

Securitas Canada Newsletter

Message from the President

Trevor Thompson, President

Team Canada:

What can I say? Our global rebranding initiative towards a Protective Services leader is proving to be a great success. Both Securitas Canada and SES offices now mirror the U.S and Group's design, and I want to take a moment to thank all of those involved for such hard work and seamless transitions. The fresh look of our new spaces exemplifies our brand, whilst maintaining its competitive edge.

Our newly remodeled office spaces provide the ability to embrace technology, such as video conferencing, providing us with a more powerful tool for communication with our branches from coast to coast as well as Experience Centres, providing us the ability to show our clients and prospective clients our vast reach globally. Finally, our ability to cohabitate with our other divisions such as Mobile, Pinkerton and SES within the same space provides huge value to our operations. Our Montreal, Ottawa and Calgary branches are excited to showcase their spaces, and have much to look forward to after their remodeling is completed.



Thank you to the entire team for all your hard work this quarter. Securitas continues to gain traction as the market leader in Protective Services, and now with SES and Pinkerton's involvement, we have expanded our reach and our offering.

Remember, our great achievements are never reached by the efforts of one person, but by the team as a whole. As John Maxwell would say, "A manager says 'Go,' a leader says 'Let's go.'" So let's all go into this next quarter with a strong vision for ourselves and for the success of the company!

Let the warm months grant you quality time with your loved ones. Team Canada, have a safe and enjoyable summer.

Sincerely,

Trevor Thompson
Country President
Securitas Canada Limited

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SES Grand Opening



Securitas executives and employees took part in the ribbon cutting ceremony at the unveiling of Securitas' Canadian headquarters. From left to right: Jeff Hennessy, area installation manager, SES Canada; Kevin Engelhardt, executive vice president operations & enterprise, SES; Dan Marston, senior director & general manager, SES Canada; Tony Byerly, president, SES; Chris Jaynes, district service manager, SES Canada; and Mark Drysdale, area installation manager, SES Canada.
PHOTO COURTESY OF SECURITAS

Securitas Electronic Security Inc. (SES) unveiled its new Canada Headquarters during a ribbon cutting ceremony and open house on June 27, 2017. The grand opening event included an official ribbon cutting, luncheon and VIP facility tour for more than 70 guests, including customers, business partners and associates.

"We are excited to open our new Toronto, Canada facility. It is an important step in delivering upon our commitment to be the unparalleled security leader in Canada," said Tony Byerly, president, SES. "The ideal customer experience comes from the alignment of people, technology and knowledge – and that is what we've delivered here at our new facility in Toronto."

The new Toronto facility houses sales, operations and regional support for SES Canada operations. The building was completely renovated to support a company-wide contemporary look that utilizes a mix of advanced technology designed to promote more cross-team collaboration focused on the customer experience. The facility features a completely new customer experience video collaboration center, engineering center, warehouse and staging lab.

The facility also features more than 10,000 feet of work space and houses approximately 80 associates in a variety of roles that support the company, including service, installation and field operations, billing and collections, business development, sales, and Canadian leadership.

"We could not be more honored to call this vibrant new facility home," said Dan Marston, senior director & general manager, SES Canada. "SES Canada is excited to welcome our customers and partners to our new headquarters to share in the culmination of nine months of detailed planning and execution."

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Someone You Should Know

Western Canada Recognition



Balroop Thiara is one of Securitas Canada's longest standing security guards. With 28 years of experience, Balroop first joined the company when it was still Pinkerton. Over the course of his career he has worked at a variety of sites, including the Petro Canada oil refinery, known as Suncor Energy – a site we continue to retain today after decades of service. Our ability to retain such clients is thanks to committed and hardworking guards like Balroop.

In addition, Balroop worked a number of years at TELUS, and excelled at a high profile site of theirs. Most currently he is working at Microsoft, a new permanent site in downtown Vancouver. Balroop was selected for his years of experience and ability to always create a positive impression with our clients and their staff. Balroop is also a shop steward for the Unifor Local 3000 union here in Vancouver. Time and time again he has shown he cares deeply about both the guard force and their labor rights while still maintaining the best interests of our company. He is also the co-chair for employees on the Joint Health and Safety Committee.

Tell us about the facilities you have worked at?

At Suncor, we look after about 500 acres of land which we patrol by vehicles. There are 2 terminal entrances that we have security at, and we also look after the security for the incoming boats which transport the oil. There are bears, coyotes and deer on the site which you have to look out for.

At TELUS, we were responsible mainly for access control and visitor sign-in at the site I worked at. We also escorted staff to the back parking lot at the end of their shifts when they felt unsafe going back to their vehicles alone.

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At Microsoft, we do access control and constant patrols of the interior of the building. There is a lot of expensive equipment the Microsoft staff uses, in which we keep an eye on and make sure they are properly locked down when not in use.

Being the co-chair for Health and Safety, what issues are you most concerned about in the security industry?

One of the biggest issues I have seen over the years is slips, trips and falls, especially in the winter time. Getting the proper amount of rest is also very important, to ensure one is able to commute to and from work safely and be alert and effective while on duty.

You probably had a choice of opportunities for your career, why Securitas?

For 8 years I was a Sub Inspector with the Border Security Force in India, which is part of the Semi Military there. We protected the border from intruders and also escorted high ranking VIP officials. After I moved to Canada, I wanted a career of a similar nature which involved protecting people.

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

I have a lot of company pride and enjoy being in a Securitas uniform. My military experience always has me neat and tidy in appearance [with my uniform and logos]. Even though it is not part of my duties, I am often making sure other guards at my sites are looking sharp as well!

Any especially satisfying feel good moments?

Being a shop steward in our union, I am always looking to make sure all of my fellow guards are happy with where they are. I am also happy when my Securitas managers are happy with my performance. However, most satisfying for me is when the clients at my sites show their appreciation for my job. I know our clients are why we are in business and have jobs and I always do my best to make sure they are happy.

As a culture, have we become more fearful and vigilant about crime and are people more concerned about security?

Yes, in my 28 years I have noticed that people and companies are much more concerned about security and safety than they were in the past. I think there's been an increase in crimes such as theft and drug use over the years and this has been the cause of the [increase in crime].

What do you like to do outside of work?

I'm a very social person and enjoy spending time with my friends and family. I very much enjoy helping people who are in need, whether it is the people who are close to me, my fellow guards or just people in general.

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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 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.

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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



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Health & Safety

James Evans, National Quality / Health & Safety Director

With the warmer summer months now upon us, we need to ensure that we properly communicate our "Hot Weather Policy" throughout the organization. This policy is a component of our Summer Safety Program, and the importance of compliance will prevent accidents and/or injuries.

Hot Weather Policy

The Management of Securitas Canada is committed to taking every precaution reasonable in the circumstances for the protection of our workers. In recognition and support of our goal of providing a healthy and safe workplace, Management is committed to the protection of employees and prevention of occupational illness and injury, occupational hazards and occupational disease.

Working where it is hot puts stress on your body's cooling system. When heat is combined with other stresses such as hard physical work, loss of fluids, fatigue or some medical conditions, it may lead to heat-related illness, disability, and even death. Your body is always generating heat and passing it to the environment. The harder your body is working, the more heat it has to lose. When the environment is hot or humid or has a source of radiant heat, your body must work harder to get rid of its heat. Workers on medications or with pre-existing medical conditions may be more susceptible to heat stress. These workers should speak to their personal physicians about working in hot environments.

Heat Stress

All employees are encouraged to take an adequate supply of fluids with them to sustain them over the duration of their shift.

Securitas Canada encourages all employees to read and understand the symptoms and treatment of heat stress hazards. Should you experience any of these hazards, please notify your Supervisor, Manager, or the Dispatch Department immediately so appropriate action can be taken.

Occupational Health and Safety is everyone's business. Ensuring full compliance with the Occupational Health and Safety Act and maintaining effective communication and a proactive approach to health and safety will not only mean a healthier and safer workplace, but will also improve employee morale and encourage other good business practices.

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Heat Stress Hazards

	Cause	Symptoms	Treatment	Prevention
Heat Rash	Hot humid environment; plugged sweat glands.	Red, bumpy rash with severe itching.	Change into dry clothes and avoid hot environments. Rinse skin with cool water.	Wash regularly to keep skin clean and dry.
Sunburn	Too much exposure to sun.	Red, painful, or blistering and peeling skin.	If the skin blisters, seek medical aid. Use skin lotions (avoid topical anesthetics).	Cover skin with clothing; apply skin lotions with a sun protection factor of at least 15.
Fainting	Fluid loss and inadequate water intake.	Sudden fainting after at least two hours of work; cool moist skin; weak pulse.	GET MEDICAL ATTENTION. Assess need for CPR. Move to a cool area; loosen clothing; make a person lie down; and if the person is conscious, offer sips of cool water. Fainting may also be due to other illnesses.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
Heat Exhaustion Heat Exhaustion	Fluid loss and inadequate salt and water intake causes a person's body's cooling system to start to break down.	Heavy sweating; cool moist skin; body temperature over 38°C; weak pulse; normal or low blood pressure; person is tired and weak, and has nausea and vomiting; is very thirsty; or is panting or breathing rapidly; vision may be blurred.	GET MEDICAL AID. This condition can lead to heat stroke, which can be fatal. Move the person to a cool shaded area; loosen or remove excess clothing; provide cool water to drink; fan and spray with cool water.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.
Heat Stroke	If a person's body has used up all its water and salt reserves, it will stop sweating. This can cause body temperature to rise. Heat stroke may develop suddenly or may follow from heat exhaustion.	High body temperature (over 41°C) and any one of the following: the person is weak, confused, upset or acting strangely; has hot, dry, red skin; a fast pulse; headache or dizziness. In later stages, a person may pass out and have convulsions.	CALL AMBULANCE. This condition can be fatal very quickly. Remove excess clothing; fan and spray the person with cool water; offer sips of cool water if the person is conscious.	Reduce activity levels and/or heat exposure. Drink fluids regularly. Workers should check on each other to help spot the symptoms that often precede heat stroke.

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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.

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Community Involvement

James Evans, National Quality / Health & Safety Director

Team,

We are excited to announce that Securitas Canada will be holding our Annual "Cure for Cancer Challenge" on Saturday October 7th, 2017.

Based on the success of last year's inaugural slopitch event we will again be taking to the diamond to share in a day of fun with our colleagues, family and friends. The purpose: to raise awareness and money for the Canadian Cancer Society through a full day of slopitch fun.

The event location will once again be the community ball diamond located directly across from Casino Rama just outside of Orillia, Ontario. We have also booked the Rama Community Hall for our event as volunteers will be offering activities inside the hall for children in attendance. Added to some of the activities for children this year will be face painting, appearances by Cosplay Super Heroes and additional games and prizes.

This year's event will again feature a full schedule of strictly "for fun" games. The slopitch games represent various Securitas Canada Branch/Department locations and include a team from Unisync Group. Unisync Group continue to be our proud partner and premiere title sponsor for this annual event. Also, included this year will be the Home Run competition. Last year, this event became an instant hit with its unique format, providing all players an equal opportunity to be crowned top male or top female hitter. Game day raffles and prize give-a-ways will also be a highlight. We've added a DJ, and as usual, bbq items and refreshments will be available.

Working towards October 7th, we are hoping to include a few additional attractions as this year's event is sure to be enjoyed by all who can attend.

This year will mark our 13th year of fundraising for the Canadian Cancer Society through our Securitas Canada Cure for Cancer event. This event allows our colleagues, family and friends to pay honour to loved ones that have been touched by cancer. Each player will be required to raise a minimum of \$100.00. For anyone who cannot attend, but would like to make a donation, an online donation site will be setup through the Canadian Cancer Society. If you are not a slopitch player but would like to participate, we welcome you to volunteer.

We encourage everyone to come out and cheer on your fellow employees, family and friends as we continue in keeping our event as a successful Securitas Canada led initiative. If you would like to play in the event, volunteer or help us raise money, please contact James Evans (james.evans@securitas.ca) or John Coletti (john.colletti@securitas.ca) to sign up or to receive a pledge form.

A sincere and special thank you to our GTSO Area, Eastern Canada Area, Western Canada Area and to STAS, Large Mobile and GM for your continued support and generosity in making our event a reality for 2017.