

Spring 2021



Inside This Issue

Recruitment News	2
Residential and Commercial News	3
Human Resources News	6
Resource Planning News	8
Calgary YYC News	10
Aviation News	12
Executive/HQ/ICTS News	27
Puzzle Corner	35



SECURITY SERVICES

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Referring Employees FAQ

By Sean Gallagher, HR Recruitment Manager

The recruitment team appreciates the effort from everyone throughout the ASP Incorporated organization who have been trying to refer qualified candidates to our growing company. For 2020, we received over 60 referrals from current employees and 40 referral bonuses have already paid out. The additional bonuses will be paid when the referred employees complete their 3 months of probation.

We are asked questions about how to refer candidates and what we are looking for. We are always looking for referrals. Here's what you should know:

1 How do I refer a friend for a position with ASP Incorporated?

A: There are a few different ways you can do this, the first being giving them the "refer a friend" cards that are available from any ASP recruiter and writing your name on the back. The second choice is to ask your referral to forward their resume to recruitment@security-asp.com. Please make sure they put your name on the e-mail or you can send their resume to us. The last one is to have your referral visit www.security-asp.com where they can click on "current opportunities" and apply for any position they feel they are qualified for and they can add your name under "How Did You Hear About This Position?".

2 I have referred someone, and they were hired, when and how do I receive my referral bonus?

A: Good question! If your referral was hired, they now have to attend training and work with us for 90 days consecutively. As soon as your referral hits their 90 days, Sean Gallagher, the Recruitment Manager, gets a notice and informs Accounting as to pay it out. You would then receive the bonus on your next paystub.



3 My referral wasn't interviewed or selected; did I do something wrong in the process?

We receive hundreds of referrals over the year which is amazing, but a good number that don't qualify for the positions they apply for. Don't get me wrong, we do offer other positions if we feel they are a fit them but sometimes it doesn't work out.

I would suggest this rule of thumb:

Crossing Guard:

- Outgoing personality!
- Ability to travel throughout North York and/or Etobicoke
- Availability for Monday-Friday 7am- 4pm weekly.

Access Control or TTC Screeners:

- Customer service experience
- Entry level security experience (valid Security license)
- 3-4 days of open availability
- Ability to work consistently overnights preferred

Specialists/Supervisors:

We get a lot of interest in these positions, they require:

- 2-5 years of Tactical Security experience
- Supervisory background/experience
- Ability to work 12-hour shifts

We appreciate and review all referrals brought forward by our employees, and we try our best to find a fit in our company that matches each level of experience.

We encourage those who aren't selected to try again in 6 months, and we will definitely re-evaluate at that time. Simply have them re-apply and have them add your name again.

NOTE: If you are looking for a Supervisor position because it is labeled as a NOC B job, Specialists and Mobile positions have Supervisory tasks and duties so they would qualify.

STAR Program School Crossing Guard Recognition Initiative

By Asad Abbas, RES/CIC Operations Manager



At the end of every term, the top 3 in each category will receive an excellence pin to wear on their lanyard along with a prize (gift card of their choice). 1st place winner from each category will be awarded a \$100 gift card, 2nd place winner will be awarded a \$50 gift card and 3rd place winner will be awarded a \$25 gift card. A Grand Prize will be awarded at the end of the year to who has the most stars overall from all 3 terms.

Crossing Guards are a very important part of the ASP family. At the end of the last year, the City of Toronto asked ASP to stop providing CG services because of schools' closure. This closure of Crossing Guard Services remained in effect till 15th February 2021. This was definitely a difficult time for all of us. We resumed crossing guard services on 16th February 2021.

It is very important for us to use every opportunity to recognize our crossing guards. Therefore, we have created the STAR program. The STAR Program is created to improve crossing guard morale and engagement, by providing on the spot recognition to those who are "caught" going above and beyond. The program is designed around 4 categories: Following Proper Procedures, Customer Care, Attendance and Public Appreciation that directly impact the overall customer experience and Crossing Guard efficiency & effectiveness.

Each Crossing Guard with an active crosswalk will receive an ASP Lanyard with the Star Program tracking card attached. Delivery will be via site visits from our Mobile Supervisors. Whenever a guard is observed going above & beyond, they will be issued a color-coded sticker to attach to their card. Stars will be awarded on the spot daily by Managers, Supervisors, and on receipt of Public, City and Other Crossing Guard's positive feedback. The guards with the most stars in each of the categories at the end of every term will be rewarded with gift cards of their choice. With recent COVID-19 shutdowns, our Crossing Guard services are currently on hold. We look forward to welcoming back our guards in the fall.



ASP Lanyard with STAR Program Tracking card

Senior Mobile Patrol Supervisor Spotlight: Andrew Thompson

By Rachel Raposo, Service Delivery Manager

Andrew joined the team in September 2020. He brings 16 years of security background to ASP. During his time with ASP, he always goes above and beyond. Whether it's supporting the operation or providing office support, Andrew is eager to support his team in any way he can. Andrew consistently shows his dedication and work ethic. Recently Andrew took on a more administrative support role, and that is when we got to see him as a swiss army knife. He adapted, learned, and gained new skills. Andrew is a staple to the ASP team, and we are happy to have him on our team.

Get to Know Andrew

- 1 **What is the best career lesson you've learned so far?** Everyday you will learn something new. And be accountable.
- 2 **If you were a wrestler what would be your entrance theme song?** Bad Boyz theme song
- 3 **What is a fun fact about you many people may not know?** I am terrified of heights

Training Department

By Bryan Joly

The Training Department is happy to announce 200 guards have been successfully trained in Managing of Resistant Behavior. Managing of Resistant Behavior covers nonviolent de-escalation techniques in a safe and productive way. The goal is to have all guards well versed in de-escalating stressful situations through talking.

Guards learn about what it feels like to be in a crisis, the different stages of a crisis, and how to handle each stage. Guards also learn difference between a threat and venting. This training consists of lectures, role playing activities, case studies, observing recorded videos, and classroom discussions. RES CIC is very proud to have this as an integral part of its Use of Force training and part of our division's culture.



**“200 guards have been successfully trained in
Managing of Resistant Behaviour.”**

Above and Beyond Spotlight Performance: Kevin Ravindran

By Cliff Sampogna, Director Operations RES/CIC

I have had the pleasure of working within the security field for about 23 years. Over that time, I have worked with a lot of very good and dedicated people that not only care about what they do but about the organization they work for.

One of the people I have seen grow and become a true leader is Kevin Ravindran. Kevin has been with ASP since January 2016 and he started with us as a guard at one of our unique sites. He has worked his way up to a Supervisor position and has grown to become one of our Mobile Supervisors.

I have personally watched Kevin grow over the last 5 years and have enjoyed watching his maturity, leadership and drive to succeed blossom into what it is today.

Kevin is an integral part of the success we see at his site and he is a large part of the reason why ASP Security is successful. Our client has a large amount of confidence and respect for Kevin and relies on him for the day-to-day operation of the site within the security team.

I wanted to personally thank Kevin for his dedication to making sure he not only performs at the standard we expect but exceeds it every day.

I am very honored and humbled that I get to work with so many people like Kevin within our team and I cannot thank you all enough for what you do and how you dedicate yourselves to the organization.



“I have personally watched Kevin grow over the last 5 years”

Welcome to the ASP Family!

By Neeru Panjwani, Human Resources Manager – Aviation & Human Resources Manager, RES/CIC

It is our pleasure to introduce and welcome the following new members in our team. Please join us in providing a warm ASP welcome to all the new members. We are proud to have you all as part of our team.

Jason White

Jason White has joined ASP as Technical Writer and will be reporting to Debbie Ciccotelli, Vice President of Strategic Initiatives.

Jason has over 10 years' experience as a professional technical writer with extensive project management and operations experience. In his past positions, Jason has led numerous RFP proposals as well as written policy and procedural templates, user manuals, reports, presentations, white papers, and newsletters. Jason holds a master's degree in Communications, a bachelor's degree in Cultural Studies, and Lean Project Management Training from York University.

Jason's technical writing and project management expertise combined with his friendly personality and collaborative approach will be a definite asset and a good fit for the ASP family.



Trisha Murray

Trisha Murray has joined us as Client Services Manager in the Canine Department and shall report to Vince Bozzo, Senior Director of Operations.

With over 20 years of rich experience in account management, client services and marketing and her diverse understanding and awareness of construction, software and technical support industry, Trisha has had many achievements like ERP implementation, developing projects that led to achieving sales and revenue targets and implementing client loyalty metrics to name a few. She has also been a successful entrepreneur in the field of 3D technical designing.

Trisha is fluent in Spanish and French in addition to English. Her extensive experience and skills will be surely instrumental in the growth of the newly acquired FedEx Canine Contract.



Angela Kuehnel

Angela Kuehnel has joined ASP as Canine Trainer and will be based out of Quebec. She will report to Mr. Vince Bozzo – Senior Director of Operations. Angela has over five years of experience in dog training, kennel management, animal shelters, dog boarding, animal care and canine behavior and nutrition. Angela is a Certified Canine Specialist and a professional Dog Groomer. She will be responsible for training of all canine handlers that will be a part of the FedEx Canine contract across Ontario, Québec, Nova Scotia and New Brunswick. Angela is trilingual in English, French and German. Angela’s unique knowledge and experience in canine training and management along with her positive and motivated personality makes a great fit for the department and the company.



RES/CIC Welcome to ASP!

By Jasmine Khimany, Human Resources Manager, Aviation & Human Resources Manager, RES/CIC

Stephanie Power

Stephanie Power has joined ASP as a Human Resources Business Partner for the Residential/Commercial Division. Stephanie brings about 5+ years of experience working in Human Resources for industries such as aviation, financial and retail. Prior to ASP, Stephanie worked at Lastman’s Bad Boy Furniture as Human Resources Manager. She has completed the Human Resources Administration program from Seneca College and is currently pursuing her CHRP designation. Stephanie’s approachable and optimistic personality along with her other traits makes her a wonderful addition to the ASP HR Team.



Jacinth Rose

Jacinth Rose has joined ASP as an Administrator for the Residential/Commercial Division. She will be responsible for supporting the security side of the business by managing a variety of administrative tasks. Jacinth brings strong administrative and customer service experience. Prior to her current role at ASP, Jacinth worked at Pusateri’s Fine Foods as an Administrative Assistant. She has completed her Diploma in Business Office Management from Centennial College. Jacinth’s calm, positive and friendly personality makes her a great fit for the ASP Team.



inTime App Forgot your password

By Darren Scott, Resource Planning Coordinator

For security reasons, every 40 days your password for the inTime app will need to be reset. Please follow the below directions to reset your password.

1 Select Forgot your password

2 Enter Organization ASPInc, username and select Reset

Login to InTime

ORGANIZATION

USERNAME OR EMAIL

PASSWORD 

[Forgot Your Password?](#)

Log In

Reset Password

Enter your Organization Name and Username and we'll email you a link to reset your password.

If you do not know your Organization Name or Username, please contact your Administrator

ORGANIZATION

USERNAME

Reset Password

“Every 40 days, your inTime app password will need to be reset.”

Help us help you - Resource Planning

By *Natasha Stephenson-Belle*, Resource Planning

As we navigate through COVID-19 as a company we have seen changes to the contracts that we support. Hours are decreasing in some areas, and in other areas demands for our services are drastically increasing. COVID-19 has also brought us a tremendous amount of new work involving screening, respite shelters, arrivals testing and the list goes on. With all this change due to the pandemic, understandably so, all these new demands were pushed on us very abruptly, with little notice.

We want our ASP family to understand that each call we receive is very important to us. There is not a call that is more valuable than another. In fact, our team cannot see who is waiting in the queue to speak with us. Our calls are routed by first call initiated to scheduling. This includes if our CEO, Dean were to call our scheduling line. He would have to wait just like everyone else for the next available scheduler. We treat every call with the same importance and do not want anyone to feel like they are being ignored because of extended wait times.

To help alleviate the current hold times you might be experiencing, our Resource Planning team wanted to share a few tips that could help you save time when contacting us. We also wanted to provide you with more insight on the contracts that we support daily. We acknowledge the wait time to speak with scheduling has increased due to the recent staffing spikes and are working diligently to shorten the wait times. To help alleviate and manage these wait times, we are asking you to be prepared when calling scheduling.

Start the conversation off by letting us know your first and last name and the area and/or contract you typically work for with ASP. This helps us to zero in on the location you are more than likely going to need assistance in regard to your schedule. Currently, our team of schedulers support the following areas within ASP:

- Sudbury Airport – Aviation Security Services
- Pearson Airport – Aviation, Customer Service, & K9 services
- Commercial – Respite, TTC, Union Station, K9 Services, and much more

- Residential – Condominiums across the GTA
- Crossing guards – Over 310 locations across the GTA per day
- Billy Bishop Airport – Aviation Customer Service
- Ottawa Airport – Aviation Customer Service
- Calgary, Alberta – Aviation Security Services

Follow up with your ASP employee ID. Your employee ID is 4 digits in length and is probably the most valuable information you could give us as it makes for a quick and exact search in our system. You would be surprised with the number of employees who have the exact same name.

Most of the contracts we schedule for have all our available shifts posted on the inTime portal. We encourage everyone to review the available posted shifts and sign up for the shifts that fit your availability. This saves time for you and our team if you come prepared to discuss picking up shifts you see available. These shifts will list the start and end times, location, and date. This could be a great tool for you to use if you would like to build a schedule, or even if you are looking to pick up additional shifts.

Here is a sample of what we are hoping you could help us with:

Scheduler: ASP Scheduling, how may I help you?

Front Line Employee: Hi, I'm a Respite protection guard. My name is Amy Jones, employee ID: 5987

Scheduler: One moment while I pull up your file....How may I help you?

Front Line Employee: I saw a few shifts on the portal that I signed up for. Could you let me know if I can have those shifts assigned to me please?

We value and appreciate how flexible our front-line employees have been with the changing demands from our clients. It is because of you that we are able to deliver on our staffing requirements on a daily basis. We will continue to need to work together in the spirit of our ASP family philosophy in order to be successful.

Help Us Help you! We look forward to hearing from you soon.

YYC Update

By Elizabeth Warwick, Operations Manager

I think it is safe to say that 2020 has been the year that none of us were expecting. We have all experienced considerable operational shifts and changes to the way that we conduct our day-to-day activities, especially due to COVID precautions, such as frequent disinfection of workspaces and equipment, wearing masks, and physical distancing. These newsletter articles typically focus on the exceptional performance specific employees, but it was difficult to focus on only a few employees as there have been so many amazing contributions from across all of the teams.

Our Access Control Officers both in the terminal and airside have seen many changes to the processes and procedures at the access control points, including new rules for Alberta Health Services personnel as well as changes to the process for verifying non-local RAICS with the new RAIC Integration Process. In addition, many employees needed to be trained on new posts when their usual posts were closed and although at times this pushed employees outside of their comfort zone, each employee rose to the occasion. We have also seen an increase to the number of invalid or expired RAICs from employees who have returned from layoffs and leave of absences. Despite all this, our Access Control Guards have continued to provide exceptional and effective service in their roles.

Our Terminal Patrollers have increased their patrols both in the terminal as well as on the curb and in the parkades, conducted frequent patrols to ensure that no individuals were loitering in closed areas of the terminal, adapted to substantial changes to the Guardtek system, and have dealt with an increase to the number of unwanted guests who have visited the airport. These diligent employees have also been tasked with reminding others of the face covering requirements, which has not always been warmly received. The level of customer service and guest assistance provided by the Terminal Patrollers has continued to increase, which has helped passengers navigate new changes to the way they travel.

Our Airside Patrollers have seen an increase to the amount of operational taskings they are dispatched to complete and took over the responsibility of conducting thorough fence patrols each shift. They have been crucial to the operation for both ASP, as well as many airport partners who rely on their assistance to be able to complete their own duties.

Our SOC operators have also experienced many changes with their duties and work environment, as there have been numerous changes to the roles and responsibilities within the IOC including the elimination of the dispatcher role. Throughout 2020, there have been many unusual incidents which required the SOC operators on shift to react quickly and find solutions for situations that had not previously been encountered.

Our Supervisors have also seen major changes to their role, especially as the supervisor teams were split between terminal and groundside responsibilities. They have closely monitored the guards on their teams to ensure that all employees are trained for the positions they are assigned and have frequently assisted with last minute scheduling due to COVID related absences. The supervisors began issuing visitor passes due to the temporary closure of the Pass Control Office and have continued assisting with this task to alleviate the pressure on the Pass Control Office. They have also taken on the responsibility of conducting COVID screening questionnaires with employees at the start of every shift. These activities have ensured that the operation continues despite the challenges we have experienced.

Although this year has been challenging at times, it has also been very rewarding as it has shown that despite the frequent changes, our team is capable of reacting and adapting to unforeseen circumstances. I want to take this opportunity to thank each and every ASP employee at YYC Calgary International Airport, as we would not have been able to accomplish all that we have if not for the dedication, adaptability, and resilience displayed by this team. I appreciate all that you do and am looking forward to seeing what 2021 holds, as I am confident that no matter what changes we see, our team can handle anything!

“I want to take this opportunity to thank every YYC Employee”

Training & the Home Stretch

By Daniel McCormack, Quality Control Manager

Hello ASP! We have all received some exciting news regarding vaccination roll-out across the country. I am very aware of the exhaustion that we all feel from the pandemic, but it is very exciting that there is finally an end in sight. I know that the Calgary part of the family is ready for things to get back to normal. All we have to do is continue to forge onward, keeping up the effort we have been putting in this far. To that, I would like to highlight some areas for ASP at Calgary Airport.

I cannot speak highly enough of the team here in Calgary. The supervisors, the guards, and everyone we interact with outside of ASP has been phenomenal in keeping the operation running during the pandemic. Many restrictions or protocols change regularly to reflect federal and provincial standards and the team has always stepped up to meet the challenge. One of the hardest parts of the pandemic is continuing training or re-aligning how we complete training so that we can continue to provide our high-quality service for our clients. Over the last month, training was completed on our newest group of Operators in our Security Operations area where the training is quite technical, and it requires a great deal of time and attention on part of the mentor and the mentee. I want

to specifically recognize Samantha Johnson and Patrick Nichol who were the assigned mentors for this training. Not only did they deliver high-quality training, but they did so while ensuring that all the COVID protocols were followed, which for the uninitiated, is no easy undertaking in that role (and, of course, thanks to Sam and Patrick's partners).

In fact, across the entire workforce, despite the hurdles and hoops that our team needs to jump through to complete training safely, our team rose to the challenge in a fashion that benefits the entirety of ASP. To you, mentors of our newest hires here at YYC, I commend you in your diligence. The feedback I receive from the new hires has been positive and you should be proud. It is great to see everyone taking charge during the pandemic to get the job done correctly and safely.

It is this that I notice most about ASP—the people that work here really care about the work. For most of us, our work in security directly influences someone's safety, and I am glad to work at a company where Security Matters.

Until next time, wishing you all the best. Stay safe while we are on the home stretch!



YSB Operations

By Karim Khamisa, YSB Site Manager

Geetings from the ASP team in Northern Ontario! Contrary to the common misconception that it's always Christmas in Sudbury – YSB operations have in fact been heating up with lots of wins in Q1.

Superhero Spotlight

He may not be Ironman, Captain America or any other Marvel superhero... but Tyler Hilderbrandt is absolutely an ASP superhero! Over the past several months, Tyler (Lead Guard) has stepped up in a huge way to support airport security operations. He regularly interfaces with the client, has gone above and beyond for passengers, and most importantly plays a critical role in assisting various airport employees with their airport-related credentials via the pass control office. Tyler has been nothing short of exceptional and ASP is fortunate to have a self-initiated team player on its roster. Thank you Tyler!



Operations Update

Several projects were undertaken and successfully executed by the site operations team, client support team and senior leadership team during Q1 of 2021.

A revamp of post orders and standard operating procedures have been completed successfully in partnership with the client (Greater Sudbury Airport).

A blitz on updating all credentials and certifications for the guard team was initiated early this year with a 98% completion rate to date.

The site operations team also worked alongside the information systems team to roll out a new digital application platform monitors aircraft parking for the airport and assists the client with revenue generation and long-term financial sustainability for the business.

Overall, Q1 of 2021 has been exceptionally busy as well as exciting for YSB operations – we look forward to a successful Q2!

Aviation Update

By Angus Wilson, Director, Aviation

We are a quarter of the way through 2021 and we are beginning to see a change in operations as we plan and prepare for our borders potentially opening up later this year. Below is a focus on activity we have had in each of our operations:

Pearson Airport Security

- We are supporting the GTAA with the mandatory COVID-19 testing for International arriving passengers and mandatory hotel quarantine, where we are providing over 60 employees daily.
- We are proud to play a role in Toronto Pearson being awarded the “Best large airport in North America” for the fourth year in a row and also receiving a new award for “Best hygiene measures in North America.”
- The new virtual recertification program has been rolled out at the beginning of this year, with the portion of the program being put on our LMS Ispring we are now able to recertify our employees while complying with the current covid restriction.
- We are beginning to roll out our SRA app which is the mobile app for booking of additional guards for specific projects – this provides efficiency in our operations and our response to our clients as well as reducing our carbon footprint.

Calgary Airport Security

- New process for temperature screening at NPS points – wristbands issued to employees to eliminate the need to be temperature screened repeatedly during shift
- We conducted Training classes for SOC and New Hires
- ASP personnel now have dedicated Lunchroom
- Additional Terminal Patrollers have been brought in to assist with COVID quarantine requirements
- We have implemented the ASP intranet along with the new training credential tracker to better report to our clients
- Human Resources implemented Bamboo auto-reminders for licenses and credentials – employees now receive reminders directly to their personal emails

Sudbury Airport Security

- We have developed some bespoke technology in enhancing our service delivery to Sudbury Airport by creating an Electronic Aircraft parking app. This app will eliminate the need for manual reports and will make for more efficient reporting to our client.
- As we are going through some contractual changes in the operation due to the effects of COVID-19. Many of our staff have gone above and beyond in their support to not only to ASP but also to Greater Sudbury Airport. Simon Duchesne and Larry Duvall who are constantly are willing to support the operation and regularly make themselves available to support the operation.

Thank you from all of us at ASP.



“we are beginning to see a change in operations as we plan and prepare for our borders to open later this year”

ASP Internal Ticketing

By Noah Thompson, Senior Manager – Projects and Information Systems

As new technology is introduced the need for support increases as well. ASP has launched an internal ticketing system to support our ever-growing IT infrastructure. Support requests for anything related to the Intranet or IT Systems Support should be done through this function. Some of the support requests may include but are not limited to,

- 1 New Page or List Creation (Help)
- 2 Permission or Access Assistance
- 3 Site Links and Webpart Creation
- 4 Library Structure and Content Building

- 5 News and Events Help
- 6 Systems not functioning properly
- 7 General Support

To submit a support request, navigate to the Projects and Information Systems page. Scroll down to the “Need Support” Heading and follow the on screen instructions. Automated emails will be generated to advise you of the status of your support requests.

Arrivals Testing

By Kayvin Montaner, Service Delivery Manager

On February 22, 2021, the Federal Government put in place a mandatory COVID testing and hotel quarantine program for all International arrivals. The OSR team has been instrumental in the success of this launch and they have also been agile in adapting to the evolving changes. On behalf of the Management team, we would like to express our sincere gratitude for all your hard work, flexibility and dedication.



You will be missed

By Garinder Grewal, Operations Manager

Elzbieta Wilczek

Elzbieta was a Security Guard at Toronto Pearson who passed away January 23, 2021. Her ability to carry out tasks with patience and compassion will be remembered by her colleagues. She promoted kindness through her everyday actions and it made the airport a better place to work. Elzbieta’s empathetic nature was a quality that we can all learn from. This nature will continue to live on, and her memory can be honored through the simple act of being kind to others.

Goodbye Elzbieta. The warmth that you brought to Toronto Pearson will not be forgotten.



“Her ability to carry out tasks with patience and compassion will be remembered by all her colleagues”



Sukhraj Brar

It is with great sadness that we inform you of the passing of Sukhraj Brar on December 19, 2020. Sukhraj Brar was a Security Guard who worked and spoke with such passion that it left a meaningful impact with every interaction. He was a man of principle whose military background gave him a keen awareness of the geo-political currents that impact our world. He has been with ASP since its early roots and some might even remember his Door Patrol days. He left us as an Airside Access Control Guard, but his larger-than-life personality combined with his strength of character made Sukhraj an unforgettable human being. He will be dearly missed by the airport community.

“He spoke with such passion that it left a meaningful impression with everyone he interacted with”

Office Ergonomics

By Laurel Woodhouse, Health and Safety Manager

Consider these 7 simple tips:

1 Practice good posture

Good posture is about more than finding a comfortable position to work in, or what “feels right.” Especially when you consider that some positions, while comfortable for the worker, may not be ergonomically correct. To complicate matters further, some shifting and movement in position throughout the day can even be useful for some workers with and without disabilities. exceptional and ASP is fortunate to have a self-initiated team player on its roster. Thank you Tyler!

2 Change it up

Repeating the same movement continuously through the day can cause strains. If it is possible to alternate tasks, it is advisable to do so. If job rotation or alternating tasks throughout the shift is unrealistic, be sure to incorporate several rest breaks. Stretch during breaks or do simple exercises to keep your muscles and tendons from becoming tense or strained. Utilize a Standing desk if possible or create raised area to move your computer occasionally.

3 Lifting with your knees

if your job involves lifting, that you are trained in manual material handling, and that you practice proper lifting techniques. Never lift with the muscles in your back. Lift with your knees.

4 Get a good chair

If you sit at desk all or most of the day, you need an ergonomic chair that has various settings for a variety of seated postures. The best chairs have adjustable height, arm rest, lumbar support, and seat pan depth settings. If your feet don't reach the floor, a footrest should be used in conjunction with the chair and remember it doesn't matter how well the chair is adjusted if you do not sit in it properly!

5 Make your Computer Work for You

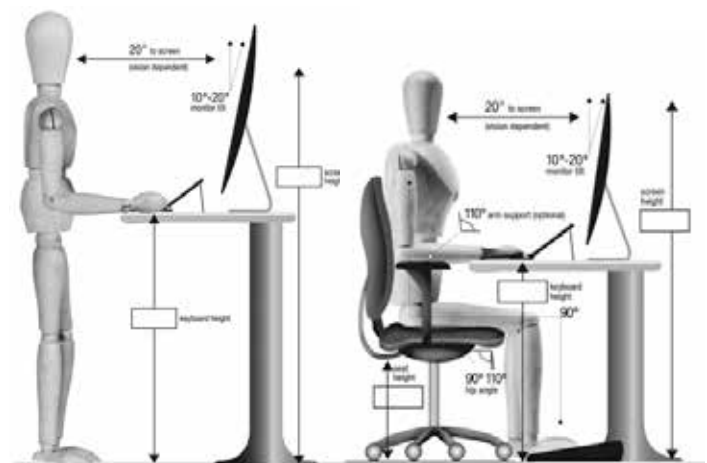
Your computer station needs to work for you. Your keyboard and mouse should be at the same level, with the weight of your arms supported by the armrests of the chair.

6 Eye Strain

Eye strain is common in workers with and without disabilities who spend a lot of their day looking at computer monitors. Adjust your monitor so that it is at eye level when sitting straight in your chair. Ensure that you look at it directly, and that it's not angled. If you have a window, place the monitor at a right angle to it to reduce glare. Monitors with poor resolution or a flicker should be upgraded or replaced.

7 Remember to Relax

A stressful work environment can cause workers to tense their muscles, and remain in that state for extended periods of time. Workers who feel pressure to complete tasks may skip breaks or strain themselves to complete tasks faster at the expense of using proper ergonomic material handling methods.



Contact Tracing

By Laurel Woodhouse, Health and Safety Manager

The Ontario Government amended Ontario Regulation 364/20. Which adds a requirement that the person responsible for a business or organization that is open, operate the business or organization in compliance with the advice, recommendations and instructions issued by the office of the Chief Medical Officer of Health on screening individuals.

At ASP, we are doing just that by utilizing an online tool called “testalerts.com”.

This active screening occurs before or entering the workplace at the beginning of a shift, or upon the arrival.

Reminders are sent out regularly to remind ASP employees.

NOTE: IF ANY OF THE ANSWERS TO THESE SCREENING QUESTIONS CHANGES DURING THE DAY THE EMPLOYEE SHOULD INFORM THEIR SUPERVISOR OF THE CHANGE AND GO HOME TO SELF-ISOLATE IMMEDIATELY AND CONTACT THEIR HEALTH CARE PROVIDER OR TELEHEALTH ONTARIO TO GET ADVISED

HOW IT WORKS



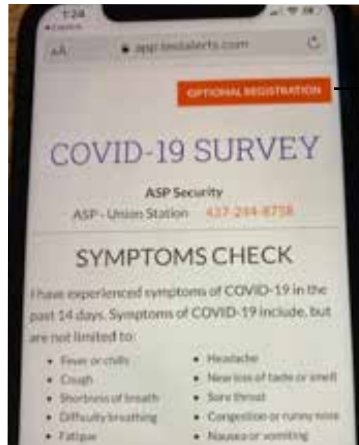
STEP 1

You will be asked to either Go to testalerts.com using your phone and enter Survey Code ##### - You have been provided by your Supervisor.

OR

Scan QR that is shown on the POSTER at entrance to ASP sites by Using Phone Camera. Get QR code in the viewfinder and wait for the link to appear.

Tap on the link to open.



STEP 2

Answer the questions.

For Each Question, Tap Either Left or Right. All Questions must be answered to be able to submit.

Optional Registration

Saves time from inputting your name and number each time.



STEP 3

Check the box to acknowledge you have read and accepted The Terms of use and Privacy Policy

If you're not registered, you will need to fill in your name, email and/or phone to identify yourself.

Continued on next page

If you're not registered, you will need to fill in your name, email and/or phone to identify yourself. This will allow us to know if anyone answers "Yes" to any of the questions and act accordingly and conduct contact tracing if it becomes necessary. Thank you for participating – Just another way ASP Securities is looking to make the workplace safer.

Those employees whose work responsibilities involve traveling to multiple locations as part of their day or shift. It is the responsibility of the ASP to conduct screening and not that of the receiving business organization. However, such screening may not exempt a employee from being screened by another workplace if the employee is seeking entry into different types of premises.

Public Orientation Webinars

By Laurel Woodhouse, Health and Safety Manager

About Lifeworks

LifeWorks blends the best user experience and clinical expertise together to help people everywhere achieve total mental, physical, social and financial wellbeing. It has both your Employee and Family Assistance Program (EFAP) and personalized wellbeing resources that can support you and your dependants with issues related to work, life, and everything in between.

- 24/7 access to professional, caring consultants for advice and support
- 24/7 access to the hundreds of articles, recordings, quizzes, self-assessments, and more online and on our free app
- 24/7 telephonic access to Master's-level counsellors for immediate, short-term support
- Referrals to telephonic, in-person, virtual group, or secure video counselling
- Connections to support agencies in your community
- Support for people leaders, including critical incident and organizational change support.

Register today to learn more about how LifeWorks can support you on your wellbeing journey! our computer station needs to work for you. Your keyboard and mouse should be at the same level, with the weight of your arms supported by the armrests of the chair.

This active screening occurs before or entering the workplace at the beginning of a shift, or upon the arrival.

Manager Orientation

All webinars start at 1pm Eastern Time

Wednesday, Feb 11th – Managers Orientation

Wednesday, April 8th – EAP Managers

Wednesday, July 8th – EAP Managers Orientation

Wednesday, Oct 7th – EAP Managers Orientation

Employee Orientation

All webinars start at 1pm Eastern Time

Wednesday, Jan 27th – Employee Assistance Program

Orientation Thursday, Feb 18th – Employees Orientation

Wednesday, Mar 24th – Employees Orientation

Thursday, April 15th – EAP Employee Orientation

Wednesday, May 26th – Employees Orientation

Wednesday, June 23th – EAP Employee Orientation

Thursday, July 15th – EAP Employee Orientation

Wednesday, Oct 14th – EAP Employee Orientation

Celebrating our Women at ASP

By Neeru Panjwani, Human Resource Manager – Aviation

International Women’s Day (March 8) is a global day celebrating the social, economic, cultural, and political achievements of women. At ASP, we celebrate it every day because of the courage, confidence, and courteousness of all our female employees who make it happen every day. International Women’s Day serves as a reminder to the strength of women, the beauty in diversity and the steps we have all taken in the positive direction.

As of last month, we have 886 female employees of total 2019 employees (almost 44%). We have also seen an increase in the number of female employees in our office and management positions whereby 44% of the group is represented by women employees.

ASP values workplace diversity and gender equality, which is evident in the number of women in our organization and the varying roles they occupy, ranging from Canine Handler, Security Specialist, Customer Service Agent, Resource Planner, Human Resources, Recruiter to Security Guards, which is extremely impressive in a traditionally male-dominated industry.

On this occasion we requested our women employees to send in their testimonials on how they feel as a Working Woman at ASP or Working Woman in Security. We are happy to share their views with everyone.

Ravinder Chhina - Security Supervisor at Calgary International Airport

Ravinder Chhina is a Supervisor at YYC Calgary International Airport. She has been working in security for 18 years and loves what she does. She always feels very respected not only by other ASP staff, but also by the entire airport community. As a woman in security, Chhina feels that she is very safe in her work environment and appreciates that everyone looks out for each other and works hard as a team to achieve shared goals. She feels that she is always treated the same regardless of her gender and this makes her feel like an equal and that her voice matters. When asked why she chose to work in security, she responded that *“it’s not why security, it’s because I am security”*.



“As of last month we have 886 female employees of 2019 total employees - almost 44%”

Melicia Gregory - Security Guard at Toronto Pearson International Airport

“Working at ASP has been such an honour. I have had such a wonderful opportunity of meeting like minded individual and strong women within the company. Working in a field that is often male dominated, it is a joy to know that ASP supports women in security and has given me many opportunities within the security field.”



Diana Forbes - Security Specialist at Toronto Pearson International Airport

“Being a woman in the field of Security is a lot to manage and balance but to be treated equal and to get the respect when wearing the uniform makes it all worthwhile. Women are caring, thoughtful and reliable and put others needs before theirs. It takes hard work and leadership to keep workplace area safe and secure.



Being a female Security Guard is having a positive attitude, being polite, respectful, caring, and cautious. Customer Service is most important. Being soft spoken yet firm while trying to deal or handle a situation/matter is the key.

Being a Female Security Guard is and amazing and fabulous experience. It also gives me Customer Service experience and the benefit of interacting with the public. It gives me the opportunity to be myself and the honor of representing ASP where I work each and everyday. I really and truly enjoy being part of ASP Security Family. Blessed and thankful to be part of a company that welcomed me with open arms. Thank you and keep going strong and positive.”

Karen Mahabir, Elizabeth Purnwasi, Khadija Beale - Operational Support Representatives at Toronto Pearson International Airport

“Everyday at ASP feels like Woman’s day!”



“to be treated equal and get the respect when wearing the uniform makes it all worthwhile”



Jenelle Kunkel - School Crossing Guard

“It is wonderful to be a woman in safety, and if it’s not, we need to make it be. I feel strong and empowered, like a woman can do anything. It gives me confidence and raises my self esteem. The connection I have with others has a big impact on me in a positive way.”



Jennifer Mitchell - Security Guard at Greater Sudbury Airport

“I work for ASP at the Sudbury airport and I love my job here.”



Noreen Khan - Security Guard , Residential and Commercial Division

“I’m proud to be working as a female security guard. What I learned from my experience is that being a good Security Officer isn’t just about how to have the physical strength to defend someone, it’s more about communication, attention to detail, multi-tasking and empathy.

Women are usually better than men at dealing with males in heated situations. We’re good mediators and we’re able to get people to see another side of the argument and to just ‘quiet down’ and take some time out, which in many incidents is enough to quell a situation.

Women are also great communicators and that’s a key skill for front-line Security Guards. Strong communication is ideal on the ground to ensure all team members know exactly what they’re doing.”

“being a good security officer isn’t just about how to have physical strength to defend someone or something”

Anna Cappuccitti - School Crossing Guard

“Greeted every morning by the beautiful smiles of my children makes my day every day. Knowing that I am keeping the children and their parents safe always makes me proud to be a School Crossing Guard.

I was told by one of the parents that I have the most important job of all. I take this to heart, and I can see that everyone is appreciative of what I do. Crossing them safely across the street, keeping the sidewalks clear of snow, salt and any other debris, (311 has gotten to know my name) and even keeping the children company when their parents are late. I want them to know they can trust me.

On this Woman’s International Day, I want to express that behind the SCHOOL CROSSING STOP SIGN, I stand as a confident and proud woman.”



Maria Estrella - Security Guard at Toronto Pearson International Airport

“21 years ago I started this grateful journey of having a job as an Access Control Officer.

I consider myself a hardworking person, a fighter and proud to be a woman. I like my job and I love what I do.

Every day I come to work with my best wishes to be able to help build a better country. With the satisfaction of knowing that I have given the best of me to the service of the airport community, and to make every day not just an ordinary day a much better day knowing that I’ve done my job.



Queeneth Nkanga - Crossing Guard

“I am delighted to have the opportunity of contributing to the overall effort of ensuring the safety of our children. The best part of my job as a crossing guard is having the privileged platform of impacting every child that I have worked together with the best knowledge needed for a happy and successful life - LOVE. God bless our children.”



“On This Women’s International Day, I want to express that behind SCHOOL CROSSING STOP SIGN, I stand as a confident and proud woman.”

Zaina Syed - Security Guard , TPIA

“I have been with ASP for 7 months now and I can confidently say that as a woman, I have never felt more equal to my male counterparts in a professional environment than I have with this company! Competency, performance, hard work, professionalism and respect are of the utmost value here. Women and men alike, we are all seen as equal power to keep this ship sailing. Happy International Women’s Day to all!”

Message from Marcela Mecaj

By Marcela Mecaj, Airside Supervisor for Gurdeep Aujla, NPSV - TPLA

I want to nominate Gurdeep Aulja our senior guard on Airside for International Women’s Day.

Her dedication and long hours that she puts in for our company, and her willingness to make her work a better place, are a true inspiration.”

“If you want to follow, follow the footsteps of your women colleagues because they are the real heroes and real winners. Managing home and work as a single mother, is never easy but she has always done it so effortlessly..... Wishing you all the success and prosperity on International Women’s Day.”

Thank you everyone for sending in your testimonials. As a company and as individuals, we must continue to champion and promote workplace diversity and gender equality, not just because it is the fair and right thing to do, but because gender diversity has a positive impact on the success of the company.

The ASP Diversity and Inclusion Committee is committed to promotion of workplace equality and diversity. For more information, please write to inclusive@security-asp.com.

“If you want to follow, follow the footsteps of your women colleagues because she is the real hero and real winner.”

Black History Needs More Than a Month

By Melicia Gregory, Employee Chair for ASP's Diversity and Inclusion Committee

Black History Month. A history too complex to be recognized in a day, week, month or year. A history of oppression, silencing and questioning one's worth. A history that often reminds us that not much has changed and that the deep-rooted sentiments of racism are very still apparent.

During the Diversity and Inclusion Committee roundtable this month, I was given the opportunity to facilitate an open and honest discussion regarding Black History Month. I had brushed up on my research and tried to find a way to navigate the discussion. There are not enough words that could truly encompass the history of my people. Should I begin by reflecting on matters of the past with displaced or Black Canadians? What angle should I take? There was no angle. I went off script because being a Black woman, we are tired. Black people are tired. We are continually re-traumatized by reflecting on our ancestors on their knees, this represents the days of knees being rested on our fellow Black body (George Floyd).

The Black body and voice have always been forced into submission. Our very history that we are taught is negative and there is no mention of the kings and queens that used to reign in Africa. Our past has been erased and the only recollection we have is of modern Black revolutionaries such as Martin Luther King Jr, Malcom X and Rosa Parks. When the status quo of white people is challenged, we are promised a fate of certain death, imprisonment and stigmatization of race.

During the roundtable discussion, it was apparent what Black people often have to put up with. This includes micro-aggressions and playing the role of the "non-threatening" Mammy just to appease our coworkers. We often have to remain silent on pressing issues due to a lack of trust. Trust has gotten Black people nowhere before so there is distrust in a company or system that characterizes and polices the entire Black body. It is no wonder that we remain loud in our laughter and quiet in our suffering.

How can we make change? I propose that all Black people realize that we no longer need to play by the rules of fear. We'd like to encourage you to speak your voice; you're not going to be less liked for speaking up. You are not troublesome, your voices and lives matter. Take time to reflect on your past and your current situation. Don't be afraid of building new relationships and allies, as sometimes we see that people actually care when we ally ourselves with other races.

Black people have been speaking for many years and the world is going to listen to us, respect us and know that our voices and history are greater than the month we introduced, greater than the food we create and the dance trends we invent. We are not a commodity that can be used up and discarded. We see you; we hear you, and we value your efforts.

To everyone who cares about human rights, remember that Black history is a matter of the abrasive abuse of human rights onto Black people. Let us right our wrongs, avoid making assumptions (but do make eye contact) and try bridging that gap between yourself and the quiet co-worker who may be bottling their emotions just to keep their job. Please join in and lend your voice to our Diversity and Inclusion Committee; where your life matters, your opinions are heard and a difference can be made in shifting the pendulum one step at a time.



Multitasking Managers: Setting the Right Example

By Paul Parkinson, Director, Finance

Being a manager is a demanding job. Meeting organizational goals and resolving unexpected problems while juggling the demands of senior leaders and the needs of the team can mean bouncing from one activity to another and feeling like having achieved very little. Being an effective manager means working smarter—and inspiring your entire team to work smarter.

Setting the example

There are several techniques that may help you better manage your time. Try the following:

Apply the 80/20 principle

The 80/20 principle states that approximately 80 percent of our results come from just 20 percent of our efforts. The key to better utilizing our time—and increasing our effectiveness—is to focus more on the 20 percent of our work that actually produces results. These are likely to be complex, demanding, time-consuming tasks, but they are what should be at the top of our daily to-do list.

Schedule meetings in blocks

Meetings are usually interspersed throughout your day and invariably go over schedule - making it difficult for you to focus on that important 20 percent. If you are calling the meetings, schedule them in blocks so that one begins right after another. This also helps meetings to start and end on time.

Schedule specific times to return calls and emails each day

Use your voicemail to say you will return calls at a certain time or by the end of the business day. This way you won't be constantly interrupted.

Schedule quiet time

You need time to focus on those priority tasks that, as stated, are often complex and challenging. At the same time, you want to have an open-door policy for your staff. Let your team know that when your door is closed, you're working on something that requires your full concentration and would appreciate not being interrupted unless the matter is urgent. Also let people know that when your door is open, they are welcome to bring questions and concerns to you.

Delegate

You'll have more time to concentrate on pressing matters if you delegate certain tasks. You'll also demonstrate that you value people's abilities and are ready to help them develop their skills.

Leading – not just managing

Great leaders are not only knowledgeable and capable—they're perceived as being fair and trustworthy. They set the standard for others to follow.

Be accountable

Admit when you're wrong and be gracious when proved wrong. Also, understand when other people make mistakes. Managers who are more concerned with what is right rather than being right are less likely to have team members who shift blame and hide their errors.

Take time to communicate clearly

You don't want your staff repeatedly asking for clarification or spending hours trying to figure out what you want. Spend a little extra time upfront conveying information and listening to any questions or concerns.

Continued on next page

Involve staff

Ask your team for ideas to streamline processes, improve resources and reduce workloads (attending lengthy meetings that do not involve your department). You'll get a better understanding of the challenges staff face while empowering them.

Resolve conflicts quickly and effectively

Conflicts, disagreements and misunderstandings waste time and undermine productivity.

There are many talents, abilities and personality traits that make a great team leader but superior time management skills are perhaps one of the most important. A manager who is able to manage his or her own time—and the time of their teams—gets things done without placing unnecessary pressure on others. That means a more productive, engaged and happier team.

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Executive News

2021: The ICAO Year of Security Culture

By Debbie Ciccotelli, Vice President, Strategic Initiatives

The International Civil Aviation Organization (ICAO) has designated 2021 as the “Year of Security Culture”.

Additionally, 2021 commemorates the 20th Anniversary of 9/11, the worst acts of unlawful interference in the history of Aviation.

As we begin 2021, it is equally important to acknowledge the challenges that the COVID-19 pandemic has had on the aviation industry. The true extent of the economic damage sustained by the wider aviation industry still remains largely unknown, yet in spite of this, the focus of the aviation industry is now on how to restart amidst the COVID-19 pandemic in a safe and healthy manner.

As we begin the road to recovery a renewed focus on security is important. Threats against civil aviation continue to evolve and COVID-19 has not reduced the attractiveness of aviation as a terrorist target. I want to take this opportunity to emphasize the importance of continuing to cultivate a high level of security awareness at all levels within our aviation teams and to reinforce the need to proactively, think and consistently act in a security-conscious manner. By ensuring we have a robust and positive security culture, we can support our clients in increasing airport security compliance and vigilance which will in turn will contribute to increasing public confidence in the air transportation system.

Continued on next page

What is Security Culture?

ICAO has defined security culture as a set of norms, beliefs, values, attitudes, and assumptions that are inherent in the daily operation of an organization and are reflected by the actions and behaviours of all entities and personnel within the organization. Security should be everyone’s responsibility - from the ground up.

Effective security culture is about:

- Recognizing that effective security is critical to business success
- Establishing an appreciation of positive security practices among employees
- Aligning security to core business goals
- Articulating security as a core value rather than as an obligation or a burdensome

Embracing the Year of Security Culture is a “call to action” and as security is part of the DNA of ASP, we have an obligation as both a company and as individuals to actively build on our strengths as we adapt to the new normal. Each one of us needs to believe that we can make a difference and to capitalize on the opportunity to demonstrate the strong security culture and mindset every member of our aviation team brings to the airport communities which we serve. Our security culture must be mirrored in our actions and behaviours and your personal commitment is the foundation of our efforts.

With this in mind, let’s work in partnership with our aviation clients to ensure the success of the Year of Security Culture 2021.

Happy Birthday to our ASP Family!

Last Name, First Name	Department	Last Name, First Name	Department
Abufarick, Said	SCGS	Bayu, Betelhem	BBTCA
Adegoke, Adeniyi	CIC	Benavides, Mercedes	OSR
Adubofuor, Jeffrey	CIC	Bennett, Margaret	SCGS
Agsaoay, Justice	CIC	Beraki, Estifanos	SCGS
Ahmad, Muhammad	CIC	Bermudez, Miguel	CIC
Ahmed, Mohamed	TPIA	Bexho, Elda	TPIA
Ali, Asim	YYC	Bhatia, Tamana	CIC
Alvarez, Honorata	SCGS	Bhumbla, Ramji	SCGS
Askani, Marjan	OSR	Biong, Mark	OSR
Attri, Abhishek	CIC	Boateng, Afa	OSR
Aujla, Gurdeep	TPIA	Bounefla, Nabil	YYC
Awan, Nisar	YYC	Buttar, Ramandeep	CIC
Ayilara, Toyin	CIC	Calder, Annette	SCGS
Azmach, Kidane	SCGS	Catney, Colin	Resource Planning
Baghel, Gopal	TPIA	Celaj, Xhevdet	SCGS
Balogun, Shamusideen	CIC	Chowdhury, Imran	TPIA
Bamford, Donald	SCGS	Cleghorn, Jennifer	TPIA
Bardhoshi, Irma	TPIA	Coombs, Wally	YYC
Baron, Victor	SCGS	D’Ews, Philip	YYC
Barry, Mamadou	YYC	Dass, Parveen	SCGS

Last Name, First Name	Department	Last Name, First Name	Department
Datevi, Dede	OSR	Jones, Julia	CIC
De Leon, Ruben	SCGS	Kalsi, Sarabjeet Kaur	TPIA
Demirev, Yordan	Residential	Karma, Marin	TPIA
Desai, Hanif	CIC	Kaur, Gagandeep	CIC
Dewangan, Sonal	CIC	Kaur, Guracharn	TPIA
Dhanoa, Harpreet Singh	TPIA	Kaur, Jasmine	OSR
Dhillon, Kirandeep	TPIA	Kaur, Jasvinder	YYC
Diab, Aziz	TPIA	Kaur, Jasvir	CIC
Ellul, Rikki	CIC	Kaur, Komalpreet	CIC
Fernandes, Maria Linda	OSR	Kaur, Manjot	CIC
Fernandes, Theophil	CIC	Kaur, Navpreet	CIC
Francis, Floranza	CIC	Kaur, Parwinder	CIC
Galbete, Hussien	SCGS	Kaur, Ramandeep	CIC
Gebretnsae, Habtemichael	SCGS	Kaur, Raminder	CIC
Gill, Arshdeep	CIC	Kaur, Sumandeep	TPIA
Gill, Prabhjot	CIC	Kaushal, Sunny	CIC
Gill, Simranjit	CIC	Khan, Noreen	Residential
Gould, Ursula	SCGS	Khanna, Rahul	OSR
Grewal, Bhawanvir	TPIA	Khurshid, Seemal	Resource Planning
Grieco, Mary	SCGS	Krusvar, Lucano	SCGS
Gumbs, Sybil	SCGS	Kubik, Magdalena	SCGS
Hagerman, Michelle	SCGS	Kumar, Pankaj	CIC
Hashem, Jossef	CIC	Kwon, Wooyoung	SCGS
Hopkins, Ashley	Canine Fedex CIC	Ladner, Willie	SCGS
Howlader, Nasir	YYC	Lalonde, Michael	YSB
Hrichi, Abdallah	SCGS	Lemus, Jonathan	CIC
Hylton, Teanna	TPIA	Lotay, Devinder	TPIA
Inamdar, Parth	CIC	Loung, Henry	SCGS
Irakoze, Beline	OSR	Ludu, Gurdeep	YYC
Isse, Ahmedsadik	TPIA	MacEachern, Ronald	SCGS
Iynkaran, Sumathy	TPIA	Manisha, Manisha	CIC
Jain, Arun Kumar	TPIA	Maragh, Racquelle	OSR
Jain, Tanvi	SCGS	Martin, David	TPIA
Jalal, Saggarr	TPIA	Matias, Wilson	SCGS
Jama, Amina	CIC	McNay, Christopher	CIC
Jhinger, Jagjit	SCGS	Medina, Luis	SCGS
Jiang, Tony	CIC	Mehta, Himanshu	CIC
Johal, Jaspreet	TPIA	Memon, Shabbir	SCGS

Last Name, First Name	Department	Last Name, First Name	Department
Modh, Hemalben	CIC	Sidhu, Harjinder	TPIA
Mohamad, Ahmed	TPIA	Sidhu, Sukhjot	CIC
Mohamed, Hamsa	Residential	Singh, Daljinder	CIC
Mohamud, Esmail	YYC	Singh, Gursewak	CIC
Morris, Janet	TPIA	Singh, Gurtej	CIC
Mrahar, Zorawar	TPIA	Singh, Harjap	CIC
Muabe, Rawlings	CIC	Singh, Harjot	CIC
Mungai, Teresia	YYC	Singh, Jagmeet	CIC
Naccarato, Richard	CIC	Singh, Jatinderjit	CIC
Narula, Sahil	CIC	Soldink, Christopher	SCGS
Nasreen, Azra	TPIA	Sommers, Patrick	CIC
Nepravishta, Afroviti	TPIA	Squire, Sheryl	SCGS
Obahor, Clara	SCGS	Stephenson Belle, Natasha	Resource Planning
Okeyode, Saheed	CIC	Sublay, Achelle	CIC
Opara, Tony	Residential	Sun, Guo Liang	Residential
Papachristos, George	CIC	Sunchu, Nikhil	CIC
Patel, Harsh	CIC	Taggart, Tammy	SCGS
Patel, Alish	CIC	Takhar, Manpreet	SCGS
Paul, Asit	Residential	Terry, Charles	CIC
Phillips, Terry-Ann	SCGS	Tesfaslasie, Yodit	SCGS
Rancourt, Jesse	CIC	Tiwana, Maninder	CIC
Reuben, Quincy	CIC	Truong, Chay	SCGS
Robitaille, Gilberte	SCGS	Tsegay, Issayas	SCGS
Ruibamba, Virginia	OSR	Tumber, Gurpreet	CIC
Saeed, Ali	SCGS	Ubiagba, Emmanuel	CIC
Saini, Harpreet	Resource Planning	Usmaan, Mohammad	CIC
Samra, Ashok	TPIA	Vanadero, Kristel	OSR
Sanaj, Artan	TPIA	Verma, Akshay	CIC
Sandhu, Jaspreet	CIC	Vicknesrasah, Mathurshan	CIC
Sandhu, Simran	CIC	Vitkovskiy, Sergiy	TPIA
Sangha, Kamaljit	OSR	Wahid, Soonam	OSR
Sarem, Muhammad	Residential	Walia, Tajinder	TPIA
Seivewright, Nathaniel	SCGS	Wang, Chan Hong	OSR
Sekhon, Navjot	YYC	Wilson, Jaleé	CIC
Shah, Zeeshan	YYC	Zaman, Nadim	CIC
Sharma, Pooja	CIC	Zapata, Jason	OSR
Shokat, Nabila	TPIA	Zhao, Wei Yang	OSR
Siddiquee, Abu	CIC	Zuniga, Dante	SCGS

Last Name, First Name	Department	Last Name, First Name	Department
Abdi, Abdirahman	TPIA	Gill, Karamjit	TPIA
Aden, Iman	TPIA	Gill, Pritpal	YYC
Ahmed, Ikhtiar	TPIA	Gilla-Michael, Mengiste Tedla	SCGS
Ali, Syed Haris	TPIA	Greene, Gabie	SCGS
Alvarez, Danilo	TPIA	Hanxhari, Ilir	TPIA
Arora, Yatin	CIC	Hassan, Sahal	TPIA
Asad, Mohammad	CIC	Higgins, Pearlita	SCGS
Attir, Ahmad	TPIA	Hyde, Cordella	OSR
Belqis Barez, Akbar	SCGS	Ibrahim, Omar	SCGS
Benson, Lino	SCGS	Idoko, Godwin	CIC
Berkner, Judy	YYC	Insular, Isidro	SCGS
Bhullar, Gagandeep	CIC	Ioannou, Theodoros	CIC
Bowen, Martin	SCGS	Jacobs, Sheila	SCGS
Bryan, Donald	CIC	Jain, Bharat	CIC
Burnett, Mark	Canine Management	Jain, Ruchi	SCGS
Buttar, Jagmohan	YYC	James, Marlyn	SCGS
Chadha, Himanshu	Residential	Jassal, Balwinder	YYC
Chandler, Julie	BBTCA	Jimoh, Adedapo	CIC
Chaplin, Cory	SCGS	Johal, Gaganpreet	TPIA
Chiu, Hon-Cheung	TPIA	Joshi, Gurpreet	CIC
Cholakkilakath, Abdul	SCGS	Kabir, Mohammad	TPIA
Chouhan, Jotbir	CIC	Kahlon, Sukhamrit	CIC
Cole, Alanna-Marie	Resource Planning	Kalsi, Arvinder	TPIA
Conteh, Asuma	OSR	Kasana, Pradeep	CIC
Cucit, Andrei	CIC	Kaur, Baljinder	TPIA
Dhillon, Sukhwinder	CIC	Kaur, Deepinder	CIC
Estrella, Maria	TPIA	Kaur, Kiranjit	TPIA
Etheridge, Dana	CIC	Kaur, Kulbir	CIC
Ezeoguine, Kenneth	CIC	Kaur, Manpreet	CIC
Fernandez, Emelita	OSR	Kaur, Prabhjot	SCGS
Flood, Jacqueline	SCGS	Kaur, Sandeep	CIC
Frederick, Richard	CIC	Kaur, Sandeep	CIC
Gabilo, Cristina	OSR	Kaur, Simranjeet	CIC
Gallardo, Bruce	CIC	Khamisa, Karim	YSB
Gandhi, Krishna	TPIA	Khan, Shahid	Residential
Garnick, Matthew	SCGS	Khanna, Ankush	CIC
Gill, Jagmail	TPIA	Khudabaksh Abdool	SCGS
Gill, Kanwaljit	TPIA	Kinson, Ajitha	TPIA

Last Name, First Name	Department	Last Name, First Name	Department
Kuehnel, Angela	Canine Management	Sabriye, Abdul-Raheem	TPIA
Kumar, Manoj	CIC	Saeed, Tariq	SCGS
Kumar, Vinod	CIC	Saruchi, Saruchi	CIC
Kunkel, Jenelle	SCGS	Scott, Ja'Lay	OSR
Kusnir, Robert	SCGS	Shamsi, Waqas	CIC
Lavinio, Cristian	CIC	Sharma, Meena	TPIA
Leznoff, Joanne	SCGS	Shinh, Khushpreet	CIC
Lopes, Giselle	Finance	Singh, Germanjit	CIC
Luu, Kiet	OSR	Singh, Jairanie	OSR
Ma, Maria	TPIA	Singh, Jaswant	TPIA
Maan, Surjit	SCGS	Singh, Neeraja	TPIA
Machhi, Nirav	CIC	Singh, Rajbir	CIC
MacNeil, Joanne	SCGS	Singh, Saleshni	TPIA
Manshahia, Karandeep	CIC	Singh, Satinderpal	CIC
May-Edebiri, Nakisha	CIC	Sivanesan, Vijikaran	CIC
Milne, Donna	SCGS	Skyvington, Susan	SCGS
Minhas, Saif Ullah	TPIA	Slade, William	YYC
Mohamednur, Usama	OSR	Sood, Jyotsana	OSR
Mousai, Zohreh	SCGS	St. Louis, Aalyah	OSR
Naftolin, Perry	SCGS	Stevenson, Robin	Canine CIC
Nair, Nimra	TPIA	Suchit, Rauniyar	CIC
Nash, Petra	Human Resources	Suleiman, Bashir	CIC
Nish, Zavier	CIC	Syed, Zaina	TPIA
Nucci, Alexander	CIC	Talwar, Pankaj	CIC
Oladogba, Augustine Kay	TPIA	Taylor, Shanna	OSR
Opolot, Mark	CIC	Thakur, Shivani	Residential
Osho, Esther	CIC	Tharmakulasingam, Kanthini	OSR
Paredes, Kemberly	CIC	Thindh, Mandeep	TPIA
Patel, Bakshitabahen	OSR	Thomas, Antoinette	OSR
Patel, Leenabahen	TPIA	Tobias, Almel	TPIA
Prasad, Shiu	SCGS	Tran, Duy Nguyen	BBTCA
Rajan, Raven	CIC	Umair, Muhammad	CIC
Ramesar, Dianne	OSR	Uruthiranandasivam, Shivaani	TPIA
Randhawa, Harpreet	CIC	Valsala Raj, Dainu	CIC
Rehman, Mash-Hood	SCGS	Valsala Raj, Dainy	CIC
Rein, Michael	SCGS	Wahid, Tahmina	TPIA
Rizvi, Birjis	TPIA	Whyte, Renford	SCGS
Roble, Yasmin	SCGS	Winters, Jeffrey	SCGS

Last Name, First Name	Department	Last Name, First Name	Department
Adams, Laura-Lee	SCGS	Gacaj, Skender	TPIA
Aghomon, Caroline	SCGS	Gallagher, Sean	Human Resources
Ahenkorah, John	SCGS	Galsi, Nawneet	TPIA
Akbari, Ahmad Jawad	TPIA	Gill, Gurbakshish	YYC
Al-Bahrani, Yaareb	SCGS	Gill, Noreen	TPIA
Alemu, Nebiyou	CIC	Goldson-Brown, Portia	SCGS
Ali, Asaph	SCGS	Goyal, Rahul	CIC
Alvi, Syed Hammad	TPIA	Grewal, Gursharandeep Singh	CIC
Amodeo, Christina	OSR	Grzelak, Bartosz	CIC
Arefin, Mohammed Shamim	OSR	Hamdani, Syed	CIC
Arman, Syed	CIC	Hatch, David	SCGS
Augastinraj, Delsy	TPIA	Heena, Heena	CIC
Azhar, Muhammad	TPIA	Hijara, Lydia	OSR
Bassan, Ritu	TPIA	Hunjan, Kulwinder	TPIA
Beri, Nakul	CIC	Hussain, Tasaddaq	Residential
Bernard, Jennie	OSR	Hutton, Reginald	SCGS
Bhatt, Tapan	CIC	Jacobson, Shannon	YYC
Birdi, Gian	Residential	Jasuja, Diksha	CIC
Brown, Shaniah	SCGS	Jeanro, Khamis	YYC
Byron, Gillian	OSR	Jenkins, Karen	SCGS
Carter, Marie	SCGS	Jeady Jean-Louis, Emanese	SCGS
Catalon, Alma	CIC	Johnson, Rebekah	SCGS
Cendana, Lillian	SCGS	Johnson, Zeniatu	OSR
Chambers Hall, Carmen	OSR	Joynson, Stephen	Residential
Cheema, Kulwinder	YYC	Kapastra, Arjan	TPIA
Coulcher, Steve	Canine Management	Kaur, Gurvinder	TPIA
Creador, Victor	OSR	Kaur, Gurwinder	Residential
Davis, Mark	SCGS	Kaur, Harmanpreet	CIC
Dharni, Raveena	TPIA	Kaur, Harpinder	CIC
Dhillon, Gurveer	SCGS	Kaur, Harpreet	CIC
Divecha, Harrison	CIC	Kaur, Jagmeet	CIC
Domazet, Ratko	SCGS	Kaur, Lovepreet	TPIA
Douglas, Renee	TPIA	Kaur, Lovepreet	CIC
Dowling, Amanda	Canine TPIA	Kaur, Lovepreet	CIC
Dzafarov, Yusuf	TPIA	Kaur, Navpreet	CIC
Ferguson, Stuart	SCGS	Kaur, Parminder	SCGS
Foster, Pamela	TPIA	Kaur, Ramandeep	CIC
Francis, Sadelin	YYC	Kaur, Snehdeep	CIC

Last Name, First Name	Department	Last Name, First Name	Department
Kerr, Subylyn	SCGS	Regular, Geraldine	SCGS
Khan, Sahil	CIC	Rose, Edna	SCGS
Khangura, Sukhbir	Residential	Sagar, Anirudh	CIC
Koser, Shamaila	OSR	Saini, Balwinder	YYC
Kular, Kamaljeet	TPIA	Samatar, Yusuf	SCGS
Kumar, Amit	YYC	Sande, Ethel	OSR
Lacsan, Carol	SCGS	Sandhu, Sukhvir	TPIA
Ladanyi, Leslie	SCGS	Sarin, Kanchan	YYC
Latour-Estay, Laura	SCGS	Setia, Shreya	CIC
LeBlanc, Murielle	SCGS	Sharma, Adarsh	CIC
Lewis, Douglas	CIC	Sharma, Venus	CIC
Lia, Rosario	TPIA	Shergill, Jashanjeet	CIC
Luyima, Alexander	CIC	Shiwprasad, Patranee	CIC
Malik, Misbah	SCGS	Singh, Amritpal	CIC
McIlroy, Susan	SCGS	Singh, Devinder	CIC
Miah, Mohamad	YYC	Singh, Gagandeep	CIC
Mitchell, Jennifer	YSB	Singh, Jorawar	CIC
Munukuntla, Manish	CIC	Singh, Navdeep	SCGS
Mwangi, Philip	CIC	Singh, Paramjot	CIC
Ndreu, Lejla	TPIA	Singh, Pavneet	CIC
Nicholson, Rhonda	SCGS	Singh, Rajinder	CIC
Nkanga, Queeneth	SCGS	Singh, Rajinder	TPIA
Noel, Nellisa	CIC	Singh, Rajwinder	CIC
Norton Silva, Nereyda	SCGS	Sisay, Michael	CIC
O'Brien, Marilyn	SCGS	Soluta, Regina	OSR
Pagniello, Carmello	SCGS	Soriano, Roberto	SCGS
Papajani, Elsona	OSR	Stojanovic, Tomislav	CIC
Patel, Kinjalkumar	TPIA	Tan, Jeffrey	CIC
Paton, Anne Marie	SCGS	Tesfasellassie, Henok	SCGS
Patterson, Tracey	SCGS	Thoms, Loriann	SCGS
Pawlak, Robert	SCGS	Thomson, Glenn	YYC
Pettah Thomas, Antony	CIC	Tomic, Vanessa	OSR
Popowich, Daniel	TPIA	Tomori, Tunde	CIC
Purnwasi, Elizabeth	OSR	Udom, Saviour	CIC
Quilban, Aida	OSR	Uppal, Lovepreet	CIC
Ramesh, Ajith	SCGS	Upshaw, Garfield	CIC
Ravindran, Kevin	CIC	Valdes, Ricardo	SCGS
Raza, Ali	YYC	Verma, Vaishali	CIC

Last Name, First Name	Department
Vinay, Vinay	CIC
Vyas, Shakuntla	SCGS
Ward, Heather	CIC
Warwick, Elizabeth	YYC Management
White, Jason	Corporate Strategy
Xiang, Hai Hua	SCGS

HAPPY BIRTHDAY!



During the difficult times we are currently in, it is extremely important to focus on mental health. There are multiple different ways one can focus on their mental fortitude:

Physical Activity
Healthy Eating

Stress Management
MANY MORE!

Stress Management is a very vague statement but refers to the multiple different ways you can manage your stress levels:

Meditation
Puzzles
Brain Teasers

Video Games
Conversations with others
Writing

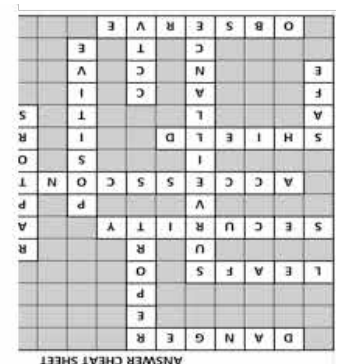
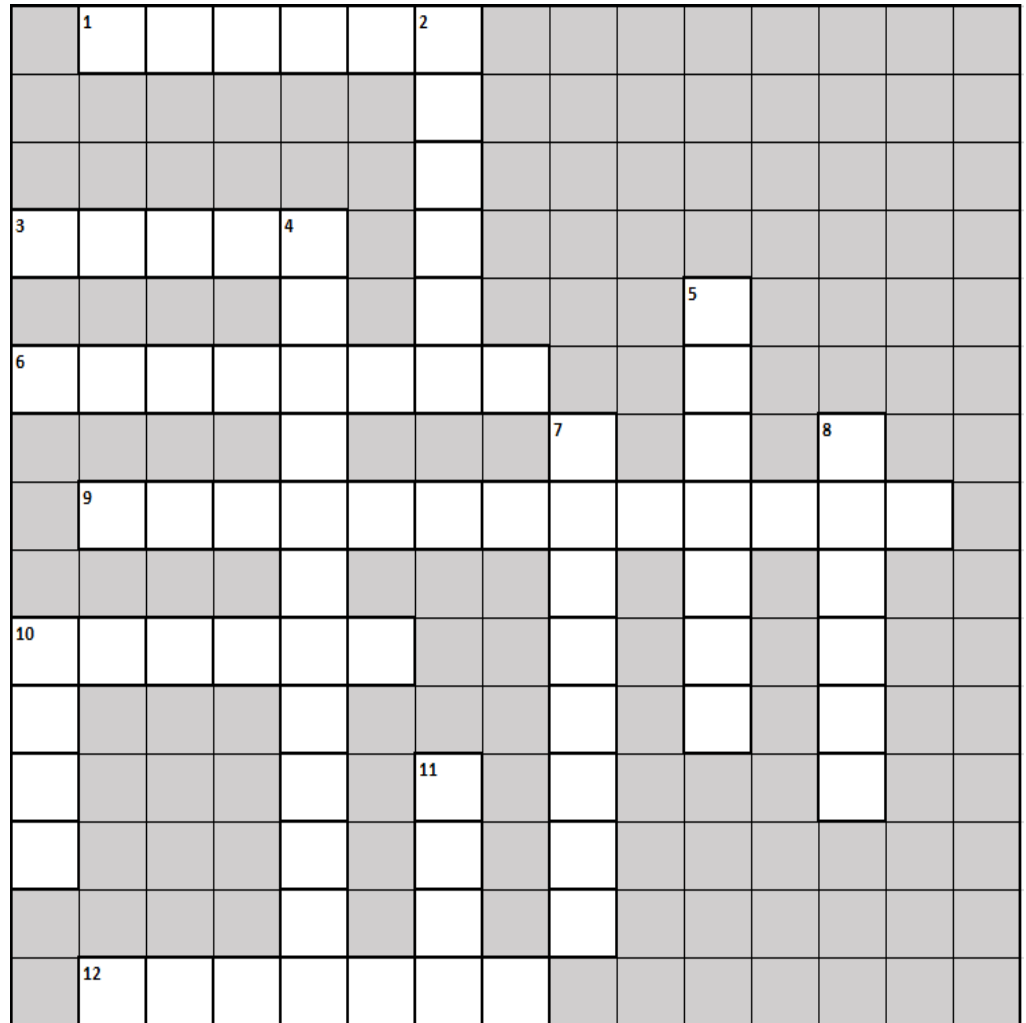
Reading
MANY MORE

Across

- 1. Possibility of suffering harm or being in "trouble or harm."
- 3. Toronto Hockey Team
- 6. ASP _____
- 9. Managing the entrance to a location via security
- 10. A Medieval tool used to protect oneself in battle
- 12. To watch or notice something important

Down

- 2. Incident / Special Occurrence document
- 4. Security term for watching areas and people closely / carefully
- 5. Toronto basketball team
- 7. The opposite of negative
- 8. Referring to either a vehicle or cellular device
- 10. The feeling of being secure and unharmed
- 11. Type of surveillance through the use of cameras



ANSWER CHEAT SHEET



K9-UNIT

SECURITY SERVICE

SECURITY K