



## SECURITY SERVICES

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# Security Matters™



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

## Message from Dean Lovric, President and CEO

**T**here are times in the evolution of our lives in which we meet people who propel our cause forward at lightning speed. They become friends, guides, mentors and leaders. As such, they have the innate ability to support and inspire, while building confidence in our relationships with them, and, more importantly, helping us develop and build confidence in ourselves.

**James (Jim) Catney** is one of those people. His impact to many of us at A.S.P. has been one of pivotal value and has helped lead and transform A.S.P. into the organization it is today. His relationships have developed into new and exciting opportunities with many of our aviation and commercial clients. He's built bonds with our unions and our people, all of which have led to great experiences.

Jim's teams have earned his respect and he has proven his worth and earned theirs. He's guided A.S.P. towards success while maintaining a strong family-type environment through a "DAD's" approach to his leadership teams. It's a uniqueness in style which was unprecedented in the 20-year history of our company.

When Jim advised me that it was his time to 'retire' from A.S.P., I knew we wouldn't be able to replace him. He has had a tremendous personal impact on my life and as much as I learned from him, I hope he leaves learning a little something from us. I did know one other thing...I knew that we would be just fine.

Jim's business teams are super competent; he's shared his intellectual capital and all at A.S.P. that have been touched by him are a part of and bought into our vision for a great company filled with great people and partnerships. We have learned and have applied his teachings and guidance to our business daily. We are also independently strong, and we know our craft. We are kind, compassionate and ambitious. We will continue to use the tools he provided and add to them ourselves.

Jim, on behalf of the A.S.P. and the ICTS teams, we wish you a fond farewell and happy retirement. Our doors are always open to you.

With Jim's departure, we welcome new and great leaders such as **Sarah Northrup, Vince Bozzo, Vasilis Androustos** and **Tom Lawson**. We have carefully restructured and selected our people, built new teams and modified assignments to compensate for the gaps Jim's absence will create. A.S.P. is resilient, and, with the continuing partnerships we share with our people, the stars that have been with us for so long will continue to shine.

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So, for all we will do to make up for Jim's absence, there is one indomitable feature that will be absent from our day to day...his friendship. That will certainly be sorely missed by all those whose life he touched. So, while Jim is golfing on some far away island in the Caribbean or at home in small-town Ontario, feel free to reach out and call him for a quick hello. Just do me a favour, call just before his most critical chip off the fairway, preferably on a day he and I are playing. I need the skin.

*Dean Lovric, President and CEO*

## Social Media Corner

*By Petra Nash, Executive Assistant*

**S**ocial media such as Twitter, Facebook and Instagram, have become a primary source of information recently.

During a crisis like the COVID-19 pandemic, employees, customers and clients turn to social media to get information from an organization. It is during these times, that providing clear concise information makes the world of a difference in your organization.

Never have we had more real-time information available in the face of a worldwide event. Such information can help keep us safe, providing us with a better understanding of what is occurring and how it might impact us and those we love.

A.S.P. during this time has been active on many social media platforms, providing our employees with updated information. We have been posting on our COVID-19 dedicated website page, YouTube Channel, Twitter, Instagram and Facebook.

Keep checking our social media platforms for more information as it becomes available. If you have any questions, you can submit them using

the link <https://www.security-asp.com/covid-19-faqs/>.

You can also review all of our past memos to employees as well as communication from the President and CEO.

## Accounting and Payroll Corner

*By Paul Parkinson, Director, Finance*

**H**ave you moved, or had some other change in your life? With the COVID-19 impact to the operations, the office has seen an increase in the number of mailings going out. It's important that we have your correct address and contact information on hand. This will ensure that any correspondence reaches you in a timely manner.

We do not want you to miss out on important news, payroll documents, or even shifts. An easy way to check to see if your address is correct is to check the address listed on your paystub. If this is incorrect, then send an email to [asp@security-asp.com](mailto:asp@security-asp.com) and we will be sure to update our systems accordingly. Any new address, phone number or emergency contact information should be sent through to us to update. This is often overlooked item in our very busy lives.

Are you missing hours on your paystub? We have many employees and our business is anything but normal. We'll admit that we're not perfect but strive for perfection. At times, we could have missed hours on the paycheque. You can help us. Our scheduling software has an employee portal which allows you to check your schedule and the hours worked.

If you see something that is missed, such as your shift being extended, get a note off to your supervisor for correction before the pay period closes. In doing so, you ensure that you have the

right number of hours being paid when you receive the paystub and lessen the impact on everyone.

## Welcome, Vince Bozzo!

By Deborah (Debbie) Ciccotelli, Vice President,  
Strategic Initiatives

**O**n behalf of the senior leadership team, I am delighted to introduce Vince Bozzo, our new Senior Director of Operations in the Aviation Division.



Vince is responsible for the oversight and management of all Aviation Customer Service contracts, including Toronto Pearson OSR, Ottawa and BBTCA/Nieuport Customer

Service, as well as the Commercial Canine Unit and the Resource Planning Department.

Prior to joining A.S.P., Vince was the General Manager, Head of Venue Operations for Maple Leaf Sports and Entertainment (MLSE). Vince has over 20 years' experience in operations, customer/client service and security. His extensive experience combined with his open, people first management style and collaborative customer centric approach is indicative that he is ideally suited to the A.S.P. culture.



We are confident that Vince will take on his new role with the same enthusiasm and professionalism as he has shown throughout his

career and that he will use his leadership and business strengths to ensure we continue to provide quality service to both the client and employees within his account portfolio.

Please join me in providing a warm A.S.P. welcome to Vince.

## Business Philosophy, People and Teamwork

By Vince Bozzo, Senior Director of Operations,  
Aviation Division

**I** want to thank everyone for welcoming me to the A.S.P. Family on June 1st. In my short time here, I have been welcomed by an extraordinary group of leaders and employees that exhibit a strong belief in teamwork.

I am excited to work with each of you to continue to see A.S.P. grow and deliver exceptional service to our clients.

For over 20 years, A.S.P. has been what I would call a winning organization, one that prides itself on a culture of integrity, accountability and transparency with our partners and clients as well as our teams. These pillars of success are grounded in strong communication, steadfast training, exceptional service and most importantly the strength and dedication of the people that are part of the team.

As A.S.P. grew over the last 20 years into the strong team they are today, I had the privilege of working for Maple Leaf Sports & Entertainment Ltd. (MLSE), as their Head of Venue Operations. For over 22 years, I learned the value of strong and genuine leadership and the utmost importance of a talented group of people in delivering exceptional service.

As mentioned, the first pillar of success is strong leadership. A.S.P. is extremely fortunate to have excellent leaders working together to build a strong team. I joined A.S.P. during an unprecedented time in the world and I have witnessed a group of people working resolutely together to plan, respond and develop critical strategies for our organization. Like many companies, A.S.P. has had to adjust and

reforecast as the world continues to learn and adapt to an extraordinary situation. These leaders have been planning for our staff during this pandemic while always thinking of the future and making sure we are ready to come out of this stronger than ever!

A second pillar that has helped A.S.P. survive and succeed in this unprecedented time has been all of you. An organization will only succeed with leaders who believe in developing a strong team. We are lucky to work with talented individuals that share the same beliefs and are committed to A.S.P. Although times have been very tough for each of you, I believe that with our shared dedication and commitment to A.S.P., we will weather this storm together and be ready to accept our next challenge, both stronger and wiser than ever.

Many parallels exist between MLSE and A.S.P. Each organization has strong values and an unwavering culture that guides all employees with a winning attitude. I am honoured to have worked for MLSE for over 22 years, and I am privileged and excited to now work with each and every one of you.

## Coping With Night Shifts

*By Darren Scott, Resource Coordinator*

**W**hat do Security Guards, Nurses, Firefighters, Truck Drivers, and Air Traffic Controllers all have in common?

They all work night shifts. Whether you are a morning or night person, working night shifts can be challenging. I have collected some tips to help you cope with working into the late and early hours of the day.

Due to our 24/7 society, nearly 17 million people in North America work full-time night shifts, evening shifts, rotational shifts, or other

irregular schedules. Almost 19% of people over 18 work for 48 hours or more each week. Individuals are needed to work through the night for many reasons. If you are one of these individuals, finding ways to cope is important to continue living healthy. Here are coping strategies for working after dark.

## Control Light Exposure

Exposure to light triggers the circadian rhythm that affects your sleep and wake cycles. Artificial light can affect your circadian pacemaker in the same way as sunlight, and timed exposure to bright light can help to alter your body's sleep cycle. During night shifts, you can "trick" your body into an alert state with exposure to bright light. Research has shown that night workers who were exposed to bright light during their shift and wore sunglasses on the way home to suppress light drifted off to sleep quicker and slept for longer after their shift than people who received no bright light exposure.

Beware of exposure to blue light emitted from digital devices, such as your smartphone, tablet, or television, before you go to bed after a night shift. Research has suggested that blue light knocks our circadian rhythms off-kilter, which signals to your brain that it is daytime and results in poorer sleep quality.

**Ways that you can control your exposure to light include:**

- increasing bright light exposure during your shift with regular overhead lights or a bright desk lamp or lightbox;
- wearing sunglasses on your way home;
- using dark blinds, curtains, or drapes or a sleep mask to block out daylight in your bedroom; and
- switching off digital devices in your bedroom.

Keeping your bedroom dark will help to keep

your body in sleep mode until it is time for you to wake up and begin your day.

## Manage Your Sleep Patterns

Some people can work at night with no problem at all, while others experience sleep deprivation and fatigue. This is because the human body is designed to sleep at night. The human body is controlled by an internal body clock, or circadian rhythm. Circadian rhythms run in 24-hour cycles and are influenced by the natural light and dark cycles. Many of the processes in your body that are active in the daytime slow down at night to prepare you for sleep. At night, the circadian rhythm releases the sleep hormone melatonin, which causes you to feel less alert and raises your desire to sleep. Night shifts cause you to battle against your natural rhythms by trying to be alert when you are programmed to be sleeping. Similarly, when you go home after a night shift, the cues from your internal body clock and daytime light exposure tell you to be awake and active.

Working at night involves successfully managing your sleep during the day. Daytime sleep can be lighter, shorter, and of poorer quality than sleep at night due to light, noise, and temperature.

### **Try these steps to keep your sleep-in check and make your environment better for sleep.**

1. Do not delay going to bed. The longer you delay going to bed, the more awake you are likely to become.
2. Try to set aside a block of 7 to 9 hours to dedicate to sleep after a night shift.
3. Have something to eat and drink before you go to bed. Hunger or thirst may wake you up.
4. Avoid alcohol and nicotine before you try to sleep.
5. Make sure your bedroom is quiet, dark, and at a comfortable temperature. Use earplugs to block out daytime noise and blackout

curtains to prevent daylight entering the room.

6. Notify friends and family of your working hours so that they do not disturb you.

## Watch Your Diet

Planning your meals can help you to stay alert during your working hours and be more relaxed when you need to sleep. Try to stick to a similar eating pattern to the one that you would follow during the daytime. Eat frequent light meals or healthy snacks to avoid the drowsiness that is associated with heavy meals. Choose foods that are easy for your body to digest, including bread, rice, pasta, salad, milk products, fruits, and vegetables. Avoid foods that are difficult to digest, such as fried, spicy, and processed meals. Snack on fruits and vegetables, sugars from these are converted slowly into energy.

Keep hydrated while you are working to promote physical and mental performance.

## Use Caffeine Carefully

Caffeine is a stimulant. When used properly, your daily dose of coffee can help you to remain alert throughout a shift. Most people take a huge dose of coffee at the start of their shift in order to jump-start their day. However, research suggests taking a different approach to maximize the effects of caffeine for shift workers. People that consumed smaller amounts and more frequently throughout their day experienced enhanced wakefulness, performed better, had fewer accidental naps than those who had no caffeine. Caffeine use should be stopped around 6 hours before bedtime to ensure that the stimulant does not affect your sleep.

Every person is different, so finding the right combination of techniques that suit you best may take time. Applying some of the above strategies may help you on your way to coping better with working at night and ensuring that



you get the right amount of sleep to function properly.

## Diversity and Inclusion in the Workplace

By Alyssa Rizzo, Recruiter

**I**t is a proven fact that diversity and inclusion in the workplace are good for business.

This is because we are living in a world shaped by globalization, which has introduced a broader understanding of different cultures and experiences in an ever-evolving modern society.

### What is Diversity?

The term diversity is an understanding and acceptance of the fact that people have individual characteristics, which make them unique. These characteristics may include race, ethnicity, gender, religion, political ideologies, sexual orientation, age, physical abilities, or socio-economic status. These characteristics also may include life experiences and cognitive approaches toward problem-solving.

### So, Why Is Diversity in the Workplace So Important?

Diversity brings many internal and external benefits to a company.

During an interview, as recruiters, we focus on the set of skills and abilities a candidate can bring to company. By promoting diversity within, this encourages a wider talent pool of candidates to apply for the position. This means we can focus on hiring the most qualified individuals for the job, contributing to our teams having a wide range of skills that complement each other.



Employees coming from diverse backgrounds and cultures can have an influence a person's skills and experiences, and when combined, can offer fresh perspectives and ideas that can contribute to the over all business strategy. An example of the value of diversity is more creativity in the workplace based on a diverse level of experiences. With so many different and diverse minds coming and working together, teams can find creative solutions to problems efficiently.

***"When employees respect each other and get along in the workplace, it's amazing how productivity increases, morale increases and employees are more courteous to customers."***

***- Maureen Wild***

Cultural diversity can also have a positive impact on employee engagement. What better way to learn about other cultures, than to ask your colleagues? Through discussion and learning about each other's backgrounds, this can help build new bonds and professional relationships between employees, increasing job satisfaction.

Diversity and Inclusivity should be an integral

goal of every workplace. The emphasis and value that are placed on diversity and inclusion in Canada didn't come quickly and certainly doesn't come easily, but it is our job to ensure that these values are practiced and upheld in the workplace.

After all, a diverse workplace translates into creative and alternative solutions to complex issues, benefiting each and every A.S.P employee long-term.

## Supporting “Black Lives Matter”

*By Deborah (Debbie) Ciccotelli, Vice President, Strategic Initiatives*

**I truly struggled in writing this article as I was uncomfortable, unsure of what to say or how to say it.**

I put a lot of pressure on myself to say the right things and in all honesty, I worried that as a privileged white woman I might come across as inauthentic or lacking credibility. I thought about not saying anything, but I feel strongly about this issue and felt it is important to say something – even if it is not perfect.

The recent events and demonstrations in Canada, the United States and around the world protesting the deaths of **George Floyd**, **Ahmaud Arbery**, and **Breonna Taylor** reignited the fight against racism and inequality. In addition, I was shaken and appalled by recent local events which clearly demonstrates that racism continues to exist in our country and our communities. These last few weeks have been hard – hard to watch, hard to listen and hard to comprehend. It made me realize that now is not the time to be silent.

I have seen first-hand the impact that recent events have had on my black friends, co-workers, and family members. I can see that their grief, hurt, pain and anger and I want them to know that I stand with them. The Black community is hurting right now, and we all need to do our part to support them.

In looking inward, I had to acknowledge my ignorance and my failure to look beyond my own life experience. I grew up in a large Irish family in a predominately white community. I have and will never know what it is like to be Black, to be discriminated against because of my skin colour or what it is like to have racist remarks directed at me. I have never really thought about being “white” and I did not feel privileged. I was fortunate to have a caring family, food on the table and a roof over my head – but I honestly never considered myself privileged. I came from a broken home and we did not have a lot of money or live in a big house – which is what I thought privileged meant. After educating myself, I now see how my being white is in fact a privilege. It gives me power I didn't realize – the power to live my life without looking over my shoulder; to simply assume that if something bad happened, I would be believed, supported and helped; to know that if I am pulled over by the police I have not been singled out because of my race. I have been able to go through life without being discriminated because of the colour of my skin. “White Privilege” is not saying that as a white person my life has not been hard, white privilege is simply saying my skin colour hasn't been a contributing factor.

With the full recognition of the privilege I as a white person has, I have made a personal and conscious commitment to notice, call out and challenge racism when I hear it, see it or become aware of it. If someone says or does something racist, I will call them out and let them know

that their words or actions are offensive, hurtful and unacceptable. I also vow to offer emotional support to the victims of racism by listening, understanding, and caring.

Racism is like a virus, similar to COVID-19 in that while there is an awareness of people who show obvious signs of racial prejudice, there are many who unconsciously spread it asymptotically without realizing they unconsciously carry harmful beliefs. Over the past couple of weeks, I have participated in some hard conversations with family and friends. It is important to me to talk to and educate my family and friends on racism and to admit and question our respective unconscious biases as they arise. Racism is a problem, it hurts people and although these conversations are difficult, intense, and uncomfortable it is time to listen, learn and to take action. By amplifying the voices of Black people, we can support the struggle against racism.

I sincerely hope that as individuals, as employees and as members of our community and country we can all abandon the prejudices of the past and embrace and accept people based on who they are rather than the colour of their skin. I know that it is easy to feel helpless in the wake of these traumatic events, but if the protests have taught us anything, it is that now is the time to act and leverage the global awakening of the situation and the opportunity for substantive change. This is a call for action for each and every one of us to do better, to speak up and be part of the solution to end racism.

## De-Escalation Tips

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

### **When dealing with difficult behavior:**

**Be empathetic:** Do not judge; their reaction is showing their feelings on the subject.

**Be respectful:** Give them room. Do not encroach in their personal space.

**Be clear in your communications,** but mindful of the words you use; they can work against you.

**Be calm** and professional when responding to their behaviour; let them know you can help.

**Be understanding.** Their feelings could show you their true struggle.

**Be a problem-solver.** Do not add to the issue by adding your authority and enforcement or the rules.

**Be respectful,** with statements and limits; every choice they make may come with consequences.

**Be confident,** but flexible in direction of the rules, but not at the cost of safety or the site.

**Be mindful** of their reflection time on the subject. Decisions take time; do not make their decision for them

**Be patient.** Let them think; do not rush them into something that can cause issues later!



## Employee Spotlight: Tamana Bhatia and Asad Abbas

By John Gangasingh, Manager Operations, Residential/Commercial Division

**W**ith all going on in the world, I'd like to step back and focus on some positivity in our RES/CIC Division.

As challenges continue to arise across all avenues of our business, our team continues to rise above it all and push forward. I'd like to point out two of our amazing team members in particular.

First off, our Administrator, **Tamana Bhatia**. Tamana has been with A.S.P. since August 2018. She started as a front-line guard supporting our commercial business. Tamana quickly showed her value and worth, through her dedication to A.S.P. and the many extra hours she put in to keep the operation running. By December 2019, Tamana was such a valued asset that it was an easy choice to bring her aboard the administrative side to support not only the front of the house, but the back end as well.

Today, Tamana has helped evolve the day-to-day administrative duties with our Crossing Guard contract, Respite contract, and all back-end support that we could not do without her. She has been a valuable team member and her behind-the-scenes efforts are truly a support to all of us here at RES/CIC.

We all appreciate and thank you Tamana! Keep up the wonderful work!

Secondly, our Service Delivery Manager, **Asad Abbas**. Asad has been with A.S.P. since May 2016. He has been a rock for the entire RES/CIC team and especially for me. Asad's work ethic is second to none. Between many long days in the office, on the road, and from home, Asad continues to plow through all challenges he faces, always achieving positive results regardless of how difficult those challenges may be. His loyalty to A.S.P. and the team shines in his day-to-day efforts, whether it be with our front-line guards asking for professional or personal support from him, or the office team leaning on him for his subject matter expertise in all facets of the business.

To know you can confidently get an answer or an update or just good old fashion hands-on help with something through a simple ask is all a friend or colleague could ask for. Asad is just that guy!

For this reason, I wanted to share my thank you and appreciation for all he does for our team seven days a week, 24 hours a day.

From all of us in RES/CIC, we thank you Asad! I'd say keep up the good work, but I know don't need to!



## Teamwork Makes the Dream Work!

By Tanya Gautam, Human Resources Administrator and Recruiter

**A**t YYC, we have a team of passionate and enthusiastic employees. Our employees are not only passionate security professionals, but also have a caring heart for their colleagues.

Two of our YYC employees have set an example of teamwork and care for the community, during the COVID pandemic period, when people are stressed.



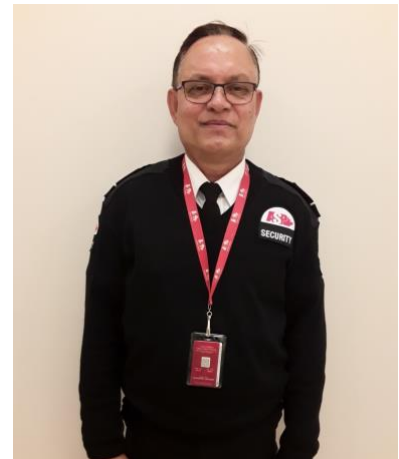
**Kamalo Suleiman** started his journey with A.S.P in February 2019 as a Casual employee and became Full-Time Access Control Guard in April 2019. Since then, he has worked hard to deliver quality service. In May 2020, Kamalo, along with his wife, bought individual pizzas for all his shift members. This gesture of Kamalo sets an example of a real team player. That moment when employees were enjoying their pizza, sharing a positive vibe, not only brought them together but also relaxed them with a smile on their faces. Special thanks to Kamalo's wife.

Kamalo has always shown interest in the company's activities, and yet again, he planned his break to attend the Townhall. His regular participation in company activities and contributions towards his team is commendable.

**Radowan Chowdhury** has been working with A.S.P since September 2018 as Access Control Guard. He has demonstrated enthusiasm and commitment towards his duties and the team. Radowan bought sweets and food for the team in June and helped people to bond and spread positivity in the group. He received appreciation from his team members, supervisors and managers for his team spirit.

Radowan is also an active member of the Health & Safety Committee. His regular participation and contribution to the meetings are valuable.

We thank all the heroes of A.S.P. who are taking an extra step to create a positive environment in this challenging time of the pandemic, bringing our people together and providing a quality service.



## Team Player: Kevin Ravindran

*By Asad Abbas, RES/CIC Service Delivery Manager*

**H**aving good employees make or break a company’s success. Everyone is an employee, even leaders. Most importantly, being a great employee means being a team player. We have so many talented, hard-working team players who are helping us to strive for greatness.

I want to take this opportunity to recognize a member of our team who has been amazing and always goes above and beyond to perform his duties. **Kevin Ravindran** is not only a team player, who always strive for the betterment of his team, but is also a good leader on site and takes it upon himself to make sure he and his team do their job well.

Kevin Ravindran is working as the Supervisor of **Toronto Pan Am Centre** within A.S.P. Security. He joined A.S.P. in January, 2016 as a guard. He worked very hard and he is always willing to learn more. He was promoted to Supervisor position in October, 2018. He has more than four years of security experience.

At the time when he was promoted, we had challenges related to meeting and exceeding clients’ requirements. Kevin worked very hard and has shown great leadership and dependability for the past one and half years, with praise from both his coworkers and client. He is instrumental in training new guards and implementing new policies on site. He is always willing to go extra mile in protecting A.S.P.’s interest and reputation by helping his team and fulfilling the client’s expectation. He is a very important member of our A.S.P. family and I wish him best of luck!



*Kevin Ravindran,  
Supervisor, Toronto Pan Am  
Centre*

## Congratulations, Garinder Grewal!

*By Angus Wilson, Director of Aviation Services*

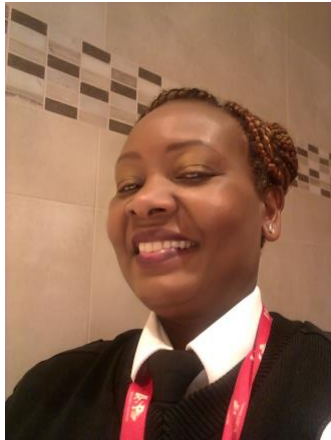
**W**ith all the chaos that is happening in the world, I am delighted to share some good news with you. One of our long-serving managers got married!

Please join us in congratulating **Garinder** and **Amanpreet Grewal**, who got married on Sunday the 5<sup>th</sup> July 2020. It was a simple ceremony in front of close friends and relatives.

It all happened so quickly, but we want to wish Garinder and Amanpreet our heartfelt congratulations on starting their new life together.







**Teresia Mungai** has worked at Calgary International Airport (YYC) for the past 12 years. She joined A.S.P. in 2018 as Access Control Guard. Teresia is a hard-working employee who finds joy in meeting people, offering customer service and security services at the airport. A.S.P.'s YYC team is proud to have Teresia on board, as she is not only a successful security professional, but also a great colleague to work with who believes in creating a happy work environment. During COVID-19 pandemic, Teresia had to face changes in her job duties and responsibilities, which she handled with grace and ease. She continued providing excellent customer service and security services.

We thank all the heroes of A.S.P. who are taking an extra step to create a positive environment in this challenging time of the pandemic, bringing our people together and providing a quality service.

## A Very Special Person

By Cliff Sampogna, Regional Manager - Residential/Commercial

**W**e currently live in uncertain times with a lot of change coming in the near future that will improve our world and humanity. These changes are going to allow the world to become a better place and create more unity through understanding, compassion and acceptance.

As we all know, change can only occur when compassionate people stand up and speak up to educate and begin the education that is much needed. I personally have the amazing opportunity to work closely with someone that has an amazingly strong voice and has shown me that a single voice can make change.



**Tinisha Harding** has been with A.S.P. since December 2016. She has been nothing short of spectacular, not only for the work she does, but also because of the ambassador-like qualities that she has brought to our organization. Tinisha has single-handedly taken on the responsibility to truly be an A.S.P. ambassador in the field. She represents the organization like it was her own and takes everything our company is and does personally. Tinisha never stops thinking or talking about A.S.P. and is always a person that portrays all the core values of the organization inside and outside the organization. I have personally had the pleasure to work closely with Tinisha and am extremely grateful of the education and enlightenment that she has provided to our organization through all levels of management and peer to peer.

Her drive, passion and knowledge continue to humble me on a regular basis. I cannot thank Tinisha enough for the knowledge I have gained from the open and positive conversations we have had and will continue to have. I would like to take this opportunity to thank Tinisha Harding for being who she is, and I am looking forward to seeing the great things she will continue bringing to this organization.



**April Birthdays**

Aaisha Peters  
 Abdirashid Dahir  
 Adekola Okunola  
 Agim Kajmolli  
 Ahmet Shala  
 Ajith Paul  
 Akeila Hewitt  
 Amardeep BRAR  
 Angelito Serdon  
 Angus Wilson  
 Anjum Iqbal  
 Anuratha Banugopan  
 Arshpreet Kaur  
 Arthur Kulik  
 Awo Osman  
 Aza Uwimana  
 Azaz Hussain  
 Balbir SEKHON  
 Bernice MOSES  
 Bibi BACCHUS  
 Blessing ERESIGHA  
 Catherine MACDONALD  
 Cecil SOLOMON  
 Charmain BUTLER  
 Chaudhry (Choud Sandhu)



Christine TURNEY  
 Concepcion LUBANG  
 Daljeet PADWAL  
 Daniel McCormack  
 David Hyatt  
 Deeparani Dhaliwal  
 Dhara Patel  
 Dhavalkumar BHANDERI  
 Diane RYAN  
 Diep Vi (Cindy) HO  
 Dishant Baldha  
 Dorothea MCCURDY  
 Douglas WHITE  
 Edward Joseph NONES  
 Emily Baldeo  
 Estefania OBANDO  
 Esther IRIA  
 Evelyn BARTLETT-WILLIAMS  
 Francisco OANDASAN  
 George ARGYROPOULOS  
 Gerardo Miranda Gonzalez  
 Gurnoor Johal  
 Halyna Lun  
 Harmandeep Harmandeep  
 Harmanpreet SINGH  
 Harpreet Jolly  
 Harpreet Singh  
 Hashim Hashi



Hermilando MANALANG  
 Hidru BARNOBAS  
 Isaac Idahosa  
 Ivanhoe CLARKE  
 Jalon Thompson  
 James Brooks  
 Janberk Kartal  
 Jenefer DINHAM  
 Jennifer GUY  
 Jennifer MARTIN  
 Jian Zhu ZHANG  
 Joginder UGHRA  
 Johnson Echefu  
 Jonna Gopez  
 Jose GINETE  
 Joseph Colantonio  
 Joseph Leonard  
 Joseph SUKLJE  
 Juzan Brown  
 Kajal Rani  
 Kalpana VAGHELA  
 Kamalo Suleiman  
 Karanjeet Kaur  
 Kashmir Sohpal  
 Katrina Stachurski  
 Kawsar Mohamud  
 Khalid Bhatti  
 Kimberley Pardy

Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday!





Kizzy ADONIS  
Kriselda Charles  
Krunalkumar Vala  
Kulwinder Dhillon



Preet Kamal  
Puneet Sandhu  
Rajwinder Saini  
Rajwinder SAMRA



Veronica Bustillos  
Yash Grover  
Yasmin MUSSE  
Zarqa Zazai

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

Lakhvinder Hallan  
Lawrence KURTZ  
Layth Jirjees  
Lee Wong  
Loveleen Kaur  
Luan Osmani  
Maria Cristina Vibar  
Marion NIX  
Meetkumar Patel  
Mercy Capili  
Michael Effiong  
Mohamed Abdi  
Muhammed Jobarteh  
Myra Aguilar  
Narvinder Kumar  
Nasir Jamal  
Navisha Cheema  
Navpreet Kaur  
Nicole Van der Schilden  
Olga Rodriguez Abreu  
Osmond Coutinho  
Pardeep Kumar  
Paul Parkinson  
Pavneet Marwah

Rakshit VEDIA  
Ramaljit Parmar  
Ranjit LUBANA  
Ravdeep MANN  
Robert PARKES  
Robert Watson  
Ross Young  
Ruth COOK  
Samrawit Habtemariam  
Samson GENITO  
Sandra WHEATLEY  
Sanjay Nanda  
Savita Kapoor  
Shweta Sharma  
Simranjeet Kaur  
Sobia AZIZ  
Srishti Kanda  
Suban Kugathasan  
Sukhdeep Sehmbly  
Sukhwinder Mattu  
Suman Sohal  
Tamara Juniper  
Tove HARNISH  
Varinder Panesar

**May Birthdays**

Abdirahman Abdi-Dahir  
Abdullah Shakib  
Abdullahi Abdi  
Abdullahi Farah  
Abdulrahim Ali  
Abubaker Bafagih  
Adrianna Mazzulla  
Alfredo Tejada  
Ali Hachem  
Amarjit Gill  
Ambreen Khan  
Amelia ETTINGER  
Ana Maria ALVARADO MAGANA  
Andrew Cottage  
Angel DE GUZMAN  
Anjanie Maharaj  
Anne Kumar  
Anton Emmanuel  
Aranbeer Singh  
Areatnam Murugesu  
Aristide RAPONI  
Brahmpreet Singh  
Charles Anyaoha

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

Happy birthday! Happy birthday!



Daniel Watkins  
 Danny Cabral  
 Darren Scott  
 Dean Lovric  
 Deborah Ciccotelli  
 Dejan Kravic  
 Devegee Rangasamy  
 Divya Rani  
 Dorean Browne  
 Douglas Torrance  
 Elzbieta Zywicka  
 Fatehveer Singh  
 Fatima Zeitoun  
 Filsan Farah  
 Fred PARCHMENT  
 Ghulam Yasin Sabir  
 Gokhan Yasanliel  
 Gorlee THOMAS  
 Gurpreet Kahlon  
 Gurpreet Malhi  
 Habtemariam BERHANE  
 Harmeen Kaur  
 Hassan Harai  
 Hazel Jocson  
 Inderpreet Kaur  
 Jagdish MEHRA  
 James PEGG  
 Jani LALA



Jasvinder Kaur  
 Jeet TIWANA  
 Joanna Dungca  
 John Gangasingh  
 Jose Sandoval  
 Juanito AMARGA  
 Kailas Kommaraju  
 Kajal Sharma  
 Karen LANE  
 Karukaparampil Bijikummar  
 Kausalya Kommaraju  
 Kayvin Montaner  
 Kelly PARKER  
 Khadija Beale  
 Lalitkumar Ratnani  
 Layla Rifai  
 Lien Hong  
 Luzviminda Faulkner  
 Lydia Pescozo  
 Mae SALCEDA  
 Mahad Farid  
 Malick SENE  
 Malik Welsh  
 Mandeep Singh  
 Manjeet Kang  
 Manushe Aliaj  
 Manvir Jakhu  
 Marjorie HOLNESS



Masud Akhtar  
 Matthew Allen  
 Mehboob Raza  
 Michael Rodney  
 Mohammad Aiman Isahac  
 Moises Raguindin  
 Munish Sharma  
 Musa Hoxha  
 Musie Kebede  
 Nameer Abdullah  
 Nataliya Boychuk  
 Nidarshan Kokulathasan  
 Nihal Arif  
 Nikhil Baby  
 Nirujan Sountararajah  
 Oluwasegun Alejo  
 Parvinder Kaur  
 Paschal GOROSPE  
 Patrick Quinn  
 Paul Ajibola  
 Pauline HAYES  
 Pu FANG  
 Radha Kamal  
 Rajwant Kalkat  
 Randy Kwarteng  
 Rimaben Patel  
 Robert DOAK  
 Roberto LAMONACA

Happy birthday! Happy birthday! Happy birthday!

Happy birthday! Happy birthday! Happy birthday!

Happy birthday!

Happy birthday!



Rohanee Sahoy  
 Rubilyn Bantoto  
 Rudy QUIBUYEN  
 Ryan Karakian  
 Ryan RAMNATH  
 Sahbaz Goroya  
 Saif-Uddin (Ali) Regragui  
 Samatar SHEIKH  
 Shamar Shepherd  
 Simone Da Costa  
 Sofia Joyce Dela Rosa  
 Sonia MITCHELL  
 Stephanie Lisson  
 Suad Mohammad Farah  
 Sukhpreet Tussar  
 Sumeet Chana  
 Tammy Nugent  
 Theophilus FRANCIS  
 Vasanthakumaran Ponniah  
 Vasanthatharsini Jawahar  
 Winford Brown  
 Yaqub Samatar  
 Yash Kochhar  
 Young Sung SHIN  
 Zia Khattak  
**June Birthdays**  
 Angela JEFFREY  
 Emily Sutherland



Hussein Mohamud  
 Karl BRUCKMUELLER  
 Kulwinder MANN  
 Ranjit Bhatti  
 Ravneet Kaur  
 Rozina Javaid  
 Rupinder Sidhu  
 Suryya Shafi  
 Ammar Al-Naqeeb  
 Dominic FUENTES  
 Harprit Kaur  
 Joe KOPU  
 Gurcharan DHILLON  
 Hardeep Brar  
 Scott Law  
 Siththy Abdul Majeed Rasheed  
 Frank Owusu-Awuah  
 Gagandeep Bains  
 Harbhajan SINGH  
 Imran Ahmed  
 Joly ROMANADA  
 Reannah Vandenberg  
 Rolando SANTIAGO  
 Vesna Jelic  
 Asif Ali  
 Guled Hussien  
 Josh Holowatenko  
 Musgun-Niguse SIYUM



Gwendera Simon  
 Masud Khwaja  
 Muhannad Abbad  
 Balwinder Gill  
 Gulixian ABUKADIER  
 Jasmine Khimany  
 Namahtullah Mahboobi  
 Youngdal KIM  
 Daniel Francis  
 Tupac Miller  
 Amanpreet Kaur  
 Amar JOSHAN  
 Ganga Sharma  
 Gurleen Sokhal  
 Daniel Pryce  
 Hardeep Khaneja  
 Patrick Joseph Reyes  
 Sabiha Fatima  
 Virginia SIGNORETTI  
 Abdella Alishekh  
 Asha FARAH  
 Ashokkumar Valand  
 Attaullah Rahimi  
 Hannah Kinson  
 Krishnarjuna GANTA  
 Mursal Rustaie  
 Nicole Makhloof  
 Renu Sharma

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

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

Happy birthday! Happy birthday!





Veronica Nkengafah

Dhanish Azeez

Jasbir Kaur

Luciana Mendoza

Mirasol Estepa

Peter GARBIG

Darshna Ahir

Ethilda Donkor

Gagandeep Singh

Gurbir Aast

Jatin KUMAR

Lisa Marsan

Pradeep Kapoor

Sarah Northrup

Fatos Strazimiri

Renato GABALDON

Svyatosliav Orlov-Kuryliov

Wendy Dowrick

Dennis WILSON

Maninderpal Singh

Nadesha Warren

Aisha Amer

Cassandra Osagie

Craig Thompson

Jay Ritchie

Tanveer Pahwa

Teresa RODRIGUEZ

Curtis Groulx



Erwin Jimenez

Mike OBOT

Vandana Patel

Frank Vecchio

Gulalai Azizi

Hammad HAIDER

MD. Tanvir Hyder

Souhaiel Ben Jemaa

Vinod Manchanda

Zana Beli

Himanshu Himanshu

Manjinder Gill

Zakariya Mahadalle

Chinedu Kenneth

Gurjinder Chahal

Hemant Patel

Leandrei Calderon

Mark MALONEY

Nicholas Jeffery

Jahanvi Patel

Karen SWANSTON

Alexander Bloch

Asad Abbas

Darshna Dharajiya

Dianne TOWNSEND

Divyang Malvi

John HAYES

Prabha Singh



Rajpreet Rattan

Windel CLARKE

Harpreet Kaur

Kim JUNG IN

Komaldeep KAUR

Lisa Pacholik

Mikael Nur

Prisca Stephen

Lino Joseph

Manuel Coelho

Neeru Panjwani

Rai Bhatti

Samira DAYA

Lilly DIMATTEO

Lovepreet Sidhu

Smikitajit Kour

Sukhmani Gill

Manpreet Randhawa

Sushma Acharya

Svetlana TYRRAS

Amira Ahmed

Dwayne Harrison

Hardeep Bains

Ramandip SINGH

Rownakul KAZI

Rubbaldeep Sandhu

Sean Mason

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

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

Happy birthday!

Happy birthday!

## Our Joint Objective: Back in the Air

By Angus Wilson, Director of Aviation Services

**A**.S.P. is supported by ICTS initiatives for the post-COVID-19 era in the aviation sector. The COVID-19 crisis is dramatically impacting the aviation industry.

ICTS Europe – the aviation security specialists, the Company with Aviation DNA flowing in its veins, has set an objective for the organization: To help the industry bring airplanes back to the air as soon as possible.

We are addressing COVID-19 risks with solutions that will boost global confidence that “Flying is Safe”.

Our approach is modular and intended to benefit as much of the Aviation eco-system as possible. From airports, airlines, regulators through to competitors, our objective is a simple one – to address COVID-19 risks through pragmatic solutions and increase global confidence in air travel.

We would like to share with you the current initiatives we have taken in ICTS Europe and jointly with specialized partners.

Our team is ready to explore with you how these concept and products could be adapted to match your vision, objectives, plans and preferences. If you would like to explore any of these products further, please do not hesitate in contacting Angus Wilson – [awilson@security-asp.com](mailto:awilson@security-asp.com)

### Flight Reservations for Passengers/Airline



TravelDoc:

- Checks passenger’s documentation against travel restrictions imposed by the authorities in the transit or destination country.
- An online Travel Document Rule Library (APP or Web) that displays each country's immigration, health and safety and customs rules is also available.

### Document Verification and Security Processes at the Airport



- CoviDoc + Security
- Regulated Questionnaire Covid
- Face recognition SDK in APP
- RBHF (remote breathing, heart rate, fever)
- Contactless doc validation (TravelDoc, CoviDoc)
- Ongoing observation for COVID-19 signs detection
- Clearance and documentation security + CoviDoc
- APIS, Contactless ID bagtag printer (ICTS mobile unit)

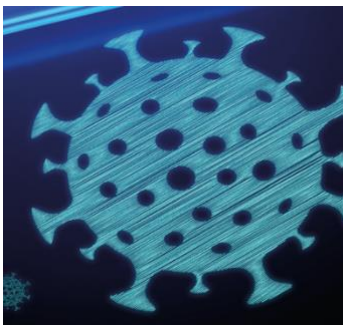


## Social Distancing: Enforcing Guidance at Airports



- Unique software and live streaming capabilities
- AI-based detection capabilities can identify and monitor multiple areas
- Can be implemented using existing infrastructure
- Combination of software and services
- Remote monitoring capabilities
- Quickly identify and address areas where guidelines are not being followed.

## Sanitation of Baggage, Equipment and Surfaces

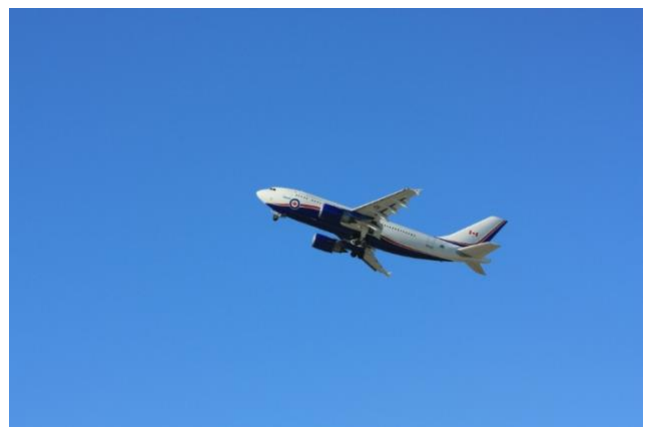


- Closed space virus and virus disinfection system is based on UV radiation.
- The system is UV-based
- The autoclave operates at 360 degrees
- Can be mounted on a towing wagon
- Can be developed its robotic-autonomous version and move to serial production
- Advantage, as opposed to chemical purification, is that you can use the room immediately afterwards.

## Detection of COVID-19 Symptoms for Passengers and Staff



- Measure the distance of the tested pulse, body heat, positioning and breathing rate.
- Fusion all the indices from the various sensors
- Discover the symptoms of a remote corona patient without human contact.
- The test data is displayed on a remote monitor
- Only Pax touch's bag procedures
- Bag search with necessary H&S equipment.



## Extreme Weather In Calgary

By Elizabeth Warwick, Operations Manager

**C**algarians are no strangers to extreme and rapidly changing weather conditions. On June 13, 2020, however, the city experienced a particularly severe thunderstorm with heavy rain, strong winds, and tennis ball-sized hail.

In some areas, the wind gusts were up to 100 km/h, with multiple reports of tornadoes near the city. Although the storm only lasted approximately two hours, it resulted in significant property damage throughout areas of the city, including smashed-out car windshields, damaged home exteriors, major flooding, and electrical issues. The estimated total costs for the damages are near \$1 billion.



As you can imagine, a severe storm such as this has significant impact on airport operations, and our A.S.P. security team reacted quickly to assist airport operations personnel. A special thank you to the SOC Operators, Airside Patrollers and Supervisors who were given additional duties during the storm and in the recovery period which followed. They all went above and beyond to assist while equipment was repaired, and operations returned to normal.

## Leaderboards!

By Dave Ramlagan, Training Coordinator, Aviation Security







**W**e are adding some healthy competition to your iSpring online learning experience by adding a leaderboard.



The next time you log in to the iSpring app, select your initials in

the top-right hand corner to open your profile. You will see a leaderboard with assigned points. These points are assigned when you complete a course on iSpring.

The leaderboard will show your points and the points of your closest competitors. We will start this program by first assigning points to the Basic Training course and will then expand from there.

User	Points
1.  John Lewis john.lewis@ispringuniversity.com	1200
2.  Mia Simon mia.simon@ispringuniversity.com	1060
3.  Jennifer Adams jennifer.adams@ispringuniversity.com	995
4.  Jeffrey Foster jeffrey.foster@ispringuniversity.com	685
5.  Sarah Madison sarah.madison@ispringuniversity.com	370
6.  Gery Williams gery.williams@ispringuniversity.com	355

Making it to the top of the leaderboard will give you the bragging rights to be called an iSpring champion!

For Toronto Pearson Security staff, please visit me when you are either in 1<sup>st</sup> place or tied for 1<sup>st</sup> place to receive a token of appreciation.

We will expand the reward program for top learners at other sites in the near future. Happy learning!

## New RES/CIC Operations Manager

By Cliff Sampogna, Regional Manager -  
Residential/Commercial

**A**s you all know, Residential and Commercial Division has been growing immensely over the last few years. With growth comes infrastructure change and growth as well.

These changes have inspired positive change and growth that has allowed our team to take the next step.

I wanted to take this opportunity to welcome **Vasilis Androutsos** as the new Operations Manager for Residential & Commercial Division. Vasilis has over 18 years of safety and security experience, specializing in large sporting events, concerts, and residential/commercial properties, as well as over 10 years of operations management experience, with emphasis on efficiency, quality, cost, service, and employee relations. He completed his Bachelor of Science (B.Sc.) from Fairfield University and is currently pursuing his CPP certification.

Vasilis will be responsible for the oversight and management of the security services contracts for Residential/Commercial Division.

I am looking forward to seeing the work Vasilis will do for our organization and how he will help us to get to the next level of our business successes.

I am proud and honored to have Vasilis as part of our team and I look forward to watching him grow in this role.

## Advancement Opportunities

By Josh Holowatenko, RES/CIC Recruiter

**W**hile we are navigating through these difficult waters, A.S.P.'s

**Residential/Commercial Division is fortunately ramping up with security services.** With that said, A.S.P. prides itself in promoting employees from within the company.

We are looking for a strong set of guards who are looking for advancement opportunities and want to be part of a wonderful family/team. Internal or external, there are many opportunities that currently reside in the commercial division of A.S.P., just a select few of them being:

- Mobile Patrol Supervisors
- Security Specialists
- Security Guards
- Concierge Guards
- Security Supervisors
- Access Control Guards

If you are interested in transitioning into one of the above positions, or if you are looking for a new start or career path, email [jholowatenko@security-asp.com](mailto:jholowatenko@security-asp.com).

Please send an email, with a copy of your résumé, and a small written portion of about yourself and what positions you would be interested in transitioning to.

Please note that most positions within this division will be in downtown Toronto and the surrounding area. We look forward to hearing from you and continuing your journey with you.

## A.S.P. and Make-A-Wish® Shine a Light of Hope

By Cliff Sampogna, Regional Manager - Residential/Commercial

**A**.S.P. Security has partnered with Make-A-Wish® and will be supporting their mission to grant life-changing wishes to children battling critical illnesses.

Wishes give children renewed energy and strength, bring families closer together, and unite communities. Wishes have proven physical and emotional benefits that can give children with critical illnesses a higher chance of survival. By fundraising in support of Make-A-Wish, we have the unique ability to **transform** a child and family's life during some of their most difficult trials. Every dollar we raise is crucial to the mission of granting the wish of every eligible child.

To protect the health of wish kids and their families, Make-A-Wish has paused wish-granting that involves travel and gatherings until August 31st. Right now, there are a record number of wish kids whose wishes have been postponed because of COVID-19 — and that number grows every day as this crisis continues.

This means wishes are now waiting. For our wish kids, every day of waiting is one too many. And now more than ever, **hope is essential**. With your support, **Make-A-Wish is committed to ensuring that no child waits even one unnecessary day to experience the hope and joy that a wish brings**. Thank you for helping us through this challenging time.

Here are just a few of the wishes granted recently:



★ Twelve-year-old **Yolanda** faced a difficult battle with cancer and was thrilled to have her wish for Apple electronics granted.

★ **Xander**, 14, went through cancer treatment and his wish for a sports equipment shopping spree has renewed his strength.

★ **Matthew** is a nine-year-old cancer survivor and he was very excited to have his wish for "the ultimate game room" granted.

★ **Bethany**, 12, was diagnosed with a brain tumor. As someone who loves the great outdoors, her wish for a camping trailer was the perfect wish-come-true.

★ Four-year-old **Gabriel's** smile on his wish day says it all! Gabriel lives with a neurodegenerative disorder and for his wish he asked for entertainment electronics.

★ **Anthony** is 10 years old and has a neuromuscular disease. His wish for a video game room is making time spent at home more fun for him and his brother.

If you would like to be a part of this amazing initiative, you can reach out to me at any time at [csampogna@security-asp.com](mailto:csampogna@security-asp.com).