

Message from the President

Dwayne Gulsby, President



As the year comes to a close, I want to thank you for your great work and your commitment to our clients and our mission.

Our company values, our esteemed clients, and our incredible staff are what fuel our growth and success. I'd like to take a pause and say thank you, to each and every one of you who have joined our journey and played a huge part in our accomplishments. It's the spirit of teamwork and a passion for delivering the best local service in all the markets that we serve that make us the provider of choice. While we were growing the company, we learned more and more about the challenges companies face and pressures that they live under. This inspired us to look internally at our services offerings. By doing so we have been able to successfully integrate our guarding and mobile offerings along with our new technology capabilities to now offer our customers a complete package to meet their security needs. This approach will fuel our growth for years to come as we are set to launch our Integrated Guarding offering in early 2015.

I am very thankful for all of your efforts that have made 2014 a success and I am very excited for the future of Securitas Canada. As long as we stay focused on delivering the best service in our industry and listen to what our customers are telling us our success can be immense.

Together, we are all moving Securitas Canada forward. Thank you for all you do for our customers and for our mission. Have a wonderful Holiday Season and a very successful New Year!

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Human Resources Update



**John Coletti, Vice President
Human Resources**

Cold Stress Prevention Tips

Living in Canada means you will inevitably have to go outside in the winter and possibly work in tough weather conditions.

It is important to understand risks and hazards working in cold weather. Failure to acknowledge or respect the dangers of winter can cause harm or even death.

Wear layered clothing

Wearing multiple layers of clothing allows you to adjust your protection based on current temperature. Take off layers as you get too warm and put them on as it gets colder.

Take extra clothes

Bring a change of clothes in case you get wet. Dry clothing always helps keep workers warm, especially when working outdoors.

Take a break.

During extremely cold or windy weather, take regular breaks to warm up before continuing work. If possible, take shelter indoors from time to time, to warm up your body. If it gets extremely cold, stop working immediately and get inside to warm up. Do not risk your life for a job.

Drink up

Even though it's cold out, keep hydrated by drinking water or other warm drinks. You will still sweat when working, even in cold temperatures. Avoid caffeine and alcohol.

Take shelter

In windy conditions and if the workspace allows it, set up a shelter to block the wind.

Know the signs

Learn to recognize the signs and symptoms of frostbite and hypothermia. Get inside if you begin to experience them. If you see a co-worker showing symptoms, take them inside immediately.



Anti-slip shoes

To avoid slipping on ice, wear winter boots with a strong tread. Spread sand or rock salt on the ice to provide a rough surface for footwear to grip.

Clear the path

Shovel pathways where employees, clients and/or the general public will be walking.

Heat ventilation

If using a non-electric heater to heat a shelter, ensure the shelter is ventilated to let gases like carbon monoxide escape. Or, use a heater where the heat generator can be placed outside while the heated air is pumped into the shelter

Drive safely

When driving in winter, ensure your vehicle's fluids are topped up. Be aware that the road can become icy, so drive slower and pay attention to changing conditions.

Signs and Symptoms of Hypothermia

Frostbite and hypothermia are the consequences of cold exposure and both can have long lasting effects. Not all organs in the body are created equal. While the body tries to maintain a constant temperature where heat production is balanced by heat loss, it is willing to sacrifice expendable parts like fingers and toes to protect vital organs. When exposed to a cold environment, the body tries to keep blood circulating away from the skin where it can be cooled by the outside weather. Shivering starts to generate heat and can compensate well if the cold exposure is short-lived. If, however, the body remains in the cold, bad things can happen very quickly.

What should I do if I see someone with warning signs of hypothermia?

If you notice signs of hypothermia, take the person's temperature. If it is below 95°F (35°C), the situation is an emergency – get medical attention immediately.

If medical care is not available, begin warming the person, as follows:

- Get the person into a warm room or shelter.
- If the person has on any wet clothing, remove it.
- Warm the center of the body first—chest, neck, head, and groin—using an electric blanket, if available. Or use skin-to-skin contact under loose, dry layers of blankets, clothing, towels, or sheets.
- Warm beverages can help increase the body temperature, but do NOT give alcoholic beverages.
- After body temperature has increased, keep the person dry and wrapped in a warm blanket, including the head and neck.
- Get medical attention as soon as possible.

A person with severe hypothermia may be unconscious and may not seem to have a pulse or to be breathing. In this case, handle the person gently, and get emergency assistance immediately. Even if the

person appears dead, CPR should be provided. CPR should continue while the person is being warmed, until the person responds or medical aid becomes available. In some cases, hypothermia victims who appear to be dead can be successfully resuscitated.

What is frostbite?

Frostbite is an injury that is caused by freezing. Frostbite causes a loss of feeling and colour in affected areas. It most often affects the nose, ears, cheeks, chin, fingers, or toes. Frostbite can permanently damage the body, and severe cases can lead to amputation.



What are the warning signs of frostbite?

At the first signs of redness or pain in any skin area, get out of the cold or protect any exposed skin. Any of the following signs may indicate frostbite:

- a white or grayish-yellow skin area
- skin that feels unusually firm or waxy
- numbness

Note: A victim is often unaware they have frostbite.

What should I do if I see someone with warning signs of frostbite?

If you detect symptoms of frostbite, seek medical care. Because frostbite and hypothermia both result from exposure, first determine whether the victim also shows signs of hypothermia, as described previously.

Hypothermia is a more serious medical condition and requires emergency medical assistance.

If (1) there is frostbite but no sign of hypothermia and (2) immediate medical care is not available, proceed as follows:

- Get into a warm room as soon as possible.
- Unless absolutely necessary, do not walk on frostbitten feet or toes—this increases the damage.

- Immerse the affected area in warm—not hot—water (the temperature should be comfortable to the touch for unaffected parts of the body).
- Or, warm the affected area using body heat. For example, the heat of an armpit can be used to warm frostbitten fingers.
- Do not rub the frostbitten area with snow or massage it at all. This can cause more damage.
- Don't use a heating pad, heat lamp, or the heat of a stove, fireplace, or radiator for warming. Affected areas are numb and can be easily burned.

Note: These procedures are not substitutes for proper medical care. Hypothermia is a medical emergency and frostbite should be evaluated by a health care provider. Knowing what to do is an important part of protecting your health and the health of others.

The Securitas Hotline

The Securitas Hotline is a secure and confidential way 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 substitute for everyday reporting, but should be used to report only those conditions or situations that you were unable to resolve through your branch manager.

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, The Securitas Hotline is an appropriate option.

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

- Harassment or 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
 - You 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 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 private 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 to contact The Securitas Hotline either by phone or web to obtain a response or provide additional information.

The Securitas Hotline

www.securitashotline.ca

1-(866)-528-6556

**Workers Compensation Board Programs (WCB, WSIB, CSST)
Accommodating an Early & Safe Return to Work**

An early and safe return to work means that the return process starts immediately after the worker has sustained an injury or suffered an illness within the workplace. An early and safe return to work also encourages active recovery for the employee within the workplace without suffering any wage loss. Moreover, under section 19-02-01 and 19-02-02 of the Occupational Health and Safety Act, employers and workers are obligated to co-operate in the worker's early and safe return to suitable and available employment.

The main focus of early and safe return to work is to enable the worker to remain at the workplace following an injury or to return to the workplace in a safe and timely manner. Going back to work may involve making changes to the duties and/or the hours of work.

It is important to keep in mind that should an employee sustain a workplace injury/illness, modified duties within reasonable restrictions of the injury must be immediately offered to the employee, until such time that medical information from the employee's physician is received. Having said this, there may be



instances whereby no offer of modified duties is considered suitable as the employee may require time to heal; however the employer and employee are still expected to maintain regular communication and together work towards the employees return to work to some form of duties that are deemed suitable by all parties. When identifying early and safe return to work opportunities with your employer, the employee should be aware that the first priority for the

employer will be to maintain as close a connection as possible to the employee's pre-injury job. Where this is not possible, it is important that the employee works with the employer to identify suitable and available employment that is within their physical capabilities.



Tips for Dealing with Dis-satisfied Customers
Warren Young, Director of Training

It used to be that when a customer was unhappy they might tell up to six people, today, with social media the threat is much greater as one unhappy customer can reach out to 1000's of people instantly. For this reason it has never been more important to deal with dis-satisfied customers quickly and effectively. As a leader, "it is your responsibly to prepare for predictable problems, not be taken off guard, and to have effective plans for service recovery." The principal of Service Recovery is to "treat the person, then the problem." This principle helps to defuse the customer's anger and their emotions before trying to solve the problem. Typically, by the time a customer has gotten angry enough to complain, they are already pretty emotional.

The Four Steps to Customer Service Recovery are:

- Step 1 - Listen without interruptions
- Step 2 - After you have listened entirely to their complaint apologize for the Service Breakdown. This approach immediately gives the customer something they seek (an apology); it conveys that this is not the way you normally conduct business and it keeps you from having to blame a specific person, including the customer or employee.
- Step 3 - Reflect on or restate the customer's specific complaint, including what happened and the customer's feelings.

Step 4 - When customers are giving a list of complaints or things that have gone wrong you should agree to look into these situations and don't argue or defend your position. This communicates that you are on their side and will help to take some of the fight out of them. If we truly believe in the value of a loyal customer, the lifetime value of repeated business and the value of a good reputation then "we must develop solutions for predictable customer problems."

Five Strategies for Addressing Customer Problems

- Strategy 1 - Train employees how to address predictable problems in the best possible way.
- Strategy 2 - Empower employees to do whatever it takes to solve the customer's problem.
- Strategy 3 - Ask the customer for a fair solution. E.g. Tell the customer you want to do what is right and ask them what they feel would be a fair solution.
- Strategy 4 - This strategy is used when the customer may be mistaken about the facts. Rather than tell the customers that they are wrong you should say "You may be right let's have a look" and then investigate the facts with the customer. This helps everyone save face. A key customer service recovery principle to keep in mind is to never argue with the customer.
- Strategy 5 - this strategy is used for customers who have impossible-to-change complaints and is called the "feel, felt and found" technique. For example when a customer takes issue with the cost of the services you could say "I know how you **feel** about the price. Many new customers have **felt** this way until they **found** out about what we can offer through one of our current clients"

This article was (in part) written by Jack MacKey and reprinted with approval from CrestCom International.

MAKE-A-WISH® Canada



At Securitas Canada, we continue to grow our partnership with Make-A-Wish® Canada and are delighted to be able to support their mission in granting magical wishes for children with life-threatening medical conditions by enriching the human experience with hope, strength, and joy.

Now 34 years old, Make-A-Wish is the world's largest, most respected wish granting organization, having granted more than 334,000 wishes since inception!

The year was 1980, and a 7-year-old boy from Arizona by the name of Chris Grecius was battling leukemia. He absolutely loved police officers, and his dream, more than anything, was to become a motorcycle policeman when he grew up. Knowing this, his family and friends arranged for the local motorcycle policemen to come and visit him. On this first visit, the officers were so touched by Chris and his story that they decided to go above and beyond for this brave boy. They arranged for a private ride in the Arizona Department of Public Safety ranger helicopter, they gave him a special tour of the department, and he was sworn in as the first and only honorary Arizona Highway Patrolman. He was presented with a Smoky-the-Bear hat, his own official police badge, and a signed honorary member certificate! The community rallied around Chris and his family in such a powerful way that those involved wanted to continue to give back and make a difference for others like Chris. From this, Make-A-Wish was born!

Securitas Canada honours this great history and this great cause by helping make wishes come true. We are happy

to share that this year, with the support of our Securitas employees through our Annual Ball Hockey Challenge and our dress down jeans day program, Securitas was able to grant the wishes of two very special children.



Our first wish child has recently returned from her magical wish. Carla, Age 16, Stage 5 Kidney Disease, wished to go to Wimbledon! An avid tennis enthusiast, the chance to go to Wimbledon was an absolute dream come true. Of the trip with her mom, Carla said *"Our whole bond lately has revolved around hospitals, health care, health in general and just taking care of each other, so being taken care of in London, England, and going somewhere to get away from all the worries, that was the biggest gift really. Watching the tournament for all those years before I got sick, I remember thinking how cool it would be to be there. It's just amazing that we went and I can say that I've been there now."*



Our second wish child is Teya, Age 4, Acute Lymphoblastic Leukemia, who wishes to go to Disney World® and meet Snow White! Teya's illness means she often misses out on special gatherings of friends and family. This trip will be so very special for a girl who has spent a lot of time in the hospital. It will give her the gift of quality time with her family to create some wonderful memories together. The family is looking forward to an entire week of celebrating Teya, and bringing a big smile to her face. We look forward to sharing the photos and stories of her wish come true upon her return!

At Securitas, we continue to look for ways to make an impact and bring joy to Canadian children and their families. Stay tuned for updates on how you can help us make a difference in the lives of some very special kids.

To read more about magical wishes that came true this year across Canada, check out the Make-A-Wish's bi-annual newsletter, [Wishlife!](#)

Quality Information



James Evans, Manager, Quality, Health and Safety

CAPA - Corrective Action Preventive Action

Securitas Canada's corrective action preventive action (CAPA) process is at the heart of all our Quality Management System's control points. Corrective actions are created to determine and access the cause of identified non-conformances, while preventive actions are created to put a plan in place to prevent problems from potentially happening.

Securitas Canada has replaced our paper-based CAPA process with an electronic reporting and filing system which is now found within our Client Database. This process was challenging in order to comply with our CAPA procedure but thanks to help from our ISO Steering Committee and from our IT Department, we have risen to the challenge and we have maintained compliance.

With having our CAPA reporting now available electronically we have now automated our process which allows us a number of great benefits, not only in terms of ease in use but also in terms of how we can conduct and review Root Cause Analysis and how we track/monitor/review and follow-up on all reported CAPA's.

Our CAPA procedure and now with the recent automated functionality, CAPA's can now be reviewed in

a more timely manner and for those that require escalation and additional review, this can now also be completed in a more timely and accurate manner. Our Client Database now serves as a centralized repository for CAPA's as it does all our essential client documentation and the Client Database serves as a powerful search and retrieval tool for documents during audits and other regulatory reviews.

The recent changes to our CAPA procedure is another example of how we are dedicated and focused on continual improvement which is the heart and life of our Quality Management System. Together, our CAPA procedure, Root Cause Analysis and Client Database are all working together to help streamline processes and help solve challenges that many of our employees face both internally and externally.

Additional information on CAPA's can be found in our Quality Management Systems Manual with additional information, related forms and resources, in our revamped Knowledge Library.

Community Involvement

2014 is quickly drawing to a close, and with it, another year of Securitas Canada fundraising for the Canadian Cancer Society and for the Make-A-Wish foundation.

This year we were able to proudly assist in making two wishes come true for two children registered with the Make-A-Wish foundation. Funds from our annual Jeans Day program and a portion of funds from our annual Securitas Canada Cure for Cancer event both went into helping make these dreams come true.

We were also able to work with the Canadian Cancer Society to see that the funds raised from our Securitas Canada Cure for Cancer Ball Hockey Challenge went directly to supporting "research" programs funded and managed by the Canadian Cancer Society. This past year saw a number of our employees participate in community events outside our Jeans Day Program and our Securitas Canada Cure for Cancer Ball Hockey Challenge which included repelling down Toronto City Hall, planting trees and participating in local

parades and events with a great number of our employees involved on an individual basis in coaching local sports teams and volunteering time with service clubs and various associations.

Planning for our 11th annual Securitas Canada Cure for Cancer Ball Hockey Challenge will take place in early January 2015 and we encourage Area's to discuss potential 2015 events that may be a right fit for getting more involved. Our Annual Jeans Day program will continue for 2015 and we are aiming to grow support for this program by having each area hopefully participate in the Make-A-Wish "Rope for Hope" event.

With 2014 coming to an end, there are a number of reasons to be excited about how and what Securitas Canada can do on the Community Involvement front for 2015! If you have ideas/suggestions or if you are looking for some assistance with a local community involvement initiative, please contact James Evans - National Quality/Health & Safety Director james.evans@securitas.ca



Purchasing Power

Sherri Mizrachi, Country Coordinator

We encourage you 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.

Service Notes



2014 Supervisor of the Year

Paul Vienneau, QNEO Area

On November 8, 2013 at 10:30AM, Paul Vienneau was called by the lifeguard on pool duty at the Sheraton hotel, where they both work, to replace her during her meal break. Five minutes later, a woman screamed, fearful and helpless: in the deep end, a young girl was fighting to stay afloat. Without hesitation, Mr. Vienneau jumped into the deep end of the pool, pulled the little girl out of the pool and carried her to safety. Mr. Vienneau confirmed she did not require any first aid, however, the girl had swallowed a good quantity of water but was more scared than hurt. The child's aunt, who had yelled for help, refused Mr. Vienneau's suggestion of an ambulance and thanked him profusely for his quick help, without which, the outcome may have been much worse.

"No time for stress while it's happening. You deal with it after", says Mr. Vienneau.

2014 Security Officer of the Year for

Performance

Stephen Craig, Atlantic Canada



Security Officer Stephen Craig of Atlantic Canada, has been named Security Officer of the year for Performance during 2014.

While on duty at a large client site Security Officer Craig was notified of smoke in one of the tenant spaces. He investigated and took note that it was not registering on either the fire panel or the smoke detectors so immediately called the fire department who responded with a four fire engine call. After a few hours of investigation fire

fighters we able to find the fault with a pot light experiencing an electrical issue. The Fire Chief expressed his praise regarding Security Officer Craig and his helpfulness and support by ensuring that fire fighters had all maps, escorts, keys, and specialized equipment and controls needed on this site. Stephen Craig received the Security Officer of the Year for Performance award for providing excellent service and outstanding job performance. Security Officer Craig exemplifies the core values of Securitas and has consistently provided excellent service and outstanding performance.

2014 Security Officer of the Year for Heroism Jaspreet Singh Rajpoot, Western Canada



Securitas Canada is pleased to announce that Security Officer Jaspreet Rajpoot from Western Canada has won the 2014 Security Officer of the Year award for Heroism in Canada. While on duty Security Officer Rajpoot observed a visually

impaired woman inadvertently crossing the road directly towards two moving trains. Security Officer Rajpoot immediately jumped into action running towards the woman, and was able to maneuver her away from danger. He stopped what could have been a major accident and his quick actions were instrumental in saving her life. Jaspreet was honored as Security Officer of the year for Heroism, an award that recognizes the courage, self-sacrifice and professionalism of a guard to help protect people or property. He is a shining example of what Securitas represents - integrity, vigilance and willingness to help in a time of need.



Someone You Should Know

Rowan Hamilton, Area Vice President, GTSO

Milroy Mariampillai began his tenured career with then Burns International as a part time security guard in Peterborough, Ontario while completing his diploma in Law and Security Administration at Sir Sandford Fleming College. Upon completion of his diploma, Milroy pursued full time employment with Securitas as a Field Supervisor. Since then Milroy has held several positions of increasing leadership and responsibility.



In 2005, Milroy was promoted to the position of Branch Manager - Toronto and has excelled. As a Branch Manager, Milroy has consistently placed his focus on ensuring a high level of service to his customers, care for his employees and giving back to the community. He is distinguished in this role by maintaining high levels of achievement across all areas of focus for a Branch Manager. This culminated in Milroy being recognized from among his peers across Canada as the Branch Manager of the Year in 2013.

Among his many accomplishments, Milroy is noted for being a proactive participant in company fundraising efforts, and has been generous in volunteering his time for charitable events. Since 2008, Milroy has individually raised over \$8,000 as part of broader employee initiatives to raise funds for the Canadian Cancer Society and the Make A Wish Foundation. Most notably, in the summer of 2014 Milroy raised over \$1,600 by repelling 74 metres (242 feet) from the top of Toronto's City Hall. Once may have proven enough for him for this fundraiser, but I suspect we will see him participate in this event again.

What made you choose security as a career?

I attended Sir Sandford Fleming College with the goal of completing a diploma in Law and Security Administration and pursuing a career in policing. At the time a career in policing would require some practical experience, and working in the security industry, I believed, would provide that. To this end, I joined Burns International as a part time security guard in the Peterborough branch working at Quaker Oats while completing my diploma.

What did security, private and public, bring you?

Working in the security industry gave me the opportunity to apply what I had learned in college in real world situations. It further provided me practical knowledge in Canadian law, customer service, servicing clients, motivating staff, co-workers and employees. I continue to learn with each passing day and am able to bring the breadth of my experience to benefit our customers, co-workers and employees.

Prior to being a Branch Manager, what other positions did you hold?

On completion of my diploma in Law and Security Administration, I immediately pursued full time employment with the Company and was soon thereafter selected to the position of Field Supervisor in Peterborough. In late 1997, I made the move to Toronto where I continued as a Field Supervisor and moved eventually into other roles including that of Communications Officer, Quality Service Supervisor, and Customer Service Manager. In 2005, I became a Branch Manager in Toronto, and today manage service for the company's most

prestigious clients including Loblaw, Canada Post, Redpath Sugar and State Street among others.

Guard Referral Program

Securitas Canada has an employee referral program - ask your Branch Manager for details

Follow us on:

 www.facebook.com/SecuritasCanada

 www.linkedin.com/company/securitas-canada

 www.twitter.com/SecuritasCanada

 www.securitascanada.blogspot.ca/

Employee Anniversaries

5 Years

ABSIYE, HASHIN
 ADAIR, JOHN
 AJOKUBI, IFY
 ALEXANDER, ZOFIA
 ALLEN, ANDREW
 ALLEN, TERRANCE
 ALLOUBA, SAMMY
 ANASTASSIOU, DIMITRIOS
 ARMOUR, MATTHEW
 ASHERI, QIAS
 ATAIZA, ARIEL
 AUGOT, MATTHEW
 BAIN, DOUG
 BALASUBRAMANIAN, MANISEL
 VAN
 BARNSTEAD, HUGH
 BARRY, ALPHONSUS
 BERGEVIN, JULIE
 BHAM, VINOD
 BINDRA, INDERBIR
 BLAIS, DENIS
 BLAQUIERE, GILLES
 BOLAND, JASON
 BOUDENE, ABDEL
 BRAHMACHARI, MICHAEL
 BRODEUR, STEPHANE
 BROOKING, DAPHNE
 BUEHLER, CARL
 BURKE, JOHN
 BURNETT, ADRIAN
 BURRY, RONALD
 BUTALIA, RAMNIK
 CABRAL, AGOSTINO
 CERVINI, TRACY
 CHARBONEAU, LEO
 CHAUDHRY, ZAIN
 CLAUSEN, ALAN
 CLERGE, RODRIGUE
 COMEAU, SYLVAIN
 CORMIER, DONALD
 CORMIER, DONALD
 CRESSMAN, HAROLD CRUMP,
 MURRAY
 DA SYLVA, ROBERT
 DEEM, EDWARD
 DEMERS-MICHAUD, ALEXANDRE
 D'ENTREMONT, CHRISTOPHER

DEVEREAUX, GERARD
 DIOMETRE, OSLIN
 DONALD, KEN
 DORAN, ANTHONY
 DROUIN, STEVE
 DUCHARME, PATRICK
 DUERR, MICHELLE
 DYE, JEAN
 ELEMENT, BRIAN
 ELMENANI, BRAHIM
 ELLIOTT, AUSTIN ER, RAMIQI
 ANASS
 EWART, RYAN
 EXANTUS, JEAN WESNER
 FACEY, EDWIN
 FARANT, JULIEN
 FILION, MARC
 FORHAN, JAMES
 FRUMOSU, NICOLAE
 GAGNON, NORMAND
 GALLANT, JORDAN
 GAUDET, JAMES
 GEORGE, ALISON
 GIR, AMAR
 GOUTHRO, ANDRE
 GOYETTE, JEAN-MARC
 GRAND-PIERRE, NADINE
 HALEY, TARILYN
 HAMELIN, PIERRE

10 Years

ANANTHALINGAM, SRI
 ANDRE, JONATHAN
 BAZILE, REGINALD
 BELLEAU, PIERRE
 BOISSONNEAULT, RENE
 BOISVERT, SYLVAIN
 CARR-RIBEIRO, MARIA-THERESE
 CHEVELEV, VLADIMIR
 DELATOUR, FRANCOIS
 DENNIS, ALAN
 DORSCH, SHAWN
 DUCHESNEAU, DENIS
 ELMOUHIB, THAMI

FERNANDES, ROBERT
 GIRARD, MARCEL
 GREWAL, HARJEET
 HAMEL, MICHELINE
 JAMES, SEAN
 JEAN-LOUIS, JEAN-YVES
 LAFOND, CLAUDE
 LIM-SANG, CHESTER
 MAHIL, SATINDER
 MAILLETTE, DANIEL
 MAURAI, JEAN-FRANCOIS
 MIZRACHI, SHERRI
 NKURUNZIZA, GIANNI
 PAQUETTE, MARILYN
 PIERRE, FRANTZ
 ROCHON, ERIC
 SAED, ABDULLA
 SCHAERER, NEILSON
 SCHINDLER, MEGAN
 SHARMA, AJAI
 SLAVNIY, DMITRO
 SPEAKMAN, RICHARD
 STEWART, JOHN
 ST-ONGE, GUY
 THIVIERGE, PIERRE
 WALLACE, JIM
 YOUNG, KAREN

15 Years

BARRICK, PAUL
 BLAIN-BAILEY, RAYMOND
 BOURGET, MAURICE
 CALLIGHEN, ERIC
 CHARRON, PIERRE

20 Years

BRAULT, RAYMOND
 MORIN, ALAIN
 PROVENCHER, HELENE

35 Years

BRILLINGER, ROBERT