



## SECURITY SERVICES

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877-552-5535 | security-A.S.P..com

# Security Matters™



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

## Results of A.S.P. Newsletter Survey

**A** survey was conducted last month to get our employees' feedback on our quarterly newsletter.

With the feedback we received, the Management Team decided to restructure and provide more information on our business for our employees. We have been working together as a team to provide you with the most current information that will benefit you as employees.

We saw that 78% of employees who responded to the survey are satisfied with the newsletter and a 51.15% satisfaction rate on the content!

Looking forward, there will be more involvement with our employees in the newsletter, highlights / more information from each department in the organization, and you will get the opportunity to get to know the Corporate Office staff.

### HOW HAPPY ARE YOU WITH THE CONTENT OF THE NEWSLETTER?

**51.15%**

SATISFIED WITH THE CONTENT  
**202** RESPONSES



### LOOKING FORWARD



Involve Employees in the Newsletter



Highlight Each Department in the Organization



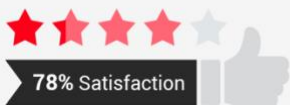
Meet Our Employees

We thank everyone who participated in the survey and appreciate your feedback. If you would like to contribute ideas or an article for our next newsletter, please email Petra Nash ([pnash@security-asp.com](mailto:pnash@security-asp.com))!

*Continued on page 2....*

### HOW MANY EMPLOYEES RESPONDED?

**400** RESPONDENTS  
**1800** EMPLOYEES



**78%** Satisfaction

How Satisfied Are Our Employees with Our Quarterly Newsletter?

★ 26.50% Very Satisfied

★ 51.50% Satisfied

## Inside This Issue

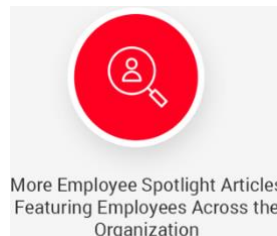
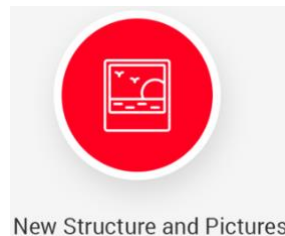
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To the employees whom provided feedback on what they want to see in our newsletter going forward, we want you to know that we heard you and will be making the necessary changes based on the feedback we received.

The top recommendations that we received were: 1) include more articles from each division, 2) to have a new structure and new photos of employees, 3) more employee spotlights from each division, and 4) include departmental changes / changes to business.

## Restructured Newsletter

### Features



Newsletter Section	Sample Topics
<b>Recruitment News</b>	<ul style="list-style-type: none"> <li>➤ New Recruitment Strategies. For example, what we did during COVID to make interviews safe and comfortable for prospects, what we are hiring for and what employees can do to be recognized.</li> <li>➤ New Pass Office information, how we engage our employees during the onboarding process, or changes we are making this quarter.</li> </ul>
<b>Residential and Commercial News</b>	<ul style="list-style-type: none"> <li>➤ Training update.</li> <li>➤ Employee spotlight articles.</li> <li>➤ New developments.</li> </ul>
<b>Human Resources News</b>	<ul style="list-style-type: none"> <li>➤ New hire welcomes for the quarter and Happy Birthday wishes to employees.</li> </ul>
<b>Resource Planning News</b>	<ul style="list-style-type: none"> <li>➤ Scheduling changes, scheduling apps, hot topics, etc.</li> <li>➤ Employee spotlight for the department.</li> </ul>
<b>Calgary YYC News (Calgary International Airport)</b>	<ul style="list-style-type: none"> <li>➤ Training update.</li> <li>➤ Employee spotlight articles.</li> <li>➤ New developments.</li> </ul>
<b>Aviation News (Toronto Pearson International Airport, Canine Unit, etc.)</b>	<ul style="list-style-type: none"> <li>➤ Training update.</li> <li>➤ Employee spotlight articles.</li> <li>➤ New developments.</li> </ul>
<b>Executive/HQ/ICTS News</b>	<ul style="list-style-type: none"> <li>➤ Messages from company executives and company-wide/general news.</li> <li>➤ Employee spotlight articles for Head Office/Corporate employees.</li> <li>➤ Articles regarding A.S.P.'s parent company, ICTS Europe.</li> </ul>
<b>Puzzle Corner</b>	<ul style="list-style-type: none"> <li>➤ Quizzes, puzzles, games and contests. Submissions and ideas are welcome!</li> </ul>

## New Recruitment Protocols

By Sean Gallagher, HR Recruitment Manager

### Precautions to Prevent the Spread of COVID-19

**W**ith COVID-19 in effect for the past six months, a lot has changed in the world, including how our company must recruit.



We have worked effectively and efficiently to create a safe and sanitary process for recruiting and interviewing not only for the candidate but the recruiter as well.

Here are a few of the processes we have been following:

- Video Interviewing.
- Face to face interviews with masks on and 6-10 feet between interviewer and interviewee.
- Sanitizing the chairs and tables in the interview rooms.
- Candidates fill out a COVID release form, use hand sanitizer and put latex gloves on before the interview.

### Referral Bonus

We are introducing a referral bonus company-wide for all security, customer service, crossing guard and office positions.

If you know someone who would make a great fit in our company, please have them apply at [www.security-asp.com](http://www.security-asp.com) and make sure they mention you as a referral on the site.



For you to be eligible for a \$100 bonus per referral, they must:

- Be hired on with A.S.P. Incorporated.
- They must mention you as a referral either at the interview or on the application.
- Work a minimum of 2-3 shifts weekly.
- Stay with A.S.P. for 3 months or longer.

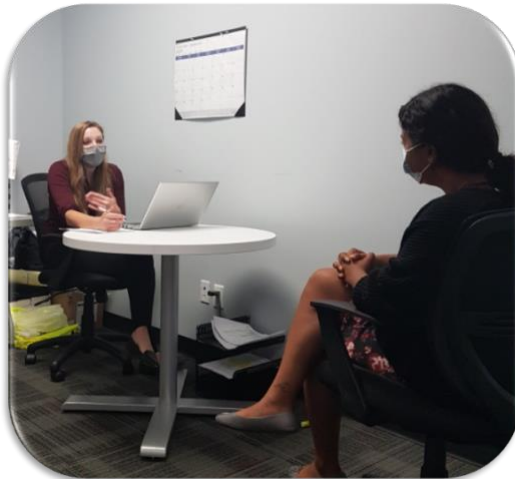
Once they pass probation, you will receive your bonus electronically from our payroll department.

If you have any questions about this, please do not hesitate to contact **Sean Gallagher** at [sgallagher@security-asp.com](mailto:sgallagher@security-asp.com).

## Video Interviewing Etiquette

When video interviewing for an internal posting, please keep in mind:

- Dress as if you were going for a formal in-person interview (do not underdress).
- Make sure the Video Interview forum (Zoom, Microsoft Teams or Skype) works by signing on 10-15 minutes early.
- Be seated at a desk or table and not walking around or driving.
- Keep the background “glare-free” and keep clear of background objects and noises.
- Speak clearly and take your time answering questions.
- Make sure your WI-FI connection is excellent so there is no lag in conversation.



### **Example of what not to do in an interview:**

We conducted an interview right after COVID 19 closures started and had a candidate accept a date and time. Our recruiter called into the meeting, and the candidate answered while driving. They placed the phone in the cup holder and wanted to continue the interview. The candidate didn't have an option to keep eye contact or elaborate on questions because they were too busy watching the road.

To make things worse, the candidate decided to ask the recruiter to wait a moment while she pulled through a Tim Horton's drive-thru window to get a coffee. The candidate left the volume and video running while she ordered. The process took around 4-5 minutes, and the recruiter also witnessed the candidate being rude to the drive-thru window attendant. Once the candidate came back, the recruiter ended the interview and decided not to move forward with them.

The point to this story is that if you are truly interested in a position, please follow the above steps and always be positive and professional.

## Back to School!

By John Gangasingh, Operations Manager,  
Residential and Commercial Division

**A**s the school year resumed, so did our School Crossing Guard Services Contract with the City of Toronto.



With no surprise, there were some anticipated challenges prior to start-up due to the infamous global pandemic, COVID-19. Our team and extended support from other divisions put in many extra hours daily and on weekends to ensure we would be as ready as possible.

We developed weekly town halls in-class and virtually to support social/physical distancing, we sourced out all the necessary Personal Protective Equipment, we re-vamped schedules, updated our Xguard APP, while, all along, maintaining an open line of communication with our client for full transparency.

The resumption of full services officially started on **September 14th, 2020**. Even with some last-minute obstacles, the team pulled together once again and we completed the first start day with no open shifts and a full complement of staff.

It is times like these that I truly take pride in having such an amazing team and working for such a wonderful organization. I'd like to personally thank and recognize a few team members that we just would not have succeeded without.

- ★ First, our Recruiter, **Alyssa Rizzo**, who managed to hire, not only the initial allotment of crossing guards needed, but approximately another 40 within just a few days before start-up. I don't know how she pulled it off, but she may now be known as Alyssa "The Magician"!
- ★ Secondly, our Employee Development team. Between Training Coordinator **Mike Moledzki** and National Employee Development Manager **Bryan Joly** managing to onboard all new crossing guards through extra training classes, weekends, etc., we just would not be ready to go without them.
- ★ Lastly, both our Administrators, **Tamana Bhatia/Karen Swanston** and our Service Delivery Manager, **Asad Abbas**. These three worked collaboratively every day for the last few months ensuring everything is tracked, followed-up on, and delivered in a timely fashion from all aspects of the Operation and administratively. They are the face of the Crossing Guard Services Contract amongst the frontline team and I could not be happier about that.

*I am very proud and grateful to lead such a wonderful team.*

*I look forward to a strong remaining school year of keeping our students and each other safe.*

*Keep up the great work, everyone!*

## Employee Spotlight

By Rachel Raposo, Service Delivery Manager,  
Residential and Commercial Division

### Avtar Bhamra

***An employee's motivation is a direct result of the sum of interactions with his or her manager. – Bob Nelson***

Avtar has worked with A.S.P. for one year and six months. He has been a guard at our TTC gatehouse from the start. Avtar has transitioned into our Respite contract, as he is looking to advance his career into Corrections. He has shown he is able to adapt to change effortlessly and has a can-do attitude. Thank you, Avtar, for your continued service at A.S.P.!

### Karen Swanston

***Take time to appreciate employees and they will reciprocate in a thousand ways. – Simon Sinek***

Karen is our administrator, who was a crossing guard for A.S.P. Karen, to me is kind of like a utility player in baseball... always ready to support the divisions. As the school year kicked off, she has provided great support to the Crossing Guard group during start-up, all the while learning RES/CIC division as growth continues. I have known Karen for two months and I see that she shows great pride in her work and always brings a smile to the workplace. Thank you from all of us at A.S.P. Karen. Keep up the great work!

How does A.S.P. make you feel valued as an employee? **I go home and know the work I did that day matters our clients and to my team. Fun fact:** She has retired 3 times!

## Why You Should Know Your Numbers

Submitted by Paul Parkinson, Director, Finance

**Numbers guide behaviors. Just as your bank account balance influences your spending habits, careful monitoring of your key health metrics can help you make better decisions about your health.**

When your numbers fall outside the recommended target ranges, you are more likely to be motivated to take actions that help reduce your risks for developing chronic health conditions, like diabetes, hypertension, and heart disease.

For that reason, knowing your numbers is the first step toward better health. Here are some health numbers you should know and why.

### Blood Pressure

Higher than normal blood pressure values are associated with a higher risk for chronic health conditions, like stroke and dementia. Regularly monitoring can help alert you to take immediate action and seek guidance from your doctor.

### Cholesterol

Elevated lipids place added strain on your cardiovascular system, so if your numbers have been creeping up over time, it may be helpful to take a closer look at your eating and exercise habits.

### Blood Sugar

High blood sugar (sometimes called glucose) may indicate that your body is not managing or using insulin properly. Periodic monitoring of your blood sugar values can help you make better decisions about your daily choices.

## Rising Stars: Michael Rein and Shubham Shubham

By Asad Abbas, Service Delivery Manager, Residential and Commercial Division

**W**e started our muchly anticipated School Crossing Guard contract in 2019. We undertook the enormous task and responsibility of keeping the children of Toronto safe on their way to local schools.

Our crossing guards play a vital role in this very rewarding endeavor. We started the development process of X-Guard app in 2019. Faced with many challenges upon commencing the contract, through the hard work and dedication of our front-line crossing guards, along with the assistance of our technical support team, we have effectively and efficiently been able to streamline the daily reporting and operations of our ever-growing crossing guard division. I'd like to thank every single one of our crossing guards, who's patience and commitment were crucial in making all of this possible.

I wanted to take this opportunity to recognize two amazing team members for their passion, hard work and great initiative.

**Michael Rein, Crossing Guard**, starting in August of 2019. His great care-free spirit, positive attitude, welcoming smile, demeanour and his energetic sense of humour all play a part in Michael always giving 100 % in his job when performing his duties. This year, our Crossing Guard service start date was set to begin on the 14th of September. Our client had requested for us to start one of our crossing guard locations on September 8th. This short notice request did not give our team much time; fortunately, Michael Rein stepped up and made it easy for us to begin this service smoothly by agreeing to work at his dedicated location with only a few hours of notice. His hard work and good communication skills make him a very important member of our A.S.P. family. Thank you, Michael for your dedication, support and hard work. Keep up the great work!

**Shubham Shubham, Crossing Guard Mobile Supervisor**, joined A.S.P. on September 13<sup>th</sup>, 2020. He has more than two and half years of security experience and he previously was working as a Mobile Team Lead. He is an excellent addition to our team. He is always willing to provide assistance to help our crossing guard team. In just a few weeks, he has contributed to many valuable initiatives. He played a vital role in developing our internal Investigation reporting process. He has proved himself as a very reliable team member and has proven to continually handle many tasks and always deliver under high pressure circumstances. He not only helps the crossing guard team, but he also made sure client expectations and deadlines are met. He is always ready to do more. He is no doubt one of our rising stars and great member of A.S.P. family. Thank you Shubham.



Michael Rein, Crossing Guard at  
SARANAC & COVINGTON



Shubham Shubham,  
Crossing Guard Mobile Supervisor

## Welcome to the A.S.P Family!

*By Neeru Panjwani, Manager - Human Resources*

**I**t is our pleasure to introduce and welcome the following new members in our team. Please join us in providing a warm A.S.P. welcome to all the new members. We are proud to have you all as part of our team.

### Uzoma (Zoma) Ogbonna, Technical Writer

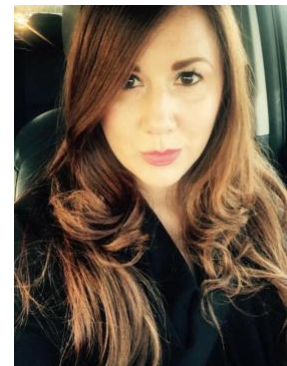
**Zoma** has over 14 years of Technical Writing experience and prior to joining A.S.P., held the position of Senior Business Analyst and Technical Writer at Workplace Safety & Insurance Board. Zoma holds a Bachelor of Arts Degree in English Literature and Ethics from the University of Toronto as well as a Juris Doctor degree from the University of Pittsburgh School of Law. Zoma has a wealth of expertise and experience in developing RPF proposal documents as well as corporate and operational policies, plans and procedures. Zoma's project management and process review experience will be a definite asset to the company and her bubbly personality combined with her collaborative approach makes her a great fit to the A.S.P. family.



*Zoma Ogbonna*

### Nadia Onorato, Recruiter, Toronto Pearson Airport Division

**Nadia** will be responsible for the full recruiting lifecycle. She is based out of our Mississauga office. She has over 10 years of Recruitment and HR administration experience for positions at Toronto Pearson International Airport and is well-versed with the new hire requirements at the airport. Her relative experience in airport experience will be an asset to our company.



*Nadia Onorato*

### Rachel Raposo, Service Delivery Manager, Res/CIC Division

**Rachel** has over 8 years of experience in the security industry. She comes from GardaWorld where she held the position of Security Manager and managed a large group of security officers across the GTA. She is responsible for day to day operations of the security service contracts for RES/CIC division. Rachel has strong people and process management skills and has handled all aspects of security and operational procedures.

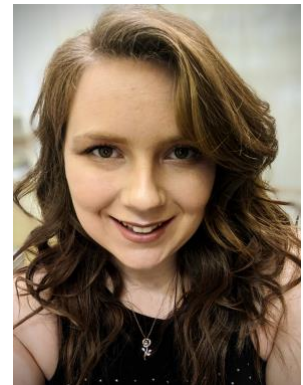


*Rachel Raposo*



## Resource Planners

**Varunpreet Saini, Harpreet Saini and Alanna-Marie Cole** joined the Resource Planning team as Resource Planners. Varunpreet is responsible for handling scheduling for the aviation division and Harpreet and Alanna help the Residential and Commercial division. Alanna comes with extensive customer service experience, having worked at Walmart, CAA and American Airlines. Harpreet brings strong analytical skills along with proficiency in data processing as she has worked as a Scheduling Coordinator and Underwriter in her previous occupations. Varunpreet has worked as Customer and Technical Support representative in her previous roles which enabled her to build strong interpersonal, problem solving and critical thinking skills.



*Alanna-Marie Cole*

## Brian Joly, Training Manager, Res/CIC Division

**Bryan** comes with 15 years of experience in education and development. He spent nearly 10 years as a Special Education Educator at the Toronto District School Board, and Durham District School Board. Bryan worked with countless students in modifying lessons, content, assignments and quizzes to meet the needs of each individual learner. Bryan has earned his reputation as a motivational facilitator and has used Differentiated Learning principles to create learning content to successfully created positive learning environments for everyone.



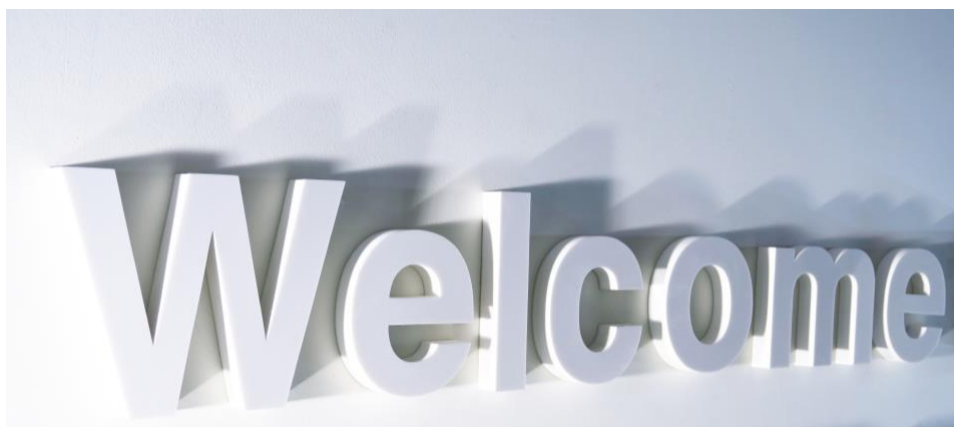
*Bryan Joly*

## Sonika Ramachandran, HR Administrator, Res/CIC Division

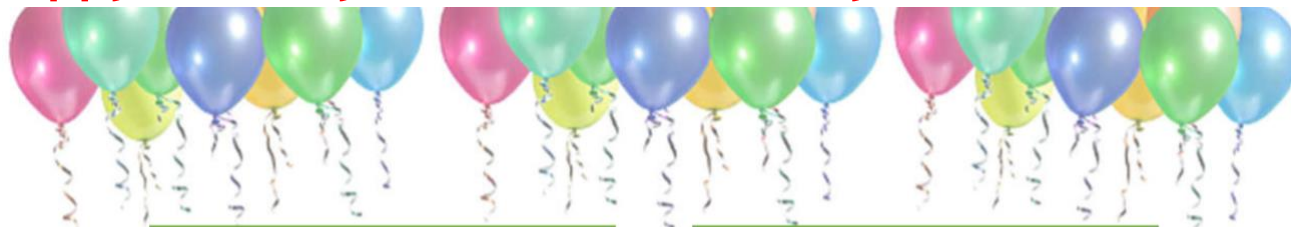
**Sonika** has about 3 years of work experience in recruitment and human resources dealing with employee relations, maintaining files on HRIS and health & safety. She completed her Bachelor of Arts and Sciences from University of Toronto and is currently pursuing her CHRP certification.



*Sonika Ramachandran*



## Happy Birthday to Our A.S.P. Family!



Happy birthday! Happy birthday! Happy birthday!

Last name, First name	Department
Abdalla, Abdulmalik	SCGS
Abdirahim, Iman	TPIA
Abdullahi, Najma	CIC
Acosta, Juan	YYC
Adam, Farida	TPIA
Adamcewicz, Krystian	CIC
Addepalli, Bala	CIC
Ademolu, Olatunbosun	CIC
Agsaoay, Jeremy	CIC
Ahmed, Amal	TPIA
Ahmed, Ihsan	TPIA
Ahmed, Muhammad Usman	CIC
Akangbou, Emmanuel	CIC
Alahari, Savithri	TPIA
Alamgir, Cynthia	OSR
Ali-Rage, Isehaq	TPIA
AMERICA, Edwin	SCGS
Amit, Amit	CIC
Amon, Kevin	OMCIAA
ANDRADE, Jessica	SCGS
Androutsos, Vasilis	RES/CIC Management
Ansari, Khurram	TPIA
Antony, Nimal	TPIA
AQUEBAY, Santiago	SCGS
Arabpour, Sharareh	OSR
Araya, Ainalem	SCGS
Arcilla, Marie Antonette	OSR
Arenas Zavala, Ivan	CIC
Arora, Anjali	CIC
Asad, Iram	OSR
Aspeck, Brandon	SCGS
Atwal, Sarbjit	TPIA
Aulakh, Harnoor	CIC
Ayoubi-Khajkini, Maryam	BBTCA
Ayow, Austin	CIC

Last name, First name	Department
Azhar, Umar	TPIA
Babader, Khalid	OSR
Babatuan, Hever	YYC
BABB, Carlton	SCGS
Babra, Anoop	OSR
Badesha, Patwant	YYC
Badhan, Manveer Singh	CIC
Bajaj, Chetna	Residential
Ballantyne, Brooke	TPIA
Bansal, Lavisha	TPIA
Bard, Alain	TPIA
Barrett, Derval	CIC
Bath, Kirandeep	YYC
Batth, Charanjeet	CIC
Bauman, Margaret	TPIA
Bautista, Joshua	CIC
Bayu, Emebet	OSR
Bedi, Khushi	CIC
Belal, Nazre	TPIA
Bello, Julius	CIC
Benipal, Jotpreet	YYC
Bentley, Christopher	BBTCA
Bhalla, Pritpal	TPIA
Bhangu, Ravita	CIC
Bharath, Isaiah	Canine TPIA
Bharti, Anurag	TPIA
Bhavsar, Kosha	CIC
Bhogal, Manjinder	YYC
Birdi, Paramveer	CIC
Biswas, Md Nuruzzaman	CIC
Brar, Satwinder	TPIA
Brati, Mustafa	TPIA
Brown, Christopher	TPIA
BROWN, Malcolm	OSR
Butt, Noman	TPIA Management
Cairns, Jailie	SCGS

Happy birthday! Happy birthday! Happy birthday!

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Last name, First name	Department
Caku, Besnik	TPIA
Campbell, Ashley	Human Resources
CAMPBELL, Phyllis	SCGS
Cannistraci, Nunzio	TPIA
CAPAR, Stanislaw	SCGS
CAPPUCCITTI, Anna	SCGS
Card, Michele	OSR
Catney, Andrew	Resource Planning
Celli, Ariana	TPIA
CEPHAS, Francine	SCGS
Cetinalp, Mayra	TPIA
Chandra, Abhimanyu	CIC
CHANNER-SMITHSON, Sarah	SCGS
Chanthanong, Henry	CIC
CHATTERPAUL, Chandrakha	SCGS
CHAUDHARY, Noupfyl	CIC
Chhina, Ravinder	YYC
Chico, Myra	SCGS
Chindongo, Tina	SCGS
Chowdhury, Radowan	YYC
Christidis, Mary	OSR Management
Cisterna, Courtney	SCGS
Cockman, James	CIC
Coluccio, Sophia	TPIA
Daplas, Dorothy Millagrosa	Residential
Daryush, Soraya	OSR
De Guzman, Jouello Carlo	OSR
De Guzman, Teddy	OSR
DELOS TRINOS, Marianito	SCGS
Deol, Jaskaran	CIC
Derro, Errol	YYC
Dhaliwal, Amritpal	CIC
Dhaliwal, Maninder	TPIA

Last name, First name	Department
Dhamoon, Arjun	TPIA
DHAWAN, Aashish	CIC
Dhillon, Amandeep	TPIA
Dhillon, Indervir	TPIA
Dhillon, Jasbir	TPIA
Dhiman, Arshdeep	CIC
Dhindsa, Lakhvir	YYC
DUCLAYAN, John	SCGS
Duong, Michael	SCGS
Durrani, Maryam	CIC
Dydynski, Elzbieta	OSR
Ehsan, Hasina	OSR
Elkolaly, Mohamed	CIC
EVES, Margaret	SCGS
Fagboye, Ayodele	CIC
Farah, Fahima	TPIA
Fatah, Raouf	SCGS
FECADU, Nikedimos	SCGS
FELIPE, Francisco	SCGS
Fernandez, Marivic	OSR
Feyzibalov, Shahab	CIC
Figliano, Fortunato	SCGS
FISCHER, Cortlen	SCGS
Furlotte, Christopher	CIC
Gallagher, Robert	YYC
Garcha, Gurmeet	YYC
Gautam, Tanya	Human Resources
Gebreendrias, Amanuel	CIC
Gebreselassie, Tewedaje	OSR
GEBREZIABHER, Tesfamichael	SCGS
GILL, Ajaib	SCGS
Gill, Justin	CIC
Gill, Karmanbeer	TPIA
Gill, Kuljot	TPIA
Gill, Rajroop	TPIA

Happy birthday! Happy birthday! Happy birthday!

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Happy birthday! Happy birthday! Happy birthday!

Last name, First name	Department
GILLETTE, Christopher	SCGS
Gir, Navpreet	YYC
Golecruz, Erlinda	OSR
Gomes, Clarence	OSR
Gondarchyna, Viktoriya	TPIA
Gonsalves, Marvis	OSR
GOREMUSSIE, Andemichael	SCGS
GORMAN, Gerald	SCGS
GRAHAM, Dorothy	SCGS
GRAINGER, Donald	SCGS
Green, Devon	CIC
GREEN, Shanel	SCGS
Grewal, Sukhkaran	TPIA
Grewal, Tavneet	CIC
Guevarra, Rebecca	TPIA
Hajitaheri, Arash	Residential
Hamilton, Lesley	YYC
Hampson, Jacqueline	OSR
Handa, Harsh	Residential
HANSON, Brian	SCGS
Hari, Jagdeep	CIC
Harten, Wayman	CIC
Hasan, Taruna	CIC
Hathaway, Simon	Canine CIC
Hayer, Jasdeep	TPIA
Hernandez, Joanna	TPIA
Hilderbrandt, Tyler	YSB
HORNER, David	SCGS
Hu, Muochu	CIC
Hua, Kendy	TPIA
Hunder, Rajinder	TPIA
Hunt, Dezrene	OSR
Hussain, Farzana	YYC
Hussain, Sameea	OSR
Hussein, Sahra	OSR
Hutchinson, Gershon	CIC

Last name, First name	Department
Hwaidi, Malak	OSR
Hylton, Mackiba	Residential
Hylton, Sharon	Residential
Iqbal, Sohail	CIC
Isip, Evangeline	OSR
Islam, Rezaul	TPIA
Jabbal, Sukhbir	YYC
Jacobs, Carrie Ann	SCGS
Jafar Ali, Inayathullah	TPIA
Jaggi, Hitesh	CIC
Jama, Jamal	OSR
Jathoonia, Mohammad	OSR
Jattana, Amanjot Kaur	CIC
Jayasuriya, Jagath	TPIA
JEHAN, Nighat	TPIA
Jessop, Sarah	Human Resources
Jeyanesan, Shagithan	Residential
John, Jeffin	CIC
Johnson, Samantha	YYC
Joshi, Aarsh	CIC
Jovero, Janelle	OSR
Jyothilingam, Naveen Chandra	Residential
KALASHNIKOVA, Olga	SCGS
Kaler, Arshdeep	CIC
Kalra, Inderjit	TPIA
Kamboj, Dilip	TPIA
Kanagasundaram, Sriskanthan	CIC
Kanda, Ritu	TPIA
Kang, Siew (Sally)	YYC
Kantharupan, Janahan	CIC
Kapoor, Dipesh	CIC
Katzur, Karl	YSB
Kaur, Amandeep	CIC
Kaur, Daljit	OSR
Kaur, Damanpreet	CIC

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Last name, First name	Department
Kaur, Gurleen	CIC
Kaur, Gurpreet	CIC
Kaur, Harshpreet	SCGS
Kaur, Harsimran	CIC
Kaur, Harwinder	CIC
Kaur, Jaismanpreet	SCGS
Kaur, Jashandeep	CIC
Kaur, Kamaljeet	TPIA
Kaur, Kirandeep	CIC
Kaur, Kirandeep	TPIA
Kaur, Livjeet	CIC
Kaur, Mandeep	OSR
KAUR, Manmeet	CIC
Kaur, Manpreet	CIC
Kaur, Navneet	Residential
Kaur, Nitleen	CIC
Kaur, Pardeep	TPIA
Kaur, Pawanveer	CIC
Kaur, Prabhjot	CIC
Kaur, Ramanpreet	TPIA
Kaur, Ravneet	CIC
Kaur, Sandeep	CIC
Kaur, Simranjot	CIC
KETSELA, Addisu	SCGS
Khalid, Mubarak	CIC
Khan, Ashir	OSR
Khan, Laraib	YYC
Khan, Muhammad	TPIA
Khan, Sayeed	TPIA
Khaneja, Puneet	CIC
Khangura, Ekamjot	CIC
Khangura, Yadpreet	CIC
Khanna, Parveen	TPIA
Khokhar, Zinatun	TPIA
Koci, Fatmira	TPIA
Koryal, Hyam	TPIA
Kumar, Munish	CIC

Last name, First name	Department
Kumar, Rahul	CIC
KUNJU KRISHNA KUMAR, Nageswari	SCGS
LADIPO, Sunday	CIC
Lauritsen, Nicholas	YYC
Leach, Sherine	SCGS
Lee, Dion	SCGS
LEE, Yung Joan	SCGS
Lester, Patrick	YYC
Leyva De La Isla, Axel	CIC
Lindo, Sushana	Human Resources
Lo, Christian Algen	OSR
LOCKE, Joanne	SCGS
Loney, Richard	CIC
Loomba, Shubinder	CIC
Lopez, Becky	OSR
Lowe, Jason	CIC
Lyons, Lloyd	YYC
Maan, Husandeep	CIC
Macrae, Bradley	Canine TPIA
Macwana, Priyankaben	TPIA
Mahabir, Karen	OSR
Mahadalle, Abdisalaam	TPIA
Malcolm, Christopher	CIC
Malhotra, Kunal	CIC
Malik, Ritvan	CIC
Malile, Ilirjan	TPIA
Malkapuram, Ramakrishna	TPIA Management
Mamdouh, Karim	OSR
Mamugay, Marietta	OSR
Mandemba Izana Mande, Junior	OSR
Mangat, Hardeep	TPIA
Mangat, Parvinder	YYC
Manjunath, Saagar	CIC
Mann, Gagandeep	TPIA

Happy birthday! Happy birthday! Happy birthday!

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday!

Last name, First name	Department
Manuel, Sunitha	TPIA
Marinelli, Felice	CIC
Marrese, Joseph	CIC
Martinson, Julien	TPIA
Mathiyaparanam, Senthuran	TPIA
McGrath-Waugh, Liam	CIC
MCILROY, Martha	SCGS
McKerchar, MaKayla	CIC
McRae, Marlene	SCGS
Mehdi, Ali	Residential
Mendoza, Julius	TPIA
Metani, Leonard	TPIA
MIKULAS, Ilona	SCGS
MITCHELL, Shawnie	OSR
MOHAMED, Hanah	OSR
Mohamed, Kaltun	TPIA
MOHAMED, Raja	SCGS
MOHAMMAD, Kaher	SCGS
Mohammed, Alla	CIC
Mohammed, Hussamuddin	SCGS
Mohammed, Mushtaq	Residential
Mohamud, Abdirahman	TPIA
Mohamud, Asmaa	OSR
Moises, Kyra	OSR
Moledzki, Mike	Residential/CIC Management
Morales, Marianne	CIC
Morris, Jerome	SCGS
Mousavi, Seyedeh Ateefeh	OSR
Moz, Diana	OSR
Mughal, Afiya	TPIA
Multani, Satwinder	TPIA
Murray, Connor	CIC
Muvva, Satyanarayana R	TPIA
Nabibaksh, Aajid	CIC
Nadduli, Sarah	SCGS

Last name, First name	Department
NAGI, Rashad	SCGS
Naguib, Maged	TPIA
NANDLAL, Gaitree	SCGS
Nandrajog, Shivam	CIC
Nassar, Marwa	OMCIAA
Naylor, David	SCGS
Nehal, Maninderjit	CIC
Nichol, Patrick	YYC
Nicpon, Maria	TPIA
Nithianantha, Nivathan	TPIA
NOVISEDLAK, Paul	SCGS
Novotarskyj, Vadym	CIC
Oberoi, Mohit	OSR
Ogir, Mykola	Residential
Oiga, Lolita	OSR
Okeowo, Daniel	CIC
Oloko, Ismail	TPIA
Oluwo, Micheal	CIC
Osei, Charles	CIC
OSMAN, Iiman	SCGS
OUDIT, Nisha	SCGS
Ozdogan, Ozan	
Paas, Rey	YYC
PABUALAN, Wario	SCGS
Palmer, Shaneil	OSR
PALO, Yrns Myko	OSR
Paluos, Asmahan	OSR
PANICCIA, Ambrogio	SCGS
Paramesvaran, Shabes	Residential
Parmar, Kavanpreet	TPIA
Parmar, Shinder	TPIA
Patel, Urvish	TPIA
Paul, Brian	OSR
Paul, Surinder Kaur	TPIA
Pelipel, Babylorena	OSR
PHILIPS, Tom	SCGS
PHILLIPS, George	SCGS

Happy birthday! Happy birthday! Happy birthday!

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday!

Last name, First name	Department
Poirier, Melanie	YSB
POWELL, Corine	SCGS
Prahalad, Reyaz	TPIA
Provenzano, Kyle	CIC
Puccini, Benjamin	TPIA
Purba, Amandeep	YYC
Qadri, Yavar	TPIA
Rabson, Jordan	TPIA
RACANELLI, Gail	SCGS
Raheja, Nishant	CIC
Rahman, Mohammad	TPIA
Rai, Anjali	CIC
Rajat, Rajat	CIC
Rakholiya, Pranav	CIC
Ramgadoo, Reta	OSR
Ramlagan, David	TPIA Management
Rampersad, Riaz	SCGS
Randhawa, Gurpreet	TPIA
RICKETTS, Theslyn	SCGS
Roberts, Cosdale	CIC
RODRIGUEZ, Deborah	SCGS
Rohatgi, Sarthak	CIC
Romero-Araya, Manuel	CIC
Rosa, Liliane	OMCIAA
Rosendo, Elsie Corazon	OSR
Roy, Michelle	CIC
Russell-Bell, Pauline	CIC
Sadioura, Mintu	CIC
Safi, Navid	CIC
SAHOTA, Rajwinder	SCGS
SAINI, Jagdish	SCGS
Saini, Poonam	YYC
Saini, Sakshi	TPIA
Saini, Sandy	TPIA
Sallaku, Liljana	TPIA
Sambaraju, Anoop	CIC

Last name, First name	Department
Samms, Pauline	OSR
Samra, Preeti	TPIA
Sandhu, Harpal	TPIA
Sandhu, Kulwinder	YYC
Sandhu, Manpreet	OSR
Sandhu, Surinder	TPIA
Sangha, Navneet	CIC
Sasan, Jang	TPIA
Saspara, Mansi	CIC
Satram, Sai Prudhvi	CIC
Schulte, Cameron	YYC
Sebastian, Ajay	CIC
SENARATNE, Hennadige	SCGS
Senior, Trey	CIC
Seth, Vatsal	CIC
Sethi, Ranjan	CIC
Shah, Heli	TPIA
Shah, Shikhar	CIC
Sharma, Monil	CIC
Sharma, Monish	YYC
Sharma, Rekha	TPIA
Sharma, Sourav	Residential
Sharma, Udit	CIC
Shathiyaseelan, Shanmugalingam	TPIA
Shirvani, Ali	Residential
Short, Durand	YYC
Siason, Cristina	OSR
Sidhu, Gagandeep	CIC
Sidhu, Guddy	TPIA
Sidhu, Gurpinder	CIC
Sidhu, Karanjot	TPIA
Sidhu, Lakhvinder	TPIA
SIDORENKO, Nikolai	SCGS
Silva, Nelia	TPIA
Simardeep, Simardeep	CIC
Simpson, Tosh	TPIA

Happy birthday! Happy birthday! Happy birthday!

Happy birthday!

Happy birthday!



Happy birthday! Happy birthday! Happy birthday!

Last name, First name	Department
Singh, Amandeep	CIC
Singh, Anmoldeep	CIC
Singh, Avtar	CIC
Singh, Babbal	CIC
Singh, Dalpinder	CIC
Singh, Davinder	Residential
Singh, Gauravjot	CIC
Singh, Gurpinder	CIC
Singh, Gurpreet	TPIA
Singh, Harpreet	Residential
Singh, Jagmohan	TPIA
Singh, Johnney	TPIA
Singh, Kanwar Harpal	TPIA
Singh, Kuldip	TPIA
Singh, Kulwinder	Residential
Singh, Loveleen	CIC
Singh, Mandeep	CIC
Singh, Manjinder	TPIA
Singh, Manpreet	CIC
Singh, Navanpal	CIC
Singh, Prabhdeep	CIC
Singh, Ranvir	CIC
Singh, Sukhwinder	CIC
SINGH, Tejpal	SCGS
Singh, Varinder Pal	CIC
Sivalingam, Chenthooran	TPIA
Sivaram, Ramyapreethi	CIC
Smith, Taniqua	TPIA
Sodhi, Jaswinder	TPIA
Somwaru, Bhagwattie	OSR
Sond, Ramanpreet Singh	CIC
Sond, Sukhjot	TPIA
Sran, Damanjit	YYC
Stewart, Jonathan	CIC
Storimans, Sherrie	Finance
Stride, Jennifer	SCGS
Sudan, Manik	CIC

Last name, First name	Department
SUMENDCA, Joy	SCGS
SUMNER, Margarete	SCGS
Tang, Thuy	TPIA
TARTAGLIA, Joe	SCGS
TEKLE, Ghide	SCGS
Thakur, Madhav	CIC
Thapar, Manik	CIC
Thompson, Andrew	CIC
THOMSON, Harry	SCGS
Toor, Jangbaz	CIC
Torres, Sonia	TPIA
Trimble, David	SCGS
Trudge, Katasha	OSR
Tyagi, Akshay	CIC
Urshi, Mohammad	OSR
VIEIRA, Beatrice	SCGS
Vijayabalan, Seyon	CIC
WALTERS, Richard	SCGS
Weheliye, Abdulhamid	TPIA
White, Michael	CIC
White, Vianna	OSR
Wylie, Ian	TPIA
Xiamixikamaer, Aihati	SCGS
Yalda, Sarkhadon	TPIA
Yonan, Sany	TPIA
Young, Chalene	YYC
Yussuf, Abdillahi	CIC
Za'Balawi, Ibrahim	Residential
ZAMRZYCKI, Marian	SCGS

Happy birthday! Happy birthday! Happy birthday!



Happy birthday!



## Anne Kumar - Rising Star

By Natasha Stephenson-Belle, Manager, Resource Planning

**A**nne Kumar joined A.S.P. in August, 2018 as a security guard for our Residential/Commercial division. She worked as a casual guard, completing patrol, escorting, and event security activities for various customers we service across the GTA.



With the experience Anne gained from RES/CIC, Anne transitioned to the Aviation division at Toronto Pearson International Airport.

Anne furthered her career by gaining her RAIC and becoming qualified to work as an airside access control guard in October 2018. During this move, I remember Anne calling into the scheduling department when I was new myself. Working as a casual guard, she was reaching out to build a schedule that would work with her school schedule. I asked Anne:

What do you like about working for A.S.P. while you were a student at the airport?

Anne's response: **"As a student working for A.S.P., I liked the fact that the hours were flexible. We did have that minimum two shifts a week, which wasn't too hard to keep up with. As I was a full-time student, I did not find it difficult to keep up with work and school. What I liked about working at Toronto Pearson is that it was close to home, so traveling to work wasn't difficult. Also, the fact that we had the option of night shifts, which opened up my availability to work quite a bit."**

Recently, Anne was promoted to our Resource Planning department in March 2020 as a Scheduler. I asked Anne why she applied for this position.

Anne: **"I heard about the fact that Resource Planning was hiring, and with the encouragement of the supervisors, I applied for this position"**.

Since joining our team, Anne has been an excellent addition. Her primary focus with scheduling is with our aviation contracts, particularly, Toronto Pearson International Airport. On a daily basis, I can see Anne continuously trying to improve her skill set. She asks lots of questions and listens to feedback from her coworkers, her manager, operations team and the front-line employees. On a weekly basis, Anne reaches out to all her assigned casuals to check in on them, and to find a schedule that would work best for them. Anne brings to our team a knowledge of Airside posts, and she has built relationships at the airport that she is able to bring with her into Scheduling to work to her benefit.

Here are Anne's thoughts on Resource Planning so far: **"I love working with the Resource Planning team! Everyone is very helpful - since I am new, they were all very helpful; always answering my calls and helping me with whatever I need!"**

Welcome to Resource Planning, Anne Kumar!!

If you are interested in speaking with Anne directly, you can always call our scheduling line – **416-481-0022**, or you can email her at [AKumar@security-asp.com](mailto:AKumar@security-asp.com).

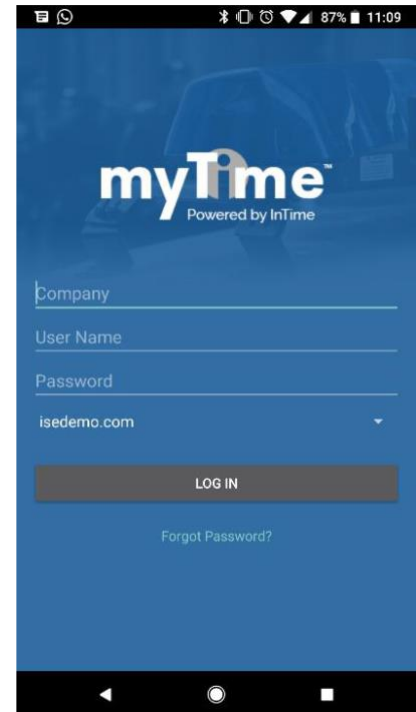
## **InTime Password Reset**

*By Darren Scott, Advanced Forecasting Analyst*

**I**f you are using the InTime app, your password will expire every 45 days. This is for security reasons and you must choose a new one.

If you are like me and have too many passwords already, I would suggest swapping between two. If you have difficulties resetting your password or forget your password, follow the below instructions:

1. Verify we have your correct email address in the system.
2. Select “Forgot Password” and enter your email address.
3. Follow the link in your email to select a new password.
4. Enter your login information:
  - Company: ASPInc
  - Username: Provided from HR and Resource Planning
  - Password: XXXX
  - Server: select server3



## **Time to Fall Back!**

Daylight Savings Time ends on November 1, 2020. Don't forget to adjust your clocks accordingly!



## **Employee Spotlight at Calgary International Airport Samantha Johnson & Cam Schulte**

*By Elizabeth Warwick, Operations Manager*

**S**OC Operators Samantha and Cam received an urgent video review request from an out-of-province police agency, regarding a homicide suspect who had landed in Calgary on an inbound flight.

The two operators quickly began reviewing CCTV footage and were able to identify and locate the suspect based on a photo provided by police. They saved a total of 16 video clips and were able to provide the police with very important details to assist in their investigation, including the exact time and taxi number that the suspect left in.

Both the police and the YYC Security team were extremely appreciative of the assistance of these two dedicated and skilled operators!



*Samantha Johnson, SOC Operator, receives Certificate of Recognition  
from Dean Lovric, President & CEO*

## Shannon Jacobson

**S**upervisor Shannon Jacobson was conducting groundside patrols of airport property when she observed an individual who was behaving in a suspicious manner in one of the parking lots.

She approached the individual who informed her that he was waiting for a friend, but Shannon felt that something was off. She reported the suspicious individual to the on-duty SOC Operators who monitored his activity via CCTV. The individual then started trying the door handles of parked cars in an attempt to find an unlocked vehicle. Calgary Police Service Officers were dispatched and located the man inside of an unattended vehicle. The individual was subsequently arrested.



*Jaspreet Badesha, SOC Operator, receives Certificate of Recognition from Angus Wilson, Director, Aviation Services*

## Jaspreet Badesha and Derek Steman

**S**OC Operators Jaspreet and Derek were on shift when they received an urgent report of an individual who was observed walking airside and crossing runways and taxiways, presenting a major security and safety concern to himself and others.

The two operators quickly responded and began reviewing CCTV and dispatched Calgary Police Service. It was determined during the investigation that the individual was disoriented and confused due to medical issues and had climbed over the fence to enter the restricted area without realizing he was on airport property. Jaspreet and Derek went above and beyond their duties to assist the IOC team, and even spoke directly with the individual to determine the details of the incident and assist with providing translation services for the individual.



*Derek Steman, SOC Operator, receives Certificate of Recognition  
Angus Wilson, Director, Aviation Services*

## New Training and New Normal

By Daniel McCormack, Quality Control Manager

**N**ew normal is something that we have heard quite a bit since the beginning of the year.

We are in a different time and every aspect of a company's operation has had to change in order to adapt and overcome. A.S.P. wants to ensure that the goal of continued growth and success is achieved each quarter, and it is only possible when all work toward that goal.

What does that mean for you, me, and the company? Adapting. Adapting training and procedures so we stay safe, stay effective, and stay on top of the fluid and changing landscape of the pandemic era. This will make the post-pandemic transition easier and sooner. What does it look like? It is increased virtual training, emphasis on digital reporting and ensuring that we are following public health measures as we perform our roles.

At YYC this quarter, we have completed virtual and reduced-capacity training, and have begun overhauling our iSpring modules. Our staff have reported positively on the comprehensive modules for radio communications, report writing, and of specific note, the Guardtek how-to module, which presents our guards with an intimate knowledge of how to utilize Guardtek to the best of their ability. A strong positive of the training being virtual is that anyone can finish the training on their own schedule, which many of our team enjoy. Staff have expressed that they appreciate being able to go over the material at their own pace.

The future of training and engaging with staff in incentive programs is all virtual. The new normal training landscape for A.S.P. is one that uses venerated technologies and software to deliver, receive and improve upon these things.

All of you, across all A.S.P. sites, are encouraged to put a piece of yourselves in the training by providing feedback so that we can continue to innovate. It is the cooperation between us all that will get us through the good times and the tough times. If you have ideas, we want to hear them!



## **A.S.P. Employees: Everyday Superheroes**

*By David Ramlagan, Training Coordinator, Aviation Security*

**O**ur clients, whether they are airport authorities or property/project managers, are people who we instinctively view in a high regard. We have all seen them around the job site from time to time and are very aware of when the “boss” is around.

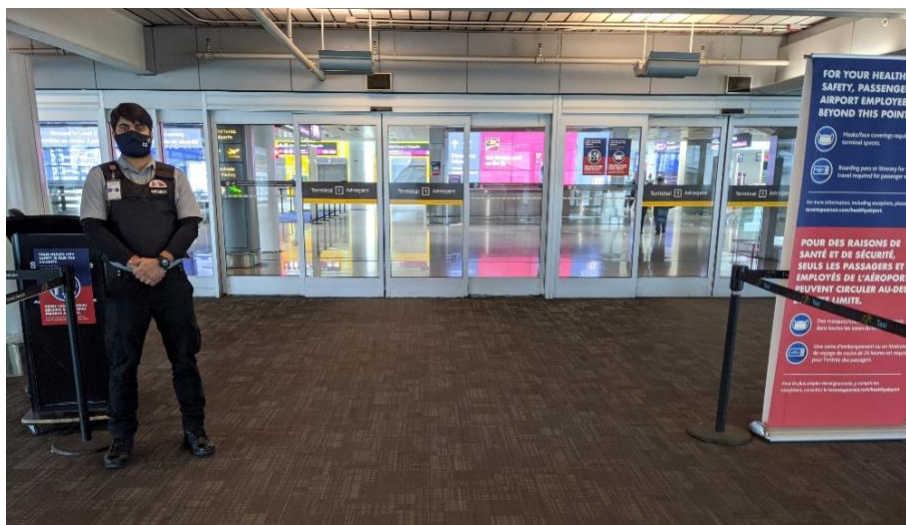
Clients are viewed as leader figures who can answer our questions and provide support when needed. However, when disasters with tragic consequences occur and questions cannot be answered, our clients look to you to lead the way.

We have been inadvertently thrust into the spotlight during this pandemic. Airport access points seem to be moving towards the front-of-house, where we must deal with more people and enforce stricter measures. You have been shifted out of your comfort zone and are working tirelessly to ensure this virus does not take any more lives.

Our clients are noticing your efforts. The spotlight is on you and your actions will be remembered for a very long time.

The definition of the word “Guardian” means to *keep safe from harm or danger; protect; watch over*. You might look at yourself as just another employee, but these are things that many pray for during times of distress. As a Guard, this definition also describes the natural qualities you carry, and an underlying reason why you chose the security field.

Protocols can fail during a crisis. But your ability to quickly adapt, keep the flow of information open, and restore a sense of order and safety reminds our clients of how vital you are. I have always considered each A.S.P. employee an everyday superhero, but your response to COVID-19 now has many others thinking the same.



*Syed Alvi positioned at a new front-of-house location at Toronto Pearson*

## Service Request App (SRA)

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

**W**e are proud to announce that the long-awaited **SRA (Service Request Application) development has completed.** The SRA is a fully functional mobile application for ordering all services from Explosive Detection Dog Teams to Access Control and everything in between.

The SRA allows for full control of the services ordered and includes a budget-tracking feature for our valued clients to keep track of their funds spent on services ordered from A.S.P.

Extending and changing service requests can be done within the app and notification of changes are sent in real time as schedules are filled and adjusted.

Our onsite supervisors will utilize the app to mobilize required staff for the day-of operations and have the ability to work with clients onsite to make schedule adjustments.

Visibility of all services ordered, past and present, allows for the monitor and control of invoices and future requests.

Direct connectivity to our resource planning team ensures that the services ordered are accurately scheduled and deployed to the correct locations.

The SRA is currently in beta testing and will be available to existing clients in a staggered roll-out through mid-October and available to all of our clients in November 2020.

A.S.P. is excited to move towards a paperless process that is accurate and efficient, giving our clients more time to focus on the work that matters to them and the confidence to know that our team of experienced personnel will be there to support their front-line teams.





## Organizational Announcement

*By Debbie Ciccotelli, Vice-President, Strategic Initiatives*

**I**t is my pleasure to introduce and welcome our new **Technical Writer, Zoma Ogbonna**, to our A.S.P. family.

Zoma officially joined us on **September 21, 2020**, when she began an extensive onboarding/orientation program for a few weeks to familiarize her with the organization and our business. She will be working across the organization and reporting to me.



Zoma has over 14 years of Technical Writing experience. Prior to joining A.S.P., she held the position of Senior Business Analyst and Technical Writer at **Workplace Safety & Insurance Board**.

Zoma holds a Bachelor of Arts Degree in

English Literature and Ethics from the **University of Toronto**, as well as a Juris Doctor degree from the **University of Pittsburgh School of Law**.

Zoma has a wealth of expertise and experience in developing RFP proposal documents, as well as corporate and operational policies, plans and procedures. Zoma’s project management and process review experience will be a definite asset to the company; her bubbly personality, combined with her collaborative approach, makes her a great fit to the A.S.P. family.

Zoma will be based in our corporate HQ office in Burlington and her company email address is [zogbonna@security-asp.com](mailto:zogbonna@security-asp.com).

Please join me in giving Zoma Ogbonna a warm A.S.P. welcome.

## Saluting Our Office Support Service Teams

*By Debbie Ciccotelli, Vice-President, Strategic Initiatives*

**O**ur A.S.P. support service teams play an integral role in our business. These teams include our Finance, Human Resources, Administrative and Resource Planning teams, who provide many key services ranging from client invoicing, payroll, scheduling, recruitment, employee communications, leave management, etc.



*From Back to Front: Natasha Stephenson-Belle (Manager), Harpreet Saini, Colin Catney and Hardeep Khaneja*

As a result of the COVID-19 pandemic, A.S.P followed the recommendations of Health Agencies and elected to reduce or temporarily lock down offices and transition office support employees to a remote (work from home) environment. This transition required the company to ensure that these employees had the required tools and technologies to effectively work remotely and our employees had to quickly adapt to this new way of working.

While we recognize the challenges our front-line

essential services employees experience, our office support staff also experienced significant challenges adapting to working remotely, which were further complicated by school closures, spouses/partners also working from home or job loss, pressures of social/physical distancing as well as the increased workload associated with COVID-19 business disruptions.

Challenges such as:

- Lack of home offices/space or privacy
- Distractions/interruptions in the home environment
- Learning and relying on new technologies and associated technical difficulties
- Feeling disconnected from their teams
- Balancing work and private lives

Most of us are “wired” for human connection; when forced to unplug from these connections and relationships, we feel the effects of isolation and loneliness and the adjustment to working remotely impacts each of us in different ways.

These individuals put in the effort, quickly adapted to working from home, stayed productive and focused. I know it wasn't easy.

Their commitment, dedication and discipline were critical to our ability to maintain business continuity and serve and support our front-line employees during this difficult period. I am extremely proud and inspired by the way these individuals rose to the challenge. Loyal and dedicated employees like this are the foundation of our company.

As we begin to transition to the next phase (re-entry), I wanted to take a moment to thank our office support team employees for what they have they have done – their contributions made a difference.

## Above and Beyond...

By Vince Bozzo, Director of Operations,  
Aviation Division

**W**hat an extraordinary team! On August 9, 2020, we received a wonderful note from our partners at Toronto Pearson International Airport, expressing their gratitude for an OSR team that truly went above and beyond!

A passenger arrived from Greece and collapsed at the bottom of the escalator leading into Terminal 1 Customs Hall. Without hesitation, Emirates crew jumped into action. After finding no vital signs, they started CPR compressions, while switching teams and supporting each other in counts and procedures.

At the same time, **OSR Manager Harprit Kaur** grabbed a defibrillator from the PIL (Primary Inspection Line), which was used to administer a shock. Once the EMS team arrived, they took over the situation. The passenger was revived and transported to the hospital with vital signs. Thanks to amazing teamwork and quick reaction, this passenger's life was saved!

Thank you to Harprit and our fantastic OSR team members who supported her that day.



Harprit Kaur, OSR Manager

## Reflections on RES/CIC

By Cliff Sampogna, Director of Operations,  
Residential/Commercial Division

**O**ver the last few years, the Residential and Commercial division has experienced a lot of change. This change has created a unique and special environment throughout the organization.

As I reflect on how we have grown and adapted to the change, I want to take this opportunity to reflect on our successes and learning opportunities. When I first started with A.S.P. Security (more than five years ago) the RES/CIC division was in a position of creating an identity and working towards creating a brand that would allow us to provide the specialized services that we wanted to our clients and our A.S.P. family members.

The last few years have seen immense growth and brand recognition. This is usually something that is looked at as success at a senior level, but I can truly say that this is not because of anything I have done, but is because of everything our A.S.P. family in the field and support team has done. Our team in the field is second to none and as I continue meeting new and veteran employees I am continually amazed by the passion, drive, and love for the organization you all have for making A.S.P. successful. Because of you, we have been able to have the success we have had.

During these tough and unprecedented times, I have seen people sacrifice so much and dedicate themselves to their positions to make sure that we continue serving our clients at the level they expect from A.S.P. This is a true testament to your character and work ethic.

2020 has been a very challenging year for the world and A.S.P. has not been isolated from

these challenges; because of the work our A.S.P. family has done, we have been able to become even stronger and have been able to use our strength to get through these tough times.

We have a lot of projects on the go currently and I look at these as new positive challenges that I get to pursue with confidence, because of the concrete foundation that our team has built in the field and in the office. Our growth is truly because of the reputation that all of you have created for our organization and I cannot be any more humbled to be the person that gets to lead this amazing team into the next phase.

Some of the projects that you will see in the near future will be new vertical markets within the division, as well as technological updates and processes. Another great initiative our management team is doing is to create a strong succession planning with our A.S.P. family. This will allow us to continue identifying and growing our team members within for future growth and opportunities. If you have an interest in opportunities within the company, I encourage you to reach out to us and let us know.

Over the next several news articles, I will continue providing you with new and exciting things that are happening within the division. I look forward to the next phase of our evolution.

## What a Summer!

By Angus Wilson, Director, Aviation Services

**I**would like to thank and commend everyone for all their hard work and continued dedication as we work our way through the ever-changing environment that we find ourselves in.

There has been so much activity in the Aviation Security world that I am only going to highlight a few items for each of our airport security contracts at YYZ, YYC and YSB.

## Security Services at Toronto Pearson International Airport (YYZ)

With the constant evolving challenges and requirements presented to us due to COVID-19, A.S.P. has continued to provide excellent service to the GTAA. Not only in the service we provide to our clients, but also how we train employees. We are now doing a combination of online and classroom training to ensure all of our valued employees are kept up to date with their training.

We at A.S.P. have supported the GTAA with a number of trials over the last few months, by providing this vital support to the GTAA it has enabled the GTAA to operate at an optimal level, giving the travelling passengers through GTAA the confidence that every step is being taken to ensure their safety and wellbeing is of paramount importance.

An example of this is our Specialist team who are ensuring that every passenger, employee and contractor comply with safety regulations and wear masks within the Terminals. Below we have an email from Bryan Scott, Associate Director – Security Operations commending the A.S.P. Specialist team on their efforts in carrying out this vital function.

Good afternoon Garinder, sending a quick note of thanks and appreciation to you and your team for the continued professional and positive service being provided. With the current and unprecedented environment, we find ourselves in, you and your team have maintained and exceeded the service level needed at Toronto Pearson.

As we, together in partnership, work in keeping everyone safe and secure at Pearson, we added a new level of health conditions. The additional health conditions are a vital part in keeping the airport operational and is the base for future rebuilding of the aviation industry. It is appreciated that when asked there was no hesitation in providing the necessary resources to assist in this endeavour. It was an unknown area, with unknown scenarios, and with the support of your organization we were able to implement appropriate and unprecedented measures to limit the health exposure to passengers and employees. The work to set the health practices in place has been recognized, most recently with Toronto Pearson Airport being the first Canadian airport to be accredited under the Airports Council International (ACI) Airport Health Accreditation programme.

I have heard of reports and been part of many incidents of good and unfortunately not so good behaviour from the general public and our airport employee colleagues. It is appreciated of the continued professional and respectful manner that you and your team take when interacting with the sometimes-inappropriate behaviour of the few. It is also appreciated of the dedicated and consistent approach to advising and educating everyone on the needed health direction, as we continue to try and protect people, the airport and the industry.

Please pass along my thanks and appreciation to all who have and continue to help us through this time.

Thank you,

Bryan



**Bryan Scott**

Associate Director, Security Operations

Greater Toronto Airports Authority | Governance, Corporate Safety and Security

Congratulations to Toronto Pearson Airport on being the first Canadian airport to be accredited under the Airports Council International (ACI) Airport Health Accreditation program. All A.S.P. employees at Pearson Airport can feel proud for your contribution in this program.

## Security Services at Calgary International Airport (YYC)

Firstly, I would like to congratulate our client Sherry Beard on being promoted to YYC's Director of Security, Safety and Environment. We look forward to having a continued partnership with you for many years to come.

Secondly, congratulations to A.S.P.'s Daniel McCormack on his promotion to Quality Assurance Manager. Since taking over the role, Daniel has made a number of excellent improvements to the service we are delivering to YYC. One of these is modifying A.S.P. reports to replace YYC Incident Reports enabling YYC to receive regular occurrence updates that are identified by our security team at YYC.

There has been a number of client commendations for the A.S.P. Security Team at YYC over the summer. Samantha Johnson, Cam Schulte, Shannon Jacobson, Jaspreet Badesha and Derek Steman are a few I would like to mention. Thank you for your fantastic work and great service you are providing.

## Security Services at Sudbury Regional Airport (YSB)

There has been a number of changes with the Service we are providing at Sudbury Airport.

Welcome to Dawn Larsen - Manager, Marketing, Communications & Customer Experience who has taken over as our client for the Greater Sudbury Airport.

In addition, A.S.P.'s Noman Butt, Client Support

Manager, has taken over the management of the Security contract for A.S.P.

Protection of health, safety and well-being of employees and passengers is of utmost importance not only to the Greater Sudbury Airport, but is crucial to the service A.S.P. delivers to our clients. As such we have run a course on Security Operations and Customer Service with the A.S.P. team at GSA. It was a great training session with our client Dawn attending and providing some valuable insight. The focus and contribution from the team was over-whelming and is evident that the A.S.P. Security team are passionate about the work they undertake at GSA.

## Israeli Start-up "Virusight Diagnostic" Signs Strategic LOI with ICTS Europe for COVID-19 Rapid Screening in International Airports around the Globe

*ICTS Europe is the parent company of A.S.P.*

**V**irusight Diagnostic is a newly formed Joint Venture of Sheba Medical Center's ARC Innovation Center & Newsight Imaging. The pilot is due to start at airports in the EU.

**(Ramat Gan, Israel, September 22, 2020)-** In a ground-breaking effort to keep international airports open and providing safe travel for both tourists and business executives in the COVID-19 era, **Virusight Diagnostic**, a newly formed AI (Artificial Intelligence) healthcare venture between **Sheba Medical Center's ARC Innovation Center and Newsight Imaging**, has signed a strategic LOI (letter of intent) for

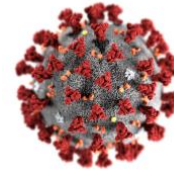
rapid screening of airline passengers with **ICTS Europe**, a leading security provider at major airports across the globe.

Virusight obtained the rights to use the **SpectraLIT™**, Newsight Imaging's portable and accurate spectral analysis device, empowered by Virusight's software solution combining Machine Learning and Artificial Intelligence. The method has been clinically proven at **Sheba Medical Center**, the largest hospital in Israel and the Middle East to identify viruses such as COVID-19 in seconds – using a simple oral mouth rinse. The company is now joining forces with ICTS Europe to implement the technology and screen thousands of passengers in airports worldwide.

ICTS Europe is an international group with over 30 years' experience in providing security solutions to organisation within the Aviation, Public Transport, and Corporate sectors. ICTS operates in 23 countries, covering over 120 airports and 300 operation centers across Europe, North America, and the Far East.

***The two companies agreed to start a set of supervised pilot programs at targeted airports in an attempt to release the world from the pandemic travel lockdown. Tests will be immediate, affordable and monitored, so that airports and airlines can optimize the level of safety by mitigating the risk of COVID-19 infection. Following the pilot's completion and analysis, a wide deployment of the technology is expected in airports across ICTS Europe's existing infrastructure, utilizing Virusight's Imaging technology backed by ARC at Sheba Medical Center.***

**ARC** (an acronym for **Accelerate, Redesign and Collaborate**) has made headlines around the world during the pandemic, by introducing a range of digital and tele-health solutions to deal with COVID-19.



**Oren Sapir, ICTS Europe's President & CEO**, commented, *“Since the outbreak of COVID-19, ICTS Europe has played an important role in supporting the aviation community, by assisting with recovery via our Back in the Air initiative - a package of innovative solutions aimed at boosting confidence amongst passengers and stakeholders.*

*As travel restrictions are gradually lifted, innovation and technology will continue to be central to the industry's recovery, and so we are proud and extremely pleased to join forces with Virusight to unveil SpectraLIT™ - a groundbreaking COVID-19 screening solution, powered by unique machine-learning and AI capabilities.”*

Sapir added, *“Thanks to its flexibility, SpectraLIT™ can be tailored to meet the specific needs of each individual airport, airline or any other organization who may be looking to integrate screening capabilities into its operations. SpectraLIT™ not only complements our existing range of solutions, but also has all the required components to become a key feature in our Back in the Air initiative. We chose Virusight due to its proven diagnostic track record. Combined with ICTS operational expertise, SpectraLIT™ is set to become the industry's benchmark for passenger screening against COVID-19.”*

**Eli Assoolin, CEO of Newsight and Board Chairman at Virusight Diagnostic** said, *"We are very pleased to sign this important LOI with ICTS Europe, just a few weeks after we have formed our joint venture with Sheba Medical Center. Our solution for COVID-19 is currently in the process of receiving regulation approval and is ready for deployment in COVID-19 hot-spots such as airports. Our strategy is to enable a return to a normal lifestyle by selecting the best-in-class partners in each domain. ICTS Europe is a leader in their field, with wide-spread proven success and brilliant solutions which are currently already deployed in many places. The two companies will strive to cope with the challenge of mass screening of airline passengers, and we are keen on seeing the world of travel getting back to a normal routine."*

**Dr. Eyal Zimlichman, Chief Medical Officer and Chief Innovation Officer at Sheba Medical Center** stated, *"This agreement, is an important milestone for the company, digital health will transform healthcare and this is yet another example of leveraging AI technology to mitigate COVID-19. We formed ARC, our innovation model with the aim to accelerate innovation through redesign healthcare by collaborating with partners. This is an active example of the model at work."*

### About ICTS Europe



ICTS Europe, owned by the French holding company **Sofinord**, is a leading supplier of security and passenger processing solutions, providing a broad range of services and technologies across a variety of industries. Leveraging its global network of operational hubs, in-depth industry knowledge, and technological capabilities, ICTS

Europe protects organisations' most valuable assets end-to-end. Combining extensive experience and specialised skills, ICTS offers a comprehensive portfolio of targeted solutions that span across its clients' value chain - from flow facilitation, explosives detection and X-ray screening, through to risk resilience, compliance and process optimisation,

With more than 16,000 employees worldwide, working in more than 120 airports in 23 countries, ICTS continues to work closely with its airport, airline, and high-end corporate clients, developing the next generation of responses to evolving security needs, emerging threats and changes in the operational landscape – a company committed to continuous innovation.

Contact via [Udi.bechor@ictseurope.com](mailto:Udi.bechor@ictseurope.com).

### About Virusight

Virusight is an AI software company, using unique spectral acquisition and analysis technology, for pathogenic diagnosis.

The company is developing revolutionary COVID-19 rapid tests, based on Newsight Imaging's spectral technology while using a non-invasive oral rinse. The technology allows for an immediate, affordable, and portable solution, which will be able to identify other viruses in the near future.

Founded in 2020 in response to the COVID-19 pandemic, Virusight was created to develop an accurate, real-time virus diagnosis solution. The company is a result of mutual collaboration between Newsight Imaging and ARC at Sheba Medical Center, the largest hospital in Israel and the Middle East and recognized by Newsweek Magazine as one of the Top 10 Best Hospitals in the World.

Contact via [Michal.Cooper@nstimg.com](mailto:Michal.Cooper@nstimg.com).

## Word Search

Submitted by Petra Nash, Executive Assistant

### Airport

W	T	A	R	E	N	N	A	C	S	T	B	R	M
O	T	F	D	E	G	A	T	E	D	I	E	A	E
R	L	A	E	F	A	C	I	L	I	T	Y	E	E
R	A	E	S	A	R	R	I	V	A	L	R	T	G
A	E	Y	K	Y	T	I	R	U	C	E	S	N	A
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M	I	M	E	C	L	U	E	A	G	E	N	T	A
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T	E	R	M	I	N	A	L	R	I	O	A	E	Y
Y	G	F	I	O	F	F	I	C	E	L	A	E	O

CUSTOMS  
RECLAIM  
DESK  
OFFICE  
LOUNGE  
TAXIWAY  
SCANNER  
RUNWAY  
BUS  
SECURITY  
POINT  
TERMINAL  
BOARD  
SIGNAGE  
ARROW  
FRAME  
GATE  
FACILITY  
AGENT  
ARRIVAL

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