



Winter + Spring 2025

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Ensuring Your Safety During the Hot Months

By Laurel Woodhouse, H&S Manager

As summer approaches, it's important to stay vigilant and prioritize safety — for yourself, your team, and the people you protect.

Here are some key safety tips to keep in mind during the hot months:

1. Stay Hydrated

Drink plenty of water throughout your shift, even if you don't feel thirsty. Avoid sugary or caffeinated drinks that can dehydrate you.

2. Dress Appropriately

Wear lightweight, breathable clothing and protective gear suited for hot weather whenever possible. Use hats and sunglasses to shield yourself from the sun.

3. Protect Against Sun Exposure

Apply broad-spectrum sunscreen with at least SPF 30. Reapply every 2 hours, especially if you're sweating or sweating heavily.

4. Recognize Signs of Heat-Related Illnesses

Be alert for symptoms like heavy sweating, dizziness, fatigue, headache, nausea, or cramps. If you or a

colleague experience these, seek shade, hydrate, and seek medical attention if necessary.

5. Take Frequent Breaks

Use break times to rest in shaded or air-conditioned areas. Don't ignore signs of overheating.

6. Use Proper Lifting Techniques

Hot weather can cause fatigue; always follow proper protocols for lifting and moving equipment or materials.

7. Maintain Communication

Keep your team updated on weather conditions and any emerging hazards.

8. Promote Personal Wellness

Encourage self-care, healthy eating, and adequate sleep to maintain energy and alertness during your shift.

Remember:

Your safety is our top priority! Stay alert, stay hydrated, and look out for signs of heat stress. Let's keep our team safe this summer season.



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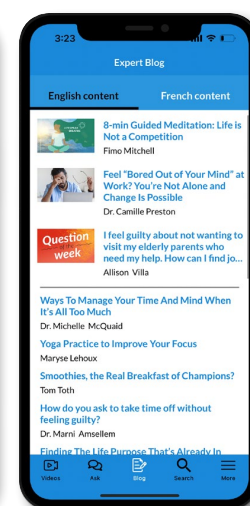
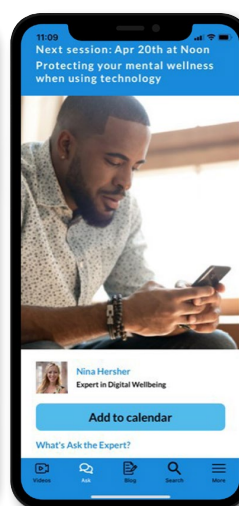
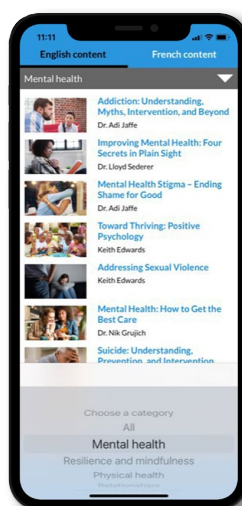
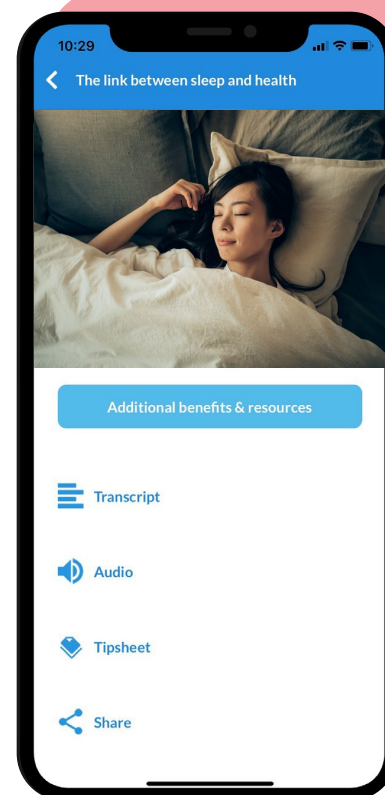


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Mid-Year Reflection

By Humberto Pimentel, President and CEO

As we quickly approach the halfway mark of the year, I'd like to take a moment to reflect on some of the key changes and accomplishments we've achieved at ASP Security Inc.

First and foremost, we bid a fond farewell to Dean Lovric, our founder and CEO at ASP Security, who has officially retired. Dean's leadership, vision, and warm personality have left a lasting legacy, and he will be greatly missed by all of us.

April marked the successful implementation of the Planete Scheduling system—a major milestone for our organization. This achievement wouldn't have been possible without the dedication of our Resource Planning team, led by Manager Andrew Catney. Their hard work, adaptability, and commitment were instrumental in delivering this rollout. Of course, there were challenges along the way, but thanks to the support of our IT Project Manager, Noah Thompson, we were able to stay on track and meet our critical timelines.

Looking ahead, I'm excited to share that the company has submitted bids for several new contracts, both within the Greater Toronto Area and in regions beyond. These efforts are in direct alignment with our strategic goal of expanding our national footprint over the next five years. Achieving this vision will require the collective efforts and support of our entire management team, and I'm confident we are up to the task.



Thank you all for your continued dedication, resilience, and contributions to our shared success.

A Decade of Dedication: The Story of ASP's K9 Unit

By Brad MacRae, Director of K9 Services



This year marks a meaningful milestone for A.S.P. Incorporated—ten years since the launch of our K9 Unit. What began as a modest team with a bold vision has grown into Canada's largest and most respected private canine detection service.

Our journey began in 2015, with just five handlers, five dogs, and one shared mission: to deliver specialized detection services built on professionalism, precision, and trust. From day one, we knew the road ahead wouldn't be easy. The ambition to become the country's leading K9 unit was a lofty goal—and one met with its fair share of skepticism. Some doubted our potential. Others tried to dismiss our presence entirely. But through determination, teamwork, and an unwavering belief in our purpose, we refused to back down.

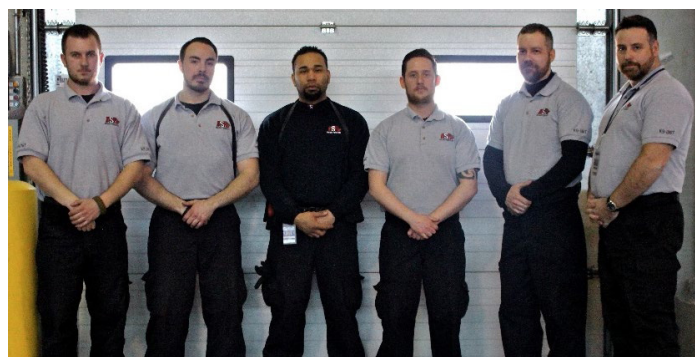
What started as a challenge quickly became a calling—and over the next decade, it would define who we are.

2015 – The Beginning of a Resilient Journey

In January 2015, ASP Inc. was awarded the prestigious GTAA contract for K9 services at Toronto Pearson International Airport—a monumental opportunity that marked the beginning of a journey defined by determination, grit, and growth. Alan Cakebread, appointed as the Manager of the new K9 Unit, took the lead in building something from the ground up.

The selection process was rigorous. Candidates underwent multiple interviews, culminating in final evaluations with Oren of ICTS—an industry pioneer and founder of both ICTS and Diagnose, globally respected for his deep expertise in K9 operations. From this process, five handlers were chosen to shape the foundation of the unit:

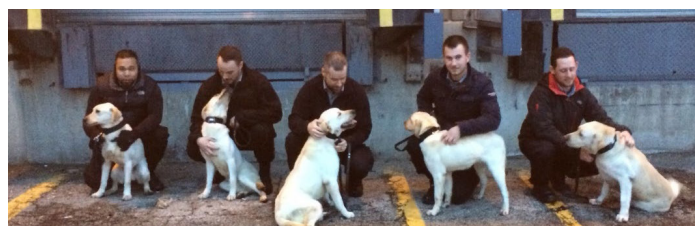
- K9-1: Steve
- K9-2: Brad
- K9-3: Kevin
- K9-4: Isaiah
- K9-5: Bryden



Training began immediately. While we were all learning the ASP way, I was sent to the Canadian Police College for the Explosives Familiarization Course. Pulling up on the first day, I quickly realized I was the only civilian among a group of peace officers and bomb disposal technicians. The skepticism was palpable, and they saw a private K9 unit as unworthy of the work we were preparing for. But I didn't back down—I showed up every day with focus and humility, breaking down walls slowly, earning respect the hard way. By the end of the week, I had passed all testing, including demolitions—proving that I belonged.

Back at home base, the anticipation was building. Our canines were on their way from France: five golden Labradors, four of them brothers—Jacky, Jahl, Johnny, and Josh. The fifth, Bakhi, was a seasoned dog with operational experience. Steve, already experienced in K9 work, was paired with Bakhi. The rest of us would be matched by drawing names from a hat, as the trainers didn't yet know us. The pairings were:

- Bryden with Johnny
- Kevin with Jahl
- Isaiah with Josh
- Myself with Jacky



With our teams set, we embarked on an intensive 8-week basic handler course. Under the leadership of Alan and our primary trainer Don Missen—who many of you know from Transport Canada certifications—we trained alongside Master Trainers Hans and Patrick from Diagnose. Each day brought new challenges. Due to resistance from the existing K9 teams at the airport, we were relocated to a private, closed-off training site. Reaching that location was a challenge in itself: we had to load kennels, water jugs, and equipment onto baggage carts and navigate the airport's link train system—five dogs in tow—while maintaining professionalism and discipline in a public space.

Despite our dedication, challenges emerged. With only weeks left before our May 1st launch date, three dogs—Bakhi, Jacky, and Johnny—were deemed unfit to continue. Bryden, too, was removed from the unit for not meeting the required standards. It was a tough blow, but setbacks didn't stop us. Instead, they became fuel.

Steve and I were issued two new dogs—Boetti, a Belgian Shepherd and Billi, a Czech Shepherd—both experienced and ready to work. We pushed forward, trained harder, and refused to let anything derail our goal. Steve and I passed our validations. Isaiah and Kevin continued progressing with their canine partners.

On May 1st, 2015, our K9 Unit officially went live at Toronto Pearson International Airport.

I remember walking into the K9 Office that morning with a powerful mix of pride and anticipation. I took Billi out for a walk, feeling the full weight and significance of the day. At 0600 hours, we stepped into the terminals for our very first patrol—resilient, tested, and ready. I was assigned to Terminal 3, with Alan by my side. As we made our way through the concourse, we crossed paths with the GTAA Terminal Manager. Alan introduced us, and just as I shook her hand, I noticed her glance shift to Billi—who, at that very moment, dropped into a perfect squat and began defecating on the terminal floor.

It wasn't exactly the strong first impression I had hoped for. I quickly apologized, handed the leash to Alan, and cleaned up the mess. At the time, I was mortified. But a decade later, it's a story that brings a smile—a humble reminder that even on milestone days, things don't always go to plan. And in those moments, resilience truly shows

its value.

Our momentum continued to build. Isaiah and Kevin joined us on the floor, bringing strength and continuity to the team. Soon after, we welcomed our fifth handler, Emily Sutherland. She began her 8-week basic course alongside Dash, our first springer spaniel—another step in the evolution of our growing unit. What had begun as a challenge quickly became a mission—and we met it head-on.

2016 – Growth and Recognition

By 2016, our unit was gaining serious traction. We secured the Air Canada Jetz contract, conducting K9 sweeps for sports charter luggage. Not long after, we reached a significant milestone: partnering with El Al Airlines. This was no ordinary win—El Al had never outsourced security work anywhere in the world. Earning their trust was a clear signal of how far we'd come.

Next came another major opportunity: the Maple Leaf Sports and Entertainment (MLSE) contract. We began providing K9 services for the Toronto Maple Leaf's, Toronto Raptors, Toronto FC, and the Toronto Argonauts—culminating with international exposure during the 2016 World Cup of Hockey.

We faced yet another challenge when an unexpected and unannounced audit was conducted on our operational teams at MLSE. While the approach felt unfair at the time, it ultimately became a turning point. Our team rose to the occasion, demonstrating professionalism and capability under pressure. The result? A positive indication and a successful pass—with flying colours.

As with any journey marked by growth, there were changes. Kevin departed, and with Alan stepping away, Don assumed the role of manager. Our team continued to evolve. We brought on new handlers and canines, expanding both our capabilities and our camaraderie:

- Mark Burnett & Cody
- Christine Cook & Ranger
- Amanda Malloy & Toka
- Andrew Cottage & Gelfa
- Beth Furlong & Jahl (who also served as manager for a period)

K9 Logo

That year also marked the birth of our official K9 Unit logo. Steve and I created mockups in Paint and Photoshop, drawing from the input and ideas of the entire team—all while ensuring we met security regulations. I've included some of our original concepts, but it was a team vote that ultimately decided the design we proudly wear today.

2017 to Present – The next chapter of our journey continues in Part 2



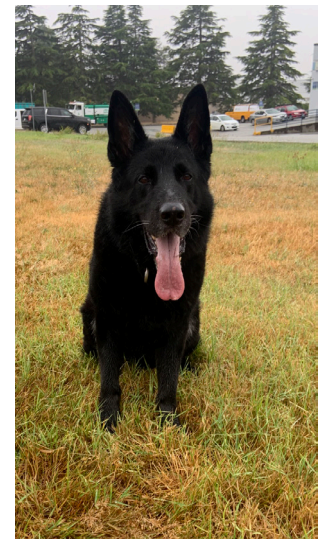
A Well Earned Retirement by Russ Fox, Master Trainer

By Russ Fox, Master Trainer

Gunther (Gunny) was born in 2015 in Israel. He came to Canada when he was 1 years old after being acquired by ASP in 2016. Gunther began his career at Pearson airport where he spent the first 6 months learning the ropes with the Master Trainer. I was hired soon after he started, and that is when Gunther and I began our career together. There were many challenges in the beginning when we were building trust and bonding with each other but we were able to persevere through. Gunther and I started our career in the commercial unit where he got to work some pretty exciting events. The TFC won the championship, the Toronto Argos won the championship, and the Toronto Raptors won the championship. Gunther got to work all the parades and events in the city leading to some pretty cool career highlights.

After three years of working the exciting commercial unit Gunther and I switched over to the aviation unit where we did patrols and unattended bag inspections at Pearson Airport. Gunther was one of the first canines to be part of the EL-AL airlines contract when ASP first received it. The airport had great opportunities and we were lucky to be a part of it. After two years at Pearson Airport there

was an opportunity for Gunther and I to be a part of a new contract located in British Columbia. With Gunther always rising to the occasion I knew he would have no problem packing up and moving out West as long as we were together. Moving to BC has been an amazing experience and we were able to be a part of some successful contracts. The most notable BC moments for Gunther would be working the cruise ship contracts, taking a road trip to Edmonton to work the Juno awards, and all the fun mountain adventures we have taken. Now 10 years old, Gunther has officially started retirement and I couldn't be happier for him. Gunther had a very exciting career and I am so lucky to have been paired with him eight years ago. I cannot wait to see what exciting adventures we are going to take together in the future. Congratulations Gunny!



RES/CIC Updates

By Anwar Bonimy, Operations Manager

I would like to give a warm welcome to Nikhil, one of our most recent additions to the team at one of our corporate offices. Nikhil comes with a lot of knowledge for the area we hired him for and has already made a very bright and positive impression on the client. I would like to give a warm welcome to Nikhil, one of our most recent additions to the team at one of our corporate offices. Nikhil comes with a lot of knowledge for the area we hired him for and has already made a very bright and positive impression on the client.

Tampering with doors and their mechanisms

It has been noted that some guards have been using tissue and cardboard to manipulate the doors so that they do not have to get up and open them for the clients. A memo was circulated already advising of the breach and what actions will be taken if caught. We at ASP appreciate the hard work everyone does and would appreciate if we refrained from this practice and any other practice not in line with the company policies and procedures.

Punching In/Out

This is a reminder to all employees that punching in/out is a part of your daily duties and assignments, we have discovered that this is far below compliance and while there have been numerous notifications and memos sent

out, it seems as though we are still not compliant. Please note that we appreciate your efforts and understand that this helps our accounting department out a great deal if we can meet full compliance.

Also please be reminded that when signing in/out on the log sheet, sign your full name and clearly so that our resource planning and accounting team can understand, because we want to ensure that everyone is compensated for their work and time. This small request will go a long way.

Special Occurrence Reporting

We have been having some extreme challenges with the way we are writing out incident reports. We are missing out on the fundamental principles of incident reporting. The who, what, when, where, why, how. We are using conclusive writing such as “the client was being aggressive”, “and writer removed him from the site”. Other improper terms like “the writer told him to stop doing that” and “the client threatened the writer”. I am available for anyone who needs help with their incident reporting, please feel free to contact me at: abonimy@security-asp.com.

These have caused significant strains on the operation and our Resource Planning team. It is imperative that we plan our personal time and work time accordingly. While there is a provision made for employees to get rest and a break away from work, it is expected that this be done in coordination with the employment laws and the ASP’s policies.

Canadian Security Lifesaver Award

By Anwar Bonimy, Operations Manager

TC Specialist Samar Chhabra and Jeswin Alex, while conducting a routine patrol at the Dundas Subway Station, encountered an unresponsive individual who at the time was exhibiting signs of a drug overdose. Both guards responded with professionalism and efficiency.

S/G Alex immediately initiated CPR while S/G Chhabra communicated with TTC control and cleared the area to ensure emergency responders could access the person in distress. The team administered two doses of naloxone, with S/G Alex continuing CPR between doses. Their efforts successfully restored the individual’s breathing

and responsiveness. The guards remained focused and continued life-saving assistance until the subject regained consciousness and began breathing.

The quick thinking, clear communication, and teamwork displayed by S/G Chhabra and S/G Alex were crucial in saving the individual's life. Their actions exemplify the highest standards of service, professionalism and commitment to public safety.

Picture to the right is a photo of their certificates and also a picture of S/G Chhabra and ASP Operations Manager Anwar Bonimy, unfortunately S/G Alex was not available at the time of the photo.



Mother's Day Message

By Anwar Bonimy, Operations Manager

M Mountains of things you do daily, ensuring that everyone has what they need and is happy and content.

O Opportunities you have missed out on so that the kids can take advantage of theirs.

T Toughness in you, that you show and use to protect us from a world still not yet fully understanding and accepting of one's differences.

H Hugs, hope and happiness you bring into our lives daily.

E Everywhere and everything that you do daily to protect and care for us,

R Resilience, in the face of adversity, you bounce back and continue to provide and care for us no matter what comes your way.

I would like to take this opportunity to wish all the wonderful mothers of ASP and to also to our clients who are mothers, a happy Mother's Day. May you enjoy this day to the fullest.



Celebrating the Incredible Women of ASP on International Women's Day!

By Anwar Bonimy, Operations Manager

During a visit to our Delta Hotel respite centre, I had a chance to meet three of our remarkable team members. It was especially meaningful as this visit was the same day as International Women's Day, a global celebration of the incredible achievements and contributions of women.

I had the great opportunity to connect with Sandeep, Prinka, and Damanpreet and even had the chance to capture a photo with them. Their commitment to the individuals we support were truly evident, and it was inspiring to witness firsthand the positive impact they have each day.

International Women's Day is an important reminder to acknowledge and appreciate the contributions of women across all sectors of our organization. From our frontline staff providing essential support to those working diligently behind the scenes, the women of ASP Team bring a wealth of talent, compassion, and leadership that is integral to our success.

To Sandeep, Prinka and Damanpreet, and to every single

woman who is a part of the ASP Team family: thank you for your hard work, your dedication, and the unique perspectives you bring. Your contributions make our organization stronger.

Wishing you all a very happy International Women's Day! May you continue to shine and inspire.



Exceptional Response at George Street Respite

By Anwar Bonimy, Operations Manager

I wanted to shine a well-deserved spotlight on the incredible work of our team at the 354 George Street respite facility during a challenging incident that occurred on their shift.

During their shift at said location the team of Harpreet, Manpreet, and Site Supervisor Fayyad did a remarkable job from initially attempting to de-escalate, to making the decision to make an arrest, and professionally conducting the after-arrest formalities.

The team did such an excellent job that, upon review of the report by the City of Toronto, a Senior Security Coordinator at the City reached out to thank the entire team for a job well done and encourage them to keep up the good work. The message included:

“The known information at this time suggests that the team under supervision of Fayyad handled this incident quite well.

The reports appear to capture all essential data; key person involvements, incident details, clear progression in steps taken prior to use of force, articulated cause to take physical control and arrest, duty of care after the arrest (sheltering the offender inside, away from harsh weather), transfer to police at earliest opportunity.

Relatively speaking, it is refreshing to review an incident with end-to-end response as solid as this. Please pass on some kudos to Fayyad, Harpreet, and Manpreet. Ensure each are recognized for their performance”

Left to Right: Harpreet – ASP Specialist, Fayyad – ASP Specialist Supervisor, Anwar Bonimy – Operations Manager RES/CIC and Harpreet – ASP Specialist



RES/CIC Updates

By Sarah Miller, Director of Operations

Please join me in congratulating Ashutosh Soni and Rupinder Singh on their recent promotions to MPS Coordinators within the RES/CIC Division. They have transitioned from their previous Mobile Patrol Supervisor roles effective May 12 and 14th respectively. They are assisting with the leadership and operations of the MPS team, reporting directly to myself. We are excited to have them supporting the division in their new roles. – Sarah Miller, Director – Operations and Training

A special thank you to all of the RES/CIC staff that supported Election Canada’s polling stations in Burlington, Ontario from April 17th to April 29th. Elections Ontario is deeply appreciative for your assistance in ensuring the safety and security of voters and volunteers. team for a job well done and encourage them to keep up the good work. On April 16th, Sarah Miller – Director, Operations and Training attended Resolver’s ASIS Women in Security panel discussion



Congratulations to ASP’s Garinder Grewal, Director – Aviation Services on being named as one of Canadian Security Magazine’s Top 10 Under 40 for 2025.

as a speaker, sharing stories and strategies on the theme of 'Being Comfortable with the Uncomfortable'. ASP strongly values giving back to the security community by participating in industry events and sharing best practices.

We are excited to announce the recent launch of a new RES/CIC security contract with Live Nation for Rogers Stadium in Toronto, Ontario. ASP will be providing facility security services for the venue from the construction stage into the active event phase, ensuring that the site is secure for workers, vendors, musicians, and concert attendees. Concerts are expected to begin in late June 2025.

From left to right: Humberto Pimentel – President & CEO, Sarah Miller – Director, Operations and Training, and Sean Gallagher, Associate Director – Talent Acquisition and Resource Planning attend the 30th annual ASIS Toronto Best Practices Seminar in North York, Ontario.

ASIS WOMEN IN SECURITY TORONTO

Being Comfortable with the Uncomfortable

April 16, 2025, 4 pm - 7 pm
The Resolver Office

Resolver. ASIS



Billy Bishop Toronto City Airport Employee of the Month (April 2025) – Pawanpreet Kaur Lochab

By Farhad Mohammad, Operations Manager

I am pleased to announce that Pawanpreet Kaur Lochab has been selected as the Employee of the Month for April 2025.

Pawan currently serves as an Operator (OCO) in the Airport Operations Communications Centre (AOCC) at Billy Bishop Toronto City Airport (BBTCA). She has demonstrated outstanding initiative by developing and refining the training program for new OCOs and has worked collaboratively to enhance the role by introducing site-specific radio etiquette training.

Her dedication to the team and her continuous drive for improvement have made her an excellent candidate for the position of backup Shift Manager. With ongoing training, we are confident that Pawan will continue to thrive in this expanded role.



ASP Security is proud to recognize employees like Pawan who consistently go above and beyond.

Congratulations, Pawan!

New Team Leads at the Winnipeg Airport

By Dalel Mharbi, Operations Manager

We're excited to announce the promotion of four outstanding personnel at the Winnipeg International Airport: Aishwarya, Navneet, Moon, and Navjot have been promoted to Team Lead roles.

Each of them has shown a strong sense of responsibility, teamwork, and leadership — stepping up to guide others, support operations, and represent ASP with professionalism and pride. And it is important to recognize and support those who show the potential



to grow. These four individuals have truly earned this opportunity,

At ASP, we're committed to developing talent from within and giving our employees the chance to lead, learn, and build a lasting career. We're proud to see Aish, Navneet, Moon, and Navjot step into these roles — and we know they'll continue to inspire those around them.

Great work, and congratulations to our new team leads!



Pearson Airport Foreign Object Debris (FOD) Walk

By Noman Butt, Operations Manager

This year's 2025 NOASH Week FOD Walk was a big success, with great turnout. To keep things organized, we split the team between T1 and T3, allowing us to cover more ground and show even more support. It's always surprising what you can find out there!

Just a quick reminder – FOD (Foreign Object Debris) is every AVOP driver's responsibility. If you come across something too large or contaminated to handle, report it to the Operations Control Centre (IOCC) at 416-776-3055.





Winter 2025

A Fond Farewell After 25 Years

By Dean Lovric, President and CEO

A few months ago, after much reflection, careful consideration and management of a multitude of emotions, I announced my decision to step down as CEO of ASP Security Services, bringing an extraordinary 25-year journey with the company I founded in 2000 to a close. It has truly been an incredible honor to lead this company from its early days into the respected nation-wide organization it is today, and I'm filled with gratitude for all that we've accomplished together, the high road we chose to walk on and especially those I have met along the way.

From the inception of ASP, I had a vision of creating a company that was not only successful but also impactful in the lives of those who I would work alongside with. I wanted to build something that could make a difference, not just in the industry, but in the lives of our employees, customers, and communities. Together, we achieved that vision, and the sense of pride I feel looking back on all we've built is immeasurable.

From day one, I've been fortunate to work alongside some of the most talented, dedicated, and passionate people I've ever known. The journey has been full of both challenges and triumphs, and it's been through the unwavering support and collaboration of our team that we've been able to achieve the success we see today. I'm incredibly proud of the company we've created and the impact we've made—whether through groundbreaking innovations, strategic partnerships, or the contributions we've made to our community.

As I step away, I'm confident that the company is in great hands. With Humberto Pimentel at the helm and support from Garinder, Brad, Neeru, Paul, Sean, Sarah, home base (ICTS) and many others, I don't have the space to mention here, who are all exceptional leaders, I have no doubt that under their guidance, ASP will continue to thrive and grow in new and exciting directions. Leverage their intrinsic knowledge of our business and history, you can trust they have your best interests at heart. This is not a goodbye to the company I built, but rather a new



beginning. Though I will no longer be involved in the day-to-day operations, I will always be a part of the ASP/ICTS family and will continue to support its journey in whatever way I can.

For me, this is a time of reflection and renewal. Although I look forward to exploring many new personal and professional opportunities, I will always hold a deep fondness for the incredible people and experiences that have shaped my time at ASP. I am deeply grateful to our employees, customers, partners, and everyone who has been part of this journey. I leave here with the knowledge that many of you I will see again and continue some of the strong relationships we have built over the years which have been cemented in trust and respect.

Thank you so very much for your support over the years and for helping me turn my vision into reality. The next chapter for both me and ASP indicates very bright new beginnings, and I am excited to see where they lead and what new adventures shall cross our paths. Wishing you all good health, happiness and lots of prosperity.

With immense gratitude, appreciation and humility, I bid you farewell,

Dean Lovric
Founder & Former President & CEO, ASP Security Services

Introducing SafetyCulture Software

By Laurel Woodhouse, H&S Manager

ASP Security is excited to announce that we recently deployed SafetyCulture, industry leading software designed to enhance the reporting of health and safety incidents as well as concerns related to the workplace. This innovative tool will streamline our processes and promote a safer work environment for all employees.

As part of our commitment to health and safety, supervisors are now required to report any work-related injuries or illnesses through the SafetyCulture platform. This proactive approach ensures that we capture and track health and safety concerns so they can be addressed promptly.

You may notice emails with the subject line “SafetyCulture” in your inbox. These communications will provide updates and information regarding your health and safety at work, so please keep an eye out for these

important messages.

By utilizing this platform, ASP Security aims to equip employees with the necessary knowledge, tools, and processes to work safely and uphold high standards.

Looking ahead, we plan to expand the SafetyCulture tool to allow for direct reporting of workplace violence, harassment, bullying, sexual harassment, or discrimination to Human Resources. Our goal is to implement this feature before the end of 2025, further enhancing our commitment to a safe and respectful workplace.

Together, let’s work towards a safer and healthier work environment!

SafetyCulture

Winter Hazards

By Laurel Woodhouse, H&S Manager

The cold temperatures and icy conditions that are often a part of Canadian winters can cause hazards at the workplace.

- **Cold stress**—Exposure to the cold can lead to frostbite and hypothermia. Hypothermia—The body can no longer maintain its core temperature, causing persistent shivering, confusion, and poor coordination.
- **Frostbite**—Parts of the body are exposed to extremely cold temperatures or come into contact with cold objects, causing the tissues to freeze.
- **Slips and falls**—Ice, snow, slush, wet surfaces, and mud (during a thaw) can cause slips and falls. A slip on the ground can cost you weeks off work. A slip at height can cost you your life.
- **Carbon monoxide (CO)**—CO is a clear, colourless gas that you can’t smell or taste.



It interferes with your body's ability to use oxygen. Even in small doses, it can kill you.

Controls

Wear several thin layers of clothing instead of one thick layer.

- Wear gloves, as well as a hat or other head covering that can fit under a hard hat.
- Wear one pair of thick socks or two pairs of thin socks.
- If you get hot when you're working, open your jacket but keep your hat and gloves on.

To prevent slips and falls:

- Clean the ice and snow off the soles of your boots and from access areas and work platforms.
- Use sand, salt, or other de-icing material. (Ice often forms on the underside of platform materials, so don't just turn them over.)

- When working at height, be extra careful in the morning since there may be new frost and snow.
- Watch your footing. Platforms may be clear in sunny areas but icy in the shade.
- When walking, have at least one hand free to help keep your balance and cushion a fall.

To prevent exposure to CO gas:

- When heating an enclosed space, use an indirect-fired heater.
- Check propane vehicle-cab heaters for leaks and proper venting.
- Operate engines outdoors when possible.
- When engines must be operated indoors, take the following precautions: Choose electric rather than fuel-powered equipment; make sure the area is well ventilated; keep doors and windows open and use fans to bring in fresh air; monitor CO levels regularly with a gas detector.

Canadian Dental Care Plan

By Neeru Panjwani, Director of Human Resources

This article provides information regarding the Canadian Dental Care Plan. We hope that this information will help you and your family use these benefits. Please be advised that ASP does not have any influence on how you use the program benefits and this is information is for awareness purposes.

The Canadian Dental Care Plan (CDCP) is a Federal government program that provides dental coverage for Canadian residents who do not have dental insurance and have a household income of less than \$90,000 per year. The plan aims to reduce financial barriers to oral healthcare by offering a subsidy for various dental procedures, with eligible individuals being responsible for a co-payment based on their income level. The CDCP is administered by Sun Life on behalf of the government.

Know Before You Go

Depending on your family's income, you may need to pay



a percentage of the cost. The federal government will only pay a portion of the CDCP fees and you will be responsible for additional charges known as co-payments. This means that for many patients, treatments covered by the CDCP will not be free and only part of the cost of the procedure will be covered. You will have to pay these amounts directly to your dentist, if:

- your adjusted family net income is between \$70,000 and \$89,999; and
- you agree to dental care that the CDCP does not cover.

Below is the co-payment breakdown based on adjusted family income.

Adjusted Family Net Income	How much will the CDCP cover	How much you will cover
Lower than \$70,000	100% of eligible oral health care service costs will be covered at the CDCP established fees.	0% of the CDCP established fees.
Between \$70,000 and \$79,999	60% of eligible oral health care service costs will be covered at the CDCP established fees.	40% of the CDCP established fees.
Between \$80,000 and \$89,999	40% of eligible oral health care service costs will be covered at the CDCP established fees.	60% of the CDCP established fees.

In addition to the co-payment requirements listed above, many of the established fees covered by the Federal government do not meet the full cost of the dental treatment. The difference will be your responsibility.

Preauthorization required for certain services

Starting November 1, 2024, a wider range of essential treatments, including partial dentures, crowns, and higher levels of sedation became available to CDCP patients through the launch of preauthorization. This expansion offers patients access to more care options.

The preauthorization process means that, while dentists recommend the best treatment based on their expertise, certain procedures need to be approved in advance for them to be covered under the CDCP.

The final decision to provide coverage rests with Sunlife and/or Health Canada. For patients, this process may require an additional waiting period. It's advisable to discuss potential treatment options with your dentist in advance.

Applying and the CDCP welcome package

Apply online at: <https://www.canada.ca/en/services/benefits/dental/dental-care-plan/apply.html> Your CDCP welcome packages may take up to three months to arrive

from the time you apply. Your coverage start date will be included in the welcome package and may vary based on when you apply and when your application is processed. This means that you cannot receive care under the program until you have received your CDCP card and the official start date. Appointments can only be scheduled on or after your coverage start date.

Not everyone is eligible for the plan at the same time

The federal government is rolling out the CDCP coverage in stages. Health Canada is using a staggered approach to patients' eligibility for care based on their registration date and age cohort.

Currently, the CDCP provides coverage for specific groups, including seniors aged 65 and over, children under 18, and adults with a valid federal Disability Tax Credit certificate. Full expansion is planned in 2025, with applications opening to remaining eligible Canadian residents.

Who Qualifies for CDCP

Individuals must meet all of the following criteria to be eligible for Canadian Dental Care Plan (CDCP) coverage.

- No access to a dental plan, meaning:
 - no coverage through employer or a family member's employer benefits; including health and wellness accounts;

- no coverage through pension (previous employer) or a family member's pension benefits; or
- no coverage through a purchased plan by yourself or by a family member or through a group plan from an insurance or benefits company.
- an adjusted annual family net income of less than \$90,000;
- be a Canadian resident for tax purposes; and
- have filed their tax return in the previous year.

Canadian residents who have access to dental benefits through a social program offered by their province or territory and/or by the federal government will be eligible for the CDCP if they meet all the eligibility criteria.

Patients who decide to opt out of benefits available to them from their employer, school, etc. will be considered by the federal government as someone who has access to dental plan. This means if you decline dental coverage through your/your spouse's employment benefits, you will not be eligible for the CDCP.

Is CDCP intended to replace existing insurance coverage

The Canadian Dental Care Plan (CDCP) is not intended to replace existing dental coverage. It is important that Canadians do not drop their existing coverage, as they might not be eligible for the CDCP if they do.

The CDCP is designed to provide coverage for Canadians who do not have an existing dental plan.

The Canada Revenue Agency now requires employers to report on their T4/T4A whether their employees and their families had access to dental plan coverage, including spending and wellness accounts.

Are Individuals with existing coverage through government programs eligible?

If you have dental coverage through a provincial, territorial, or federal government social program, you can still qualify for the Canadian Dental Care Plan (CDCP). If you meet all the eligibility criteria, your coverage will be coordinated between the plans to ensure there are no duplications or gaps in coverage.

Useful link for more details: www.canada.ca/en/services/benefits/dental/dental-care-plan.html



Welcome to ASP!

By Neeru Panjwani, Director of Operations

Please join us in welcoming new office and management team members that joined ASP in Q1 of 2025!



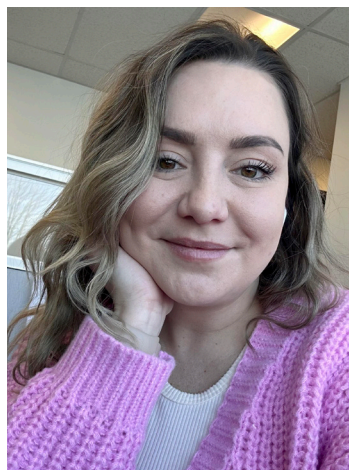
Parul Srivastava – Front Desk Administrator, North York

Parul joined ASP in Jan 2025 as the Front Desk Administrator at our North York office. Parul is supporting the RES/CIC division by assisting with reception, inventory management, new hire tasks, recordkeeping, and other related duties. Parul's previous experience and education make her a valuable asset to the team, and we are immensely grateful to have her join us. She can be reached at psrivastava@security-asp.com.



Farhad Mohammad – Operations Manager, Aviation

Farhad joins us as Operations Manager for our Security Operations at Billy Bishop Toronto City Airport (BBTCA). With over ten years of security experience at organizations such as GardaWorld, Paladin, and the City of Toronto, Farhad is highly skilled in managing CRM systems, Access Control Management, Standard Operating Procedures, and much more. Farhad spent time with the ASP team at Pearson Airport for a detailed orientation before starting his role at BBTCA. Farhad will report to Garinder Grewal, Director of Aviation Operations.



Kirsten Gardner-Lichach – Payroll Specialist

Kirsten joins our Finance and Accounting department as a Payroll Specialist and will report to Paul Parkinson, Director of Finance. Kirsten will support all aspects of payroll and further assist in smooth day-to-day operations of payroll functions and duties. She will manage the end-to-end payroll process and will work with other departments such as resource planning, HR and operations for effective and error-free payroll.

Please extend your warm welcome to our new members of ASP family

Taylor Swift in Toronto

By Shine Mathew, Operations Manager

Taylor Swift performed six sold-out “Eras Tour” shows at Rogers Centre in Toronto on November 14, 15, 16, 21, 22, and 23, 2024, and ASP’s team at the TTC Union subway station was on hand to ensure everyone was safe and secure when going to and from the big event.



Happy International Women's Day from the ASP Women's Employee Resource Group

By Sarah Miller, Director of Operations

Established in 1911, International Women's Day is a global event celebrating the social, economic, cultural, and political achievements of women while also challenging equality, discrimination, and gender parity issues.

Please join the ASP Women's Employee Resource Group in recognizing this special day on Saturday, March 8th 2025.



**WOMEN'S EMPLOYEE
RESOURCE GROUP**

Respite Security – Recognizing Gurveer Sandhu & Adeyinka Adeyan

By Sarah Miller, Director of Operations

I'd like to recognize two security specialists that work in ASP's City of Toronto respite shelters, Gurveer Sandhu and Adeyinka Adeyan.

On the night of January 27th Gurveer and a shelter staff member successfully intervened in a suicide attempt of a shelter client in the men's washroom at 351 Lake Shore, and on the morning of January 26th Adeyinka located a fire while on an exterior patrol at 885 Scarborough Golf Club and put it out himself.

I strongly commend both for their critical thinking and swift action which resulted in the prevention of a death and severe property damage. Thank you both for your excellent work as respite security specialists, you make ASP proud.

Holiday Photos from Ottawa International Airport

By Anissah Dia, Service Delivery Manager



News from YWG

By Dalel Mharbi, Operations Manager

Announcement: Dina Kordina Promoted to Supervisor

I am thrilled to announce that Dina Kordina has been promoted to Supervisor at the YWG Airport! Dina began her journey at the airport in 2022 as a Customer Service Representative.

Dina began her journey at the airport in 2022 as a Customer Service Representative. With her strong personality, dedication to helping passengers, and unwavering support for her coworkers, Dina quickly proved herself to be an excellent fit for leadership. In 2024, she stepped into the Acting Supervisor role, and as of January 2025, Dina has officially taken on the position of Supervisor.

Dina exemplifies the values of hard work and commitment, making her a vital contributor to ASP's Customer Service team.

In her free time, Dina enjoys spending quality moments with her family, reading, and playing board games. This year, she has also set an exciting goal: to conquer one of Manitoba's most challenging hiking trails!

Please join me in congratulating Dina on her well-deserved promotion. We are confident she will continue to shine and achieve great success within ASP!



Meet Navneet by Dalel Mharbi, Operations Manager

Navneet is a dedicated and hardworking employee, recognized for her kind demeanor, confident personality, and strong commitment to teamwork. Her unwavering support for her colleagues and positive energy make her an invaluable member of our team.

Since joining the airport in 2023, Navneet has consistently uplifted those around her. In December 2024, she stepped into the role of acting supervisor, where she has excelled as a dependable leader and a vital support to the team.

Outside of work, Navneet has a passion for Italian cuisine and spends her free time learning to create delicious Italian dishes. Her enthusiasm and talent extend beyond her role, showcasing her dedication to personal growth and new experiences.

I am confident that Navneet has an incredibly bright future with ASP, and we are excited to watch her continue to grow and succeed.



News from YWG (cont'd)

By Dalel Mharbi, Operations Manager

A big Thanks to All the Cart Handlers

Throughout Winnipeg's harsh winter conditions, we want to express our deepest gratitude to all cart handlers. These dedicated individuals spend the majority of their shifts outside, enduring freezing temperatures that range from 0°C to -47°C.

Gaelle, Ruslan, Cynthia, Bernard, Alex, and Yaroslav have each been essential to our smooth operations. Their vigilance, support, and tireless work ethic have been key to maintaining efficiency and ensuring everything runs seamlessly.

I sincerely appreciate their unwavering commitment and am incredibly proud to have such an exceptional team!



Toronto Pearson Airport Employee Spotlight

By Ramakrishna Malkapuram, Service Delivery Manager



Guled Hussein

It gives me great pleasure to recognize and appreciate an outstanding member of our ASP team at Pearson International Airport - Guled Hussein. Guled exemplifies an “over and above” attitude, consistently going the extra mile to ensure team success. His proactive approach and willingness to take on additional responsibilities have been instrumental in achieving our operational goals at Pearson Airport, earning well-deserved appreciation from everyone.

On January 20, 2017, Guled Hussein embarked on his journey with ASP in a part-time role as an Airside Gate Break Reliever. His unrelenting hard work, helpful nature, and positive attitude quickly earned him tremendous respect and admiration from supervisors at airside and in the terminal, as well as from the ASP management team at the airport. During this period, he gained valuable experience in various locations at the airport, including Airside Gates, NPSV, the Terminal, and various ad-hoc assignments.

On January 24, 2022, Guled transitioned to a full-time access control guard at the airside gates. His positive attitude, hard work, and willingness to help earned him numerous accolades from everyone at Pearson Airport. On July 4, 2024, he became a certified AVOP holder, bringing him closer to achieving greater heights. On July 24, he earned a well-deserved promotion to Lead Security Guard and was entrusted with the challenging role of leading and managing airside operations as an Airside Supervisor.

**Great Attitude
is Everything**

-Guled Hussein

Guled demonstrated great temperament and adapted well to his leadership role during a time when airside operations were extremely challenging due to Airside Restoration Construction Capital Projects. His understanding and experience of airside operations, combined with his calm demeanor and presence of mind in challenging situations, made him stand out. Guled is a true team player, always ready to support his colleagues and foster a collaborative environment. His positive attitude and dedication combined with unwavering loyalty and commitment made him a role model within our organization. We are proud to have Guled Hussein as part of the ASP team and wish him continued success in achieving greater heights.

Toronto Pearson Airport Employee Spotlight

By Ramakrishna Malkapuram, Service Delivery Manager



Nevila Karruku

I would like to take a moment to appreciate an outstanding employee of our ASP team at Pearson Airport - Nevila Karruku. She demonstrates an exceptional and dedicated attitude, consistently going above and beyond in her efforts. Nevila has awed everyone with her consistent performance, dedication, and above all, her exemplary work ethic. She played a crucial role in preventing and reporting several breaches of security while discharging her duties during her illustrious career.

Nevila started her journey with ASP in January 2008, and since then, she has consistently demonstrated a professional and friendly demeanor while performing her duties as an Access Control Officer. Her unwavering commitment to assisting supervisors and the TPIA management team whenever needed has been remarkable. Nevila's dedication and professionalism have established her as a role model within our organization.

Her proactive approach and consistent performance have earned her recognition among her peers and appreciation from our client.

We are incredibly proud to have Nevila as part of our team, and her contributions are truly invaluable. Her work ethic and professionalism are truly inspiring, and we look forward to her continued success and contributions to the team.

This recognition is a small token of our appreciation for her hard work and dedication.

**Professionalism
& Consistency**

-Nevila Karruku



Sarpreet Sidhu - Security Specialist

I'd like to take a moment to recognize an exceptional member of our ASP team at Pearson Airport, Sarpreet Sidhu. She exemplifies an "over and above" attitude, consistently going the extra mile to ensure our

team's success. Her proactive approach and willingness to take on additional responsibilities have been instrumental in achieving our operational goals at Pearson Airport, earning appreciation from our client.

Sarpreet began her journey with ASP as a casual security specialist in March 2022, working on the face mask enforcement program initiated during COVID. She became a full-time employee in September 2022, and her hard work and dedication have since earned her recognition among her peers and appreciation from the client.

Sarpreet's friendly demeanor, combined with her resolve and curiosity to learn and adapt to different challenges, has made her stand out. After her role as a face mask enforcement specialist, she took on the challenge of the Arrivals Testing Program in T1 & T3 during COVID, enforcing mandatory testing of arriving passengers from outside Canada.

Sarpreet is a quick learner, and her ability to adapt and assist her colleagues has set her apart. Her consistency and dedication were noticed by the ASP management at Pearson Airport, leading to her taking on more challenging assignments such as Patrol, Transborder, Trespass, Terminal 1 Node F, and Terminal 3 AT Level Specialist.

In August 2024, Sarpreet added another achievement to her list when she was selected for yet another challenging task of transporting medical emergency responders from the public side of the Pearson Airport into the restricted area. Her unwavering commitment and hard work made her one of the top Medical Emergency (ME) Security Specialist at Pearson Airport. In November 2024, she became a full-time ME Specialist.

We are incredibly proud to have Sarpreet Sidhu as part of the ASP team and wish her continued success in achieving greater heights. Her dedication and professionalism are truly inspiring.

Celebrating Water's Feature in the IATP Newsletter & IG

By Noman Butt, Operations Manager

We are incredibly proud of Water, known as a true gem of Toronto Pearson, for being featured in the IATP newsletter and on IATP's Instagram!

Since joining the Pass Office in October 2022, Water has become a familiar and friendly face across the airport. He is always smiling, greeting people warmly, and delivering exceptional customer service. His dedication and willingness to go above and beyond to assist airport employees have made him well-known and highly respected throughout GTAA.

It's amazing to see all the wonderful comments on Instagram about Water, showcasing his strong work ethic and commitment. Be sure to check out his feature in the IATP newsletter and on Instagram—don't forget to like, comment, and show your support for Water!



Thank You for a Wonderful Holiday Season

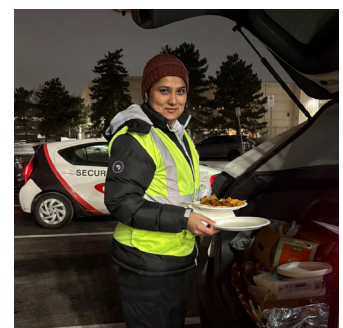
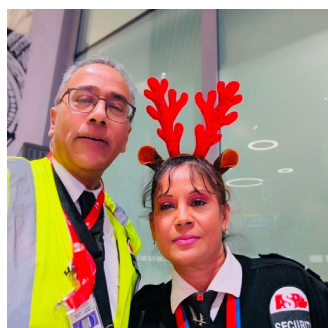
By Noman Butt, Operations Manager

As the holiday season comes to a close, we want to take a moment to express our gratitude for all your hard work, kindness, and teamwork. Your efforts helped make this time special, and we truly appreciate each and every one of you.

Thank you to everyone who participated in the celebrations, shared meals, and created great memories together. Your enthusiasm brought warmth and joy to our workplace, making the season even more meaningful.

A special thank you to those who worked on Christmas and New Year's Day. Your dedication and commitment ensured that everything ran smoothly, and we are incredibly grateful for your efforts.

As we move into the new year, let's continue to support one another and carry forward the spirit of teamwork and generosity. Thank you for all that you do—we look forward to another amazing year together!



Security Word Search

G	I	R	X	O	E	C	N	A	L	L	I	E	V	R	U	S	J	M	R	K	S	E
G	N	M	W	D	O	Q	W	P	E	C	N	A	L	I	G	I	V	H	K	Y	A	N
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Y	R	G	U	A	R	D	E	B	T	F	I	H	S	T	H	G	I	N	S	C	L	Y

Find the following words in the puzzle.

Words are hidden ↑, ↓, →, ←, and ↘.

ACCESS	BRIEFING	ENFORCEMENT	POST	SECURITY
AGENT	CANINE	ESCORT	PROTECTION	SURVEILLANCE
AIRPORT	CCTV	GUARD	RADIO	TORONTO
ALARM	CHECKPOINT	INCIDENT	REPORT	VERIFICATION
AVIATION	CLIENT	NIGHTSHIFT	RESPITE	VIGILANCE
AWARENESS	CUSTOMER	OBSERVATION	SAFEGUARD	WINNIPEG
BADGE	DEESCALATION	OTTAWA	SAFETY	
	EMERGENCY	PATROL	SCHEDULING	

