



# Securitas Canada Newsletter

## Message from the President

Trevor Thompson, President

Team Canada:

First quarter is under our belt, and there are many items to acknowledge and celebrate.

First, I would like to give recognition to our sales team, as there was great movement in new sales first quarter. In addition, our SES partners have opened up doors to contracts, paving the way for increasing IG and Tech solutions opportunities. There is great potential on the horizons.



I foresee continuous positive growth, and real traction. Since January we have gained serious momentum, and together we will keep it going. Many companies have shown interest and excitement to work with us; therefore, this year will be one of building partnerships, relations and ultimately strengthening the Securitas team, and the bonds we currently hold with our clients.

As the President of Securitas Canada, I thank you all for your efforts, and have no doubt that 2017 will be an enormously successful year.

Sincerely,

Trevor Thompson  
Country President  
Securitas Canada Limited

### In This Issue:

Message from the President  
The Securitas Hotline  
Health & Safety

Service Notes  
Accessing Payroll Through Epay  
Community Involvement

#### Contact/Follow Us

[brandi.stanfield@securitas.ca](mailto:brandi.stanfield@securitas.ca)

 [www.linkedin.com/company/securitas-canada](http://www.linkedin.com/company/securitas-canada)

## Service Notes



### Western Canada Recognition

Securitas Canada would like to give recognition to Jake Dillich for winning Supervisor of the Year. He both motivates and inspires his team to engage and be proactive within their roles. He assists the branch in hiring, scheduling, invoicing and making sure that all needed training is delivered effectively and up to date. Jake has been an asset in maintaining our long term relationship with Nova Chemicals. Below is a letter of recognition provided by them for Jake's outstanding leadership.

## NOVA Chemicals

NOVA Chemicals Corporation  
P.O. Box 5006  
Red Deer, Alberta, Canada T4N 6A1  
tel 403.314.8611  
[novachemicals.com](http://novachemicals.com)

Dear Imran:

In October, MW hosted a successful two-day **Never Refuse to Reuse** event...a unique United Way campaign event that 'cared for the environment and gave back to the community'. The event was hosted by the Joffre Site United Way campaign, Asset Recovery, PE1 (R3) Expansion Project and Corporate Communications.

One of the Garage Sale goals was to raise funds for our United Way campaign – we succeeded and generated nearly \$20,000. As equally important, we met the other three goals we set out to achieve: employee engagement, giving back to the community by offering agencies a "free and carry" day and as equally important, it supported our commitment to Responsible Care and Sustainability by ensuring nothing went to the landfill. This event supported the PE1 (R3) Expansion "Good Neighbour Program.

Scott Kay, campaign chairperson said, "We aced our four objectives in spades! Employees and contractors were excited about the opportunity to engage and it was humbling to hear what agencies had to say."

We could not have met our goals without employees and contractors. Jake Dillich played a role in the overall Garage Sale success. As a token of our appreciation, please ensure Jake receives a \$100 Visa gift card.

Please pass along our accolades to Jake on behalf of our event and the whole Manufacturing West Leadership Team.

Cathy MacKenzie  
Garage Sale Event Lead Coordinator

Given Glance  
Community Relations

## The Securitas Hotline

John Coletti, Vice President Human Resources

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](http://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, paycheques, 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](http://www.securitashotline.ca) or  
**1-(866)-528-6556**



## Accessing Payroll through Epay

John Coletti, Vice President Human Resources

### How to access ePay...

Now you can access and manage your pay information online or via the phone.

#### Online

- 1) Go to: [www.SecuritasEpay.ca](http://www.SecuritasEpay.ca)
- 2) Login to your account:
  - a. Enter your Social Insurance Number
  - b. Enter your default PIN – your 6-digit Date of Birth (MMDDYY)
  - c. Click on “Enroll Now” to setup a security image and answer six security questions to use for verifying your identity when you log on in the future
  - d. Change your PIN when prompted – must be 8 to 16 digits in length and contain only numbers
- 3) Select an option:
  - a. Paystub Review
  - b. Personal Information

#### Phone

- 1) Call: **888-581-EPAY (3729)**
- 2) Login to your account:
  - a. Enter your Social Insurance Number
  - b. Enter your default PIN – your 6-digit Date of Birth (MMDDYY)
  - c. Change your PIN when prompted – must be 8 to 16 digits in length and contain only numbers
- 3) Select an option:
 

a. To Review your Pay Stubs or Request a Fax	Press 1
b. To Check the Status of a Fax Request	Press 4
c. To Change Your PIN	Press 5
d. To Repeat the Menu	Press #
e. To End the Call	Press *
f. To speak to a Client Services Representative	Press 0

For more details, contact your Branch Office or HR Department

*Remove this card and carry in your wallet*



### **Access Your Payroll Information**

- Verify Online: [www.SecuritasEpay.ca](http://www.SecuritasEpay.ca)
- Verify by Phone: 888-581-EPAY (3729)
- Secure Access: Enter SIN and Personal PIN



Powered by TALX

SCPR 0042 (5/12)

## Health & Safety

James Evans, National Quality / Health & Safety Director

### Spring Driving - It can be just as dangerous as Winter Driving

We may not have snow or ice to deal with on the roads, but we all know April showers bring May flowers. The spring months of April, May and the early part of June can provide us with more rain than the summer months combined. Some parts of the Country experience severe flooding as a result of the rains and according to one study, rain was responsible for 46 percent of all weather-related vehicle accidents from 2005-2014. During this nine year period, it was determined that wet pavement in general accounted for 73 percent of the accidents.

There is no debate when it comes to a vehicle's ability to come to a sudden stop on a wet road: the vehicle simply will not be able to do this. Studies have shown that in addition to wet roads causing braking issues for drivers, the driver's ability to have control over the vehicle diminishes drastically when attempting a sudden stop on a wet road. It can take up to four times the normal stopping distance to bring a vehicle to a complete stop on a wet road versus a bare dry road. In addition to braking issues, drivers are faced with another danger when travelling roadways during or after a heavy rain as puddles can reduce vehicle traction and lead to situations of hydroplaning.

The spring months also offer some of the most severe storms that rumble across the country as a great deal of tornadic activity is recorded during the months of late March through to June. Severe storms can bring with them large amounts of rain, damaging winds (which provide drivers with a whole array of challenges) and they can also bring hail with them. Driving in a hailstorm can be terrifying as the speed of the falling hail being pushed along with the wind combines with the speed of your vehicle which intensifies the force of the impact with your vehicle. It doesn't take large tennis ball or soft ball sized hail to inflict damage as the smallest of hailstones can shatter windshields. Hailstones are balls of ice and if you avoid the hazards they present while falling from the sky, the certainly present additional hazards once they cover the road which leads to some very slippery driving conditions. Not every road presents an opportunity for smooth spring sailing. The winter months can take a toll on many roadways as they have been subjected to heavy snow plows the sometimes daily coating of de-icer, salt & sand which combines to leave the roads a little rougher than normal. Factor in that the frost has begun to make its permanent retreat for another season and you will have roads that have begun to heave and this all leads to some very bumpy drives and it leads to the creation of some very nasty potholes.

Another danger of driving during the spring months is the risk of coming across that family of raccoons or in areas where larger animals make their home, the risk of hitting a bear, deer or moose increases greatly. Just like many of us, the opportunity to get out and enjoy the nicer weather is too much to resist and it is no different for animals as they are very active during the spring. Spring provides many animals with the opportunity to come out of hibernation, begin mating rituals and to search for new food sources hidden by the depths of the snow. One food source which isn't really a food source at all, but more like a limited time treat, is the salt that remains by the roadside. Larger animals in particular enjoy this and it isn't uncommon to be travelling rural or wooded roadways and come across a deer or moose enjoying these salty offerings. Not all, but a lot of animals seem to be more active during the dawn and dusk hours.

With the nicer weather that the spring provides comes the vehicles that like with some of the animals were in a state of hibernation. Motorcycles begin making their return to the roadways as do cyclists. Both make for some challenging driving at times if full attention isn't being paid to the road as the awareness for these vehicles means that routine lane changes, parking and even a simple right turn can present a hazard if full attention isn't being paid to the road and to the surroundings. Attention to the surroundings also must include the awareness for joggers, children and household pets like cats and dogs as all begin to become more active.

## Here are a few tips for Spring Driving as contained with the Securitas Canada Vehicle Maintenance & Safety Policy

- Visibility is Key – ensure the vehicles lighting system both for the front of the vehicle and rear of the vehicle are in full working order including turn signals, brake lights and four way hazard lights. Clean all the vehicles lights as winter residue can build up and cause the lights to be dull.
- The Windshield – ensure the windshield is cleaned thoroughly both inside and out. Winter residue can build up and this can cause poor visibility or leave areas of the windshield heavily streaked when using the windshield wipers. Change the windshield wiper blades as the cold can crack the blades and it can also wear down the rubber causing the strength of the blade to be weakened (wiper blades should be replaced annually).
- Tires - Replace your winter tires as once the temperature moves past 7 degrees the rubber in the winter tires begins to wear down which means your winter tires for next season will be less effective should you leave these on for a prolonged period during the spring and summer months. Check the tire pressure and do a full inspection of each tire to ensure there are no cracks in the outer wall and that the tread is not worn.
- Speed – Speed is almost at the top of the list for contributing factors in an accident. Slow Down!
- Focus – Distracting driving is not just a hazard for the spring months; it is a hazard every time the vehicle rolls out of the driveway. Pay attention to everything going on in front of you, beside you and behind you. Focus, focus, focus.
- Know Your Roads – If at all possible know your roads. The more you know about the roads you travel the better you will be able to identify possible hazards.

## Community Involvement

James Evans, National Quality / Health & Safety Director



At Securitas Canada, we continue to help make magical wishes come true through our partnership with Make-A-Wish® Canada!

We are delighted to share that thanks to our collective fundraising efforts last year through the payroll deduction program, we were able to grant the wish of a special boy named Nathan!

Twelve year old Nathan has Severe Epilepsy. His condition means regular muscle spasms and loss of consciousness, but he is a tough cookie, and continues to keep a positive attitude. In many ways, Nathan is like other boys his age. His favourite food is poutine, loves Pokemon Y, and has two dogs, Max and Ruby. Nathan is close with his family, and so when we asked him what he wished for, more than anything in the world, he wished for a Caribbean Cruise with his family! Nathan and his family headed off on their wish in early March, and we are delighted that we will soon have photos and trip highlights to share. Stay tuned for all the special moments of Nathan's wish come true.



If you'd like to get more involved in making wishes like Nathan's come true, there are a couple great ways to help:

1. **Payroll Deduction Program:** Securitas Canada now offers employees an easy way to make wishes come true - a little goes a long way! For details on how you can make a contribution via payroll deduction, contact James Evans, [james.evans@securitas.ca](mailto:james.evans@securitas.ca).
2. **Make-A-Wish Rope for Hope:** This thrilling adventure challenge event gives participants the chance to fundraise in support of local wish granting efforts in exchange for the opportunity to rappel down the side of an iconic city skyscraper! Events are taking place in Vancouver, Calgary, Edmonton, Red Deer, Toronto, London, Kitchener-Waterloo, Ottawa, Montreal, Moncton, and Halifax, from May through October. For event dates in your city, visit: [ropeforhope.ca](http://ropeforhope.ca).

If you have an ideas for a community initiative or if you would like to share your story of a recent community initiative, please email James Evans at [james.evans@securitas.ca](mailto:james.evans@securitas.ca)

For any questions or details about Securitas Canada Limited, please contact Brandi Stanfield, Business Development Administrator at [brandi.stanfield@securitas.ca](mailto:brandi.stanfield@securitas.ca).

Follow us on:

 [www.linkedin.com/company/securitas-canada](https://www.linkedin.com/company/securitas-canada)