



## SECURITY SERVICES

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# Security Matters™



*Quarterly/Seasonal Newsletter for Employees and Clients of A.S.P. Incorporated*

## Customer Service

*By Jim Catney, Vice-President, Aviation and Transportation*

**T**he A.S.P. brand is continuing to develop and grow. When this organization started in 2001, the focus was on airside security requirements at Toronto Pearson Airport.



Now, our company is responsible for so much more; not just for aviation security and customer service in Toronto and other airports, but also at major arenas and stages, critical business structures and even your children's daily crossing to and from school in two major areas of Toronto.

Each of these contracts has required specific technical elements and customization - that's

what helps us to get new business. But just as important as getting additional work is keeping it, and we do this by knowing our customers.

We know that our customers value attention to detail, dependability, promptness and competence. We know that they also want information shared readily and they want to know that we are doing all that we can to excel in the service we provide.

As Vice-President at A.S.P., I want to remind all of our employees that our customers aren't just our external clients and their passengers/guests/tenants etc. We are each other's customers. Your co-workers are your internal customers. Your peers want dependable colleagues who share information and treat each other with respect and understanding. The more that we can foster this culture in our own company, the better we will be at providing this to our external clients. I encourage you to consider this as you arrive to work each day and I promise that you will feel the positive returns from this effort.

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## Social Media - Benefits of Social Media for Business

By Petra Nash, Executive Assistant

**S**ocial media networks are now a substantial part of every business in one way or another, and the benefits of using social media are great.

Social Media provides increased brand awareness. It is the most cost-effective digital method used to syndicate content and increase business visibility. When a company implements a social media strategy it ultimately increases the brand recognition.

Every post made on a social media platform opens up a world of new contacts you can connect with. Posting three times a week lets employees and clients learn more about your business. Whether it is available career opportunities, new initiatives, or a motivational quote, social media will allow you to get your message to your following in just minutes.



Unlike awkward phone calls or lengthy emails, social media can also be beneficial when it comes to customer service. In a business where customer service is a high priority, having social media as a platform to connect with employees and clients lets us resolve any questions more efficiently. This leaves the employee happy, which in turn allows for better customer service. Providing quick and responsive posts on social media can not only answer a question an employee was asking, but it can also help someone who is frustrated. A quick get-to-the-point answer may increase your customer service meter.

Employees and clients are always looking for new updates from the companies they follow. By providing consistent, concise and credible updates, our following will strengthen and expand. Follow us on Twitter, Facebook, and Instagram for updates on employment opportunities, employee engagement, A.S.P. activities etc.



## Code of Conduct: Your Road Map to Success

By Angus Wilson, Director of Aviation Services

**T**o put it simply, a code of conduct lets everyone know how we are all expected to behave. There are several reasons why we have a code of conduct, including:

- ★ It encourages ethical behavior.
- ★ It makes your work environment a better place to work.
- ★ There can be long-term success for employees and the business.
- ★ Shows customers and other companies you have integrity.



What's included in a code of conduct? There are several different areas that are addressed in A.S.P.'s code of conduct. Some of the most common elements are:

- ★ **Integrity**—Integrity is how you react in any ethical situations, especially when it involves a customer.
- ★ **Teamwork**—Including teamwork in what you do enables you to act and interact within a group and support your fellow colleagues.
- ★ **Respect**—Everyone who interacts with you deserves to be treated with respect.
- ★ **Innovation**—You always want to be improving your customer experience.
- ★ **Client focus**—Ensure you know how you expect your customers to be treated.

***The most important asset of A.S.P.  
is YOU!  
Our employees and your relationship and reputation with our clients.***

Our reputation is an asset that reflects personally on every employee. Therefore, each Manager, Supervisor and employee has an obligation to protect our reputation and must abide by the highest standards of honesty and integrity. Everyone is expected to know, understand, and adhere to Company practices to protect the best interests of the Company and individuals within it. We expect you to respect the rights and feelings of others and demonstrate personal integrity and professionalism.

In conducting our daily business and striving to meet our goals we must ensure that we abide by the following principles:

## Code of Conduct

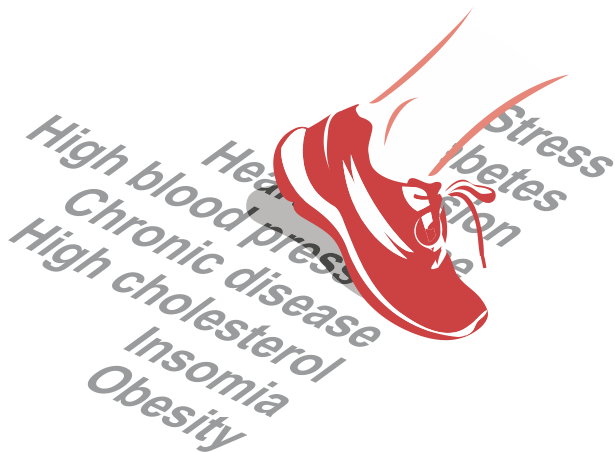
- Act legally, ethically, honestly and morally.
- Act in a manner that will not discredit the Company.
- In representing the Company and carrying out the Company's business, conduct yourself with the highest ethical standards. Never conduct or condone business in a corrupt manner.
- Comply at all times with government laws and regulations in the conduct of business.
- Do not accept anything of value that could be described as an inducement or which could impair your judgment in making a decision which is in the best interest of the Company.
- Maintain all Company, client and supplier information in the strictest confidence.
- Protect the Company's confidential or proprietary information and never use this information for personal gain or to the detriment of the Company's competitive position.
- Be honest and accurate in what you say and write.
- Identify yourself in a professional manner whenever representing A.S.P. Incorporated.

## Sitting Down: It's an Epidemic

By Paul Parkinson, Director, Finance

**N**o matter what your intentions are, it can be difficult to avoid sitting.

We sit during morning and evening commutes, while attending meetings and sending emails, and at home to relax or socialize. But even if your job keeps you tied to a desk most of the day, it's important to keep moving—a sedentary lifestyle has been linked to heart disease, diabetes, obesity, poor circulation, loss of muscle and hypertension and other health risks. Even worse, people who sit the majority of each day are at increased risk even if they exercise in the evening!



But that all sounds a little bleak. Let's stay motivated by focusing on the positive. You'll see huge health benefits when consistent activity is part of your daily routine!

1. **Exercise reduces stress** by increasing the amount of norepinephrine in your body, a chemical that helps moderate your brain's response to stress and difficult situations. (It's also a hard word to say three times fast.)

2. **Exercise makes you less grouchy** by releasing mood-enhancing endorphins into your bloodstream.
3. **You boost your energy level** all day long by sending more oxygen and nutrients to your muscle tissues and enhancing your cardiovascular endurance.
4. **You sharpen your focus and improve your memory.** Exercise sends more oxygen to your brain than sitting around. In turn, that oxygen boosts production of cells in the hippocampus, aiding your ability to retain information.
5. **Lose weight** by simply adding steps or activity minutes to your day. Frequent short walks are a great complement to a balanced diet and high-intensity workouts, which can be more sporadic.

## Payroll

By Paul Parkinson, Director, Finance



Thank you to all employees that are following our recommendations from the previous newsletter.

By checking your employee portal before the pay period ends, we have been able to reduce the number of adjustments required after payroll has been processed. Give yourselves a pat on the back!

In case you missed it from the last article, employees are advised to check their employee portal on InTime to ensure the proper worked hours are recorded. If there's something different, please speak to your supervisor, manager or scheduling to get this updated. You can check your portal as often as you like.

## Connecting with Others

By Darren Scott, Resource Coordinator

**I was in the grocery store and noticed long lines in the self-checkouts, while two cashier lanes were empty.**

I took my groceries to one of the cashiers, a woman in her twenties, and asked her why she thought this was happening. After looking at the people in the self-checkout, she replied “They are young and don’t like talking face-to-face with strangers”. I laughed and thought to myself, what if we all forgot how to have a normal conversation?

Technology is important and we are more connected to the world than we have ever been. But while we remain connected digitally, we are less connected to the people in our everyday life. We’re having fewer conversations each day.

Why do I think this is a problem? We all need someone to talk to and it’s easy to become isolated, especially as a Security Guard stationed alone. A good conversation is live, with immediate comments and responses, which lead to real feelings. Real feelings connect us to reality, which stimulate our intuition and awareness. If we become conditioned to technology, we become one-dimensional. We become less deep as individuals and more shallow, predictable, anxious and irritable. By not having conversations, we are forgetting how to feel.

Some of us avoid conversations altogether because it requires too much attention, I know I do. We’re accustomed to being distracted and we forget to focus which leads to difficulties listening to others. We may not have time because we’re too busy at work, school or at home.

Social media thrive in these elements. Our digital devices give us a false sense of ego and by having fewer face-to-face conversations, we’re losing the source that validates our identity: our relationships with others. A conversation is an engagement with others that requires you to be present and mindful. The next time you are about to tap or send a text, change your mind and give that person a call.

## Top 5 Reasons to be a Security Guard for A.S.P.

1. Security guards in Canada are in high demand and this demand will not decrease.
2. Whether you’re a night person or prefer day shifts, there’s a variety of shift options to choose from. Due to the flexibility and high demand of Security Guards there are many part time possibilities. Working part-time in a flexible schedule can allow you to juggle other responsibilities.
3. Increase your skills. As a Security Guard you will be open to many situations that require different skills. Full training is provided and this is a great way to build a resume.
4. Team work. Security guards often work alone but are part of a larger team all working together to provide protection to people and property.
5. Experience. By combining the above, Security Guards gain real life experience in dealing with all sorts of situations. Being good at helping people and providing protection are life skills that will be appreciated. Each skill gained as a Security Guard is transferable between careers and better equip the individual for all of life’s many challenges.

## Employee Spotlight: Josh Holowatenko

By Sean Gallagher, Recruitment Manager

**J**osh Holowatenko joined A.S.P. in May 2018 and has since shown incredible willingness to grow and ability to learn in other areas of the company.

Josh was originally hired as a Security Supervisor and as a result of his exceptional performance, he was then given the opportunity to join the recruitment side of the residential division.



Josh has been a member of the Residential and Commercial Recruitment Team for 8 months now. He has played such an integral role in not only maintaining their ongoing success, but also applying innovative ways to ensure the team is continuing to be proficient and at par with recruitment industry standards. Moreover, Josh brings to the team a wealth of knowledge in areas of security and business which he obtained through studying Investigations – Public and Private at Sheridan College.

Recently, Josh set his eye on the Human Resources side of the business and is eager to gain experience in any way he can. Considering his outstanding leadership qualities, coupled with his proven desire for constant personal growth, I have no doubt that he will excel swiftly and become a contributing asset to the HR team. This is why we hire for the personality and train for the job; it provides opportunities for continuous growth in every employee. Josh, thank you for your endless support and envious drive to strive for success, we are excited to see what your future holds with our team.



*Josh Holowatenko interviews a candidate*

## Amolpreet Stops a Would-Be Door Crasher

By Garinder Grewal, Service Delivery Manager - Aviation

**I** just wanted to express the appreciation of your door patrol's Amolpreet Singh. We received a crash bar alarm from one of the doors in the Gate 193 Extension ("Pier G") that leads to the apron. We in SOC could see from the camera that the passenger was continuously pushing on the crash bar, almost opening the door.

*This could have quickly become a safety concern if the passengers ended up on the apron.*

Amolpreet (who at the time was working Terminal 1 Door Patrol) was able to get there in a timely manner and stop the issue before it escalated.

As we are well aware, the extension is a distance to get to, depending on where you are coming from.

Amolpreet's help was greatly appreciated and I hope she is recognized for her continuous display of hard work.



Amolpreet Singh

## Welcome, Seemal!

By Natasha Stephenson-Belle, Resource Planning Manager



Please join me in welcoming **Seemal Khurshid** to Resource Planning. In May 2019, Seemal joined our team and has been a wonderful new addition ever since.

Seemal has been focusing her scheduling efforts on our OSR division, but she is always there to help out in other divisions such as YYZ Security, & Residential/Commercial. You may have already spoken with Seemal, as she enjoys engaging and assisting our employees. She has a very strong team work ethic that radiates positively throughout our department. Welcome to the team, Seemal!



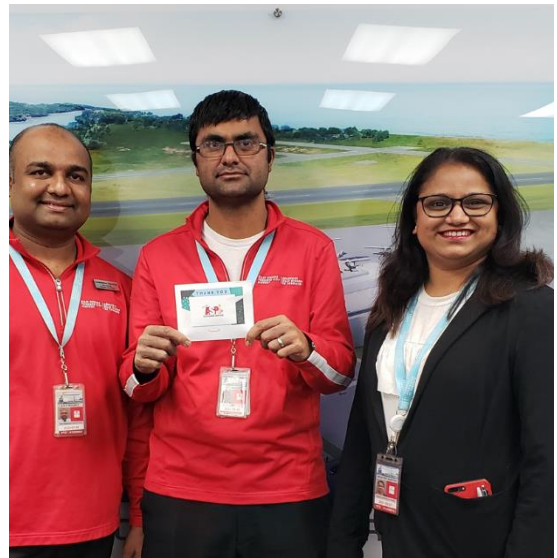
## They Have Done It Again!

By Noah Thompson, Senior Manager, Special Projects and Information Systems

**A** S.P. employees are always on the lookout for ways to improve the experience of passengers and Customers that they serve. Whether in Security or Passenger Service, our team does an incredible job each and every day.

An example of this exemplary service came in the form of a passenger commendation.

*“On June 16, after Elliot and I had arrived from Newark, N.J., Zaeem Ghafaar noticed that we were trying to find our way at the airport and offered to help guide us. At the time he was on his way to have lunch. We arrived at the lounge/area where my friend's daughter was supposed to meet him. She was not there, and I had to go at the time to board a connecting flight to Montreal, but Mr. Ghafaar told me not to worry, and that he would stay and help Elliott to find his contact. Later that evening, when I called Elliott he told me how your employee had stayed with him until they found his ride. Mr. Ghafaar's help and concern went far beyond the call of duty, and all the while he did this with a professional, friendly and caring manner. He was, in a word, superlative. To add credibility to my observation, I should mention that I worked for twenty years in the communications department for a large airline.*



Left to right: Krunal Vala (PSA Lead), Zaeem Ghaffar (CSR), Kavita Nagar (Nieupert Aviation)

*..... This fine example of customer care ..... As I'm sure you realize, this kind of instinct and concern is not learned in training sessions, but is a mark of the involved person's character.*

Best regards,

Mike”

Zaeem was recognized for his service by our supervisory team at Billy Bishop Airport and rewarded for his incredible passion for the passengers.

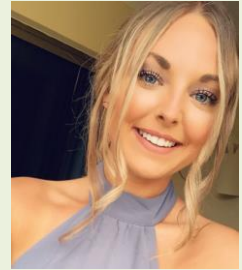
This is a shining example of just how much our team cares. Well done, Zaeem!

## Welcome to A.S.P.!

By Neeru Panjwani, Human Resources Generalist

**I**t is my pleasure to introduce and welcome new team members at A.S.P.! Please welcome **Kristine Lindekamp, Mollie Ahrens, Mariaha Shoring and Julie McCahon.**

**Kristine** is our new **Office Administrator** at the Head Office here in Burlington! In addition to her certificate in Human Resources Management from Fanshawe, Kristine possess 2 years of experience as an administrator and she has dabbled in Recruitment as well. With her diverse experience in administration we know Kristine is a great addition to the team and will do an amazing job.



*Kristine Lindekamp*



*Mollie Ahrens*

**Mollie** has joined the Burlington Head Office as **Human Resources Administrator**. She possesses a Postgraduate Certificate in Human Resources and holds the Certified Human Resources Professional (CHRP) designation. Working at an employment agency for a little over a year has given her experience in recruiting, but also other aspects of Human Resources such as: health and safety, and payroll. Mollie is looking to branch out to learn more about everything else human resources has to offer! We are looking forward to her addition to the team.

Team YYC is very excited to welcome their newest addition, **Mariaha**

**Shoring**, who assumed the role as a **Resource Planner** and will be responsible for all scheduling needs. Mariaha graduated from College with a Diploma in Criminal Justice and has a keen interest in airport security. Prior to joining A.S.P, she was employed with Paladin Security as a Scheduling Coordinator.

Mariaha brings experience and a proven track record of success

in Resource Planning in the Security industry, which will be instrumental in fulfilling the needs of her new role.



*Mariaha Shoring*



*Julie McCahon*

**Julie** is joining us as a **Service Delivery Manager** for the Residential / CIC division and will work from the Toronto Office. She has studied Law and Security Administration and had extensive experience working in Loss Prevention at regional and national level. With her unique background, Julie brings in diverse industry knowledge and experience which will bring in further advancement to the organization.

We are confident that with their rich experience and great professional attitude, they will contribute to the growth and success of A.S.P.

## Monthly Birthday Celebrations - Drop by for Cake!

*By Mary Christidis, Manager, Operational Support Representatives*

Each month the OSR team comes together in our employee lunchroom in both T1 and T3 to celebrate and recognize all who are celebrating a Birthday in that month.

Happy Birthday to our Virgos and Libras



## Employee Appreciation BBQ

*By Noman Butt, Service Delivery Manager, Ad Hoc, Aviation*

It's always good to end summer with a get together! As every year, A.S.P. management continues to appreciate staff by holding BBQs in Terminal 1 and Terminal 3.

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

It was such a wonderful, successful event! A very special thanks from everybody to Natasha, Andrew, Sushana, Ashley, David, Rama, Mina and Sean. Everyone was having a blast and you guys made the BBQ more rewarding and enjoyable.



*Rebecca Fores*



*Iliana Bustillos & Wei Yang Z*



*Manisha Patel*



*Brad M.*



*Zirjana Haxhijaj & Sushana Lindo*



*Akbari Ahmed*



*Yash Kochhar*



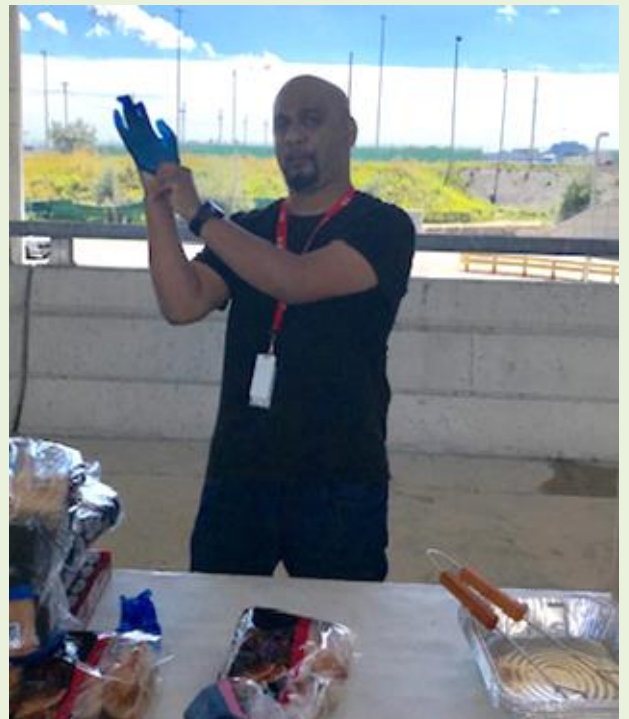
*Mary Christidis, Sean Gallagher, Garinder Grewal, Noman Butt and Kayvin Montaner*



*Security Specialists*



*Andrew Catney (Resource Planning)*



*David Ramlagan (Training Coordinator)*

## **A.S.P. Trains over 300 School Crossing Guards**

*By Michael Moledzki, Training Coordinator, Residential/Commercial Division*

**W**hat a feat the training department accomplished this summer! This July and August, the Training Department trained over 300 school crossing guards in preparation for the start of the school year. This was the largest training initiative the division ever coordinated, with groups of 100-150 people at a time! We rented a hall at a community centre for the larger sessions to have everyone ready in time.



*New School Crossing Guards Attend A.S.P. Training*

We appreciate everyone’s patience in the training of the crossing guard duties, uniform expectations and the cell phone app. It was a great experience getting to know the crossing guards and listening to their stories from their years of working to keep children and other pedestrians safe while crossing the roadways. In addition to the experienced crossing guards, we also onboarded and trained new employees. We look forward to working with them as they serve in this important role. It is an honour to welcome the crossing guards into the A.S.P. family!



## In-House Training Offerings

By Lisa Marsan, Training Manager, Residential/Commercial Division

**T**he Residential/Commercial Division is offering the following in-house training courses: **Standard First Aid/CPR & AED Level ‘C’ (2 days), CPR/AED (4 hours), and Customer Service Excellence (4 hours).**

Courses are open to all employees working in the division, including Crossing Guards and Security Guards. Additional courses will be offered later this year both in the classroom and through the *iSpring* e-learning portal.

Use of Force courses such as **Legal Authorities-Use of Force Theory, Advanced Communications, Defensive Tactics & Handcuffing** and **Tactical Baton**, are available to Security Guards, Security Specialists and Mobile Patrol Supervisors.



*First Aid Students practice CPR*

Training is free for employees. Where a course or certification is required for the position or post, employees are paid to attend the training. Please ensure your certifications are up to date and enroll in any required courses in advance to ensure compliance with site policies and service agreements.

Courses have been scheduled through the end of November. Please contact **Mike Moledzki, Training Coordinator** ([mmoledzki@security-asp.com](mailto:mmoledzki@security-asp.com)) for a copy of the training calendars and to register for a course. Please book your courses with the Resource Planning Team and your Supervisor or Manager to ensure that you are able to attend a required course.

## RES/CIC is Moving!

By Cliff Sampogna, Regional Manager

**O**ver the last couple of years, a lot of you have heard me talk about growth in the RES/CIC Division, which has led to great development within the organization. Our team has outgrown our current office location, so we have obtained a new office for the team.

By **November 2019**, we will be moving to a larger space that will allow us to continue accommodating the organization’s growth and to provide an even better experience for our employees.

The new space is going to allow us to provide a more structured and state-of-the-art training facility that will allow our field staff to receive even more robust training and knowledge through in-class training programs that are created in house.

The new location for our upcoming office space will be **200 Consumers Rd., Unit 900**. This space is even more accessible to all staff, as it is available on the subway line, TTC bus lines, all highways going north, south, east and west which makes the team more accessible to the field staff.



We are looking forward to this move and we welcome you all to come visit us any time once we are moved into our new space.

## RES/CIC New Contract

*By Cliff Sampogna, Regional Manager*

**O**ver the past few months, the Residential/Commercial division has been working diligently towards the start-up of our new contract.

This new contract is with the **City of Toronto** and we are proud to be chosen as one of two companies that supply the **school crossing guard services** throughout the City of Toronto.

This new contract encompasses about **310 crosswalks** through the city within two zones. It includes a state-of-the-art technology, as well as a unique app that is proprietary to A.S.P.

We have officially rolled out this new contract and I am very proud of all the work the team put into this service to minimize the issues and bumps as we started up on **September 3, 2019**.

This new service allows A.S.P. to continue to show the market why we are an industry leader and allows us to continue building niche verticals that provide a customized service to our clients.

This contract brings with it about **350 new employees**. This contract was awarded to us due to our reputation and hard work that our field staff have done over the last several years at our sites. This is a testament of how important it is to always maintain a professional image and attitude.



I wanted to take this opportunity to thank everyone that was a part of this contract, as it was a full team effort to make sure this was a success. I wanted to send a special thanks to **Sean Gallagher** for all of his efforts and support from the corporate office. Sean was a big part of the transition and he went above and beyond to make sure we had support when it was needed.

**I wanted to send a special thanks to my whole RES/CIC team.** Majority of the time, the Senior Manager of a division gets all the credit when a contract like this rolls out, but I personally know that this project was a success because of the hard work, dedication and passion you all had to make sure this was done well. You are all a special team and you know how to make sure stressful times are still enjoyable times. Because of each one of you, we have grown quickly and successfully. Each of you should take a long hard look in the mirror and truly be proud of what you have all done within this team, because without each of you we are not as strong as we are.

Thank you to every team member on my team; you have all built a concrete foundation for our team to stand on. The future is bright, let's continue embracing it.

## Summer Fun

*By John Gangasingh, Manager Operations, Residential/Commercial Division*

**A**s we enter into the Fall, I'd like to reflect back on our Summer within RES/CIC. Our RES/CIC Team has grown significantly, due to the growth of the division's business. As much as we focus on new business, we remember what got us here.

We've maintained strong partnerships with our clients throughout our growth to sustain our professional working relationships and to build the confidence and trust amongst all partners. One example was when Brookfield Properties and A.S.P. enjoyed some summer fun with the team this year, by trying out "bubble soccer" and some friendly billiards competitions. We all had a lot of fun and now know the best pool player amongst the teams!



*A.S.P. and Brookfield Properties employees play bubble soccer.*

Now that summer is coming to an end, it's time to buckle down and prepare for the rushes of Fall. A.S.P.'s RES/CIC Division has prepared for the busy season, through increasing our management and administrative team to ensure there are no shortfalls in services over the upcoming months. With any growth, there will be some challenges but we come together as a strong organization and face these challenges head-on.

I am very proud of the work done by our management team, admin staff, and our operational frontline teams. Everyone has worked tremendously hard, put in many hours to support the operation, and rose to demand needed to get the job done. All these extra efforts have shown and paid off. I am excited and look forward to continuing this upward progression of growth and building strong relationships by *'focusing on our most important resource, people'*.

Let's keep up the great work team!

## **Teamwork**

*By Josh Holowatenko, Recruiter, Residential/Commercial Division*

As a member of the National Dodgeball Team, I know how important teamwork is. Even the smartest and most talented person could fall short without teamwork. With that said, teamwork is pivotal in the workplace.

Over the last month, the A.S.P. Residential/Commercial team demonstrated proper teamwork, communication, and unity. With the team dealing with several challenges after starting one of A.S.P.'s largest contracts and losing an important member of the team for this contract, the RES/CIC team stepped up. This group had sacrificed and were dealing with multiple consecutive weekends, 12 hour days, an overwhelming amount of phone calls, and the rolling out of a new phone application, along with much more.

Through this stressful time, instead of breaking down or crumbling, the A.S.P. Residential/Commercial team stepped into each other's roles. Everyone helped everyone, from Managers helping Administrators to Operations helping with Recruitment. This team stayed "in the trenches", as our Regional Manager would like to say. The team worked through adversity and never gave up.

I have never been so proud to go to work, and I have never had a team that is willing to sacrifice so much to ensure success. From on the court to off, A.S.P. is one of the greatest teams I have had the privilege to be a part of. The sky is the ceiling for A.S.P. and I look forward to seeing what the future holds for this company and this team.



## Stay Alert!

By David Ramlagan, Training Coordinator, Aviation Security

**O**n Friday September 12th, 2019, two security breaches occurred at Munich and Hamburg airports in Germany within the span of half a day.

**The Munich Airport incident:** An unauthorized individual at Munich International Airport's Terminal 1 went through an alarm-secured door on Friday morning, causing police to temporarily close off parts of the airport, and many departing flights to be delayed.



Flight delays and cancellations due to a security breach

**The Hamburg Airport incident:** Authorities were forced to close security check-points at Hamburg International Airport on Friday evening, after a man was able to board a flight without a boarding pass. Five arriving flights were diverted to nearby airports, and eleven flights were cancelled (ICTS Bulletin 03.2019).

**Toronto Pearson Airport** had a similar incident in 2006. When an intruder cannot be found, planes must remain on the ground until the airport is deemed safe. This can result in a large number of delayed and cancelled flights, which can translate into millions of dollars in lost revenue.

Guarding an access control point requires the same attention as driving - avoid distractions! Car accidents occur when you least expect it. The same goes for security breaches. You could be attentive for majority of your shift but the breach may occur in the time that you were distracted. Remember these incidents the next time you are tempted with distractions on the job and remember to always stay alert!

## A.S.P. Calgary Townhall

By Elizabeth Warwick, Acting Operations Manager - Calgary

The Calgary team held a town hall for all A.S.P. employees on the evening of September 11th, 2019 in the Silver Dart Room at YYC Calgary International Airport. Activities included introductions to the new Calgary Management Team, an airport trivia game with prizes awarded to the winning teams, as well as a presentation about A.S.P. from Angus Wilson, Director of Aviation Services.



The town hall was a great opportunity for the team to get together and spend time with our colleagues outside of our regular job duties. We received some great feedback from those in attendance and heard some insightful ideas to help improve our operation. We appreciate the time that everyone took out of their busy schedules to join us and look forward to seeing everyone again next time!

# What Happens When I Report a Safety Concern?

By Garinder Grewal, Service Delivery Manager - Aviation. From GTAA Health and Safety Summer newsletter.





**I**n last year's Safety Climate Survey, you told us that you wanted to know more about what happens once a safety concern has been submitted. Will you receive any follow-up? Who reviews these reports? Who determines appropriate mitigations?

### If you see a safety concern, report it:

 <b>Emergency</b> <b>416-776-3033</b> Do not call 9-1-1 for emergencies on airport property. For life threatening situations or anything that may cause significant damage or injury, call 416-776-3033.	 <b>Non-emergency</b> <b>416-776-3055</b> For urgent but non-life threatening situations, safety hazards or unsafe conditions, call 416-776-3055.
 <b>Proactive safety concerns</b> Fill out our Concern Form: <a href="http://torontopearson.com/report-it">torontopearson.com/report-it</a> or email us at <a href="mailto:report_it@gtaa.com">report_it@gtaa.com</a> .	 <b>Security operations</b> <b>416-776-7381</b> For concerns with security, gates not closing, doors left open, unattended baggage, observed piggybacking, call 416-776-7381.

### What happens when you report?

When a safety concern is reported, here are the steps we take to assess and address the concern:

-   
**1** Safety Team reviews the concern and determines whether there are already plans or systems in place to address it.
-   
**2** Safety Team investigates to learn why it happened.
-   
**3** Action is taken to address the issue and then checked to make sure the actions were effective in resolving the concern.
-   
**4** Feedback is provided to the reporter that the issue has been resolved.

## OSR Uniforms have Arrived!

*By Mary Christidis, Manager, Operational Support Representatives*



***WE LOOK FABULOUS!***

The OSR uniforms have finally arrived and we are now dressed for success!! It was such a pleasure and a lot of fun to finally issue these out to the team. Lots of smiles and thumbs up

# Catch a Star OSR Employee Recognition Program

By Mary Christidis, Manager, Operational Support Representatives

**CATCH A STAR**  
OSR Employee Recognition Program

Passenger Experience    Team Spirit    Ideas and Innovation    Compliance

**TOP 5 MONTHLY WINNERS**

Passenger Experience	Team Spirit	Ideas & Innovations	Compliance
1 <sup>ST</sup> –\$100 - Khan Ashir	1 <sup>ST</sup> –\$100 -Zhao Wei	1 <sup>ST</sup> – \$100- Akbari Fawad	1 <sup>ST</sup> – \$100 Maragh Raquelle
2 <sup>ND</sup> – \$50 – Samms Pauline	2 <sup>ND</sup> – \$50 -Conteh Asuma	2 <sup>ND</sup> – \$50 – Byron Gillan	2 <sup>ND</sup> – \$50- Borlagdan Sonia
3 <sup>RD</sup> –\$25 Rosendo Elsie	3 <sup>RD</sup> – \$25- Stephen Prisca	3 <sup>RD</sup> – \$25- Agcaoli Jecie	3 <sup>RD</sup> –\$25- Babader Khalid
4 <sup>TH</sup> – LAPEL PIN- Hong Lieng	4 <sup>TH</sup> – LAPEL PIN – Phillips Silvon	4 <sup>TH</sup> – LAPEL PIN – Rangasamy Devegee	4 <sup>TH</sup> – LAPEL PIN – Maharaj Rohini
5 <sup>TH</sup> –LAPEL PIN – Jumar Jasmine	5 <sup>TH</sup> – LAPEL PIN – Kkan Ashir	5 <sup>TH</sup> – LAPEL PIN Dungca Joanna	5 <sup>TH</sup> – LAPEL PIN – De Guzman Teddy

On August 1<sup>st</sup> we launched our new Employee Recognition Program called CATCH A STAR. I am thrilled to announce our first winners. Congratulations to all our top 5 STARS.

## **United Airlines and ICTS Europe's partnership goes from strength to strength, continuing a 25-year business alliance**

*19 August 2019*



ICTS Europe has been re-awarded United Airlines' pan-European contract for provision of enhanced aviation security services at twenty-two locations across ten countries.

"We are pleased to have selected ICTS Europe as our security provider in Europe and to continue our long-term business relationship. ICTS has played a key role in UA's success in Europe and we appreciate the loyalty, quality of service, innovation and

proactive approach ICTS Europe has shown over the years. We look forward to continuing our partnership with ICTS" said Andrea Peralta, Managing Director Atlantic, United Airlines.

"The ICTS Europe Group first started working for United Airlines over twenty five years ago. It is with immense pride and satisfaction that we are still today the Airlines' trusted partner of choice. It is the spirit of ICTS that sets our Company apart and has allowed us to win this prestigious contract. It is our people who together enable the delivery of a quality and innovative service and who are committed to going the extra mile to make a difference." said Ronen Remetz, EVP Airline Operations, ICTS Europe.

This spring will see ICTS Spain and ICTS Czech extend their services with United Airlines at Barcelona Airport and Prague Airport respectively as well as ICTS Italy that will secure United's new route from Naples to Newark Airport.

Last year the ICTS Europe Group was responsible for the enhanced security of United flights departing from twenty European Airports.