





SECURITY SERVICES

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### Flu Season Reminder

By Laurel Woodhouse, H&S Manager

ow the flu spreads: The flu is an infection of the nose, throat, and lungs. It spreads very easily from person to person. Someone who has the flu can spread the virus to others even before they notice any symptoms..

### You can get the flu if:

- You breathe in the infectious particles
- The infectious particles or secretions (like saliva or mucus) come into direct contact with your eyes, nose or mouth -- for example, when someone with the flu coughs or sneezes on you
- You touch your eyes, nose or mouth with unclean hands after you've touched infectious particles or secretions on:
- o A contaminated surface or object
- o Another person (for example, through a handshake)

#### **Controls**

Personal protective measures – In addition to getting the flu vaccine, you can reduce your risk of getting or spreading the flu by:

- · Staying home when you're sick
- Wearing a well-fitting respirator or mask
  - o Wearing a mask is recommended if you have symptoms and must: be around others, entering a public setting or seeking medical care





- Opening windows and doors when possible to improve indoor air ventilation
- Washing your hands often with soap and water for at least 20 seconds
  - o If unavailable, use a hand sanitizer containing at least 60% alcohol and rub your hands together for 20 seconds or until dry
- Coughing and sneezing into a tissue or your elbow instead of your hand
- Avoiding touching your eyes, nose, or mouth with unclean hands
- Cleaning and disinfecting surfaces and objects regularly that are often touched by others
- The flu vaccine (flu shot) is the best way to prevent the flu. Most people don't have any side effects. Severe reactions are very rare.
- You can't get the flu from the flu vaccine.





### **K9 Updates**

By Russ Fox, Master Trainer

nne Marie is a K9 handler in Quebec City. She had a great year competing in Shutzhund (the "triathlon" of dog sports) with her dog Jigsaw. They successfully qualified for the Canadian Nationals – a huge accomplishment! We look forward to watching this team next year!!!



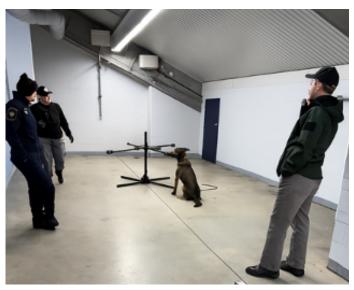
Our Training staff has been busy for the past few months. Trainer Julie Gaboury competed in the English Cocker Spaniel specialty show - winning best of Breed for her dog Ziggy . She also successfully earned multiple top "Elite" scenting titles in a trial in August with her English Cocker Spaniel, Lancelot. Amazing accomplishments!!



Our Master Trainer Pando Stepanis has been hard at work! He was invited as a Master trainer to instruct at one of North America's largest police working dog workshops, held in Alpena, Michigan. Pando oversaw the problemsolving workstation, and he had dozens of police teams participate.



Master Trainer Russ Fox was also busy – most recently he attended the first Canadian Police Canine Association's fentanyl training workshop in Ottawa. He assisted with overseeing a workstation utilizing safe training aids to assist police drug detection dogs locate fentanyl.





# A Small Act That Made a Big Difference

LEADING
WITH CARE IN
WINNIPEG

By Nataliya Zulqurnane, Acting Operational Manager



ometimes, what stands out most in a workday isn't what we plan for, but how we respond in the moment. That's exactly what happened when three of our team members, Alex, Agnesa, and Claudia, came together to help a passenger in need.

Alex was outside near the terminal, managing carts, when he noticed an elderly woman standing alone by the curb. She looked uncertain, so he approached her and gently asked if she was alright. She explained that she was blind and waiting for a medical shuttle to take her to an appointment. Since she couldn't see what the shuttle looked like or where it would stop, she had no way of knowing when or how to board it.

Alex stayed with her to make sure she wasn't alone. A few minutes later, a shuttle arrived, but it didn't stop. It drove right past.

Not wanting to leave her in that position, Alex guided her back into the terminal to the information desk. That's where Agnesa stepped in. She immediately contacted the shuttle company, explained the situation, and arranged for another vehicle to be sent.

When the second shuttle came, the same thing happened. It passed by without stopping.

At this point, most people would be frustrated, but the team stayed calm and focused. Agnesa called the shuttle service again. This time, the company asked if the passenger could sit on a bench in the sun to make herself more visible to the driver.

Alex and Claudia, both knew that standing or sitting in direct sunlight wouldn't be comfortable for her. So, they helped her find a nearby spot in the shade, close enough to the curb, and waited with her. Claudia and Alex kept her company, while Agnesa continued coordinating with the shuttle service behind the scenes.

Thankfully, the third time was the charm. The shuttle finally arrived and stopped where it should. Claudia and Alex helped the woman get on board safely, making sure she was comfortable and ready for her trip. Throughout the whole experience, they never left her side.

This was a moment of true care. No one asked them to do it. There was no spotlight. Just three team members who saw someone struggling and worked together to make sure she got the help she needed.

Thank you to Alex, Agnesa, and Claudia for showing what real customer service looks like. You made a real difference, and we're proud to have you on the team.





# Billy Bishop Toronto City Airport Employee of the Month August-October 2025

By Farhad Mohammad, Operations Manager

### Mustafa Kallab - August 2025

I am pleased to announce that Mustafa Kallab has been selected as the Employee of the Month for August 2025. Mustafa works as a Security Driver posted airside and has been at Billy Bishop Airport over 2 years. What makes Mustafa stand out is his proactive nature; he can be seen actively patrolling the airside during midnight hours ensuring no trespassers are present and contractors abide by the ATDs.

We are proud to have members on our team like Mustafa that take ownership, pride in their work and contribute in a positive manner!

Congratulations, Mustafa!



### Achelle Sublay - September 2025

I am pleased to announce that Achelle Sublay has been selected as the Employee of the Month for September 2025.

Working as a Traffic Guard, Achelle consistently gives it her best. Her positive attitude, willingness to help others and collaborative approach is noticed and sincerely appreciated.

During a recent incident when a passenger was struck by a vehicle, Achelle intervened immediately, assisting the passenger and notifying her supervisor. It is her consistent performance and captivating positive attitude that makes her the Employee of the Month.

Achelle is an outstanding role model for the team, and ASP Security takes pride in recognizing dedicated employees like her.

Congratulations, Achelle!





### Navdeep Kaur - July 2025

I am pleased to announce that Navdeep Kaur has been selected as the Employee of the Month for October 2025.

Navdeep currently works as a full-time guard at the Airport Operation Communication Centre (AOCC) and has been an excellent addition to the team.

With a recent scheduled power outage event, Navdeep stepped up to the plate and worked with Julien (Duty Manager) to ensure the power was restored and systems were functioning. As pointed out by Julien, Navdeep provided excellent support, and her knowledge of AOCC was both impressive and thorough.

ASP Security is proud to recognize employees like

Navdeep that take pride in their work and contribution to their team!

Congratulations, Navdeep!



# Employee Spotlight – Anmol Bhrigu- Airside Shift Manager

By Ramakrishna Malkapuram, Service Delivery Manager (TPLA Aviation)

t is with great pride that we recognize Anmol Bhirgu, an exceptional member of ASP's frontline management team at Toronto Pearson International Airport. Anmol consistently demonstrates a "go above and beyond" attitude, playing a pivotal role in our operational success. His proactive mindset and readiness to take on additional responsibilities have earned him widespread appreciation from colleagues and, notably, from our client, the Greater Toronto Airports Authority.

Anmol's journey is a powerful example of how dedication and resilience can transcend borders. From leading mechanical teams in Muscat, Oman, to managing high-pressure shifts at one of North America's largest airports, his career path reflects unwavering commitment and adaptability.

After earning a Bachelor of Science in Mechanical Engineering, Anmol supervised operations in Oman from 2017 to 2019. Seeking new challenges, he moved to Canada and began his career in security in 2020. He quickly rose to the role of Mobile Security Supervisor,



where he oversaw patrols, trained staff, and implemented risk management protocols.

Anmol joined ASP in July 2024 as an Aviation Security Specialist. Within just five months, his leadership and dedication earned him a promotion to Terminal Shift Manager. His work ethic, positive attitude, and eagerness



to learn did not go unnoticed—he was soon trained to lead the OSS team as an OSS Shift Manager. Demonstrating consistent excellence, he was again promoted, this time to Airside Shift Manager.

Today, Anmol leads with precision, trains officers, and ensures smooth operations during critical shifts at airside. From securing the terminal to managing airside safety, his contributions have been vital to ASP's success at Pearson.

We are proud to have Anmol Bhirgu on our team and look forward to seeing him reach even greater heights at ASP.

# Above & Beyond: Outstanding Conduct by Tye-riq Blake

By Farhad Mohammad, Operations Manager

SP would like to recognize Tye-riq Blake

– Mainland Supervisor for his outstanding conduct.

During a recent interaction, Tye-riq assisted a member of the public and provided accessibility support. This is a crucial part of our service at the Airport as it both fulfils a regulatory requirement as well creates a positive connection with the travelers.

Although Tye-riq is new to his role as a Mainland Supervisor, he has shown great care for his co-workers and members of the public.

ASP is very proud to have dedicated staff who take pride in their work and go above and beyond.

Great job Tye-riq!



**CUSTOMER FEEDBACK** 

I just dropped my father-in-law off this morning at Billy Bishop for a flight to Sudbury.

I am always impressed by the parking personnel at the airport, but I was so impressed by a young man named Tyeriq (6'4", black, long hair, goatee, massive smile) who was so incredibly helpful, thoughtful and generous towards my father in law -who is disabled and requires assistance- and me.

We had a number of small issues trying to get my father-in-law across to the terminal proper and Tye-riq was incredibly thoughtful, keenly proactive and, above all, friendly in making sure we were taken care of. I had to leave quickly and could only offer a quick work of sincere thanks, but I wanted to let you know that, as a customer with an elderly person who is rather anxious -not so much about flying itself but about the standard airport rigamarole- I truly appreciate both your protocols and the kind, thoughtful, friendly staff who occasionally will go above and beyond standard practice to help customers, Tye-riq being principal among them.





# Celebrating Sophia Coluccio's Retirement

By Noman Butt, Operations Manager



e would like to take a moment to congratulate Sophia on her well-deserved retirement! Sophia joined ASP in 2008 and has proudly served at the airport for more than 23 years. Throughout her time with us, she has been a wonderful example of dedication, professionalism, and kindness.

Over the years, Sophia has become more than just a colleague — she's been a mentor, a friend, and a familiar, friendly face to so many. Her calm attitude, strong work ethic, and willingness to help others have made a lasting impact on everyone she worked with.

While we are truly sad to see her go, we are also very happy for her as she begins this exciting new chapter in life. Sophia mentioned that one thing she's really looking forward to is not having to wake up at 2 a.m. anymore — and we couldn't agree more that she's earned every extra hour of sleep and relaxation!

We also want to thank everyone who came out to celebrate Sophia's retirement and helped make the day special. A big thank-you as well to Sophia for taking the time to walk through the floor and personally say goodbye to her colleagues — it truly showed how much she cared about her team.

Congratulations once again, Sophia! You will be greatly missed but never forgotten. We wish you all the best in this new chapter filled with happiness, good health, and well-deserved rest.



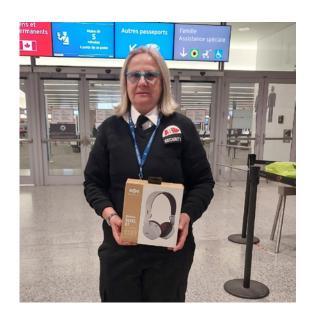
### **TPIA BBQ Winners**

By Noman Butt, Operations Manager

e'd like to take a moment to congratulate all the teammates who won during our recent TPIA BBQ event in summer! It was fantastic to see everyone come together, share some laughs, and enjoy a well-deserved break in the sunshine.

Events like this remind us of the strong sense of community and camaraderie that make our workplace special. From the great food to the fun games and friendly conversations, it was a day filled with energy and appreciation for all that you do.

Thank you to everyone who joined us and helped make the BBQ a memorable success. We truly value your hard work and commitment, and we look forward to creating more moments like this to celebrate our incredible team.



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Fall 2025





## **RES/CIC Updates**

By Sarah Miller, Director - Operations and Training, RES/CIC

#### **New Business**

ASP is pleased to announce the launch of security guarding services for Metrolinx at the Whitby and Willowbrook rail maintenance facilities as well as the Union Station office effective August 01, 2025. Security guarding services for Metrolinx will also be provided to the Oakville operations center starting January 01, 2026.

We are excited to support the expansion of our respite shelter portfolio with the City of Toronto, mobilizing tactical security for five new locations in November 2025:

- 58 Cecil Street, Toronto
- 75-81 Elizabeth Street, Toronto
- 445 Rexdale Boulevard, Etobicoke
- 14 Roncesvalles Avenue, Toronto
- 4584 Kingston Road, Scarborough

Though its event season is over and no shows are scheduled for fall and winter, Rogers Stadium still requires security. Following a successful year of event and facility security services for Live Nation, ASP has been selected to provide mobile patrols for the venue during the current seasonal closure.

#### **Contract Renewals**

- Quadreal 53 Widdicombe
- Quadreal 57 Widdicombe
- Quadreal Charles at Bay
- City of Toronto Respite Shelters
- Toronto Transition Commission Subway Stations
- · Veolia Oakville

2024-2025 Ontario's Private Investigative Services Branch (PSISB):

The PSISB released some thought-provoking statistics about security the current state of the security guard industry in Ontario:

- Licenced individuals 156,874
- Licenced agencies 649
- Tests conducted 60,520
- Inspections completed 452
- Investigations completed 119
- 53% of the workforce located in Toronto
- 25% female licensees, up from 15%
- Top offences: failure to wear compliant uniform, failure to ensure students meet minimum training hours, failure to follow training entity syllabus

Read more at: 2024–2025 Annual Report on the Private Security and Investigative Services Branch | ontario.ca

### **PSISB Independent Contracting Memo**

In May 2025, the PSISB released a letter clarifying that the independent contracting of security guards is considered an unlawful practice under the PSISA. Please review the attached letter for information about what this means for security guards operating in the industry without legal employment to their associated organizations, and for organizations that engage in this practice of employee misclassification.







### **ASP Word Search**

By Jason White, Manager - Strategic Initiatives

Χ R M В W G Ν 1 S D Τ Η J M 0 Ν Τ R Τ Q В V  $\circ$ Ν E Η G Α M В Υ Τ V Н Χ V 0 Υ M F Τ R Ε P 0 R 0 R Τ R Α Ι Ν I Ν G Ε Ε Е S F J Н Α Ρ R Ε S Ρ 0 Ν S J Ν M  $\mathsf{C}$ Ν S Ε U R Ε M Е R G Ε Ν  $\mathsf{C}$ Υ M Τ Ν S S R Ε L L C Ε C F K В U V Ν I Α I Ε Τ Н Τ Z S Α U 0 R Υ L Q M G Τ G W Τ Ε C Τ F J F Τ Ρ R  $\bigcirc$ Τ  $\bigcirc$ Ν  $\mathsf{D}$ Α Ε S S  $\mathsf{C}$ 0 J Τ Ν Τ R 0 L P M M Α S F E Τ Y U Ν F 0 R L M K Ε M X Α Τ  $\mathsf{C}$ Ε 0 Α R 0 Ν Ν Τ K I D L Q

Find the following words in the puzzle. Words are hidden  $\rightarrow$ ,  $\checkmark$ , and  $\checkmark$ .

ACCESS CONTROL INCIDENT
SURVEILLANCE RESPONSE
INVESTIGATE TRAINING
PROTECTION UNIFORM
VIGILANCE DEFENSE
EMERGENCY MONITOR
AUTHORITY PATROL

SAFETY REPORT SECURE ALARM CCTV