Spring 2026

Inside This Issue

Corporate Updates	3
Health and Safety	5
K9	7
Aviation	8
RES/CIC	12

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Message from Humberto Pimentel

By Humberto Pimentel, President & CEO

Spring is here, and with it comes new energy, new opportunities, and a renewed sense of what this team is capable of. As we look forward to an exciting year ahead, we also want to take a moment to reflect on what we accomplished together in 2025.

Last year brought its share of challenges and change, yet your commitment never wavered. Because of your professionalism, reliability, and teamwork, our customers continuously received the excellent service they expect from us. We are very proud that Rogers Stadium renewed their contract with us, and we successfully mobilized for the Regional Municipality of Halton contract.

To our frontline teams: whether you worked days, nights, weekends, holidays, or stepped in when it mattered most, thank you. Your efforts kept our sites safe, our clients confident, and our reputation strong.

To our supervisors, managers, and support staff: thank you for guiding operations, supporting your teams, and maintaining high standards. Your leadership made the difference.

Because of all of you, we strengthened our operations, continued to grow, and delivered on our promises. We are incredibly proud of what we accomplished together — and we look forward to building an even stronger 2026 with this exceptional team.

Stay safe, and thank you for everything you do.

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Faces Behind Resource Planning

By Jashandeep Singh, Assistant Manager, Resource Planning

At the core of our organization lies Resource Planning, a team that keeps everything connected, aligned, and running efficiently. Acting as the backbone of operations, this department collaborates closely with all divisions to ensure the right people are in the right place at the right time.

We're proud to take a moment to recognize the incredible individuals who drive this function forward every day. Their dedication, teamwork, and commitment to excellence are what keep our operations seamless and successful.

Leading the way is **Sean Gallagher**, Associate Director of Talent Acquisition and Resource Planning. Sean's strategic approach to staffing and his continuous support have been instrumental in maintaining optimal workforce levels across the organization. His leadership helps set the foundation for a strong and agile team.

Supporting Sean in overseeing all divisions are Assistant Managers **Jashandeep Singh** and **Jasmeen Chahal**. They are committed to delivering essential training and ensuring team readiness. Their responsibilities include maintaining compliance with CBA regulations, Health and Safety standards, labour codes, and staffing and training requirements.

Division Highlights

Aviation Division Led by Jashandeep Singh

Planners **Shweta Tomar** and **Manpreet Grewal** work collaboratively to manage daily staffing levels and ensure smooth day-to-day operations.

REC/CIC Division Led by Jasmeen Chahal

Planners **Jatin Assija** and **Sukhwinder Dhillon** work closely together to maintain seamless daily operations and provide consistent support to the team. Additionally, **Mark Dwulit** is assisting with ensure coverage for Rogers Stadium.

K9 Division

Muskaan leads the K9 Division with a focus on clear communication and operational efficiency. She works closely with Supervisors to ensure all essential tasks are completed while consistently meeting client requirements. Supporting her behind the scenes are **Jashandeep**, and **Jasmeen**, who provide additional operational backup and guidance when needed, ensuring continuity and strong performance across the division.

Overnight Team

During overnight hours, **Charlene Abella** and **Kishan Amar Ally** take on full responsibility across all divisions. Their ability to make effective decisions in real time plays a crucial role in maintaining smooth and uninterrupted operations. Their dedication ensures that the organization continues to perform at a high level—around the clock.

Support Team

Over the past few months, Resource Planning has also benefited from the valuable support of team members from various divisions. **Kajal Sharma** from the Shift Manager Team at Toronto Pearson Airport has played an integral role in assisting RP with her expertise, knowledge, and

hands-on support. **Mark** has been invaluable in assisting us with the complex scheduling requirements for Rogers Stadium.

We would also like to extend our sincere appreciation to **Anirudh Murali** (Respite) and **Bindia Dutt** (Residential) for their continued support, particularly during challenging times. Their willingness to step in and contribute has made a meaningful difference to the team's success.

Well Wishes

Our heartiest congratulations to **Andrew Catney** for his next chapter in his career. Andrew led Resource Planning with passion and hard work for the past four years.

Managing Public Interactions - Security Guards' Safety

By Laurel Woodhouse, H&S Manager and Vince Gemmiti, Training Manager, RES/CIC

Working in public-facing security roles means you'll encounter a wide range of behaviours—from confused or upset members of the public to aggressive or unpredictable individuals. Keeping yourself, your colleagues, the public, and clients safe starts with prevention, calm communication, and knowing when to escalate. Use the guidance below during every shift.

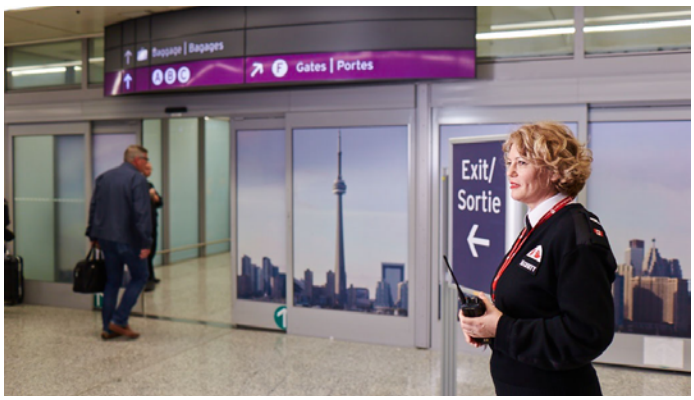
Key Principles

- **Stay aware:** scan your area for potential issues (crowds, alcohol/narcotic use, obstructions) and position yourself to maintain visibility and a safe exit.
- **Stay calm and professional:** your tone, posture, and language set the tone of the interaction.
- **Prioritize safety over being right:** de-escalation and containment are primary goals; enforcement and confrontation are secondary.
- **Communicate and document:** notify supervisors/dispatch early if concerns arise and record the incident afterward.

Verbal Judo — Practical Tips

Use the 3-step approach: Ask, Set Options, Confirm

1. **Ask** — politely request cooperation ("Sir, could you step back from the platform edge, please?").



2. **Set Options** — present clear, limited choices that are acceptable to you ("You can wait behind the line, or I can call assistance.").
3. **Confirm** — close the interaction and document the outcome ("Thank you for moving back. I'll stay nearby until the train arrives.").

- **Use calm, directive language:** short sentences, low/moderate tone, non-accusatory words.
- **Name the behavior, not the person:** "I cannot allow this bag on the seat" rather than "You're being reckless."
- **Use empathy statements:** "I can see you're upset. I want to help. Let's do this together."
- **Avoid arguing,** sarcasm, or raising your voice.

Safe Distance & Positioning

- Maintain a non-threatening distance: usually 1.5–3 meters (6–12 ft) depending on the person's behavior and environment.
- Keep an unobstructed path to an exit; position yourself at a slight angle rather than directly face-to-face.
- Use environmental barriers when appropriate (desk, counter, open doors) to preserve space.
- If a subject becomes agitated, increase distance and create space for escape—not to retreat from duty, but to reduce risk.
- Be prepared to reposition, away from or within the situation depending on your assessment.

When to Call Police or Additional Support

- Immediate threat to life, weapons present, or violent assault.
- Subject displays clear intent to harm self or others.
- Crime is in progress and requires law enforcement (theft in progress, forced entry).
- You cannot safely control the situation or the subject becomes physically aggressive.
- Persistent refusal to follow lawful safety directives that create imminent risk (e.g., refusing to leave a secure area).
- If in doubt and risk is increasing, call dispatch for advice and backup.

Scenario + Do / Don't Checklist

Scenario: Late evening on a transit platform, an irate passenger shouts at staff after being denied access to a restricted area. He paces aggressively and throws a small item toward the platform edge.

Do:

- Keep a safe distance and signal backup immediately.
- Use a calm, firm voice: "Sir, please step back. I'm calling for assistance."
- Offer limited options: "You may wait behind the line or move to the seating area."
- Use a neutral stance and maintain clear sightlines.
- Document the incident and report to your supervisor and dispatch.
- Use the relational approach by asking them what you can do to help: "I can see you are struggling…" or "I want to help you, talk to me."
- Use active listening to understand what the problem may be to assist them in finding a solution.
- Collaborate with them, give them the power to solve their crisis rather than imposing one upon them.

Don't:

- Approach directly or block his/her exit path.
- Match aggression—do not shout or use insults.
- Engage in prolonged argument or try to physically restrain unless trained and necessary.
- Leave the area without notifying dispatch or a colleague.

Quick Reminders

- Report all interactions that escalated or made you feel unsafe, even if no injury occurred.
- Refresh de-escalation training every year and participate in scenario drills.
- Keep radio/phone charged and accessible; know site-specific escalation numbers.

Welcome to the K9 Team!

By Russ Fox, Master Trainer, K9 Services

We would like to extend a warm welcome to **Sebastian Adam, Kearta Parent, Bonnie Gallant, Stephanie Patrs, Stephen Kelly**, and **Kayla Watt** to our Greater Toronto Area operations!

And a big shout out and good luck to Handler **Anne-Marie Pare** from Québec City, Québec. She is currently in Romania and will be representing Canada at the international Dog event with her personal dog "Jigsaw". She will be competing against teams from around the world in IGP, (a Triathalon-type K9 event) doing obedience / tracking and protection work.

We wish Anne Marie all the best luck at this prestigious event!

Mr. Ziggy Shines at the 2026 National Specialty!

By Bradley Macrae, Director of K9 Services

It was a weekend to remember for **Julie Gaboury** and her English Cocker Spaniel, **Mr. Ziggy**. Competing at the 2026 English Cocker Club of America National Specialty, Ziggy earned 3rd place in his class at the regional specialty before stepping up to claim 2nd place in his class at the National, judged by breeder judge Sue Dwelly.

A fantastic result for a very good boy. Well done, Ziggy!

Dina – The Kind of Person Who Doesn't Wait for Direction but Creates Results

By Nataliya Zulqurnane, Acting Operational Manager

There are people whose work gets noticed immediately. And then there are people without whom a strong team simply cannot function. **Dina** is exactly that kind of person.

She began her professional journey as a CSR, and through dedication, hard work, and a strong sense of responsibility, she grew into a supervisor trusted by both her colleagues and leadership. Her story is a true example of how real leadership is built not through loud words, but through consistent actions every single day.

Dina is not someone who waits to be assigned tasks. She listens carefully, analyzes situations quickly, thinks through every step, and approaches her work with a clear plan already in mind. Because of this, even the most challenging processes under her supervision are handled with confidence, organization, and professionalism from start to finish.

She is someone people can rely on in any situation – especially during stressful moments, high-pressure situations, or unexpected challenges. Dina does not create unnecessary noise or seek attention; instead, she quietly takes responsibility and ensures the job gets done. People like her become the backbone of a team.

One of the qualities that truly makes Dina stand out is her willingness to help others. She is always ready to support colleagues, guide them, answer questions, or step in whenever needed. And her kindness extends beyond the team - passengers and airport visitors also feel her professionalism, attentiveness, and genuine care in every interaction.

Outside of work, Dina values the things that matter most: spending time with family and friends, enjoying nature, and traveling. She carries a rare balance of strength, kindness, and dedication, which makes her not only an exceptional supervisor, but also a person deeply respected by everyone around her.

Some people simply do their job. Others set the standard for everyone around them. Dina is one of those people.

BBTCA Employees of the Month

By Farhad Mohammad, Operations Manager

Employee of the Month for January 2026 – Shashidhar Kichanagari

I am pleased to announce that **Shashidhar Kichanagari** has been selected as the Employee of the Month for January 2026.

Shashidhar is a consistently dependable and professional presence on airside. He supports daily operations through his strong work ethic, attention to detail, and willingness to assist both supervisors and team members whenever required. He has also been actively involved in supporting new employees by sharing his knowledge of airside procedures and helping them build the confidence and understanding needed to obtain their AVOP and carry out their duties safely and effectively.

ASP Security is proud to recognize employees like Shashidhar who consistently show reliability, professionalism, and a strong commitment to their responsibilities. His performance and attitude continue to positively support the operation and the team.

Congratulations Shashidhar!

Shashidhar Kichanagari

Aly Khan

Employee of the Month for February 2026 – Aly Khan

I am pleased to announce that **Aly Khan** has been selected as the Employee of the Month for February 2026.

Since joining our team at BBTCA, Aly has consistently distinguished himself as a dependable and high-performing member of the team. He demonstrates a strong sense of accountability, a proactive approach to his responsibilities, and a genuine commitment to continuous learning and professional growth. Most recently, Aly has completed his training as a CRG (Conflict Resolution Guard); a significant milestone that reflects both his capability and dedication. He approaches every task with professionalism, confidence, and a solutions-focused mindset, setting a strong example for those around him.

ASP Security is proud to recognize team members like Aly who actively invest in their development, elevate team performance, and make a lasting, positive impact across the operation.

Congratulations Aly!

Employee of the Month for March 2026 – Yunus Lawal

I am pleased to announce that **Yunus Lawal** has been selected as the Employee of the Month for March 2026.

Since joining ASP, Yunus has demonstrated exceptional professionalism and commitment. He immediately took ownership of his role and has consistently exceeded expectations through his strong work ethic and proactive approach. His reliability is evident in his punctuality, always arriving early and prepared to perform at a high standard.

Yunus leads by example and has earned the respect of his peers through his positive attitude and dedication. His bilingual capability further enhances his effectiveness in supporting both the team and the public, making him a valuable asset to our operations

Congratulations Yunus!

Yunus Lawal

Mahmoud Al Shawakri

Employee of the Month for April 2026 – Mahmoud Al Shawakri

I am pleased to announce that **Mahmoud Al Shawakri** has been selected as the Employee of the Month for March 2026.

Since joining ASP Security as a Conflict Resolution Guard (CRG), Mahmoud Al Shawakri has consistently demonstrated exceptional professionalism, dedication, and reliability. He quickly took ownership of his responsibilities and has continually exceeded expectations through his strong work ethic and commitment to maintaining a high standard of performance.

Mahmoud's diligence and proactive approach have elevated the role, setting a positive example for his peers and contributing to a stronger, more effective team environment. His calm, respectful demeanor and consistent follow-through make him a trusted and valued member of the CRG team at BBTCA.

In addition to his outstanding on-site performance, Mahmoud has recently begun a Master's program in Criminal Justice Administration at Niagara University Graduate School. His pursuit of higher education reflects his ambition, discipline, and dedication to advancing both his personal and professional development.

Mahmoud's contributions, attitude, and drive for excellence make him an invaluable asset to our operations.

Congratulations Mahmoud!

Excellent Work Farhan!

By Noman Butt, Operations Manager

Farhan Sohail joined ASP in May 2025 and quickly made a positive impression on both the ASP team and our client at Toronto Pearson Airport.

Shortly after joining the company, he was assigned to a peak-task position at one of the GTAA buildings. From the beginning, we received nothing but positive feedback from the GTAA Project Manager regarding Farhan's professionalism, work ethic, and positive attitude.

In April 2026, Farhan once again demonstrated his commitment to safety and security during an incident on the airside. Faced with a challenging situation, he remained calm, stood his ground, and followed all post orders exactly as required. He contacted the appropriate authorities, provided the necessary information, and handled the situation professionally from start to finish.

Farhan Sohail & Anmol Bhrigu

Farhan's actions are an excellent example of what it means to be a security professional. His ability to remain composed under pressure, follow procedures, and make the right decisions helped ensure the situation was handled safely and effectively.

Great Work Fatmira!

By Noman Butt, Operations Manager

Fatmira Koci is one of ASP's most veteran employees and has been a valued member of our team since 2008.

Recently, Fatmira was recognized by both the client and ASP for her excellent work in identifying, challenging, and helping prevent a security breach. Her professionalism, vigilance, and commitment to safety demonstrate the high standards that ASP employees uphold every day.

We would like to congratulate Fatmira on this well-deserved recognition and thank her for her many years of dedicated service. We wish her continued success and encourage her to keep up the outstanding work.

Fatmira Koci

This achievement is not only a win for Fatmira but also a win for the entire ASP team. Her actions reflect the dedication, professionalism, and commitment to excellence that make ASP a trusted security partner.

Job Well Done!

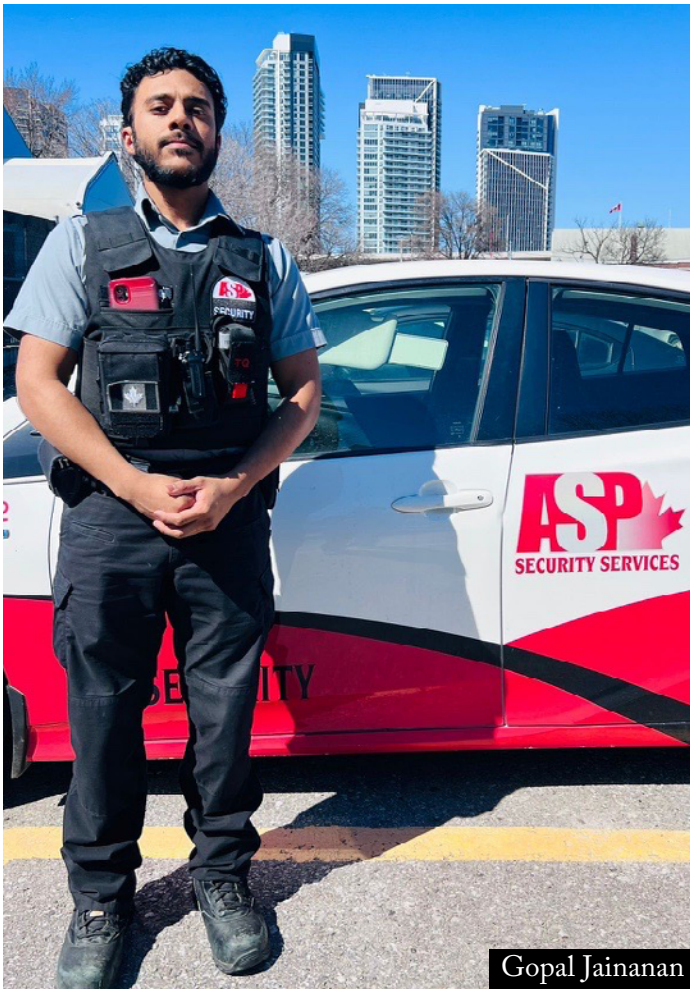
By Douglas Hardy, Operations Manager, RES/CIC

I would like to formally commend **Hassan Barre, Gopal Jainanan** and **Nader Ahmed** for their exceptional actions on March 15th, 2026. Their quick thinking, professionalism, and teamwork during a medical emergency played a critical role in saving a person's life.

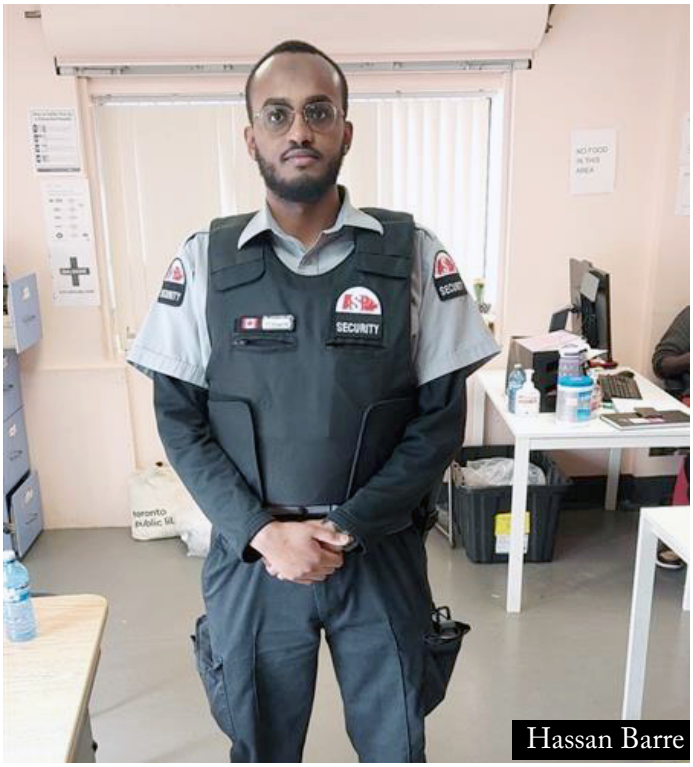
When the individual experienced a medical emergency and required immediate assistance, Hassan, Gopal and Nader responded without hesitation. By working together to assess the situation and administer CPR until emergency services arrived they each demonstrated outstanding composure, training and dedication to the safety and well-being of others.

Fantastic job!!!

Nader Ahmed



Gopal Jainanan



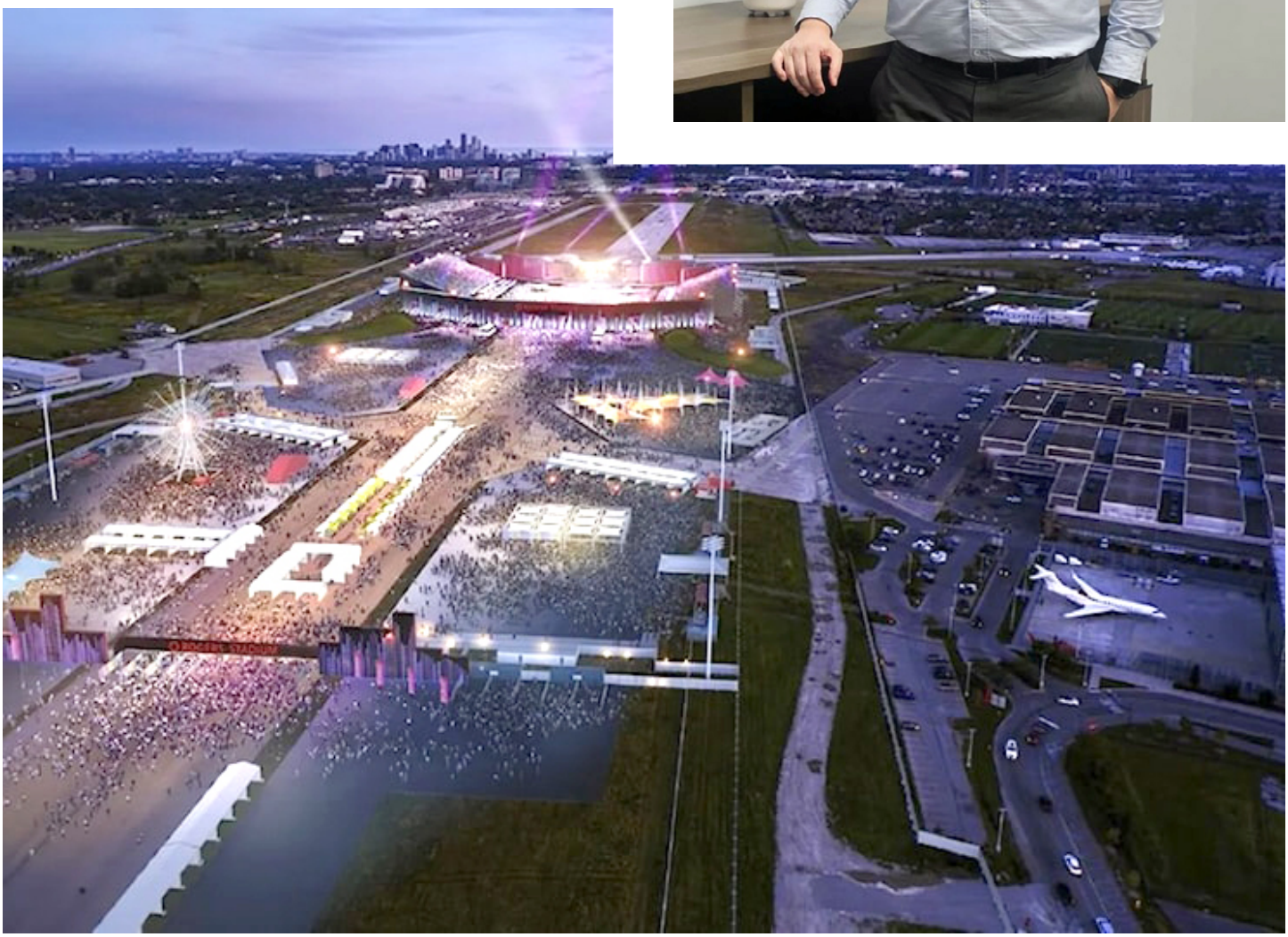
Hassan Barre

RES/CIC Updates

By Sarah Miller, Director of Operations and Training

The RES/CIC division is pleased to welcome **Vince Gemmiti** to the team as its new Training Manager, reporting directly to **Sarah Miller**. Vince began working with ASP on February 03, 2026, and comes to the organization with a wealth of experience in security operations, training, and quality assurance. We are immensely grateful to have him join the team.

On May 04, 2026, ASP launched full facility security services at Rogers Stadium, returning to the venue after a successful first season in 2025, overseen by Operations Manager **Jennifer Thrasher**. Additional event security services will be launched on May 18, 2026.



Outstanding Work

By Douglas Hardy, Operations

I would like to take a moment to formally command Respite Guards **Manpreet, Khaldoun**, and MPS **Sumit, Jesse, Vikas** and **Harjit** on the exceptional work you demonstrated while on duty. We received positive feedback from the client recognizing your professionalism attentiveness and commitment to maintaining a safe and welcoming environment.

Your actions reflect the high standards we expect from our security team, and it's always encouraging when a client takes the time to acknowledge outstanding service.

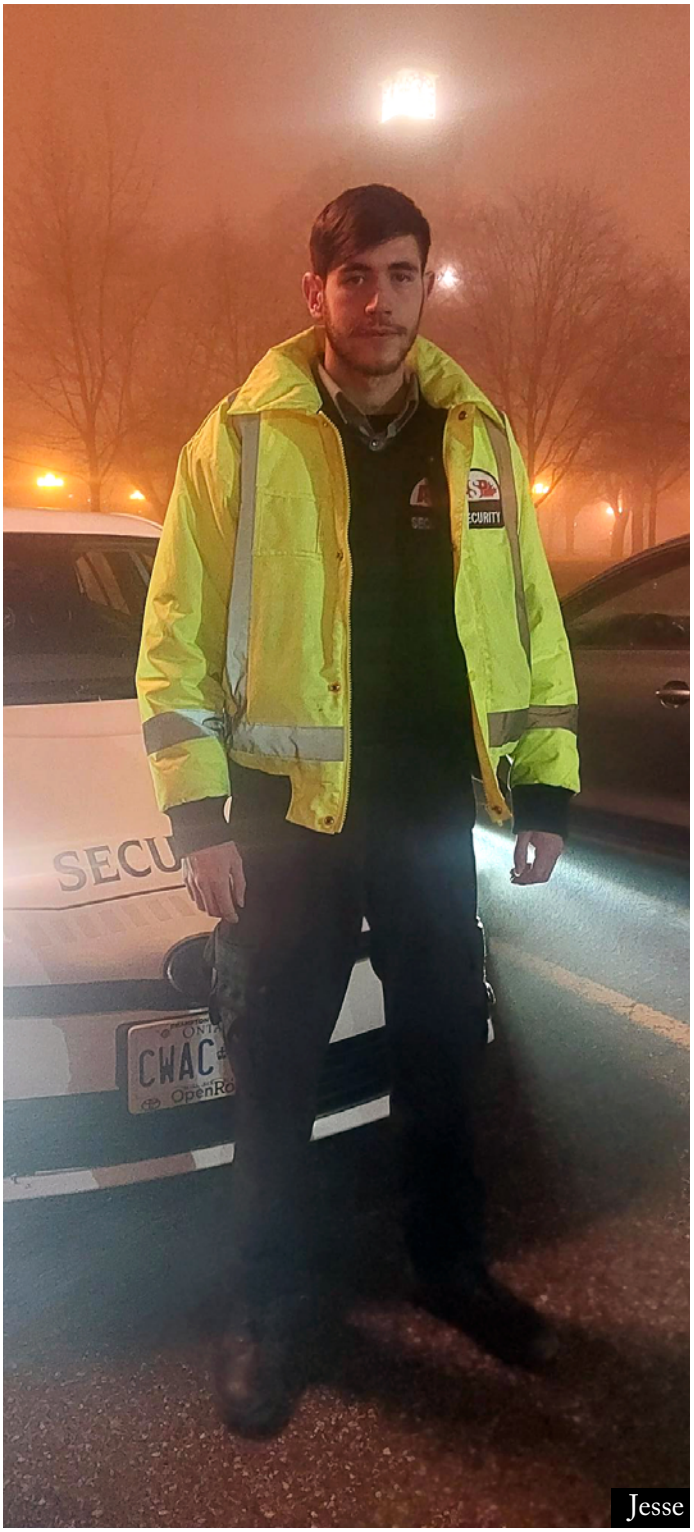
Manpreet

Vikas

Your dedication to your responsibilities and the way you represent our company does not go unnoticed. Efforts like yours help strengthen our relationship with our clients and reinforce the reputation of our security team.

Thank you for your continued hard work and for setting a strong example for others on the team.

Please keep up the excellent work.


Jesse

Sumit

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