



# Securitas Canada Newsletter



## Message from the President

Trevor Thompson, President

Team Canada:

As the summer comes to an end, I want to take a moment to reflect on our triumphs as a company. From our Security Guards, who continue to make a difference every day through Integrity, Helpfulness, and Vigilance, to our management staff, who lead our endeavours in keeping Securitas as Canada's leading provider of security services.

As per our last Newsletter, I first started with Securitas in 2001 as a customer service manager. Since then I have witnessed tremendous acts of heroism from our Security Guards, and this year has been no exception. Our job at Securitas is to keep our clients, their sites, assets, visitors and staff secure from all threats. With today's news and media narrowly focused on broadcasting varying forms of tragedy, sometimes it's easy to lose faith in security. However, what I hope you all understand is when a good deed is done - acts of heroism, and going above and beyond your regular duties - it spreads like wild-fire; these events do not go unnoticed! From a Security Guard recognizing signs of an oncoming medical emergency, to another's observance saving a man's life, Security Guards are the front line of Securitas; the brave faces of what we stand for and continuously build upon. All it takes are a few small acts to reach great results.

To our Security Guards, and the entire Securitas Canada Team:

Thank you for your service, and please feel free to share with us your own personal stories of success and heroism.

---

### In This Issue:

Message from the President

North American Leaders' Summit

Employee Anniversaries

Securitas Hotline

5 Easy Ways to Stay Hydrated at Work

Safety Tips for Fall Driving

Health & Safety

Securitas Canada Winter Safety Program

Community Involvement

Quality Corner

Follow Us



## North American Leader' Summit

The North American Summit is the official annual summit between the Prime Minister of Canada, and the President of Mexico and the United States. This year, the annual summit was hosted by Canada in Ottawa, Ontario. Securitas Canada was the contracted security provider for the event, and upon conclusion, received this letter from the Gary Rousseau, CPP, Chief Protection Services, commending Securitas for their diligence and professionalism.



### Letter:

On June 29<sup>th</sup>, 2016 the National Gallery of Canada was the host of the North American Leaders' Summit. This international summit demanded countless hours of both planning and set-up, all of which attracted remarkable media attention. The security level at such an event is daunting and requires the collaboration of many external agencies and departments. The summit took place flawlessly and a great deal of its success was the result of the cooperation and dedication of the contract security guard force at the NGC. I would like to thank Securitas Canada Ltd. for its commitment in supplying the necessary number of guards for this prolonged event, especially considering the demanding guard requirements for Canada Day, only days after the NALS. Further, I would like to commend the guards themselves for their extraordinary level of professionalism through a long and challenging week.

Thank you all for this tremendous achievement.

Sincerely,  
Gary

# Employee Anniversaries

(June 1, 2016 - August 31, 2016)

John Coletti, Vice President Human Resources

## 5 YEARS

AHMAD, WALEED  
ALEXIS, BARRY  
ALI, YOUNAS  
ALLEN, TERRANCE  
AMAROO, KIRAN KUMAR  
ANFANG, DANIEL  
AZANGI, KIELEBE SARAH  
BARKER, NIKOLA  
BELAIR, EMMANUEL  
BERI, NAKUL  
BOYER, DANIELLE  
BROWNLIE, DALE  
BUDHWAR, SANDEEP  
CAMILLE, OMAR  
CAREW, BENJAMIN  
CASTILLO, GARY  
CHOUHDURY, SELINA  
CORBIN, BRADLEY  
CRAAN, JOSEPH  
DANG, HAU  
DIABY, ABDOUL  
DUGGAL, NAVTEJ  
DUGUAY, RONALD  
EGALITE, RODELER  
ETIENNE, HANS  
FAIQ, HASSAN  
FAIZULLAH, ABDULLAH  
FAVREAU, YVES  
FOGARTY, SARAH  
FREDERICKS, BRYANA  
FUENTES-LAFLEUR,  
LUDOVIC  
FULLER, SCOTT  
GAGNON, JEAN-YVES  
GAMBLIN, THOMAS  
GIDILLINI, DINO  
GRAVELLE, DANIEL  
GUPTA, DEEPAK  
HOMAMI, ALAN  
HORRICK, DAVID  
ILOZIER, EMMANUEL  
ILOZIER, WALLNICK  
JACKSON, MARY-ANN  
JACOB, ALEXANDRE  
JARVI, THOMAS  
KHERA, HARSIMRDEEP  
KUBISEWSKY, JESSE  
LABIOD, ABDELHADI  
LAFFAN, SUSAN  
LAMOUR, JEAN BENSON  
LAVINE, JAMES  
LEHMAN, SCOTT  
LEUNG, CHI WEI  
LOSIER, FRANCIS  
MALCOLM, APRYL  
MAROIS, ROGER IAN  
MARSEIL, HANCO  
MCKEAGUE, JAMIE

MENOU, SAID  
MICHNA, MATTHEW  
NADEAU, MARIO  
NELSON, COEURCIUS  
FRANTZ  
NITEKA, HELIANE  
NOBLE, MARTIN  
NYARWAYA, WILLY  
OLIVIER, JAMES  
PAYEN, HERVIN DANNY  
PELTEA, FLORIN  
PFEIFER, MEENAKSHI  
PIERRE, JOBNEL  
PIGGOT, MICHAEL  
PLOUFFE, CONRAD  
POULIOT, RENEE  
RINO, ANGELO  
ROGENE, LUCKNER  
ROMONDT, TONY  
SCHNARE, KRISTOPHER  
SEBAOUI, YAZID  
SHARMA, DEVENDER  
SHARMA, JAIDEEP  
SIMON, RAYNOLD  
SLANEY, TERRY  
SMITH, MORGAN  
ST-OURS, LINDA  
SUNDARANANDA,  
PONNODURAI  
SURI, SILKY  
SYAL, VINAY  
TABATCHNICK, WILLIAM  
TAJOACHA, LYNN  
TAKHAR, PARDIP SINGH  
VINCENT, MICHAEL  
VORNICU, VIOREL  
YONDOLOUM, MIKA-  
LELITA  
YU, TING  
ZENG, WEI

## 7 YEARS

ABSIYE, HASHIN  
ALLEN, ANDREW  
ASHERI, QIAS  
BALASUBRAMANIAN,  
MANISELVAN  
BERTRAND, JOHANNE  
BUTALIA, RAMNIK  
CARBONNEAU, ROBERT  
CERVINI, TRACY  
CHARBONEAU, LEO  
CLARKE, DONALD  
CRANE, DENTON  
DIOMETRE, OSLIN  
DORANTE, HANDY  
DUERR, MICHELLE  
DYE, JEAN  
EXANTUS, JEAN WESNER

FILION, MARC  
FORHAN, JAMES  
FRUMOSU, NICOLAE  
KOLTCHIGIN, WARREN  
LAFOND, CAROLE  
LEVAC, CLAUDE  
LYONS, JANEVA  
MACDONALD, ROBERT  
MENDELLA, RICHARD  
MILLER, JAMES  
MORGAN, SHAUNA  
MURPHY, JOHN  
OJENGBEDE, MICHAEL  
PAQUETTE, MARIE-JOSEE  
PATWA, AFZAL  
PEARSON, GREG  
PROCHNICKI, SPENCER  
PUGH, MICHAEL  
REGIS, ANDY  
RITCHER, BRIGITTE  
ROBB, GORDON  
ROBINSON, MATTHEW  
ROBINSON, WILLIAM  
STANLEY  
ROSENFELD, ADAM  
RURIHAFI, SEVERIN  
SMALL, WILLIAM  
SOLTANI, NOUR-EDDINE  
SONI, HITENDRA  
SYLVESTRE, LUC  
TOURE, AMADOU  
VIDAKOVIC, BRANKO  
WHITE, BRIAN  
WILSON, KORY

## 10 YEARS

AGEDAY, MICHAEL  
AHMAD, AWAS  
ALHARAZIM, SULAIMAN  
BARLAS, AKBAR  
BUDIAL, SHAMSHER  
CHEA, REN  
CROISETIERE, PHILIPPE  
DAVID, JEAN-PIERRE  
FAISAL, HASAN  
FARAH, MUSE JAMA  
GAGNE, MARIO  
GANESHAN, MOHAN  
GAR BUTT, WILLIAM  
GIANNONE, ROSARIA  
GILBERT, RAYNOLD  
GORBIK, OLEG  
HASSANZADEH, SALMAN  
KABIR, RESHMA  
KALISZ, PETER  
KARIMPOUR, VARGHA  
LARIVIERE, ANDRE  
LESCAULT, GUY  
MADAMIDOLA, OLADOJA

MALIK, MOHAMMAD  
YOUSAF  
NARAYANANKUTTY,  
SANTOSH  
OMOTOBECH, GILO  
RAY, SABITA  
ROBILLARD, JEANINE  
SAMI, ABDUL  
SOND, TARMINDER  
TAQVI, ZILLE  
THIBODEAU, BRENDA  
TITOV, ALEXANDER  
TSHUMA, BERNARD

## 15 YEARS

BENNETT, GORDON  
BOUCHARD, MELANIE  
COLLINS, DERYCK  
COPELAND, LEROY  
FEWSTER-PEPPER, JESSICA  
FOURNIER, MICHELLE  
GENDRON, RICHARD  
GREGORY, DAVID  
HAMMOUDEH, MAZIN  
HUSSEY, KERRY  
KAYINAMURA, EDDY  
LOWERY, MARCIA  
PIERCE, ELIZABETH  
POWER, FRANCIS  
ROSS, JOHN  
SEGUIN, MICHEL  
ZAIN, MIAN

## 20 YEARS

BOUTILIER, JOSEPH  
CHOHAN, KHALID  
CREVIER, STEPHANE  
DEMPSEY, RONALD  
TREMBLAY, ANDRE  
TURRIFF, RONALD

## 25 YEARS

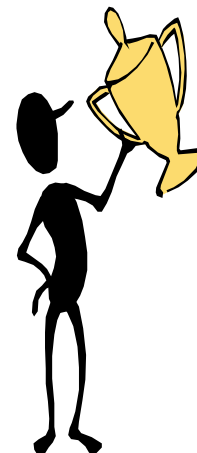
ARAYA, ESTIFANOS  
ARIYA, FARID-DAVID  
BORRISON, KENNETH  
ELFORD, MARK  
GHENT, RONALD  
KRISHNALINGAM,  
SOCKALINGAM  
MANOGARAKUMAR,  
RAJADURAI  
MONTPETIT, NORMAND  
SABO, KEVIN  
SADIQ, ABDI  
THAMOTHARAN,  
NADARAJAH

## 30 YEARS

LABELLE, GILLES  
MADORE, MARIO

## 40 YEARS

SANNU, MOHAMMED



## ***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.



# 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

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**



These concerns may arise from observing

## 5 Easy Ways to Keep Hydrated at Work

When you're preoccupied with a million different responsibilities at work, it's difficult to remember to keep hydrated. However, staying hydrated is one of the most important things you can do for your body, as water helps to regulate your internal temperature, remove metabolic wastes, lubricate your joints, and keep your heart and muscles healthy. Studies have shown that those who maintain good hydration have improved alertness, better concentration, and overall enhanced cognitive performance compared with those who are dehydrated. Without adequate hydration, you may experience fatigue, dry skin, muscle cramps, sweet cravings, dry mouth, and headaches.

---

**Don't wait until you experience these symptoms to take action. Just follow these 5 easy tips to routinely keep hydrated at work:**

**Snack on fruits & veggies.** Drinking water is not the only way to hydrate your body. In fact, about 20% of our daily consumption of liquids comes from solid foods – so bring some celery sticks and baby tomatoes to munch on during your breaks! Other wonderfully hydrating fruits and veggies include melons, cucumbers, grapefruits, carrots, strawberries, and cauliflower.

---

**Sip through a straw.** Some people find that they mindlessly drink more water when they use straws. Whether straws provide that much needed shortcut for you to reach your water source or drinking with straws is just more enjoyable and appealing, it's worth giving it a try. You also have many crazy, bendy, and colorful straws to choose from to match your mood and personality, so make it fun!

**Avoid dehydrating foods & drinks.** Avoiding dehydration is just as important as striving for hydration. Stay away from sweetened beverages and processed foods, as sugar requires a lot of water for breakdown and metabolism. Drinking a can of soda may sound refreshing, but it will leave your body even more dehydrated than before. Alcohol is also a no-no for many reasons besides its dehydrating quality, especially while you're at work!

**Bring a water bottle.** A personal reusable water bottle is a must-have to stay happily hydrated throughout the work day. Placing the bottle visibly on your desk will encourage you to take more frequent sips of water while inhibiting any cravings for less healthy beverages. It certainly beats making multiple trips to the fountain, which usually causes you to drink less, or purchasing bottles from the vending machine, which is expensive and creates plastic waste.

---

**Infuse fruity flavors.** Not a fan of the taste of plain water? Just add a spritz of lemon or lime juice for a citrusy twist to your drink. You can also infuse your favorite fruits, veggies, and herbs in water to extract their delicious flavors and get creative with the combinations – strawberry and cucumber water, rosemary and grapefruit water... the possibilities are endless!



## Safety Tips for Fall Driving

There's nothing more beautiful than a fall drive, but this season brings some unique hazards for drivers. Being aware of these potential dangers can help keep you safe and prevent accidents.

### Be Aware of Poor Visibility

Falling leaves, while beautiful, can obscure your vision, as can rain and fog. Shorter days are part of the fall season, making it more difficult to see children playing or people walking and riding bicycles. Be aware of limitations in your visibility, and slow down if you can't see well. Use your dimmed headlights in bad weather with decreased visibility. If possible, try not to be on the roads when it's hard to see.

### Watch for Children

Children love to play in piles of leaves, so use extra caution where leaves are piled at curbside. In addition, the school bus will be making its rounds now that school is back in session. In addition to educating children about back-to-school safety, it's important to stay vigilant as a driver.



### Slow Down on Wet Pavement

In many areas of the country, rain is common during the autumn. If it's raining, keep a safe distance from the car in front of you. Wet roads make it more difficult to stop. When wet leaves are on roadways, they make the pavement slippery, and it can be difficult for drivers to get good traction.

### Be Prepared for Bright Sunlight

When sunrise occurs later in the morning, it can also present challenges for drivers. Have a pair of sunglasses in the vehicle to wear when the sun is bright is a good strategy. If it becomes too difficult to see because of bright sunlight or glare, a good strategy is for the driver to pull over until he or she can see again.

### Watch Out for Ice

As the temperatures drop further at night, a driver will need to spend some extra time in the morning scraping frost off their vehicle. Shady spots on the roadway may be home to black ice, which a driver may not be aware of until their car starts to skid on it.

## Health & Safety

James Evans, National Quality / Health and Safety Director

With summer officially drawing to a close, it is the ideal time to begin looking ahead to some of the challenges that will come with this year's winter season and to begin the planning to ensure that all the hazards and risks associated with the winter season have all been properly identified and addressed.

Our Securitas Canada Winter Safety Program provides our employees with the knowledge and tools required to keep everyone safe throughout the winter and to ensure that all our workplaces are free from potential hazard and risk. Conducting full site Hazard Assessments before the cold weather sets in and before the snow begins to fly will provide us with the time needed to implement effective solutions for the hazards or risks identified through the Hazard Assessments.

Remembering that all hazards and risks can have effective control measures implemented along three paths will allow us the opportunity to prevent accidents or injuries during the winter months and throughout the entire year as Securitas Canada provides a number of programs and tools designed to ensure that we are keeping all our employees safe and all our sites hazard and risk free.

### **AT THE SOURCE ----- ALONG THE PATH ----- AT THE WORKER**

The Securitas Canada Winter Safety Program is a four page document and also includes components that speak directly to:

- **Responsibilities** (*Securitas Canada Vice President of Human Resources, Securitas Canada Area Human Resource Managers, Securitas Canada Branch Managers and All Staff of Securitas Canada*)
- **Reducing the risk, not stopping the work**
- **Incident reporting**

In addition to the Securitas Canada Winter Safety Program, the Securitas Canada Cold Weather Policy will now combine to provide all who work in wintery conditions with two resources to ensure that we are keeping everyone safe this winter and that tools are in place to recognize potential hazards which helps eliminate risk of accident or injury.

Both the Securitas Canada Winter Safety Program and the Securitas Canada Cold Weather Policy are available within all Green On-Site Health & Safety Binders, through download from the Securitas Canada Knowledge Library and also available upon request from local office Branch Managers.





## Securitas Canada Winter Safety Program

### Scope:

This policy applies to all employees (including but not limited to full-time, part-time, temporary, fixed term, mobile, and other classifications of employees) across the Canadian operations.

### Policy statement

**1.1.** The purpose of the Securitas Canada Winter Safety Program is to proactively take all reasonable means necessary to ensure the health and safety of our staff from any additional risks associated with working during the winter months and the related elements that accompany the winter season.

**1.2.** Securitas Canada Branch Managers need to be aware of the particular risks and hazards that our employees face during the winter months, especially when reviewing Securitas Canada Monthly Health & Safety Site Inspections, Securitas Canada Hazard Recognition/Step Back Assessments and Joint Health & Safety Committee meeting minutes as all combine to help produce safe systems of work.

### Policy objectives

*The objectives of the Securitas Canada Winter Safety Program Policy are to:*

- Increase staff awareness of safety issues relating to working during the winter months.
- Ensure that the risks while working during the winter months are assessed in a systematic and ongoing way, and that safe systems, equipment and methods of work are put in place to reduce the risk, so far as is reasonably practicable;
- Ensure that appropriate training is available to all staff in all areas that equips them to recognize risk and provide practical advice on safety when working in winter conditions;
- Ensure that appropriate support is available to staff who identify hazards/risks as a result of winter conditions;
- Encourage full reporting and recording of all incidents relating to identified hazards/risks with working in winter conditions;
- Eliminate any potential hazards/risks, incidents or potential injuries to staff related to working in winter conditions;
- Ensure monthly communication is scheduled to review, measure and manage the Winter Safety Program;
- Ensure an alert system is in place to communicate throughout each identified Branch/location/area of potential impending or threatening severe winter weather.

Working throughout the winter months while facing the elements that the season brings with it requires special consideration – pre-planned working requires the appropriate level of risk assessment to be carried out.

## Community Involvement

For the past 12 years, Securitas Canada has proudly supported the Canadian Cancer Society through the Annual Securitas Canada Cure for Cancer Ball Hockey Challenge which has generated well over \$100,000.00 dating back to 2004.

With employees of Securitas Canada alongside family, friends and business partners of the company, all have picked up a hockey stick or have come out to support what has been a day of strictly for fun ball hockey in loving memory of a family member, friend or colleague as cancer really seems to be the one disease that truly touches us all in one form or another.

This year, however, will see a change for the annual event as the hockey sticks will be left at home and participants will be sporting baseball gloves and taking to a baseball diamond in Rama Ontario for the first ever Securitas Canada Cure for Cancer Slopitch Challenge.

Scheduled for Saturday October 1<sup>st</sup>, employees, family and friends will come together for a full day of strictly for fun slopitch which will also feature a Home Run hitting competition, bbq, a Kid's Zone offering kids of all ages some fun and exciting activities and it will all wrap up with an All-Star game.

This year's event is once again sponsored by The Unisync Group as they have been the Platinum Sponsor of the event dating back to 2010 when the event moved to Toronto, All monies raised from this year's event will go directly to the Canadian Cancer Society.

If you would like to donate to this year's event, please contact James Evans at [james.evans@securitas.ca](mailto:james.evans@securitas.ca) as there is an online donation site for the event which has been created by the Canadian Cancer Society which allows for donations to come in from all across the Country.

If you have an idea 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)

## Quality Corner

With some very key changes being made to the former ISO 9001-2008 Standard in November 2015, the new ISO 9001-2015 Standard is keying on 10 components to propel Certified companies to take the next step in both Continuous Improvement opportunities and in the overall improvement of services to both the internal customer and to the external customer.

The 10 key areas of change include:

1. New Structure, Simplified Language and Changes in Terminology
2. Risk-based Thinking
3. Expanded Role of Leadership (Top Management)
4. Increased Flexibility on the Use of Documentation
5. More Compatible with "Service" Type Organizations
6. Expanded Use of the Process Approach
7. Understanding the Context of the Organization and Interested Parties
8. More Flexible Roles, Responsibilities and Authorities
9. Planning and Control of Changes
10. Managing Organizational Knowledge

For Securitas Canada, the changes with the new ISO 9001-2015 Standard will be welcomed revisions as we work to ensure that each is properly included within our current Quality Management System knowing that each component will strengthen and enhance our QMS and further demonstrate the importance of having a QMS.

### What is the importance of a Quality Management System?

**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.

Currently, our QMS has undergone some slight revision as we begin the final preparations towards our upcoming December external ISO Certification Surveillance Audit. Two of the main revisions are that we have made some changes with our company's key Quality Objectives and we have ushered in a new ISO Steering Committee Team as we continue to allow Managers from across the Country to share in working on the committee.

Our newly selected Quality Objectives include:

- Post Orders
- Client Contact Program
- Corrective Action
- Succession Planning
- SSE Database
- Training

Our ISO Steering Committee Team membership includes:

- Trevor Thompson (Securitas Canada Country President)
- John Coletti (Vice President of Human Resources)
- James Evans (National Quality/Health & Safety Director)
- Gina Napolitano (Area Vice President - QNEO/Atlantic Canada)
- John Ranger (Area Vice President - GTSO)
- Shawn Deeley (Operations Manager Atlantic Canada)
- Michelle Duerre (Branch Manager - Winnipeg)

We look forward to further communicating and hearing from you on happenings within our Quality Management System and if you have comments, feedback and/or suggestions, please contact James Evans and [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.facebook.com/SecuritasCanada](http://www.facebook.com/SecuritasCanada)



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



[www.twitter.com/SecuritasCanada](http://www.twitter.com/SecuritasCanada)



[www.securitascanada.blogspot.ca/](http://www.securitascanada.blogspot.ca/)