



Year-End Message from Jim

Another year is quickly coming to an end and I would like to thank every employee for their continued daily efforts in providing our various services throughout Ontario and Alberta. We have enjoyed another successful year at A.S.P.! Our success could not be achieved or sustained without your commitment to delivering quality customer service and security.



Jim Catney, Vice-President, Aviation and Transportation

As we look forward to 2020, we are excited to announce that we will be opening our new A.S.P. Employee Centre near Toronto Pearson International Airport. The A.S.P. Employee Centre will be our primary location for recruitment, training and uniform distribution.

There will be a formal announcement in early January to communicate the location and the official opening date.

Employee engagement and support will be a key area of focus for the entire management team in 2020.

The senior management team attended an Employee Engagement Strategic Planning Retreat in October and identified several initiatives and opportunities to improve how we can support and engage with our employees. The management team throughout A.S.P. is committed to continuing to improve the work environment for our employees at all work locations.

Finally, I would like to wish everyone a safe and enjoyable Holiday Season. I hope that you are able to enjoy some quality time with family and friends.

Happy New Year!

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Social Media: To Post or Not to Post?

By Petra Nash, Executive Assistant

Most companies will use social media to benefit their business and engage with employees. Social media can be used for business purposes, as well as personal use. At A.S.P, we have expectations not only for Corporate Office staff, but all employees to lead by example and to be cautious when it comes to posting business-related information on social media.

Below is a list of some basic advice we as a company adhere to in order to avoid common social media mistakes.

1. **Understand the social network:** Different social media platforms have different purposes. For example, it's common to see more personal status updates on Facebook than LinkedIn. **Before posting become familiar with the network by reading FAQs and quickly researching what is and is not acceptable.**
2. **Correct your own mistakes:** When you make a factual error in a post (or an error in general), create an update and correct it. Deleting or editing the original post should come at your own discretion, depending on the situation.
3. **Beware of potential security threats:** Hackers can use social networks to distribute spam and malware. They can also launch phishing attempts. **You should report suspicious activity, including questionable comments and friend requests.**
4. **Be careful when sharing information about yourself or others:** Hackers can also use personal information to their advantage.
5. **Don't escalate the issues:** Responding to other social media users, especially concerning a contentious subject, can result in a heated argument. **To avoid such arguments, it may be best to avoid commenting if you feel you may spark conflict.**
6. **Think before posting:** This is the golden social media rule. **Not only should you check grammar and spelling but ensure there won't be any negative effects of posting a status update.** These include creating arguments and divulging sensitive information.

Be cautious when posting anything related to the business on your personal social media accounts. As the social media landscape is constantly evolving, we encourage employees to think about new ways to use company accounts. If you have any ideas, please email them to Petra Nash (pnash@security-asp.com).



Our Accounting Team is Expanding!

By Paul Parkinson, Director, Finance

I am happy to announce two new additions to the A.S.P. Accounting team in Burlington! In August, we welcomed **Mary Clair Zillmer**. Mary Clair's primary responsibility is invoicing and receivables collections. Mary Clair joined us with a wealth of experience and has already made an impact.



We also welcomed **Shelly Matthews**, who just joined the team on December 2 and is already off to a strong start in learning about A.S.P. and its culture. Shelly too will be primarily focussed on receivables and providing backup where necessary.

With the rapid growth of the business and to meet the needs of our customers, both Mary Clair and Shelly are being trained for treating the customers with respect. Shelly and Mary Clair are maintaining the A.S.P. rapid response standard and fostering continued great relations.

They join **Sherrie Storimans** and **Giselle Lopes** in our continued efforts in being a first-class Accounting team.



Mary Clair Zillmer



Shelly Matthews

Upcoming Employment Equity Survey at A.S.P.

By Neeru Panjwani, Human Resources Generalist

A S.P. believes that all employees should be treated fairly. We promote employment equity in the workplace to ensure that women, Aboriginal people, persons with disabilities and members of visible minorities are well represented at all levels of our organization. Our employment equity program ensures that our hiring and promotion practices are based on qualifications and ability.



As part of our employment equity program, the organization is also required to collect and submit information about our workforce that is covered under **Canada Labour Code** (Federal Employment Law) annually. Identification of our employees as a member of a designated group (**Women, Aboriginal People, Persons with Disabilities and Visible Minorities**) will help us create an accurate picture of our workforce and will assist in developing and implementing programs to support and celebrate our diversified workforce. The programs will be applicable to all our employees irrespective of whether they are covered under Federal or Provincial legislation.

In order to collect the information from our federally regulated employees, you will be contacted via email by the HR department and will be requested to complete a questionnaire. Please be advised that the completion of the questionnaire is voluntary, and you may select the “prefer not to answer” option. However, it will be mandatory to submit the signed form, even if you choose not to fill out any additional information.

The responses that you provide on the form will be retained for statistical purposes only; your confidentiality is protected. We encourage you to review, update and correct information about yourself at any time. Your information will not be used for unauthorized purposes.

The information you provide is collected under the authority of sections 18 and 42 of the **Employment Equity Act** to enable our organization to collect workforce data, comply with employment equity legislation and implement employment equity in the workplace.

Your information will be grouped with other employees' data and shared with the **Labour Program of Employment and Social Development Canada (ESDC)** for the purpose of complying with employment equity legislation under the **Legislated Employment Equity Program**. [Under the Legislated Employment Equity Program, the aggregate employee information will be shared with the Canadian Human Rights Commission and with the general public.]

The information you provide may be used and/or disclosed for policy analysis, research and/or evaluation purposes by ESDC. However, these additional uses and/or disclosures of your personal information will never result in an administrative decision being made about you.

Remember, your participation is appreciated and will help us create an accurate picture of our workforce and assist us in developing and implementing programs to support and celebrate our diversified workforce. Watch for an email from HR about where you can go to complete your questionnaire!

Employee Engagement

By Ramakrishna Malkapuram, Training Coordinator

In all organizations, big and small, the challenge is to keep all the employees connected and engaged. A 2017 Gallup survey called “**State of the Global Workforce**” indicated that only 15% of workforce are engaged in the workplace.



What this means is a majority of the workforce are either viewing their workplace negatively or doing the bare minimum to get through their day. Employee engagement is more important than ever. It has a dramatic impact on the behaviors of the employees. For example, it would make an average employee exceed expectations and an employee with bad attendance become punctual. More importantly, it has a huge impact reducing the

turnover in the organization. Let's be honest - it is not easy to keep front-line workers happy and engaged all the time. However, it should not discourage organizations by not putting enough effort in this direction.

Changing jobs isn't all about money. Younger employees may accept a lower wage as long as they get a chance to work at a place that engages them constantly. Employee engagement is not a one-time activity. It has to have a continuity that builds trust amongst the employees. A report shows 84% of the employees who are engaged or recognized tend to go over and beyond their expectations.

The following tips are just a few very important employee-engagement activities:

- ★ **Help employees get to know each other.** Creating a strong bond is critical. Organize a lunch with people in different departments. Encourage people to mingle.
- ★ **Start a mentorship program.** The most rewarding thing is to help others. Provide opportunities for employees to grow.
- ★ **Encourage Health and Wellness.** It's tough to go to work when you aren't feeling well. Provide funds for any activity that makes a person feel good for example Gym Membership, Massage therapist.
- ★ **Onboarding.** Engagement starts on day one, by making sure new hires have excellent experience during the onboarding process. Be clear about responsibilities and goals.
- ★ **Recognize employees.** Mention key employees in newsletters or press releases when appropriate.
- ★ **Celebrate accomplishments.** Broadcast achievements of employees to the entire organization.
- ★ **Ask for employees' engagement ideas.**
- ★ **Cross Training.** Give the employees an opportunity to learn a new skill.
- ★ **Promote within.** Promoting employees from within keeps employees motivated. It sends a signal to others that there are opportunities to move up within the organization.

Employees are the most valuable resource for any company. Employee engagement directly affects a company's performance and productivity. Hence, it is very important to motivate and engage employees

to improve the performance of a business.

12th Annual Runway Run

By Noman Butt, Service Delivery Manager - Ad Hoc, Aviation Services Division

It gives me immense pleasure to announce that A.S.P. was one of the proud sponsors for the 12th Annual Runway Run at Toronto Pearson International Airport. It was another exciting day for A.S.P. employees and management. On **September 21, 2019, 2200** spirited runners participated in a 2k walk or 5k run on a runway that was closed for the special occasion.

The iconic event raised **\$100,000** for the benefit of the community, with the help and cooperation of participants, sponsors and employee volunteers. All the funds raised went to the **Propeller Project**. This is one of the prestigious fundraising events undertaken by the Toronto Pearson Airport. Since its inception, the Propeller Project has raised a million dollars. All the proceeds went to support local charities and community-building initiatives.

I am extremely proud to announce that this year, A.S.P. sponsored all our employees who participated in this event. I would like to take this opportunity to congratulate **Margaret Bauman, Farhana Farrukh, Zirjana Haxhijaj, Kuldip Singh, Jasdeep Hayer, Javone Rowe and Sherrie Storimans**, for their participation in this event.

On the day of the event, 12 employees and 1 supervisor were deployed around the runway. The Primary Security Line (PSL) was extended between 0430-1400 hours. A.S.P. Managers **Garinder Grewal** and **Noman Butt** were also present to oversee the event. Once again, A.S.P. rallied behind GTAA to make this event a big success.





Toronto Pearson

RUNWAY RUN 2019



ALS Canada Plane Pull to End ALS 2019 - a Great Event for a Great Cause!

By Noah Thompson, Senior Manager, Projects and Information Systems

A S.P. cares about the communities in which we operate. We have participated in numerous client charity events throughout our years of operation. This past September, A.S.P. participated in **ALS Canada Plane Pull to End ALS 2019** at **Billy Bishop Toronto City Center Airport**.

Pulling a plane is difficult, but it's nothing compared to the weight that 3,000 Canadians and their families carry with them every day living with ALS. Participation and fundraising help to create a better reality and a brighter future for people living with ALS.

The turnout was phenomenal and assisted ALS Canada to set a record year for fundraising of over **\$170,000** in 2019.

We would like to thank **Nieuport Aviation** for inviting us to participate in this fantastic event!



Charity Fundraiser Gala for Shelter Movers

By Michael Moledzki, Training Coordinator - Residential/Commercial Division

On Thursday November 14th 2019, I was lucky enough to attend a special event with our client, **Shelter Movers**. Shelter Movers is a National Organization that provides free moving and storage services to women and children fleeing abuse.

This is such a great non-profit organization that we are teaming with. A.S.P. RES/CIC provides security guards for each move. Guards are there to ensure that the movers and the family moving are protected and secure during such a critical time.

The event was called **A Moving Affair: Expanding Horizons**, and was hosted at **Arcadian Court** in the heart of downtown Toronto. It was held for the people that have put in all the long hours, and hard work to make sure their company is helping people for many years to come. It was also a night that saw 52 donations of \$200 (cost of 1 family move) for the next year. I got to enjoy a great event of live music, dinner and drinks with friends. I also met a few awesome people, including **Lucy DeCoutere** (Trailer Park Boys) and **Dwayne De Rosario** (Canadian Soccer Legend).

If you would like to make a donation or volunteer on a move, please visit www.sheltermovers.com.



A Brief History of Scheduling

By Darren Scott, Scheduling Coordinator

The concept of “scheduling” is not new; the pyramids are over 3000 years old, Sun Tzu wrote of scheduling strategies 2500 years ago, transcontinental railways have been built for 200 years, etc. None of these activities could have been accomplished without a form of scheduling.

Shift work has existed from ancient times, based on the need for watchmen of kingdoms and military. Our modern-day shiftwork traces back to the late 1800s. With the invention of the lightbulb and the increased costs of assets and start-up times, industries like steel mills, iron foundries, and textile mills were urged to run production 24/7.

At first, the schedule patterns split the workforce into a day and night crew that typically rotated. The first crew would work for 13 straight days on 12-hour shifts, followed by a continuous 24-hour shift. This exhausting day was immediately followed by 13 straight night shifts, with one day off at the end before starting this work pattern again.

This schedule resulted in high rates of accidents and injuries. With few regulations, employers had little incentive to consider a more humane design when running a 24/7 operation. Thankfully, this practice ended with the development of new and better-balanced schedule patterns designed to decrease workplace injuries. Two of these patterns have dominated all 24/7 industries.

The most popular used pattern is called the DuPont Rotation or Pitman Schedule. This pattern’s biggest advantage is “every other weekend off”, by setting up 12-hour shifts on a 2-on 3-off, 2-on 2-off, 3-on 2 off, 14-day rotation. An organization using this pattern will require four crews, consisting of two day crews and two night crews. The favourability of weekends off makes this pattern highly desirable by both workers and employers.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Days	on	off	off	On	on	off	off	off	on	on	off	off	on	on
Days	off	on	on	off	off	on	on	on	off	off	on	on	off	off
Nights	on	off	off	on	on	off	off	off	on	on	off	off	on	on
Nights	off	on	on	off	off	on	on	on	off	off	on	on	off	off

The Idaho Schedule is another popular pattern design used in public safety and organizations with 24/7 operations. This pattern consists 12-hour shifts on a 3-on 4-off, 3 on 3 off, 4-on 4 off, 14 rotation.

	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Days	off	off	off	on	on	on	off	off	off	off	on	on	on	on
Days	on	on	on	off	off	off	on	on	on	on	off	off	off	off
Nights	off	off	off	on	on	on	off	off	off	off	on	on	on	on
Nights	on	on	on	off	off	off	on	on	on	on	off	off	off	off

Scheduling has come a long way and is now automated through software. There are many patterns and algorithms available to balance the needs of the workers and employers.

Hardeep Khaneja Wins Dedication Award

By Natasha Stephenson-Belle, Manager, Resource Planning

Hardeep Khaneja joined the A.S.P. family in 2007 as a security guard on the Residential contract – Ovation. His growth in this role was tremendous. He progressed into the supervision role because of his devotion to succeed, and most importantly, the support and guidance he offered his fellow colleagues.



In 2019, Hardeep continued his career progression into **Resource Planning** as a Scheduler. Within Hardeep's current position of Resource Planner, we consistently see his drive to not give up until the open shifts are staffed.

From the moment he starts his commute to the office, Hardeep is often fully engaged with our front-line employees, asking them to deploy to locations that are short-staffed last minute, or to simply coach our guards on their duties for the day. For this reason, you will often find Hardeep on his cell phone with his earpiece in, only hearing small bits of his conversation as he walks by. There hasn't been a moment when Hardeep has taken his break or lunch without scheduling guards or discussing a strategy for staffing. This is what he claims clears his head when he needs to regroup.

Every day, Hardeep comes into work to deliver. He is patient, respectful to all, and takes the time to listen to any concerns our guards might have. If he doesn't have the answer for them, he will take it upon himself to have the correct subject matter expert advise on the next steps for a resolution.

Without hesitation, he sets the expectation for himself that A.S.P. must exceed all client staffing needs daily. Although these are standards that he has set for himself, without realizing it, he has established a higher benchmark of scheduling success for his fellow colleagues. The rest of our team identifies this dedication in Hardeep, which we see as a benefit, as it drives our team to put in maximum efforts to cover shifts.

For 2019, Hardeep has been an outstanding employee who has been reliable due to his dedication to A.S.P.'s success. He is proud of our company and the contracts we service. He has demonstrated great scheduling tactics last-minute, which has delivered us out of many challenging situations.

Thank you for all your help and commitment to A.S.P., Hardeep!! You are truly a great asset to our company.

Celebrating Employee Birthdays

By Sherrie Storimans, Accounting and Payroll Administrator

Do you have a birthday in October, November or December? Blow out your candles and make a wish! Look for your name in the following pages.



October Birthdays

Abdillahi	Ali
Aden	Mursal
Aguilar	Sonia
Ahmed	Zunair
Ahmed	Zia
Ahmed	Naima
Alejo	Oluwasegun
Ali	Hina
Allen	Aaron
Amaranath	Nirmala
Amin	Abu
Anania	Ben
Arora	Sachin
Arrijoa Cruz	Maria
Askani	Ahmed
Aunoy	Aateed
Badesha	Jaspreet
Bains	Amandeep
Baladad	Lelynn Marice
Balina	Philip
Banks	Craig
Bard	Danielle
Bath	Ramandeeep
Bekbudov	Radiy
Bhabha	Roowayda
Bhardwaj	Nitika
Bharmi	Gurpreet
Bhumbla	Gurmeet
Biswash	Angeline
Boggula	Gopi
Brar	Sukhraj
Brar	Jasvir
Brar	Navjot
Busto	Jose
Cambi	Joel
Castro Serrano	Andres
Channi	Pavitar
Chauhan	Anjali
Chik	Yui Ting
Choe	Taeseon
Chopra	Ritu
Choudhary	Anurag
Chowdhury	Ruhama
Clifton	Ean
Coelho	Georgina



Cruz	Katerine
Dawkins	Georgia
Deol	Sumeet
Deol	Kulwinder
Dhaliwal	Amandeep
Dhanota	Shashi
Dhillon	Manpreet
Dia	Anissah
Dias	Ronnie
DiFranco	Saleena
Duchesne	Simon
Duvall	Lawrence
Elmi	Idris
Enajekpo	Julius
Falldien	Tyler
Falsis	Maria Venessa
Fearon	Richard
Fontanos	Nema
Fritz	Trystan
Funes	Samuel
Galsi	Rajdeep
Gande	Simranjeet
Garcia	Dario
Garha	Sukhdeep
Ghaznavi	Salman
Ghoman	Surinder
Gilao	Iman
Gill	Parminder
Gill	Gurleen
Gill	Parminder
Gillstrom	Brian
Gogna	Rekha
Goundar	Ashley
Grewal	Manpreet
Gritsak	Liubov
Gu	Zhenzhen
Gumedze	Themba
Gunarasan	Thushyanthi
Hart-Plunkett	Olga
Hassaan	Muhammad
Haxhij	Zirjana
Hogan	Patrick
Howse	Milton
Hussain	Bilal
Ismail	Omar
Jamil	Saad
Jerome	Joanne
Joseph	Alisha
Kandavel	Pirasanthi
Karruku	Nevila



Kaur	Satwinder
Kaur	Jaskaranjit
Kaur	Mehak Deep
Kaur	Lovleen
Kaur	Arshdeep
Kaur	Bhavneet
Kaur	Amandeep
Khalifa	Abdoalarazag
Khan	Nasreen
Khan	Afif
Khani	Mina
Khilo	Rola
Kooner	Kinrat
Kumar	Varinder
Lasker	Shahidul
Llewellyn	Robert
Loungxay	John
Mackay	Meghan
Maharaj	Rohini
Mahli	Jamshed
Mason	Paul
Masood	Syed Shehab
Mesfin	Girma
Millington	Deborah
Mohamed	Mohamed-
Mohammed	Arnold
Monje-Flores	Johanna
Morrisey-Simpson	Earl
Musa	Ifedola
Nankinga	Judith
Nasir	Abdul
Nayyar	Sanjeev
Osaiyuwu	Bright
Osoble	Yusuf
Palazzolo	Liliana
Panchal	Unnati
Pathak	Rutvi
Phillips	Silvon
Pinto	Alice
Powless	Bonnie
Pradhan	Nilima
Pruss	Rodney
Rana	Meghna
Richards	Ann
Robb	Samantha
Romeiro	Philipe
Rooraj	Suruj
Rowe	Javone
Russell	Donoghue
Saini	Upma

Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Salikin
Sandhu
Sandhu
Sant
Santos
Sasan
Savani
Schofield
Sharma
Sia
Sidhu
Sidhu
Sinclair
Singh
Singh
Singh
Singh
Singh
Smith
Solomon
Sondhi
Spencer
Stott
Sukhoo
Thotage
Tiro
Ugas
Valdivia
Walhad
Weathly
Weerasinghe A J
Wilson
Yeeku
Yoganathan

Lawrence
Karanveer
Ameet
Dayn
Alexandra
Mandeep
Khatoon
Akemi
Anita
Ma Arlene
Taranjit
Charanjeet
Juleshia
Prabhsimranjot
Amolpreet
Prabhjot
Varun Vir
Balkarn
Lissa
Dawitt
Arashdeep
Juranda
Emily
Jasmattie
Champa
Carlota
Zakaria
Joseph
Zubeir
Kiara
Rose
Matthew
Kafayat
Charles

Bates
Bedi
Behniwal
Belanger
Bernstein
Bhamra
Bhandari
Bhatti
Borlagdan
Branco
Brodie
Buadu
Bui
Chandekar
Charles
Chowdhury
Daniel
Daniel
Danso
Dawood
Dhatt
Djordjevic
Dryden
Encalada
Espinel
Eveleigh
Feher
Fernandez
Fisher
Gabereau
Ghaffar
Ghataurey
Ghebremariyam
Greenberg
Grewal
Hallarn
Hamilton
Harding
Hashim
Henry
Ibarreita
Iqbal
Iscandar
Issa
Jabeen
Javid
Jeganathan
Kailey
Kan
Kang

Peter
Simmy
Sukhpreet Kaur
Rachel
Alan
Avtar
Surendra
Raman
Sonia
Sydney
Daniel
Emmanuel
Vivian
Devdas
William
Jarar
Emis
Arlene
Abigail
Kamal
Gurjyot
Nika
Jordan
Christian
Maria
Robert
Attila
Janssen
Robert
David
Zaeem
Gurpreet
Tesfalam
Yaron (Ron)
Gurmeet
Scott
Howard
Tinisha
Belqis Mohammad
Dwayne
Cresencia
Muhammad
Magdi
Abdifatah
Nazia
Qamar
Meshan
Poonam
Pei Xiang
Anmol

Kanoknakkhara
Kaur
Kaur
Kaur
Kaur
Kaur
Kaur
Kaur
Kelly
Khwaja
Kooner
Kooner
Kumar
Lajeunesse
Lee
Lubang
Lucas
Malaty
Maltezos
Martin
Marwah
Medina
Mills
Misquitta
Mohamed
Mohamed
Murray
Muto
Nagi
NATH
Okello
Omar
Orsulak
Parris
Patel
Pathak
Pereyras
Quereshi
Ramel
rani
Richards
Russell
Saggi
Saini
Sandhu
Sarwar
Schinzano
Sekhon
Sethi
Shah

Paul
Harleen
Rajwinder
Jaismeen
Harcharan
Gurpreet
Gurpreet
Sanampreet
Matthew
Nazneen
Paramjit
Gurinder
Mohinash
Louise
Jim
Miguel
Michael
Morcos
Anastasia
Kathleen
Indira
Jonathan
Devin
Noel
Mohamed
Akeem
Liane
Michael
Manmeet
Hannah
Gerald
Amina
Regan
Joyce
Bansi
Shveta
Joseph
Shafaq
Rene Lemar
Heena
Unyque
Francis
Sukwinder
Rohan
Harpreet
Saba
Michelle
Davinder
Chirag
Hemant

November Birthdays
Abesha
Acena
Adam
Adams
Agcaoili
Alejo
Alexander
Ali-Rage
Amin
Arsenault
Badhwar
Badwal
Bajaj
Barreras

Legenet
Mark
Fosiyo
William
Jecie
Egmidio
Kenneth
Amina
Chhayabehen
Ryan
Colby
Rajandeep
Damanpreet
Carmela

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday! Happy birthday! Happy birthday!

Sheik-Mohamed	Fatima	Bhullar	Manpreet	Khan	Tashnim
Sidhu	Kirndeeep	Boyer	Fabien	Khan	Farrukh
Singh	Steven	Braich	Rajdeep	Khoshaba	Vivian
Singh	Manmeet	Braich	Aminder	Kotharu	Ramkrishna
Singh	Ravinder	Burt	Efigena	Krukoski	Ada
Singh	Amanpreet	Bustillos	Iliana	Kumar	Reha
Singh	Gurpreet	Calimim	Ernesto	Lacelle	Joanne
Singh	Karanbir	Chattopadhyay	Jyotim oy	Lawrence	Jasbir
Singh	Davinder	Chugh	Navneet	Lewis	Philip
Singh	Gurvinder	Clarke	Nicole	Lim	Soyoung
Sinnathamby	Vinayagamooth	Del Grande	Lou Ann	Lianera	Jessie
Smythe	Dieter	Desai	Jayant	Mann	Navraj
Somasundaram	Mohamarangan	Diwan	Arvinder	Marshall	Michelle
Steman	Derek	Dumo	Evelyn	Martin	Larry
Stewart	Adrienne	Estrada	Rudy	Matvyeyenko	Maryna
Sulo	Orion	Fakih	Nunussaba	McNish	Karen
Swan	Chandan	Fallows	Adam	Mecaj	Marsela
Swyers	Celine	Farah	Hafsa	Mendoza	Sison
Tancos	Eliza	Fares	Rebecca	Msowoya	Tojo
Theiventhiran	Ayadurai	Farrukh	Farhana	Mukadam	Ali
Therrien	Zacharie	Fatima	Arshia	Multani	Jarnail
Tiwana	Rupinder	Francis	Davette	Myers	Carolyn
Vikas	Vikas	Fuentes	Jeronimo	Nadan	Rushmika
Vipulanandan	Roshanthan	Fuller	Tristan	Nazareth	Delena
Virdi	Surjit	Garraway	Yuri	Ndreko	Nevila
Walker	Stephen	Gerodiaz	Vionica Karta	Neelam	Neelam
Watkis	Judith	Ghankas	Simrit	Nijjar	Harpinder
Woldeab	Zerom	Gill	Mandeep	Nur	Salma
Workneh	Habtamu	Gnanabaskaran	Paranitharan	Ogunleye	Oyagbile
Yalda	Mariam	Gonzales	Virginia	Oluwole	Deborah
Ziafati	Abbas	Gordon	Annisha	Osaroth	Hatsda
		Goyal	Kamal	Pandher	Jasbir
		Guidone	Antonio	Pandya	Ravi
		Hassan	Tahira Rubab	Paolucci	Cassandra
		Hendenks	Andrea	Parhar	Prithpal
		Hoque	Fahad	Patel	Nitinbhai
		Hussein	Osman	Peters	Joshua
		Hussein	Omar	Pierre	Nephtaly (Audrey)
		Ignacio	Maximo	Poojari	Pumima
		Islam	MD Saiful	Prakash	Akshara
		Jacinto	Olimpia	Purani	Swaroop
		James	Jerly	Quito	Bienvenido
		Kalia	Meenal	Rampersad	Roger
		Kalra	Nikita	Rani	Neetu
		Karimova	Diana	Rieux	Michelle
		Karshe	Jabrel	Rizzo	Alyssa
		Kaur	Gurpreet	Rizzuto	Larry
		Khan	Rashid	Ropson	Danielle
		Khan	Sharek	Roshan	Justin
		Khan	Nadia	Rusin	Jessie

December Birthdays

Abd El Baset	Ahmed
Abdu	Ilham
Agliam	Glenda
Akbari	Ahmad Fawad
Akshit	Akshit
Ali	Zohaib
Ali	Shyroon
Ali	Nazia
Alvar-Sivapathasunda	Banugopan
Antiporta	Claribel
Arzadon	Marife
Askey	Darren
Atkins	Beverley
Balauag	Joey
Beddall	Samson
Bhalla	Kulwinder

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday!

- | | |
|----------------|---------------|
| Saha | Nihar |
| Saini | Kamaljit |
| Saini | Kulwinderjeet |
| Sejan | Zarizam |
| Salyckram | Sita |
| Sangha | Gurpreet |
| Santos | Remegio |
| Sarana | Satnam |
| Sathyanathan | Preetam |
| Savary | Elizabeth |
| Selamyan | Ali |
| Shah | Hirva |
| Shah | Bina |
| Sharma | Shivanshu |
| Sheikholeslami | Maryam |
| Singh | Jagminderpal |
| Singh | Kawaljeet |
| Singh | Gursimran |
| Singh | Inderjeet |
| Singh | Jagdeep |
| Singh | Gursahib |
| Singh | Jai |
| Singh | Gursimrat |
| Singh | Surinder |
| Singh | Banpal |
| Singleton | Patrick |
| Sogi | Sandeep Kur |
| Somwaru | Namala |
| Sunner | Tajinder |
| Tadic | Slobodan |
| Tat | Vinh |
| Tremblay | Matthieu |
| Turtelli | Artemid |
| Vakeeswaran | Sinthujan |
| Varachhia | Moosa |
| Vardeleon | Ruben |
| Vasanthan | Nilanthi |
| Wang | Shu Qin |
| Warsame | Adna |
| Whelen | Lanny |
| Wilkinson | Jahnelle |
| Wilson | Claudette |
| Zadra | Matilda |

Happy birthday!

Special Thank You to Paul Parkinson

By Cliff Sampogna, Regional Manager, RES/CIC Division

I wanted to take the opportunity to thank one of my peers for all his help and support over the last several months. I wanted to say a huge thank you to Paul Parkinson.

Paul is an integral part of the organization and I can honestly say that he has been a big influence on me and has gone way above and beyond to support me and my needs, regardless if they are in his job scope or not. Paul is one of those people that will go beyond his own duties for the organization and will truly help an individual when needed.

Paul, I know I have said thank you many times for all the support and assistance, but I wanted to say it one more time, as it has been invaluable knowledge that you have provided me in many ways. So again, thank you!



2020 RES/CIC Training Calendars Ready

By Lisa Marsan, Employee Development Manager

With the new year rapidly approaching, 2020 training calendars for the Residential & Commercial Division are now available.

In addition to the usual course offerings, including **Standard First Aid with CPR/AED**, **Use of Force** and **Customer Service**, we're now offering the one-day **Emergency First Aid with CPR/AED**, facilitated by our certified **Rescue 7** instructors. All First Aid and CPR courses are available to both Security Guards and Crossing Guards. Several courses are scheduled on school holidays and PA days to allow more employees to attend.



Emergency First Aid with CPR & AED (1 day)

- December 6th, 2019
- February 14th, 2020
- April 13th, 2020 (Easter Monday)
- May 29th, 2020
- June 5th, 2020
- July 24th, 2020

Standard First Aid with CPR & AED Level 'C' (2 days)

- January 3rd & 4th, 2020
- March 19th & 20th, 2020 (March Break)
- July 2nd & 3rd, 2020
- July 29th & 30th, 2020

New Active Attacker Course Coming Soon

By Lisa Marsan, Employee Development Manager

The Residential & Commercial Division is offering a newly designed **Active Attacker course**. We will be scheduling courses at the new North York office and at specific sites. Stay tuned for more details. Please email **Mike Moledzki, Training Coordinator** (mmoledzki@security-asp.com) for a copy of the training calendars. Contact the **Resource Planning Team at 416-481-0022** to schedule your attendance for a course, and be sure to obtain approval from your Supervisor or Manager before registering.

RES/CIC Opportunities

By Josh Holowatenko, RES/CIC Recruiter

The RES/CIC Division ranges from a multitude of positions, from casual guards to supervisors, specialists, mobile, etc. We pride ourselves in not only finding the right fits for these specific roles externally, but also finding these hard-working individuals internally.

Read below for just some of the opportunities the RES/CIC division offers:

- ★ **Union Station Specialist:** A tactical guard who will be the front-line protection for the largest transit hub in Canada.
- ★ **St. Lawrence Market Specialist:** A tactical guard who will be patrolling the exterior and interior of St. Lawrence Market and ensuring the safety of all patrons, along with the protection of the building.

These above roles will work directly with the **City of Toronto**, which could open up doors elsewhere.

- ★ **Mobile Patrol Supervisor:** This role has opportunities working with the City of Toronto, TTC, and A.S.P. management. The mobile guards are tactically trained and patrol specific designated areas to ensure safety.
- ★ **TTC Gatehouse Guard:** A guard will be checking all ID badges to grant access into important TTC buildings.

This is for everyone reading this article that has been looking for a promotion, step up, career path, or just a change. Please don't hesitate to email me (indicated below). I am always more than willing to answer my emails, bring you in, and sit down with you to discuss the options we have. We are always looking to promote within and we have many sites that we could discuss.



Contact: Josh Holowatenko, RES/CIC Recruiter, jholowatenko@security-asp.com, 416-844-6893.

Joint OSR Training with GTAA TSR

By Mina Khani, OSR Training Coordinator

We had the pleasure of a GTAA Terminal Service Representative (TSR) joining us in our class from Nov 18 – Nov 26.

TSR Anna Scida joined us for this training to oversee the information passed on during the training and provide feedback to improve the quality of the training. The picture below was taken during job-shadowing in Terminal 1.



From Right to Left: Anna Scida, Saleena Difranco, Nilanthi Vasanthan, Jerly James, Kiara Wealthy, Karim Mamdouh (sitting), and Mina Khani.

OSR "TEA and TALK"

By Mary Christidis, Manager, Customer Service

We had our first monthly TEA and TALK and it was a great success!

Every month, we will invite a small group of OSR agents to hear feedback over a cup a tea. Feedback is a critical component to a successful operation and I appreciate all the open dialogue.



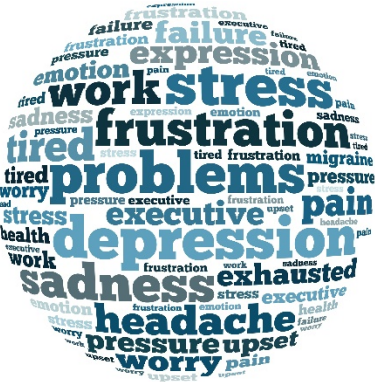
Our first group from left to right. Mark Acena, Marjan Askani, Ethilda Donkor, Abigail Danso, Vianna White, Mary Christidis, Gillian Byron.



Preparing for Peak Holiday Travel Period

By Debbie Ciccotelli, Director, Strategic Initiative and Acting Manager, Human Resources

It's the most wonderful time of the year – everywhere except at the airport. For most of us, the holiday season is a time of rejoicing and spending time with family and friends; however, it's getting there that is often the most significant hassle.



To get to their holiday celebration, many people must endure the stress of holiday travel. With record high volumes expected at airports over the holiday travel season, combined with potentially bad weather, flight delays, long queues and wait times, as well as an increase in inexperienced travellers, our aviation employees must be prepared and committed to delivering exceptional customer service during this peak holiday season.

Today's passengers have higher expectations for quality and service and Airport Authorities are committed to providing best-in-class passenger experiences. A.S.P. employees (both Security and Customer Service) are **Airport Ambassadors** – we are in the business to serve and protect – it is what we do! Our staff will be dealing with higher volumes of passengers and greater pressure during the holiday season and our goal is to make each passenger's journey more relaxed and less stressful by going the extra mile, wherever possible.



As Airport Ambassadors, we need to exhibit a positive, feel good energy that is consistent with the mood and theme of the holiday season and to understand and empathize with the stress and anxiety that passengers are experiencing.

We can do this by:

- ★ Greeting everyone with a warm welcome and a smile.
- ★ Maintaining a positive and cheerful attitude.
- ★ Listening and understanding passenger questions/concerns.
- ★ Being empathetic, patient and considerate.
- ★ Directing, assisting and supporting passengers in a professional, friendly and competent manner.
- ★ Not taking passenger frustration personally – look at it as an opportunity to turn their day around.



So, get into the holiday spirit, keep a smile on your face and possess a servant's heart.

YSB Full Scale Emergency Exercise 2019

By Angus Wilson, Director, Aviation Services

A S.P. is actively involved in all aspects of the operations at the sites in which we operate. We strongly believe that the readiness for emergency events comes through constant training.

This September, **The Greater Sudbury Airport Authority** held a full-scale emergency exercise that A.S.P. participated in to ensure the readiness of our team, should it be required in an event such as this one.

The exercise consisted of a simulated plane crash on the YSB grounds involving a passenger aircraft and a small private plane.

It involved all relevant emergency responders from Greater Sudbury Police, EMS, Fire and all “hands on deck” for the YSB Emergency Teams.

The exercise was a great success and assisted us in further developing protocols and internal training that will improve the service and emergency readiness that is delivered at YSB and all other aerodromes in which we operate.



A.S.P. Security Supervisor Michelle Rieux controlling access to the crash site at Gate 29.



ACTS Expands Its Services with TAP Air Portugal

4 November 2019

ACTS, ICTS Europe's subsidiary in the USA, is delighted to expand its provision of services to TAP Air Portugal.

ACTS has been providing security services to TAP Air Portugal since 2011, at Miami, Boston, New York's Newark and JFK Airports. This autumn, the contract was extended to include three new locations: **Chicago, Dulles** and **San Francisco** airports.



ACTS' experienced teams are responsible for various security services in compliance with the Transportation Security Administration's (TSA) regulations, as well as any airline-specific requirements. The ACTS teams undergo specialist training and update their skills on a regular basis to ensure services maintain high standards.

With this new expansion, ACTS is continuing its growth as a provider of security and customer service solutions to the US aviation market.

