable measures available to reduce the risk of contracting or spreading the virus, Securitas Canada asks that you follow the preventative health measures listed below:

- Wash your hands with soap and warm running water for a minimum of 15 seconds or use hand sanitizer gel
- Practice proper coughing etiquette. Cover your mouth and nose with your arm or use a Kleenex to cover your mouth. If you must use your hands to cover your mouth, wash them immediately
- Keep common items and surfaces clean
- Be sure to get a flu shot every year
- Stay home if you are ill to avoid infecting your co-workers

What other measures can I take to help avoid becoming ill

- Continue to practice proper hand hygiene, especially if you are working in areas or offices with shared equipment.
- Continue to practice proper respiratory etiquette (i.e., cough or sneeze your arm or sleeve; dispose of used tissues in garbage cans).
- Continue to practice proper environmental cleaning. Frequent cleaning of commonly touched items and surfaces can help reduce the spread of virus. Commercially available cleaning products will do the trick. Don't forget areas like door handles, light switches, taps and sinks, stair railings, telephone receivers, keys, cell phones, radios, flashlights, keyboards, computer mouse devices, fitness equipment, tables, desks, etc.
- Stock up on supplies such as tissues, alcohol-based hand sanitizer and other items you may need when you're sick.
- Transportation in a private vehicle (rather than public transportation) is strongly recommended for anyone who is suffering from flu symptoms.

Here's a comparison chart to help you spot the difference between the flu & cold:

Symptom	Cold	H1N1 Flu
Fever	Fever is rare with a cold.	Fever is usually present with the flu in up to 80% of all flu cases. A temperature of 100°F or higher for 3 to 4 days is associated with the flu.
Coughing	A hacking, productive (mucus-producing) cough is often present with a cold.	A non-productive (non-mucus producing) cough is usually present with the flu (sometimes referred to as dry cough).
Aches	Slight body aches and pains can be part of a cold.	Severe aches and pains are common with the flu.
Stuffy Nose	Stuffy nose is commonly present with a cold and typically resolves spontaneously within a week.	Stuffy nose is not commonly present with the flu.
Chills	Chills are uncommon with a cold.	60% of people who have the flu experience chills.
Tiredness	Tiredness is fairly mild with a cold.	Tiredness is moderate to severe with the flu.
Sneezing	Sneezing is commonly present with a cold.	Sneezing is not common with the flu.
Sudden Symptoms	Cold symptoms tend to develop over a few days.	The flu has a rapid onset within 3-6 hours. The flu hits hard and includes sudden symptoms like high fever, aches and pains.
Headache	A headache is fairly uncommon with a cold.	A headache is very common with the flu, present in 80% of flu cases.
Sore Throat	Sore throat is commonly present with a cold.	Sore throat is not commonly present with the flu.
Chest Discomfort	Chest discomfort is mild to moderate with a cold.	Chest discomfort is often severe with the flu.

If you want to learn more about protecting yourself and your family, the following reliable organizations provide up-to-date and accurate information regarding Influenza and related health advisories:

- World Health Organization (WHO): <http://www.who.int/en/>
- Public Health Agency of Canada: <http://www.phac-aspc.gc.ca/>

James Evans, Securitas Canada, National Quality/Health & Safety Manager

Quality Corner

What is the importance of a Quality Management System (QMSM)?

Service Quality – Our QMSM clearly provides us with a road map to ensure service quality. Our Quality Management System will “improve” the quality of our service.

Client Satisfaction – Our QMSM clearly provides us with the tools and processes needed to ensure full client satisfaction. Client feedback will identify areas that need “improvement”. Client satisfaction is about meeting the expectations of both our external and our internal client’s.

Increased Client Growth – By following our QMSM we will establish ourselves in the security industry as a company that is fully committed to our Quality Management System and that we fully stand behind and live up to our Quality Policy. With an increased quality service reputation we will grow our business and “improve” our footprint in the security market.

Increased Productivity – “Continual Improvement” is at the heart of every Quality Management System and within our QMSM you will find these two words mentioned repeatedly. No longer will issues/concerns both internally and externally go unheard or repeated. The five key procedures written in our QMSM, combined with our ISO Steering Committee will ensure increased productivity, strengthened internal communication and a reduction in wasted time.

Teamwork – Every department, every Manager, every employee – we all have a responsibility to ensure we understand and follow the processes and procedures written with our QMSM. By working together we will “improve” our day-to-day performance which will “improve” our level of service to our clients.

With our successful Stage One External Audit completed, we are now looking forward to our Stage Two External Audit which will take place over the course of two days beginning March 31st, 2014 and concluding on April 1st, 2014 as this will be the final component of our ISO Certification process.

To date, we have completed six ISO Steering Committee Management Review meetings, all of which have produced great results in a number of key areas, including our four (4) Quality Objectives, progress with our Corrective/Preventive Action and with our Client Database.

Quality Objectives:

- Invoice Corrections
- Joint Health & Safety Meeting Frequency
- Days to Hire
- Client Contact

We look forward to further communicating and hearing from you on happenings within our Quality Management System. If you have comments, feedback and/or suggestions, please contact James Evans at james.evans@securitas.ca

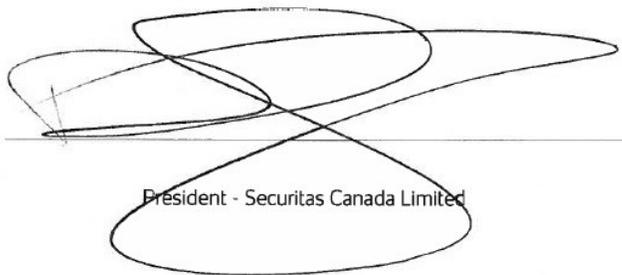
James Evans, Securitas Canada, National Quality/Health & Safety Manager

Quality Policy

Securitas Canada Limited is fully committed to meeting its clients' expectations regarding quality by:

- Maintaining a quality system pertaining to its service utilizing ISO 9001 standards and the Securitas Toolbox;
- Maintaining a focused commitment to continuous improvement

President - Securitas Canada Limited



President - Securitas Canada Limited

Issue Date: February 2005
Revision 003 (Nov 2013)



Integrity - Vigilance - Helpfulness

Training

STRESS

Did you know that absenteeism due to stress has increased over 300% since 1995 as per Statistics Canada and that it is the cause of 19% of absenteeism, 40% of turnover, 60% of workplace accidents and 30% of short and long term disability. The annual cost to Canadian companies due to stress-related disorders is \$12 billion dollars.

Not everyone deals with stress in the same way, find what works for you and use it to reduce or eliminate the cause of stress in your life.

You can effectively manage your stress by:

- Understanding when you are under stress
- Identifying the stress source
- Having a stress-management strategy in place that offers a step-by-step method to relieve the symptoms and eliminates the cause

Understand when you are under stress at work

The difference in how we react to stress depends largely on how we perceive ourselves and our situation. When you feel overwhelmed at work, you lose confidence and may become irritable or withdrawn. This can make you less productive and less effective in your job, and make the work seem less rewarding. If you ignore the warning signs of work stress, they can lead to bigger problems. Beyond interfering with job performance and satisfaction, chronic or intense stress can also lead to physical and emotional health problems.

Identify the stress source

Common causes of excessive workplace stress are:

- Pressure to perform to meet rising expectations but with no increase in job satisfaction
- Fear of being laid off
- Pressure to work at optimum levels—all the time!
- More overtime due to staff cutbacks
- Little or no recognition

Have a stress-management strategy in place that offers a step-by-step method to relieve the symptoms and eliminate the cause

- Organize - Create a balanced schedule. Analyze your schedule, responsibilities, and daily tasks. All work and no play is a recipe for burnout. Try to find a balance between work and family life, social activities and solitary pursuits, daily responsibilities and downtime.
- Prioritize - Make a list of tasks you have to do, and tackle them in order of importance. Break large projects into smaller steps rather than taking on everything at once. Delegate responsibility. You don't have to do it all yourself.

- Set realistic expectations - We can avoid stress in dealing with others by establishing realistic and mutually compatible expectations. Perfectionism is a “no-win” situation.
- Break bad habits - As you learn to manage your job stress and improve your work relationships, you’ll have more control over your ability to think clearly and act appropriately. You will be able to break habits that add to your stress at work – and you’ll even be able to change negative ways of thinking about things that only add to your stress.
- Take care of yourself - You can increase your resistance to stress by strengthening your physical health through regular exercise, eating a healthy diet, reducing your caffeine and sugar, avoiding alcohol, tobacco and drugs, getting enough sleep and reducing stress through relaxation.
- Get support - Talk it over with someone. In some situations, simply sharing your thoughts and feelings with someone you trust can help reduce stress. Talking over a problem with someone who is both supportive and empathetic can be a great way to let off steam and relieve stress.

Note: This article is a reproduction (in part) of the book *Managing Stress* and is part of the *Securitas Professional Development Series*.

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