Winter 2024

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ASP

SECURITY SERVICES

Security Matters™

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Promoting a Safe and Respectful Workplace

By Laurel Woodhouse, H&S Manager

At ASP, we prioritize the well-being and safety of our employees above all else. We believe that every individual deserves to work in an environment free from workplace violence, harassment, and sexual harassment. It is crucial that we all understand the importance of reporting such incidents, treating them as workplace hazards, and taking appropriate action to address them promptly.

Workplace violence, harassment, and sexual harassment are serious issues that can have a detrimental impact on individuals and the overall work environment. We want to emphasize that no one should ever feel afraid to come to work due to the fear of being harassed. We are committed to fostering a culture of respect, inclusivity, and support for all employees.

If you witness or experience any form of workplace violence, harassment, or sexual harassment, we strongly encourage you to report it immediately. Reporting can be done through various channels, depending on your comfort level. You may choose to report to your supervisor, Operations Manager, or directly to the Human Resources department. Rest assured that all reports will be handled with the utmost confidentiality and sensitivity to ensure your safety and well-being.

By reporting incidents, you play a crucial role in maintaining a safe and respectful workplace for yourself and your colleagues. It allows us to take appropriate measures to address the issue, provide support to those affected, and prevent future occurrences. Remember, your voice matters, and we are here to listen and support you.

To further emphasize the significance of reporting, we would like to remind everyone that workplace violence, harassment, and sexual harassment are considered workplace hazards. Just like any other hazard, they should be treated seriously and reported promptly. Our commitment to maintaining a safe work environment extends to addressing these issues promptly and effectively.

We understand that reporting such incidents can be challenging, but we assure you that your concerns will be handled with the utmost care and confidentiality. Our dedicated team is trained to handle these matters sensitively, ensuring that your rights and privacy are protected throughout the process.

Let us stand together as a united team, committed to creating a workplace where everyone feels safe, respected, and valued. Together, we can foster an environment that promotes dignity, equality, and professionalism. If you have any questions, concerns, or require further information, please do not hesitate to reach out to the Human Resources department. We are here to support you every step of the way.

At ASP we provide training, resources to report an EAP program called Life Speak - the rest is up to you - Report it! Let's commit to maintaining a safe, respectful workplace.

Incident/Accident Investigation Training

By Shine Mathew, Service Delivery Manager

Laurel Woodhouse, our Health and Safety Manager at ASP, took the lead in conducting training sessions on Incident and Accident Investigation.

Thanks to these sessions, our management team gained valuable insights into thorough investigative techniques like James T Reason's Swiss cheese model, which illustrates how analyses of major accidents and catastrophic systems failures tend to reveal multiple, smaller failures leading up to the actual hazard.

Health and safety initiatives like this go beyond just improving the team's skills in dealing with immediate concerns, they also strengthen ASP Security's dedication to providing a safer environment for both our workforce and clients.

Important Update: Changes to Police Background Checks for Security Licences

By HR Department

The purpose of this article is to inform all employees with an Ontario Security Licence of significant changes regarding the application and renewal process. If you hold a Security Licence in Ontario, you should have already received this information directly from Private Security and Investigative Services Branch (PSISB) to your personal email address. Please ensure that you have read the email. Commencing February 18, 2024, the PSISB will no longer directly conduct police background checks as a component of the licensing and renewal process – new applications and renewals must include a Police Record Check (PRC) attached to their application, whether submitted online or via mail.

What You Need to Know: Key Points

- **Requirement for Police Record Check (PRC):** As of February 18, 2024, all new applicants and those seeking license renewals must provide a valid Police Record Check with their application. This check, a **Criminal Record and Judicial Matters Check**, must be obtained directly by the applicant at their own cost and should not be older than six months. Options for obtaining Police Record Checks include local police services or authorized providers like Triton Canada: https://www.tritoncanada.ca/online-police-checks/
- **Submission Deadline for Renewals:** To avoid disruptions to licensing status, Police Record Checks must be submitted along with renewal applications before the licence expires. Digital copies will be accepted for online applications, while physical copies are required for mail submissions.
- **Temporary Online Portal Closure:** Please be aware that the PSISB online licensing portal will be closed for maintenance from February 18 to February 26. Any new license applications or renewals during this period must be mailed to Service Ontario.

Service Ontario

Occupational Licensing Services Office
P.O. Box 4500
Kingston, Ontario, K7L 0E1

- **Online Portal Access:** After February 26, 2024, new licence applications and renewals may resume being made online. They will continue to require a valid Police Record Check. The online portal can be accessed at: https://www.ontario.ca/page/private-security-and-investigative-services
- **Support from ASP:** We will attempt to send you an email to your personal email address 60 days in advance of your licence expiration as a reminder to initiate the Police Record Check and the Security License renewal process. You will also receive emails from PSISB directly regarding upcoming expiries and any further process changes.
- **Physical Licences:** Physical licences are no longer issued by the PSISB. As of September 30, 2023, licences became digital-only. Any staff with pending renewal requests should not expect to receive a physical licence. The digital copy will be emailed to you by the PSISB

Please note, it may take up to two weeks to process a Police Background Check and up to one month to process a Security Licence renewal, so applications should be made immediately once a reminder is received.

if your application is successful, and it must always be accessible while on duty as a Security Guard. ONe-Key is no longer available for access. If you previously logged into your Service Ontario Account using ONe-Key, you will need to migrate your account over to My Ontario Account by creating or using an existing My Ontario Account and selecting "yes" when prompted about migration. If you do not have a previous ONe-Key account, you can create a new My Ontario Account to access Service Ontario Account services. For more help setting up your account, please refer to the My Ontario Account help guide.

Should you have any immediate questions or concerns, please feel free to reach out to your manager:

- **TPIA**
  Noman Butt – nbutt@security-asp.com or
  Ramakrishna Malkapuram –
  rmalkapuram@security-asp.com
- **Respite Centres**
  Kat Szumacher – szumacher@security-asp.com
- **City of Vaughan**
  Shine Mathew – smathew@security-asp.com
- **Residential and Commercial**
  Sarah Miller – smiller@security-asp.com
- **K9 Operations**
  Bradley MacRae – bmacrae@security-asp.com

A valid Security Licence is a prerequisite for your position at ASP, making it crucial to stay informed about these changes. We appreciate your attention to this matter and your prompt compliance with the new licensing requirements.

Your cooperation is essential for ensuring that our security measures align with the latest regulatory standards.

Security Awareness Week

By Debbie Ciccotelli, VP of Strategic Initiatives

Security Awareness Week is an annual event held during the second week of February to promote and share good security practices. Security Awareness week is also an excellent opportunity to extend our appreciation to our ASP security employees.

Every day, ASP security personnel help maintain safe and secure workplaces, airports, respite centres, sporting events, cargo facilities, condominiums and communities and provide our clients and their customers with peace of mind. They keep the public safe on a daily basis and are often the first line of defence when it comes to violence, criminal activities, emergency response and public safety threats.

For ASP, security guards, specialists, and canine handlers, situational awareness is paramount, enabling them to assess their environment, identify potential security threats, and swiftly take preventative actions. Staying vigilant and perceptive allows them to respond effectively to security concerns, minimizing risks and maintaining a secure environment for all, including themselves and those they protect. This heightened awareness empowers them to detect unusual activities, potential hazards, or suspicious individuals in real-time, aiding in swift and informed decision-making to prevent security breaches and minimize harm to people and property.

In a world where security is paramount, their role is invaluable, and I want to personally thank all our security officers for their hard work and dedication. It is not always easy, but it is vitally important and appreciated.

In addition, as International Security Officer Day is celebrated on July 24th (07/24), a date which reflects the 24/7 nature of security work, I would like to encourage all ASP team members to recognize the contributions of their colleagues in security by sharing some stories and/or photos for our summer newsletter.

New Employee Spotlight - Welcome to ASP!

By Sarah Jessop, Human Resources Business Partner

Joey Kalouche

We are excited to announce that Joey Kalouche has joined our ASP family as Business Development Manager. Joey brings over a decade of experience specializing in Business Development, paired with a robust knowledge of the cutting-edge tools and technologies for the sales process.

Prior to joining us, Joey has honed his skills at notable companies like Microsoft, IBM, Financeit, Apple One, and LendCare Capital. His expertise in managing accounts and operations, particularly his four years at Microsoft, has equipped him with a deep understanding of sales principles and best practices. With his experience leading the full sales cycle, from prospecting to nurturing lasting partnerships, Joey is exceptionally positioned to drive our business growth.

In addition to his recent work experiences, Joey's educational background is impressive. He holds a Diploma in Business and Legal Studies and has furthered his professional development with certifications in Contract Law, Inclusive Leadership, Business Analysis, Market Structure, and Risk Management. His comprehensive knowledge and experience with will be valuable as he builds business. Joey is not only recognized for his professional prowess but also for his leadership qualities and enthusiasm. His inclusive and forward-thinking approach is a perfect match for ASP. Please join us in warmly welcoming Joey Kalouche to our team. We are excited to have someone of his caliber and experience on board and look forward to achieving new milestones together at ASP.

Aabha Deshpande

We are excited to share the news of Aabha Deshpande's transition from the position of Security Guard in our Commercial division to the role of Front Desk Coordinator at our North York Office. After working as a Security Guard for ASP for over a year, Aabha was selected for the Front Desk Coordinator position after applying through an internal job posting. This move took place in January 2024, marking her permanent appointment after a successful temporary assignment. In her position, Aabha takes care of receptionist and office administration duties. Her excellent customer service skills and friendly, positive demeanor when dealing with others make her a perfect fit for the position.

Trinh Thai

In 2023, our Finance department happily welcomed Trinh Thai to the team as our Accountant. With a rich background in the accounting field, Trinh seamlessly integrated into ASP and excelled during a particularly busy onboarding phase. Holding a diploma in Business Administration Accountant/Programmer Analyst and a certification as a Payroll Compliance Practitioner, Trinh brings a valuable combination of education and practical expertise to her role. We wish Trinh ongoing success throughout 2024.

Komal Sidhu

We would like to officially introduce and welcome Komal Sidhu, who joined the Finance team in 2023 as our Accounting Supervisor. Komal reports directly to Paul Parkinson, Director of Finance.

As the Accounting Supervisor, Komal's main responsibility includes the corporate accounting and financial reporting functions. She also works with accounts payable and oversees receivable processing and payroll, while providing support and direction to the team. Komal brings with her a wealth of experience and knowledge in the field of accounting, and she has made a great contribution to the team since joining us in October. We look forward to witnessing Komal's positive impact on our organization and appreciate your cooperation in making her feel welcome.

Prayag Vyas

We are delighted to announce the newest addition to our training team at the North York office– Commercial Trainer Prayag Vyas. As a key player in the development of our workforce, Prayag is responsible for designing, developing, implementing, coordinating, and facilitating a comprehensive training and development program tailored to meet the unique needs of ASP. With a strong background in training, he is well-equipped to empower our employees with the skills and knowledge necessary to excel in their roles.

Please join us in extending a warm welcome to Prayag. We are excited to have him on board, and we look forward to witnessing the positive impact he will make in enhancing the capabilities of our team members.

Jasmeen Chalal

Jasmeen Chahal joined ASP in 2023 as a Resource Planner, and she has quickly proven to be an invaluable asset to our organization. Holding a diploma in Community and Justice Services from Mohawk College, she brings a unique set of skills and perspectives to the team. Furthermore, her background in security and administration enhances her ability to navigate complex challenges with poise and efficiency. We are confident that her expertise and commitment will continue to contribute significantly to the success of our scheduling and planning functions.

Rushmika Nadan

After years of dedicated service, we are proud to announce the 2023 promotion of Rushmika Nadan from Security Supervisor to Operations Coordinator. Rushmika has been an integral part of our team for an impressive amount of time, and her commitment, dedication, and hard work have not gone unnoticed. As Security Supervisor, she demonstrated exceptional leadership skills and an unwavering commitment to the safety and security of others.

In her new role as Operations Coordinator, Rushmika takes on a broader scope of responsibilities, playing a pivotal role in ensuring the smooth operation of various administrative and coordination tasks. Her role is instrumental in supporting attendance and performance management objectives, health and safety initiatives, as well as maintaining effective stakeholder communications. Please join us in congratulating Rushmika on this well-deserved promotion.

Satveer Brar

We are delighted to announce the well-deserved appointment of Satveer Brar to the position of Resource Planner within ASP's Resource Planning team. Prior to joining the Resource Planning team, Satveer spent six months working as a Security Guard in our Commercial division. With a postgraduate Diploma in Business from Cambrian College, she skillfully anticipates operational needs in her role as a planner. We are confident that Satveer will significantly contribute to the success of our Resource Planning team as we continue to evolve.

Muskaan Muskaan

Muskaan Muskaan became an integral part of the ASP team in 2023, bringing her previous expertise as a Resource Planner to our Resource Planning Department. Prior to joining the team at ASP, she had gained valuable experience in both security and scheduling during her tenure at Titan Security.

Muskaan's background equipped her with a unique skill set, facilitating a seamless transition into her current role. Her wealth of knowledge and hands-on experience in coordinating schedules make her an asset to the resource planning team, contributing to the overall efficiency and effectiveness of the department.

Toronto Pearson Airport Employee Spotlight

By Noman Butt, Operations Manager and Ramakrishna Malkapuram, Service Delivery Manager

Nadesha Warren

Nadesha became the unsung hero of the day by helping find a lost cell phone. Instead of simply noting the lost item or directing the passenger to Lost and found, Nadesha took it upon herself to go above and beyond her duties to retrieve the forgotten phone. This act of kindness and resourcefulness didn't just save the day; it saved the week, month, and perhaps even the entire travel experience for the grateful individual. Please see the comments below from the passenger.

"Nadesha at security went above and beyond to retrieve it. She saved my day, week, month ....!!! Kudos for being kind and resourceful! Thank you Nadesha".

JASWINDER SODHI & MARSELA MECAJ

Jaswinder Sodhi

On November 24th, our dedicated guard on duty, Sodhi Jaswinder, demonstrated exceptional knowledge and alertness, preventing a potentially serious incident during her shift. Her quick thinking and decisive actions thwarted a situation involving a domestic flight passenger attempting to enter the Transborder area.

As a witness to the event, Shift manager Marsela observed Sodhi Jaswinder's swift response. Jaswinder maintained her position to ensure that no passengers would inadvertently pass through. Her commitment to duty and unwavering vigilance played a crucial role in averting a potential breach.

She was rightfully recognized with a star for her exemplary service. Her actions not only prevented a potential security breach but also showcased the importance of well-trained and attentive security personnel in ensuring the safety of all stakeholders. A job well done, indeed!

Lovleen Kaur

In every workplace, there are individuals who make a difference through their dedication and commitment. Lovleen Kaur, the Shift Manager at Terminal 3, is one such individual. Her proactive response to a challenging incident and ongoing assistance to the team have not only left a positive impression but have also earned her heartfelt appreciation from the clients. This recognition serves as a reminder of the importance of acknowledging and appreciating the hard work of individuals like Lovleen, who contribute to the smooth operation and safety of their workplace. Please see client's comments below.

"On Dec 3, we had a hectic incident in T3. Lovleen was there ready to assist and even attempted to stop a trespasser. She was on scene until the end to provide any assistance - whatever was required in that moment. Lovleen is always assisting our team with any requests. So, I just wanted to reach out and say thank you for all the hard work! "

Winning Winnipeg

By Garinder Grewal

It is with great excitement that I share the news of ASP being awarded the Provision of Customer Services at the Winnipeg International Airport(YWG) with the Winnipeg Airport Authority (WAA). This is a big win for us at a new airport. Our responsibility will be to provide Operational Support Representatives (OSR) based at the Air Terminal Building. The WAA prides itself on their Prairie hospitality, and I know we can meet their expectations with hard work and the ASP partnership approach. We will be providing active customer care and continuous presence in public spaces on both groundside and airside areas. This position will be responsible for maintaining a safe, secure, and efficient operating environment for the airport community, passengers, and visiting public at WAA. Stay tuned for more updates.

Toronto Pearson BBQ

By Noman Butt, Acting Operations Manager and Ramakrishna Malkapuram, Service Delivery Manager

The ASP BBQ event was a great way to end the summer - It is always a wonderful feeling to meet all our staff at the airport with a get together! We would like to thank all of you profoundly for making it a big success. It was a memorable day filled with laughter, camaraderie, and high spirits.

We would like to thank each employee for participating and making it successful. We're extremely lucky to have staff like you on our team and it could have not been possible without you. We sincerely appreciate all your hard work and dedication. Thank you once again for your commitment and invaluable contributions toward helping this business reach its full potential. Keep up the good work!

Congratulations to the Winners:

In the midst of the festivities, we had the pleasure of announcing the winners of our gift card giveaway. A big congratulations to the ten individuals who were fortunate enough to walk away with these special prizes, including 2 $100 gift cards, 4 $50 gift cards and 4 $25 gift cards. Your enthusiasm and participation did not go unnoticed, and we are delighted to celebrate your success. As we reflect on the success of the BBQ, we are reminded of the incredible team we have and the positive energy that fills our workplace. Thank you once again to all the employees who attended, making it a day to remember. Here's to many more moments of shared success and joy in the future.

Rama, Ranjit Bhatti & Noman

Noman , Skender Gacaj & Rama

Rama, Vivian Khoshaba & Noman

Noman & Jagmail Gill

Rama, Sandeep Sidhu & Noel Misquitta

Osmond Coutinho & Rustem Nazarov

Arshad Naila, Noman & Kalsi Sarabjeet

Shweta Gaur & Rusmika Nadan

Issa Hassan & Rama

*See back cover for more BBQ photos.

A Heartfelt Thank You to Our Amazing Staff: Celebrating the Holidays with Gratitude

By Noman Butt, Acting Operations Manager and Ramakrishna Malkapuram, Service Delivery Manager

As the festive season unfolded, our workplace transformed into a hub of joy, laughter, and camaraderie. In the spirit of giving and gratitude, we extend our deepest thanks to each member of our exceptional staff. Whether you joined us for the Christmas and New Year's lunch, worked diligently on those special holidays, or contributed to our Food Bank drive, your efforts have truly made this season brighter and more meaningful.

We are immensely grateful to those of you who dedicated your time and efforts to work on Christmas and New Year's Day. Your commitment and willingness to be on duty during these special days did not go unnoticed. Your hard work ensured that our operations continued smoothly, and for that, we express our heartfelt appreciation. This holiday season, our staff once again demonstrated their incredible generosity by contributing to our Food Bank drive. Your donations will go a long way in supporting those in our community who are facing challenges during this time. It's inspiring to see our team come together to make a positive impact beyond the walls of our workplace.

As we bid farewell to the holiday season and step into a new year, we carry with us the warmth of the memories created by our remarkable staff. Thank you for your dedication, your presence, and your generosity. The spirit of giving and gratitude you've displayed this season sets a beautiful tone for the year ahead. Here's to another year of collaboration, kindness, and shared moments that make our workplace a truly special community.

Ottawa Airport Employee Spotlight

By Annisah Dia, Site Manager

Mahmoud Ghadi

Mahmoud Ghadi joined us in September 2023. He has quickly become an integral part of our ASP team. His punctuality and commitment to his role are commendable, and his positive attitude is infectious.

We're thrilled to have Mahmoud on board and look forward to his continued positive work ethic that make him a valuable member of our Ottawa Airport team.

Thank you Mahmoud for the enthusiasm and care you bring to our team every day!

RES/CIC Updates

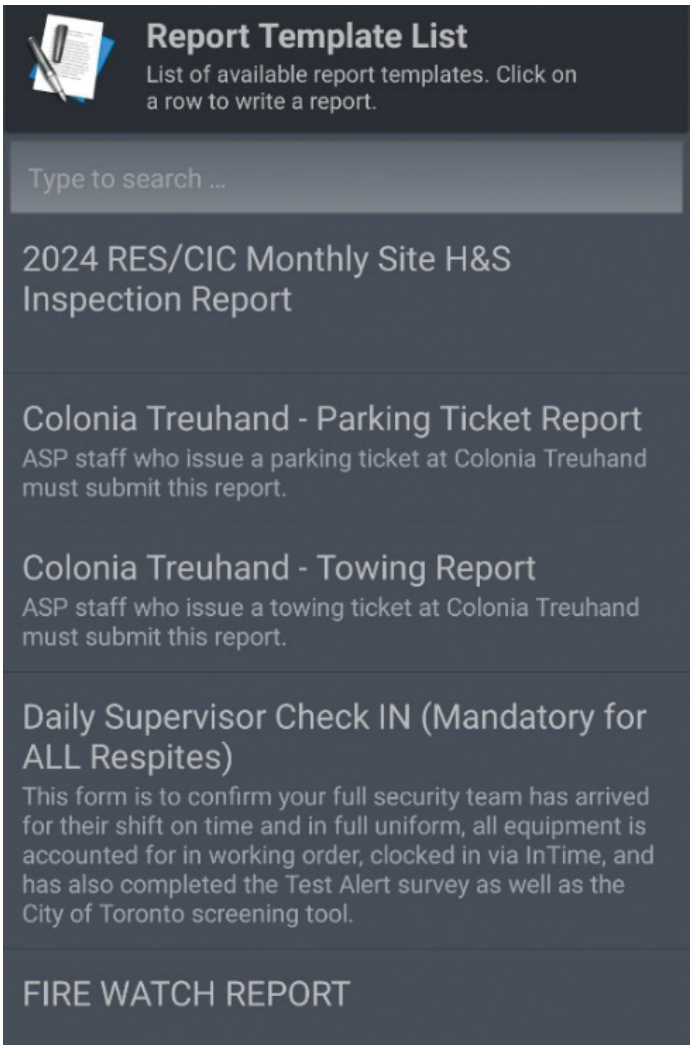
By Sarah Miller, Operations Manager

As a reminder to all staff with security licences, the Private and Investigative Services Branch (PSISB) of the Government of Ontario has stopped issuing physical copies as of September 30th, 2023. Digital copies will be sent via email for all successful licence renewals and new licence applications after this date. Please also be reminded that it is legally required under the Private Security and Investigative Services Act (PSISA) to carry your license with you at all times while on duty and to be able to produce a valid copy of it upon request. For those of you who still have physical licence cards, you are required to have the card on you during each shift. For those of you who have a new digital licence, you are required to either carry a printed version or have it accessible on your cellphone at all times.

As an additional reminder, a chest badge must always be worn while on duty featuring either your full name, first initial plus last name, or license number. ASP issues

license number badges to all security staff (example shown above). If yours has been lost or damaged, please contact your manager or supervisor for an immediate replacement. Failure to comply with this requirement constitutes a breach of the PSISA.

Congratulations to Preetkamal Singh, Mohammed Mounir, and Sarah Miller for becoming Certified Officers, Parking Offences within the City of Toronto on December 14, 2023.



Seen above, Human Resources Administrator Michelle Aguila's two sons dressed up as ASP school crossing guards for Halloween 2023. Great costumes!

To further improve health & safety at our residential and commercial sites and to more easily comply with Occupational Health & Safety Act (OHSA) requirements for monthly documented inspections, we have launched a new TrackTik report (2024 RES/CIC Monthly Site H&S Inspection report, seen left).

Supervisors will be required to complete this TrackTik report with a worker once per month moving forward. Any health & safety concerns identified during inspections should be escalated to management promptly.

Any questions regarding the report or regarding inspections may be directed to Shine Mathew, Service Delivery Manager at smathew@security-asp.com or 416-844-6893.

ASP's North York office was festively dressed up for the holiday season on December 22nd (from left to right: Shine Mathew – Service Delivery Manager, Kat Szumacher – Operations Manager, Fatema Pipalyawala – Recruiter, Humberto Pimentel – Vice President of Operations, Prayag Vyas – Trainer, Aabha Deshpande – Front Office Coordinator, Michelle Aguila – Human Resources Administrator, and Sarah Miller – Operations Manager).

Holiday Spirit

By Shine Mathew, Service Delivery Manager

A big thanks to Operations Manager Kat Szumacher for leading the holiday gifts and good cheer initiative! Our CEO Dean Lovric, CFO Rob Aldina, VP Humberto Pimentel, and Operations Manager Sarah Miller came together to recognize RES/CIC supervisors for their hard work.

Thank you Kat and team for this kind gesture.

Recruitment Accomplishments!

By Fatema Pipalyawala, Talent Acquisition Lead

Firstly, the recruitment department wishes you a very happy & prosperous New Year! We take immense pleasure to inform you that we have successfully hired an additional 150+ personnel in the last quarter of 2023 with a limited timeline of 4 weeks for the City of Toronto contract for new respites sites!

We successfully received and paid out over 65 referral bonuses in 2023 which was about 25% higher than any other year! Not limited to this, we also held an annual lucky draw program for referrals and the lucky winner was awarded with a TV!

Recruitment has also focused on making candidate onboarding experience smooth & seamless. This included the introduction the software program JazzHR ATS, which not only covers the recruitment cycle but also allows a candidate to complete their onboarding online in a timely fashion. The paperless approach is the best one!

ASP is committed to a transparent and fair selection process, and our goal is to offer continued employment to qualified individuals in available posts or positions.

We hire for personality & train for the job!

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