

# G4S News

A PUBLICATION FOR OUR PEOPLE, OUR COMPANY AND OUR CUSTOMERS

A G4S CANADA PUBLICATION – SUMMER 2015

www.g4s.ca



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Summit Awards nominations are open, from now until April 3rd! Turn to page 3 to learn about the categories and how to nominate your colleagues!



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G4S Canada has been honoured for safety leadership at the Kearnl Oilsands Project in Northern Alberta. Turn to page 2 to read more.



### G4S Humanitarian Awards

Avninder Sangha and Andrew Ransom recently received G4S Humanitarian Awards in recognition of their outstanding bravery and service to our clients. Turn to page 3 to read Avninder's story, and page 6 to read Andrew's.



### G4S Aviation Supports Families Living with Autism

G4S Aviation participated in the YVR Accessibility Tour for Autism at Vancouver International Airport, helping local families prepare for the challenges of air travel. Turn to page 5 to read the story!

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**NEWSLETTER STORIES? IDEAS?**

Email [newsletter@ca.g4s.com](mailto:newsletter@ca.g4s.com)

Previous newsletters can be found on our website ([www.g4s.ca](http://www.g4s.ca)).



## Celebrating Service

Employees celebrating anniversaries from September 2014 to March 2015

### 25 Years

Andrew Perras  
Ramona Sentner

Condominium East  
National Control Centre

### 20 Years

Premvanti Boury  
Marlene Calalang  
Judith Dionaldo  
David Ferguson  
Naninder Hayer  
Nancy Marasigan  
Herbert Noyce

Vancouver International  
Vancouver International  
Executive  
Vancouver International  
Vancouver International  
Condominium West

### 15 Years

Ifzal Ahmed  
Susan Alexander  
Aaron Alice  
Robert Brooks  
Larry Burton  
Pamela Carmichael  
Brian G Charman  
Andrew Danilchenko  
Timothy Douglas  
Masoud Durukshhan  
Richardo Gomez  
Richard Harper  
Athanasia Iorfida  
Naseem Iqbal  
Sripathy Kumarasamy  
Leonardo Lllamar  
Wai Mak  
Nashirudin Mujji  
Aynthia Prasad  
Stacey Santos  
Amber Shah  
Mazhar Shah  
Dawn Walsh

Toronto-West  
Abbotsford  
Windsor  
Toronto-West  
Kingston  
Comox  
Sandspit  
Head Office  
Kingston  
Condominium East  
Toronto-West  
Kingston  
Condominium West  
Toronto-West  
Condominium East  
Vancouver International  
Vancouver International  
Vancouver International  
Windsor  
Condominium East  
Condominium East  
Condominium East

### 10 Years

Tariq Abbasi  
Ashfaq Ahmad  
Gabriela Alvarez Lopez  
Muhammad Amjad  
Atem Ani  
Makram Antonious  
Osmond Ariel  
Seyoum Assefa  
Arshad Azmat  
Salvatore Badalucco  
Robert Baldasio  
Eshagh Banyamin  
Diane Beatty  
Frank Begley  
Melissa N Bell  
Bryan Bermejo  
Glenn Bodie  
Paul Carr  
Sean Carson  
Scott Carter  
Christian Chagnon  
Kuldeep Chhokar  
Jim Chui  
Kenneth Cronkwright  
Simon Curtis  
Michael Dayman  
Sandip Dhatt  
Tammy Engen  
Elsie Ewere  
Margaret Ewing  
Robert Flemming  
Robert Forty  
Denise Franklin  
Jane Grass  
Daniel N Green  
Tyler Gurney  
William Hlare  
Fitzarthur Higgins  
Kenneth Holden  
Basra Hunt  
Gopinath Indrakanti  
Fawad Jahangiry  
Veronicah Karuru  
Frederick Kent  
Ahmed H Khan

Condominium East  
Edmonton  
Vancouver International  
Hamilton  
Ottawa  
Condominium West  
Condominium West  
Hamilton  
Ottawa  
Newmarket  
Condominium East  
Condominium West  
Kelowna  
Kitchener  
Kingston  
Condominium West  
Comox  
Condominium East  
London  
Hamilton  
Calgary  
Vancouver International  
Vancouver International  
Hamilton  
Toronto-Investigations  
Hamilton  
Vancouver International  
Prince George  
Toronto-West  
Windsor  
Condominium West  
Hamilton  
Oshawa  
London  
Kamloops  
Ottawa  
Hamilton  
Kitchener  
Kitchener  
Hamilton  
Condominium West  
Condominium East  
Condominium East  
Kitchener  
Condominium West

I'm very pleased to have the opportunity to welcome you all to the latest edition of G4S News — my first as your CEO. I am excited to be a part of this dynamic, growing organization, and look forward to meeting as many of you as I can during my travels across this great country.

Our strength as a company is our people — and so our employees must be motivated to do their very best at work and to care passionately about delivering first-rate service to our customers. A key G4S value around the world is "Safety First", which states that we prioritize safety management to protect the health and well-being of our colleagues and those around us. As a management team, we work hard to ensure that all our employees perform their work safely every day.

We also have many programs in place to create an environment where you can feel proud of the company, feel valued as individuals, and have the opportunity to undertake work that you find

enjoyable and fulfilling. One of our key programs is our national awards ceremony, and the 2014 Summit Awards are coming soon. For more details on this year's awards, please turn to page 3. If you would like to make a nomination, please speak to your manager about how to get a nomination form. Don't hesitate — nominations close on April 3rd!

This edition of G4S News also features some interesting articles on career opportunities available at G4S Canada. Turn to page 5 to learn more about mobile patrol, as told by our Quebec Mobile Manager, Roberto Miranda; and on page 6, you can find a story about what it's like to work at one of our major distribution centre clients.

2015 is sure to be a time of great growth and continued success for G4S Canada. I have had the privilege of leading many large, complex businesses, and look forward to the challenges and opportunities at G4S.

Please enjoy the newsletter!

Peter

## G4S Receives Global CEO Top Safety Award



From left to right: Ashley Almanza, CEO, G4S plc; Drew Levine, President, G4S North America; Clare Spottiswoode, Non-Executive Director, G4S plc; Bill Henderson, COO, G4S Canada

G4S and the G4S teams in Western Canada are very pleased to announce that we have received the 2014 Global CEO Top Safety Award from our parent company, G4S plc. G4S Canada has been named for its safety leadership at the Imperial Oil Kearn Oil Sands Project in Northern Alberta.

G4S's commitment to health and safety is one of our core values. As Bill Henderson, COO for G4S Canada, said, "At G4S, health and safety is not just another program, but is instead a belief, a deep value, and a commitment to sending all our people home the same way they arrived to work."

From left to right: Frantz Souffrant; Norbert Nyaberi; Jerry Dickman, General Manager; Samir Hussein; Edouard Dusenge (back); Haji Amari; Samir Taieb; Alan Stenzel (back); Peter Panaritis, CEO; Drew Levine, President, North America (back); Don Denne (far back); Dominic Deveau; Dennis Ellahi, Regional Vice-President, Western Canada (back); Darrell McEvoy; and Nelson Ossa with the 2014 Global CEO Safety Award



## G4S Canada Summit Awards: Nominations Open!

G4S Canada's annual Summit Awards will be taking place this summer! Taking place every year, the Summit Awards recognize the outstanding achievements and service of our employees across the country.

### Categories include:

- Health & Safety Award of the Year
- Security Guard of the Year
- Supervisor of the Year
- Screener of the Year
- Service Delivery Manager of the Year
- Outstanding Operations Award of the Year
- Outstanding Customer Service of the Year Award
- Administrator of the Year Award
- Employee Relations Award of the Year
- Extra Mile Award

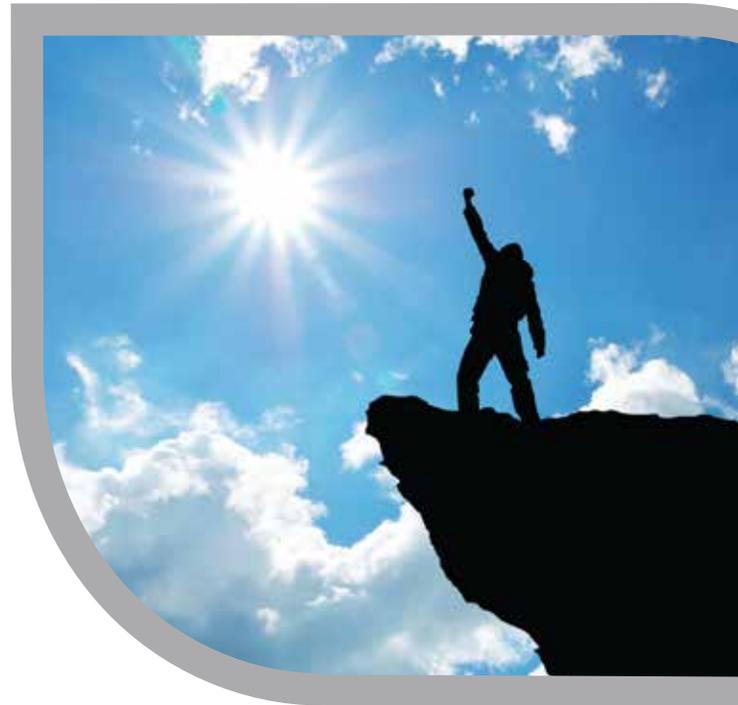
In addition, we will be recognizing individuals who received the President's Award or President's Humanitarian Award in 2014.

This year's ceremony will take place on May 5th in the Greater Toronto Area. In addition to a dinner to celebrate their contributions, award recipients will receive their travel to and from the ceremony, and accommodation at an upscale hotel. Recipients will also be featured in the next issue of G4S News.

All members of staff are eligible for the awards, and eligible to nominate someone.

So, if you know of a G4S employee whose contributions to our company in the past year deserve to be recognized, speak to your manager about completing and sending in the nomination form.

**Don't delay! The nomination deadline is April 3rd.**



## Avninder Sangha Receives G4S Humanitarian Award

Every day, we encounter stories of bravery; someone who went out of their way to help someone else in an emergency. G4S Humanitarian Awards are presented in appreciation of the outstanding efforts demonstrated by some of our employees that went above and beyond the call of duty.

Avninder Sangha, one of our security personnel at a hospital site, was recognized recently for her outstanding efforts to protect the patients and staff at the hospital. These include her recent actions in protecting patients who were attempting to harm themselves. Having been at the hospital for over 7 years, Avninder serves as a great example to her fellow employees.

Congratulations, Avninder!

*Avninder Sangha (centre) with (from left to right) Darren Pedersen, General Manager, Mississauga – Commercial, Retail and Government Services; Neal Archer, Operations Manager, Mississauga; Michael Morrissey, Vice-President, Eastern Region; Adam Loader, Carillion*



## Our Commitment to Equity

G4S is committed to Employment Equity and as a result tries to find new ways to improve how we implement Employment Equity in our workplace. The purpose of implementing Employment Equity is to create a workplace that does not deny employment opportunities or benefits to any person for reasons that are not related to their skills and abilities. G4S wants to ensure there are no barriers in our workplace to the employment and career progression of any employee, and particularly those who are members of one or more of these groups: women, Aboriginal peoples, persons with disabilities and visible minorities.

Employment Equity in our workplace is important which is why we update our Employment Equity information database regularly and proactively encourage self-disclosure by our employees. If you or someone you know would like to participate as a member of our Employment Equity Committee, please contact Bev Parker, bev.parker@ca.g4s.com or your Human Resources or General Manager to learn more about how you can participate.



*Bev Parker, National Compliance Officer*

## Celebrating Service

Employees celebrating anniversaries from  
September 2014 to March 2015

### 10 Years, Cont'd

Ameer Khan	Condominium West
Sajjad Khawaja	Condominium East
Paul Kim	Toronto-Investigations
Nirusanth Kirupananthavari	Toronto-West
Paul M Kocpizinski	Hamilton
Jude Kurianparambil	Vancouver International
Igor Laskov	Condominium West
Kari Leighton	Ottawa
George Lobach	Vancouver International
Mark Locsin	Vancouver International
John Longpre	Ottawa
John Loughnan	Condominium East
Lyla Lumley	Fort St. John
Andrea Lye	Kelowna
Alan Macrobie	Calgary
Mahadeva Maduranayagam	Condominium East
Robert Mailloux	Windsor
Tatyana Mazunina	Condominium West
Stephane Mckenzie	Ottawa
Ian McNaughton	Head Office
Joel Menguito	Condominium West
Michelle Millama	Vancouver International
Sharon Montague-Jackson	Kingston
Kimberly Morden	Kelowna
James Morris	Timmins
James Munro	Mississauga
Prabakaran Murugesu	Condominium East
Yogesh Naik	Condominium West
Ajmal Niazi	Kitchener
Edward Olson	Prince George
Wade Orr	Hamilton
Alexandra Packer	Fort St. John
Michael Park	Condominium West
John Pelletier	Hamilton
Amy Perry	Sly - Terrace
William Phillips	London
Kenneth (Lee) Pimlatt	London
Douglas Pitcher	Toronto-West
Dwayne Pullen	Condominium West
Vijayan Puthiyaparambath	Mississauga
Muhammad Raffh	Toronto-West
Joevani Ramos	Vancouver International
Savita Ramotar	Condominium East
Muhammad Rehman	Condominium East
Anthony Rodrigo	Toronto-West
Randy J Rohaly	Hamilton
Timothy Rose	Kelowna
Nancy Ross	Newmarket
Surjit Saroya	Vancouver International
Quaid Shaikat	Condominium West
Shadreck Shoko	Toronto-West
Colleen Simpson	Kelowna
Garry Sims	Toronto-West
Jennifer Skok	Thunder Bay
John M Smith	Newmarket
Irena Stefanova	Vancouver International
Theodore Stewart	Windsor
Akbar Tajik	Hamilton
Collin Taylor	Edmonton
Gerard Thacyk	Kelowna
Farboj Toghrol	Toronto-West
Stephen Veldhoen	Hamilton
Yang Wang	Vancouver International
Leonard Wegwitz	Calgary
Robert Whitaker	Hamilton
Alexis Williams	Prince Rupert
Wendy Williams	Comox
Kwok-Cheung Wilfred Yang	Mississauga
Scott Zeller	London

### 5 Years

Qasim Abbasi	Condominium East
Mohamed Adam	Edmonton
Christophe Adebola	Edmonton
Muhammad Ahmad	Hamilton
Shadat Ahmed	Condominium East
Liban Ali	Edmonton
Cindy Allen	Prince George
Naeem Altaf	Toronto-West
Ronald Anderton	Nanaimo
Yussuf Anseline	Condominium West
Reginald Anthonipillai	Condominium West
Lakhdar Arab	Vancouver International
Leon Aranoff	Penticton
Hamek Ark	Vancouver International
Rajeev Arora	Mississauga

## Product Focus: X-ray Machines



Rob Plume, Director,  
Sales & Technology  
— Client Solutions

The G4S technology team has had some great opportunities recently to enhance our security personnel solutions. For example, through the hard work of the teams in Northern Alberta, we had the chance to position some of our technology solutions at one of our oilsands sites.

All facilities and transportation services face some degree of risk from dangerous or illegal items concealed inside packages or bags. An X-ray screening system provides crucial insight into the contents of bags, parcels, and other objects, in order to detect these

materials before they are able to cause harm. As part of an overall screening solution, X-ray machines dramatically increase the effectiveness of security personnel in detecting threats and illicit materials.

VOTI isn't the only screening product we provide, but theirs is a pretty unique offering. With a VOTI X-ray screening device, you get unparalleled image quality, with extremely detailed and revealing images. You also get multiple new feature sets, including enhanced threat detection and improved reliability.

We've currently installed one machine on site, and are working on a second. And this is just one more example of how G4S can develop deeper and wider relationships with our customers, while giving our security officers the tools they need to do their jobs better.



You can find more information on G4S's innovative security products, services and technologies at [www.g4s.ca](http://www.g4s.ca)

## G4S Canada Poised for Continued Success



Tim Saunders, Senior  
Vice-President,  
Sales & Marketing

G4S Canada has had an exceptional year of organic growth in 2014. We won significant new contracts in the oilsands and with financial institutions, had major new consulting clients in utilities and government services and doubled the amount of business

done with our Technology division over the prior year.

This success is due to the outstanding work of our teams across the country. My sincere thanks to all of you for your efforts in 2014, which have certainly not gone unnoticed. North America was recognized by our global CEO, Ashley Almanza, as one of the standout performers throughout the company worldwide.

Growth is vital to a healthy organization like ours. Growth strategies keep everyone united and working together for our ongoing success. As our business keeps growing, we open up new career opportunities for both current and future employees, and ensure that we continue to attract the best talent in the security industry.

As a growing organization, it's important that we share our success with the company as a whole. This year, we are introducing a new incentive program for sales leads that result in signed contracts. Any lead, no matter the dollar value of the opportunity, is eligible for the program. For more information, please send an email to [solutions@ca.g4s.com](mailto:solutions@ca.g4s.com).

I look forward to our continuing success in 2015!

## Strong Teams Make For Happy Workplaces

Team-building activities don't need to be big or flashy. Something as simple as sharing a meal or engaging in a fun group activity is all you need! Here are just a few recent examples of great efforts made to build strong teams at our sites.

At Billy Bishop Airport in Toronto, the G4S team, led by Area Manager Todd Mitchell, work hard to create and maintain a positive workplace, and organize regular events to promote team unity, as well as healthy eating habits. For example, morning breakfasts with fruit, smoothies, eggs, English muffins, French toast and real (not instant!) oatmeal; and potluck meetings where staff bring in food connected to their culture, heritage and family.

The G4S team at Brampton Civic Hospital recently held a team-building event, along with representatives from our client, at Laserquest in Mississauga. In attendance from G4S were Neal Archer, Operations Manager; Darren Pedersen, General Manager; Paolo Cotugno, Manager of Health and Safety; and Andrew Thorpe, Supervisor; and an additional 30 security personnel.



The G4S Mississauga team at Laserquest



Roberto Miranda,  
Mobile Manager,  
Quebec District

## Looking for new and exciting challenges?

### Consider a Career with G4S Mobile Patrol

"Mobile patrol is like nothing else in the security business," says Roberto Miranda, Mobile Manager, Quebec District. "We're the ambassadors of the company, wherever we go."

Roberto is a security industry veteran. Beginning his career with the Canadian Forces, Roberto transitioned into the private security business with a stint as a nightclub bouncer. "For me, G4S stands out from all the other companies. G4S is a place with vision, somewhere that I could do something for the company, not just cash a paycheque. G4S is also a place that really cares about its employees, and will stand behind you, if you have the skills and ambition to succeed."

Roberto cautions, though, that mobile patrol isn't for everyone. "The challenge of mobile patrol comes in the human interaction. It can be hard — you see people who are in real struggle. You have to take on this role because you really want to do it."

"Being a mobile patroller helped me to grow personally and professionally. Mobile patrol really made me who I am today."

There are some minimum requirements which must be met in order to work in mobile patrol at G4S. If this sounds like a career path you want to pursue, talk to your local HR representative about how to qualify.



## Changes Coming to WHMIS Health & Safety Standards

A new international standard called the Globally Harmonized System of Classification and Labeling of Chemicals (GHS) is expected to be implemented in Canada. This will revise the WHMIS rules, and Canadian employers and the suppliers of chemical products will need to prepare to comply.



WHMIS, as you all know, is a Canadian system for classifying hazardous products and communicating information using the products via labels, training and material safety data sheets. It helps ensure workers understand the hazards posed by chemicals they work with and other essential information.



The Globally Harmonized System (GHS) for classifying and labeling chemicals will introduce a new global template for conveying information about products, through safety data sheets and a picture-based labeling format. Manufacturers and suppliers will also be following new rules for identifying health, physical and environmental hazards, intended to provide a more comprehensive breakdown of potential harmful effects. Once fully implemented, GHS will make it a lot safer for workers that work with or come in contact with chemicals.

Many of the details are still unknown as Health Canada works toward its target date for releasing draft regulations. With that being said, G4S Canada has already begun updating the current WHMIS training program to reflect the proposed changes. Once finalized, communication surrounding the changes will be shared with all employees nationwide.

Written by:

Paolo Cotugno, Manager, Health & Safety and Richard Gerow, Senior Manager, HSE (Western Canada)

## G4S Aviation Supports Families Living with Autism

Twenty-eight families living with autism recently had the unique opportunity to participate in the first annual YVR Accessibility Tour for Autism at Vancouver International Airport. YVR, in partnership with Canucks Autism Network (CAN), Air Transat, the Canadian Air Transport Safety Authority (CATSA), and G4S Aviation employees, hosted a pre-flight boarding rehearsal.

G4S Aviation provided ten screeners for the event, working at two dedicated lines to screen the families. After screening the families were escorted to the aircraft, where CATSA and G4S representatives were on hand to help oversee the event and answer any questions.

Families were able to practice arriving at the airport, checking in, going through security and boarding an aircraft that used engine sounds over the announcement system to simulate take-off. This unique program is designed to help families living with autism navigate the obstacles of travelling.

Families gather at the screening lines in Vancouver International Airport.



## G4S Canada's Award-Winning Staff

We at G4S firmly believe we have the best people in the security industry. And it turns out that many others agree!

Gurpreet Sandhu was recently honoured by the ASIS Toronto Chapter for successfully preventing a theft by a temporary employee at a client's site. And in Calgary, two members of the team at a downtown office complex, Brandon Zwicker and Yihune Bekalu, were recognized by our client and Constable Kevin Anderson of the Calgary Police for their superior performance.

Congratulations, Gurpreet, Brandon and Yihune!



Gurpreet Sandhu receiving his certificate of recognition



Cst. Anderson with Brandon and Yihune, holding their certificates

## Celebrating Service

Employees celebrating anniversaries from September 2014 to March 2015

### 5 Years, Cont'd

Richard Asare	Calgary
Denise Alice Asselin	Campbell River
Jeffrey Back	Condominium East
Patricia Bateman	Condominium East
Darin Beaulieu	Calgary
Holly Bellan	Oshawa
Mona Benamvash	Toronto-West
Jason Benoit	Ottawa
Theodore Berryman	Winnipeg-Guarding
Rajesh Bhanot	Mississauga
Makhdoom Bhatti	Condominium West
Peter Blank	Kingston
Sukhpreet Boparai	Vancouver International
Chelsie Bowen	Kingston
Bryan Bradley	Windsor
Jesse Bryant	Condominium East
Gil Mark Calalang	Vancouver International
James Camp	Hamilton
Mary Ann Camp	Hamilton
Vanessa Cannon	Toronto-West
Alfred Chan	Condominium East
Kin Chang	Condominium East
Shao Xian Chen	Oshawa
Shui Chen	Vancouver International
Wenxin Chen	Vancouver International
Yi-An Chen	Vancouver International
Daniel Cheung	Toronto-West
Kin Fong Chin	Vancouver International
Anthony Citriniti	Toronto-West
Gregory Clarke	Ottawa
Wendy M Courtemanche	Victoria International
Shane Cowles	Hamilton
Doralee Crosschild	Edmonton
Mike Cumming	Timmins
Lori Lynn Cunningham	Toronto-West
Jonathan Davidson	Kelowna
Verden Harry Dawes	Campbell River
Roshen Dcunha	Condominium West
Luis De Leon	Toronto-West
Girma Debel	Ottawa
Sean Dechene	London
Maria Carmela Dela Rosa	Vancouver International
Pervin Demir	Government Services
Amarbir Dhaliwal	Vancouver International
Charanpreet Dhaliwal	Vancouver International
Jose Diguanco	Vancouver International
Mohamud Dirir	Condominium East
Honey Domingo	Windsor
Alison Dominguez	Vancouver International
Mark Donaher	Mississauga
Andrew Donald	Toronto-West
Mandeep Dosangh	Vancouver International
Anil Dua	Kitchener
Ryan Eichorn	Kelowna
Michael Elgie	Windsor
Paul Estwick	Condominium West
Jeffrey Fahey	Windsor
David Ferreira	Windsor
Benjamin Foley	Kingston
Diana Ford	Windsor
Lara Forsyth	Vancouver International
James Foster	Toronto-West
Dariouche Fotouhi	Condominium East
Blanche Francoeur	Oshawa
Lloyd French	Mississauga
John Gauthier	Oshawa
Brian Gayle	Edmonton
Matthew Gignac	Windsor
Harkaran Gill	Vancouver International
Gemmalaïne Go	Vancouver International
Paul Gobin	Newmarket
Stanislav Goncareanu	Condominium East
Manvir Gosal	Vancouver International
Deborah Goz	Windsor
Garett Gruhl	Kingston
Cosimo Guanti	Condominium West
Jimenez Gustavo	Condominium East
Gustavo Gutierrez	Condominium East
Mulugeta Hadis	Ottawa
Randiell Haidy	Windsor
Jason Haley	Condominium East
Tanner Hasiwar	London
Hassan Hassan	Vancouver
Gail Yvonne Henry	Sandspit
James Hughes	Newmarket
Gordon Hurley	Ex National Hr

## Celebrating Service

Employees celebrating anniversaries from  
September 2014 to March 2015

### 5 Years, Cont'd

Allan Jackson	Windsor
William Jackson	London
Judith Jarvis	Fort St. John
Farah Javed	Toronto-West
Ferdinand Javellana	Condominium West
Ranvir Johal	Vancouver International
Brent Anthony Jones	Vancouver International
Himani Joshi	Vancouver International
Karamjit Kaler	Vancouver International
Gibrill Kamara	Vancouver
Ashley Kang	Vancouver International
Carla Karmazenyuk	Kelowna
Gregory Keith	Calgary
Wayne Kelly	Thunder Bay
Asim Khan	Condominium East
Iftakher Khan	Regina
Nasir Khan	Government Services
Navkiran Khunkhun	Vancouver International
John-David Killeen	Head Office
Kris Klement	Hamilton
Katarina Kljajic	Sly-Vancouver International
Nickolaos Kontitsis	London
Philip Koppang	Hamilton
James Kosarczuk	Cranbrook
Kody Kroontje	Oshawa
Shiv Kumar	Condominium East
Nai-Yu Kuo	Vancouver International
Jeffrey Laakso	Kamloops
Nathan Labrie	Kamloops
William Latham	Hamilton
Bryan Latimer	Winnipeg-Guarding
Melissa Lawrence	Vancouver International
Seok Lee	Condominium West
Krystyn Lee Young-Rowe	London
Rex Leung	Vancouver International
Shao Jun Lin	Vancouver International
Yu-Pin Lin	Vancouver International
Dominic Roberto	London
Denzil Lobo	Newmarket
Tony Lourenco	Head Office
Patricia Luciani	Condominium East
Titus Lung	Vancouver International
Clinton Macleod	Edmonton
Estefanos Mahdere	Ottawa
Cody Malenfant	Windsor
Jagraj Malhans	Mississauga
Muhammad Malik	Condominium East
Sandeep K Mann	Vancouver International
Maria Nelia Marquez	Vancouver International
David Marshall	Windsor
Benjamin Maurier	Hamilton
Kristopher May	Ottawa
Michael Mcconville	Newmarket
Patrick Mccoy	Kelowna
Wesley McIntyre	Government Services
Christopher Mcneil	Vancouver International
Waneta Mercer	Oshawa
Hugh Meurling	Condominium East
Heather M Mikulas	Comox
Daniel Millette	Oshawa
Todd Mitchell	Toronto
Syed Mohammad	Condominium East
Mostafa Mohiby	Toronto-Investigations
Carmen Moldovan	Vancouver International
Bhavanjot Mund	Vancouver International
Kevin Murphy	Victoria International
Govindaraj Murugaiyan	Whitehorse International
Anne Marie Myers	Windsor
Dalpreet Natt	Vancouver International
Jean Newton	Edmonton
Thi Thu Huong Nguyen	Vancouver International
Goran Nikolic	Vancouver International
Michou Bebeche Niwemfura	Vancouver International
Peter Odidi	Fort McMurray
Carlo Odina	Condominium East
Barleycom Okeadu	Calgary
Samuel Olapade	Calgary
Ronald Omara	Ottawa
Susana Osegueda	Vancouver International
Viktoria Oskolkova	Vancouver International
Fecki Osman	Condominium East
Trevor Othen	Fort St. John
Geetha Pakki	Vancouver International
Christopher Parker	Toronto-Investigations
Jimmy Patel	Condominium West
Martha Patel	Vancouver International

## Integrating Security to Protect Against Terrorism

Although terrorism is not new to Canada, recent attacks and plots have brought the threat of terrorism to the forefront again. Prominent examples include the "Toronto 18" case in 2006, the 2013 plot against the BC Legislature, and a bombing plot against VIA Rail during that same year. There was also the deeply tragic incident late last year where two soldiers were murdered and an active shooter present in the Parliament buildings in Ottawa.

It's an often unrecognized fact, but public security agencies in Canada, such as the police and intelligence services, are vastly outnumbered by private security personnel. The first line of defence for many sensitive sites is the on-site private security guard presence. But guards, no matter how well-trained or -equipped, cannot be expected to defend against coordinated, asymmetric attacks on their own. (A problem that is shared with the public security sector.)

Terrorism and similar attacks require a more integrated approach. For example, subtle modifications to the environment (both natural and manmade) can serve to "target-harden" sensitive sites. Unobtrusive, and even artistic, enhancements to a site can be used to protect from a variety of threats, including terrorist attacks. These types of interventions help to provide guards with the best possible advantage from which to defend a client's sensitive assets.

Overall, there are many ways to develop comprehensive, engineered solutions that will alleviate the risk associated with terrorism. The key is understanding the available options, and taking a broad perspective on how to best combine manned and unmanned solutions.

The G4S Professional Services Division includes dedicated, knowledgeable security specialists with extensive expertise in numerous areas of security. Our group has years of experience in analyzing, and recommending improvements to, the security profiles of a wide range of potential targets, including commercial buildings, public infrastructure, and government property.

## A Day in the Life... Distribution Centre Security

Distribution centres are the "unsung heroes" of the economy. Often unacknowledged in favour of the retailers that they service, distribution centres form the bedrock of a supply network, and allow a single retail store to stock the vast range of products that we are all used to seeing.

Distribution centres are also, from a security perspective, incredibly complex. Large vehicles and significant quantities of products enter and exit constantly, and even the slightest interruption or delay can keep goods from reaching your local store – and can cost retailers thousands of dollars. Conditions can change quickly, and security teams need to be ready to respond to whatever might occur.

G4S provides security services to distribution centres across the country, and around the world. For one of our clients, G4S provides security services to six distribution centres in Canada, and two in the US. In their central command centre, our security personnel monitor and control access to all eight locations, including creating and managing access cards across all sites, 24 hours a day, and monitoring alarms.



At these centres we service track three types of vehicles (commercial vans, box trucks, and semi-trailers) within Canada, and semi-trailers across the border into the US, all day, every day. Any equipment that malfunctions must be addressed immediately with the client, which usually requires coordinating a contracted service company to repair the malfunction. In the case of more serious problems, such as a power outage that cuts communications to a facility, our teams must determine and implement the appropriate security response with efficiency and speed.



Robert Hastings, MIPIS,  
CPS, PCIP, PSP, Consultant  
(Professional Services)

## Andrew Ransom Receives G4S Humanitarian Award



From left to right: Bill Henderson, G4S COO; Paul Parent,  
Security Manager for the client; Andrew Ransom; Michael Morrissey,  
G4S Vice-President, Eastern Region; Matt Kaiser, G4S Area Manager

Security Supervisor Andrew Ransom was recently honoured with a G4S Humanitarian Award for his quick actions in preventing a serious situation. While conducting an interior patrol of a building, Andrew discovered a fire. Acting quickly, he grabbed the closest fire extinguisher and successfully extinguished the flame. He also notified Security Control, who dispatched the Fire Department to the site. Andrew then met with the arriving Fire Department members and escorted them to the lab in question to ensure the fire was out and the area was properly ventilated.

It was later discovered that two small propane cylinders were in the immediate vicinity of the fire, and the pressure relief on the cylinders appeared to have discharged. Andrew's quick actions successfully contained the incident, minimized the damage and prevented the spread of the fire, which could have resulted in significant further damage to our client's property and risk to personnel.

Congratulations, Andrew!



## Celebrating Service

Employees celebrating anniversaries from September 2014 to March 2015

### 5 Years, Cont'd

Patricia Patterson  
Arun Paul  
Michael Paz  
Breigh Ann Peddle  
Alexandre Petrov  
Magalie Pierre  
Robert Plume  
Justin Potts  
Douglas Proctor  
Radu Prundus  
Matthew Purshouse  
Mykhailo Pynylo  
Merlin Raagas  
Kimpreet Raghwan  
Fraydoon Rahimi  
Nelofar Rahimi  
Mominur Rahman  
Tilk Raj  
Jessica Raju  
Roberta Ramm  
Jemaine Ramsay  
Kanwarsher Randhawa  
Michael Reade  
William Reech  
Douglas Reid  
Richard Rogers  
Johnny Rossini  
Dennis Rozario  
Hamidreza Salehi Sadeh  
Rahim Samji  
Aandeep Kaur Sangha  
Manpreet Sangha  
Jenni Santamaria Gonzalez  
Liane Sarrazin  
Timothy Saunders  
Maysara Sayed  
Erik Schonfeldt  
Dennis Seary  
Gurdev Sekhon  
Thangavadivelu Sellathurai  
Sulman Shaikh  
Gurmit Singh  
Sundeep Singh  
John Smith  
Howard Snead  
Julius Sosa  
Benjamin Stanford  
Geoffrey Stock  
Perlita Maria Sulit  
James Swartz  
Michelle Szylter  
Vincent Kong Yu Tam  
William Tang  
John Taylor  
David Teare  
Oneal Thomas  
Andrew Thorpe  
Anil Tiwari  
Erica Tolazzi  
Dwight Tucker  
Kevin Tuns  
Kim Turnbull  
Visandas Turrwani  
Michael Turton  
Kazi Uddin  
Irene Uy  
Jennifer Vanderwal  
Joanna Veloso  
Eddie Villeneuve  
Biljana Visekruna  
Aziz Walji  
Robert Gordon Weber  
Steve Weekes  
Ryan Weitzel  
Floria Wilkes  
Julia Willmott  
Tenzin Woden  
Dennis Woo  
Carol Woods  
Aaron Xavier  
Alexey Yakovlev  
Shah Zaib  
Murray Zinn

Windsor  
Mississauga  
Vancouver International  
Sudbury  
Kelowna  
Windsor  
Head Office  
Kitchener  
Kitchener  
Calgary  
Hamilton  
Condominium West  
Toronto-West  
Vancouver International  
Vancouver International  
Abbotsford  
Ottawa  
Newmarket  
Vancouver International  
Condominium East  
Condominium East  
Vancouver International  
Oshawa  
Ottawa  
Newmarket  
Sault Ste Marie  
Windsor  
Condominium East  
Newmarket  
Condominium East  
Vancouver International  
Vancouver International  
Sudbury  
Ex National Sales  
Condominium West  
Vancouver International  
Oshawa  
Whitehorse International  
Condominium West  
Mississauga  
Hamilton  
Mississauga  
London  
Winnipeg-Guarding  
Toronto-West  
Kelowna  
Winnipeg-Guarding  
Vancouver International  
Condominium East  
Toronto-West  
Vancouver International  
Condominium East  
National Sales  
Hamilton  
Condominium East  
Toronto-Investigations  
Winnipeg-Guarding  
National Control Centre  
Oshawa  
London  
Condominium East  
Condominium East  
Ottawa  
Mississauga  
Head Office  
Hamilton  
Vancouver International  
Edmonton  
Vancouver International  
Abbotsford  
Comox  
Newmarket  
Edmonton  
Head Office  
Vancouver  
Vancouver International  
Toronto-West  
Sault Ste Marie  
Condominium West  
Calgary  
Newmarket  
Mississauga

## QA

### Q Number of security personnel (full- and part-time)

A Approximately 600

### Q Number of clients serviced out of the office

A 103 clients in about 150 locations

### Q What makes a good guard in Calgary?

A Most importantly, our security officers must demonstrate their willingness to provide superior customer service to our clients.

### Q What makes Calgary different from other offices, and how do you showcase that to clients?

A Calgary is the "City of Mavericks". Businesses in Calgary are aggressive and entrepreneurial, and expect their service providers to add value to their businesses. We have to make their non-core business functions easier and more efficient, allowing them to focus on what they do best. G4S is well suited to this market because we are well-positioned as the best value service provider.



Saad AlMaqdasi, Security Officer, and client employee

### Q What is the focus of the office?

1. Build a leadership team that is second to none.
2. Reorient the leadership team, our guards and all of our assets to focus on maximizing our value to our customers in ways they can see and appreciate.
3. Bring guard training to life in ways that are meaningful to each client, and conduct the training at the client's job site wherever possible so that the client can see the value the G4S Way adds to their guardforce.
4. Leverage the excellent tools that G4S has provided to us to increase our value proposition to our clients, and to simplify our management processes. This allows for more time to focus on improving our service to our customers and guards.

### Q What helps Calgary succeed?

A We win in the Calgary market by pursuing those clients who are buying security services based on best value. We succeed by providing excellent service and by demonstrating our value to our clients in ways that are clear and make a tangible difference every single day.



Hafez Hafez and Brandon Zwicker, Security Officers



Tom Manley, General Manager, Calgary & Southern Alberta

## G4S Residential Division Gives Back

We at G4S believe strongly in the importance of giving back to the communities that we protect. Our size and scale means we touch the lives of thousands of people across the country, and we thus have a duty and desire to ensure our influence makes a positive impact on our employees, clients, consumers, local communities and the general public.

Employees of the G4S Residential Division in the GTA recently made a major donation of \$10,000 to the Sara Elizabeth Centre, which promotes everyday life skills for adults with developmental and/or physical challenges. The Centre offers participants the opportunity to enjoy creative activities designed to enhance their social and recreational skills.



Sara Elizabeth Centre, participants and staff along with G4S personnel: Patricia Luciani, General Manager, Residential (Condo); Michael Morrisey, Vice-President, Eastern Region; Area Managers Stephen Scott, Dean Mougnot, Laura Miller, Mike Jones and Isabel Silvestre; Jeanne Stock, Manager, Payroll/Billing

Email newsletter@ca.g4s.com

## Love Takes Flight at Victoria Airport

G4S Aviation secures over 20 airports in the Pacific Region, including Victoria Airport. A few divesting bins at the screening lines have been decorated with stickers, in order to make the experience more fun for kids.

Recently, a female Air Canada passenger was going through the checkpoint and picked up the "princess" bin. A male passenger noticed and struck up a conversation, and the two passengers ended up going for coffee together.

Apparently, they hit it off quite well, as the male passenger has asked to borrow the bin in order to propose!



Victoria Airport Regional Manager Jean Jacobson with the "princess" bin



# WE LISTEN YOU SPEAK

The 2015 G4S global employee survey is on its way! In 2013, an amazing 384,000 G4S employees around the world took the time to tell us what they think. We listened and acted.



The Employee Engagement Survey is conducted every two years and the survey in 2015 will be the fourth we have undertaken. The survey is sent out to all 620,000 employees globally, in order to identify how engaged our employees are and to gather their views and feelings on the organization.

By conducting a regular survey, it allows us to assess whether we are living up to our commitment to protect, respect, involve, develop and engage our people, so that you can deliver great service to our customers, be ambassadors for our brand and make a difference in the society and communities in which we operate.

The survey will be available as of April 1st at <http://www.ges2015.g4s.com/canada>. (Note that this link will not work if accessed prior to April 1st.)



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