



A.S.P. Wins Business Excellence Award

It is with great pleasure and delight that we announce that A.S.P. has been awarded the Business Excellence Award in the large company category from the Burlington Chamber of Commerce.

A.S.P. was one of four final nominees for this prestigious award and at the Gala event on **April 4, 2019**, it was announced that A.S.P. had won the award in our category. The 2019 Business Awards Gala event celebrates the significant accomplishments of the brightest and best that the Burlington business community has to offer.

This was an extremely proud moment for A.S.P. and we wish to congratulate and thank the entire organization for making this possible.



Left to Right: Garinder Grewal, Debbie Ciccotelli, Jim Catney, Angus Wilson, Dean Lovric (President and CEO), Paul Parkinson and Natasha Stephenson-Belle.

We are proud to share this news with all our employees who have worked very hard to maintain the quality standards of A.S.P. and to always ensure we deliver a premium service to our clients and customers. It is because of the combined efforts of each one of our employees that we have managed to achieve this success.

Welcome, Tom Lawson!



A.S.P. would like to welcome Tom Lawson to the A.S.P. Family. Tom will be joining A.S.P. as our Strategic Advisor.

General Thomas James Lawson CD2, CMM, MEng, MPA, ICD is a retired Royal Canadian Air Force general. Lawson was Chief of the Defence Staff (CDS) of the Canadian Armed Forces from October 2012 to July 2015. He previously served as Deputy Commander of the North American Aerospace Defence Command.

As a member of perhaps our nation's only four-generation Royal Canadian Air Force family, General Lawson looks back on his 40-year military career with deep appreciation. It allowed him to recognize the critical importance of developing leadership qualities within organizations. He especially credits his time as CDS in command of the Canadian Armed Forces as a key opportunity to broaden and hone his strategic visioning skills.

A.S.P. and the Power of Teamwork

By Jim Catney, Vice-President, Aviation and Transportation

Teamwork...it plays a critical role in building and sustaining successful businesses and work environments.



Our team continues to grow and it is important that we continue to welcome new team members and assist them in adapting to their new company and with being successful in their new role.

"Great things in business are never done by one person; they're done by a team of people." – Steve Jobs

Our team collaboration and growth over the last several months has resulted in many new employees in Ontario and Alberta. It is exciting to see the newly created teams continue to develop and reflect our A.S.P. values and culture.

The entire A.S.P. team is responsible for our recent successes and we should all be proud. For us to continue to grow, we have to make sure that we continue to work together effectively and support each other in our various roles within the organization.

"Our destiny is not written for us, it's written by us" — Barack Obama

How can we improve teamwork at your work location? How can you assist? Do you have any recommendations for team building activities that we can consider to implement?



I am interested in hearing back from our employees; email me your ideas/comments on "Teamwork" at jcatney@security-asp.com.

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Avoid Slip/Trip Injuries in the Workplace

By Garinder Grewal, Service Delivery Manager (Aviation)

Every year, many employees suffer injury as a result of a slip or trip at work.

Over the last 10 years, the number of slip-related accidents has been increasing. It is important to remember that safety is everyone's responsibility.

YOU can reduce the risk of slipping or falling by:

- ★ Wearing appropriate foot wear.
- ★ Immediately calling IOCC Non-Emergency for all spills.
- ★ Call Snow Removal Desk if snow/ice builds up at airside post.
- ★ Taking your time and paying attention to where you are going.
- ★ Walking with the feet pointed slightly outward.
- ★ Ensuring that things you are carrying or pushing do not prevent you from seeing.



A positive attitude towards health and safety can prevent most slips and trips. A 'see it, sort it' attitude is always best. The opposite of this is an attitude whereby

people leave things they see. Just because one person sees something and is able to avoid an accident, doesn't mean that everyone else will be able to do the same.

By taking simple precautions, the risk of personal injury from a slip, trip or fall at work can be greatly reduced.

Punching In and Out

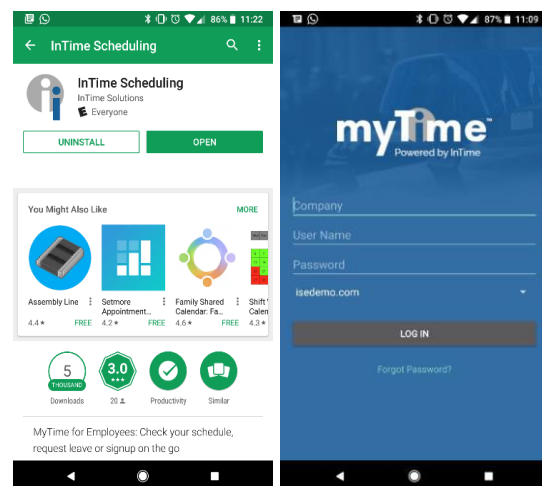
By Darren Scott, Resource Coordinator

It is critical that all employees of A.S.P. punch in and out for each shift. Failure to do so may affect your pay.

Punching in and out is simple using the InTime Scheduling App. Review the instructions below and if you encounter any difficulties, please contact your Supervisor or the Resource Planning Department.

1. Download the **InTime Scheduling App**.

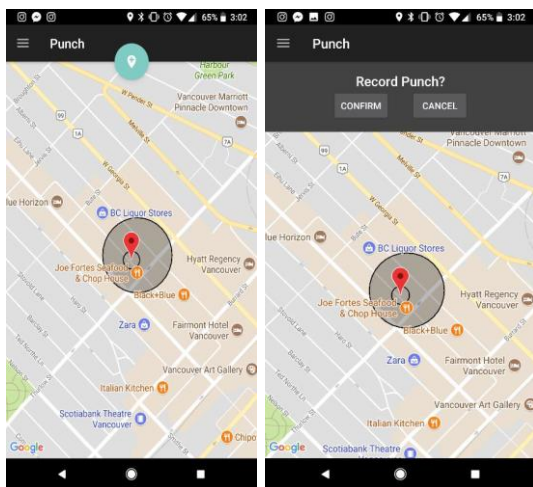
The app is free and available on the App and Play Store.



2. Open App and Login using the following Employee Credentials:

- Company: **ASPINC**
- Username: **your email address**
- Password: **provided by the Resource Planning Department**
- Server: **intime3**

3. Punch in at the beginning and end of your shift within the area specified on the app.



The InTime App has many other features:

- ★ View assignments and schedules
- ★ Submit leave requests
- ★ Sign up for additional shifts
- ★ Receive notifications of schedule changes

Resolving Paystub Discrepancies

By Paul Parkinson, Director, Finance

Do you have a discrepancy on your paystub?

To help us streamline and resolve your concerns quickly, we ask that you provide a clear response to what may be the problem, and to follow these steps before reacting:

- ★ Review your paystub closely.
- ★ Employees will often claim that they weren't paid Holiday Pay from a statutory vacation. This is usually the first line on the paystub labelled "Holiday Pay."
- ★ Change in a pay rate will result in more than one line on the paystub, reflecting the hours to be paid at the specified rate.
- ★ Feel you have missing hours? Check your

employee portal and compare the number of worked hours vs. the total hours on the paystub. If there is a difference, please bring the difference up with your immediate supervisor by completing a payroll discrepancy form.

As good practice, be sure to check your employee portal often and bring to your Supervisor's attention any differences right away so no adjustment is required after payroll is complete.

We process over 1,000 paycheques per pay! By reviewing the paystub closely and checking the employee portal often, together we can reduce the number of issues and ensure a quicker response to concerns that do come up.

Overcoming Daily Stress

By Susana Borosic, Recruiter

Spring is a time a for new beginnings. Many take this time to think about elements of their life they want to improve, remove, or introduce for a well-rounded, healthy, and happy life.

Whether you are looking to start a gym membership, change your diet, reconnect with friends, read more, or simply maintain a positive mood, you can do it, and every day can be the day you begin your journey.



There are many things you can do to get started, but at the very basic, most fundamental stage, begin by maintaining calm and balance in your state of mind.

Life is full of stressful scenarios that are bound to happen. Our generation and our culture evolve around insurance for the “what-ifs” of the future. Beyond the monthly payment you make on your car, life, and mortgage, let it go. Don’t let the anxiety-inducing scenarios of what might happen, ruin your present state of mind.



When in temporary stressful situations during traffic or long drive-through lines at Tim Hortons, take a second before you get angry or react to those around you. When driving and someone is driving aggressively around you, change lanes and forget about it. The moment you let yourself feel anger, you allow situations to have power over you. If you’re in a long line-up and you’re in a rush, take a moment to think about yourself and your day before reacting. Remember that you could own your day by waking up early, making breakfast at home, or think about downloading the Tim Horton’s app for quicker pick-up to avoid lines in the future.

Stay centred before reacting. Only you have control over your thinking and emotions. You deserve to have a good day and it’s up to you!

Changes to OHIP+

By Paul Parkinson, Director, Finance

The Ontario government is making changes to its OHIP+ Children and Youth Pharmacare program.

The changes affect OHIP-insured children and youth who are 24 years of age and younger.

What’s changing?

Children and youth with drug coverage through a private health benefits plan will access prescribed medicines through their private plan, as they did prior to the launch of OHIP+. Those with significant out-of-pocket costs, despite having a private plan, may apply for additional financial support through the Trillium Drug Program.



What’s not changing?

Children and youth with no drug coverage through a private plan will remain eligible for OHIP+. They will continue to receive drug benefits without co-payments or deductibles.

If you have any questions, please review the Ontario government’s amendment at http://health.gov.on.ca/en/pro/programs/drugs/opdp_eo/notices/exec_office_20190227.pdf.

Human Resource Team and Initiatives

By Deborah Ciccotelli, Director, Strategic Initiatives

I have been filling in as interim HR Manager for the past month and it has been a great learning experience.

I have also had the pleasure of working with the wonderful Human Resources (HR) team at both the Corporate Office and the Airport.

It is important to recognize that HR is a critical Department within any organization. In addition to the many administrative functions it performs, HR is also there to support and assist managers, as well as serve our employees and ensure that their rights and needs are met.

HR is a complex department; responsibilities vary from recruitment and onboarding to benefits and compensation, to claim and complaint investigation to performance management and organizational effectiveness.



There have been many changes in HR with some recent departures and the arrival of our new HR Generalist, **Neeru Panjwani** (pictured on the left).

We also welcome HR Consultant **Kelly Neri** on board, who is assisting the head office team in streamlining workflows and processes between Operations, HR, Resource Planning and Accounting as well as refining our new HRIS system. We hope to be in a position to begin to roll-out some of these process changes within the next week or two.

We held two **Sensitivity Training** sessions on March 26 and 27th and are planning a **Calzonetti Leadership and Coaching** session for our Calgary management team on April 23 and 24th.

Over the past month, I have truly been impressed with the passion and dedication of the HR Team and their enthusiasm to participate in the development of new processes, which will significantly improve the effectiveness and efficiency of HR activities and well as communication and information-sharing across departments. This team has been actively involved in these new initiatives while continuing with their extremely heavy workload, during a period where we are not yet fully resourced.

thank you

I would like to personally thank **Sarah Jessop, Neeru Panjwani, Sushana Lindo, Sean Gallagher, Susana Borosic** and **Petra Nash** for their dedication and commitment to the organization and for their patience and support in assisting and educating me in HR processes and activities, which has made my interim role as HR Manager memorable.

Sensitivity Training for People Managers

By Neeru Panjwani, Human Resources

A. S.P. joined hands with Sensitivity Training Canada, a leading provider of sensitivity training that builds respect in the workplace.

Sensitivity Training Canada conducted a training session for all A.S.P. people managers in the OSR division at Toronto Pearson International Airport and all support functions at our head office, including Human Resources, Scheduling, Finance & Accounting and Operations.



Continuing our belief and practice of developing our employees, the training provided an excellent learning opportunity regarding the nuances of building healthy work relationships and achieving healthy resolutions to workplace conflict. The training provided critical information and strategies for building a psychologically safe work environment that supports the mental well-being of employees.

As we work with an ethnically diverse workforce, the session also enabled the managers with tips on cross-cultural sensitivity.



CUSTOMER SERVICES

The managers were trained on business-critical skills of building a collaborative work environment and restoring normalcy after a workplace incident.



Happy Retirement, Frederik Babani!

By Garinder Grewal, Service Delivery Manager

Please join me in extending best wishes to Frederik Babani, who retired from A.S.P. on March 31st, 2019.

Frederik has been an esteemed member of A.S.P. for **11 years** and he has always been a diligent worker. Although he will be sorely missed and impossible to replace, he has more than earned the right to spend more time with his loved ones. Please join me as I extend our warmest wishes for the future to Frederik and his family.

A few words from Frederik:

"I would like to thank you and all the management staff from Burlington Office and Pearson Airport Office for all the great opportunities and experiences I have had at Pearson Airport working at A.S.P. over so many years.

A.S.P. provides now so many different quality services and there are so many young and old age guards with so much diversity of experiences. There are many upright accomplishments, but I would like to highlight one example of the great work, the website aspinc.ispringlearn.com. It is a very powerful training resource for the new and old guards to provide and refresh their knowledge. ."

While I look forward to enjoying my retirement, I know that I will miss A.S.P. - Company. I will remember always the old times working with you and I wish you well in your business and personal life."



David Ramlagan (Training Coordinator - Aviation) and Frederik Babani (Retired)



Garinder Grewal (Service Delivery Manager), Frederik Babani (Retired) and Noman Butt (Client Support Manager)



Ramakrishna Malkapuram, Training Coordinator

By Sean Gallagher, HR Recruitment Manager

This quarter's article highlights the career of Ramakrishna Malkapuram, and his long-standing dedication to A.S.P.

As an employee with A.S.P. for over nine years, Ramakrishna's initiative has enabled him to continuously grow within the company. Prior to his years with us, Ramakrishna began his career in Security with the **Superior Court of Justice** in 2009 – the place where his passion for security and law enforcement began.



Ramakrishna Malkapuram, Training Coordinator

Interested in Aviation, Ramakrishna sought a role in **Access Control** with A.S.P. in 2010 at **Billy Bishop Toronto Centre Airport**. It took him less than a year to shine as a leader for our company, as he was shortly thereafter promoted to **Supervisor** at **Toronto Pearson International Airport** (Toronto Pearson). Ramakrishna continued to grow and develop until his next challenge was accepted.

In 2015, Ramakrishna was chosen to participate in the **Behavioral Recognition**

Training course – a requirement for all Specialist and Canine team members. It was at this point when Ramakrishna continued to shine and display his ever-present interest in advancements within A.S.P. As a result, he was selected as a **Casual Specialist** at Toronto Pearson. In 2016, Ramakrishna was selected as a **Casual Access Control Training Coordinator**, to provide support to **David Ramlagan** as guard volume increased.



It was here that it became obvious Ramakrishna's knowledge in policy and procedural requirements made him an excellent choice for **Training Coordinator**, alongside **David Ramlagan**, and in 2018, Ramakrishna was made the permanent **Training Coordinator** for the Aviation Security Division in Toronto Pearson.

Ramakrishna has been one of the most dedicated members of the A.S.P. team and continues to set the bar high, by accomplishing his set goals with an unwavering, positive attitude that some deem absolutely infectious in the work place, making him an absolute pleasure to work with. He is the definition of passion and work ethic, which is continuously recognized through numerous awards and promotions throughout his years with A.S.P.

Ramakrishna, thank you for everything you do daily for our company!

Michelle Roy, Site Supervisor, St. Lawrence Market

By Mike Moledzki, Service Delivery Manager, Residential/Commercial Division

I wanted to take this time to introduce a Site Supervisor worthy of getting to know: **Michelle Roy.**

Michelle has been with A.S.P. since November 2018 and she has taken on the role of Site Supervisor at St. Lawrence Market.

She has shown great leadership and dependability for the past four months, with praise from both her coworkers and client. We have definitely chosen the right person for this job. She has over nine years of experience in the security industry and it shows on every shift.

In 1991, she enlisted in the **Queens Own Rifles** as a Private, where she served as admissions assistant. She then worked with **Toronto Police** as a co-op student, learning valuable lessons from both experiences, whether it was defusing a tense situation, or using her customer service experience to help a customer or tenant.

Michelle has made a big impact and she shows it with a great ability in creating a comfortable and calming environment at St. Lawrence Market. She leads by example to all guards working at this location, by always being ready to put in the extra time when the site needs the help without a second thought, by creating procedures and standards for her guards to use when she is not on site, and by always being available for questions when she is not on the clock.



Michelle Roy, A.S.P. Site Supervisor, St. Lawrence Market (City of Toronto)

Her leadership has not gone unnoticed, Michelle has put in her time and shown great promise. Great job, Michelle!!

Erin Deslippe, Site Supervisor, Bay Adelaide Centre

By John Gangasingh, Manager Operations, Residential/Commercial Division

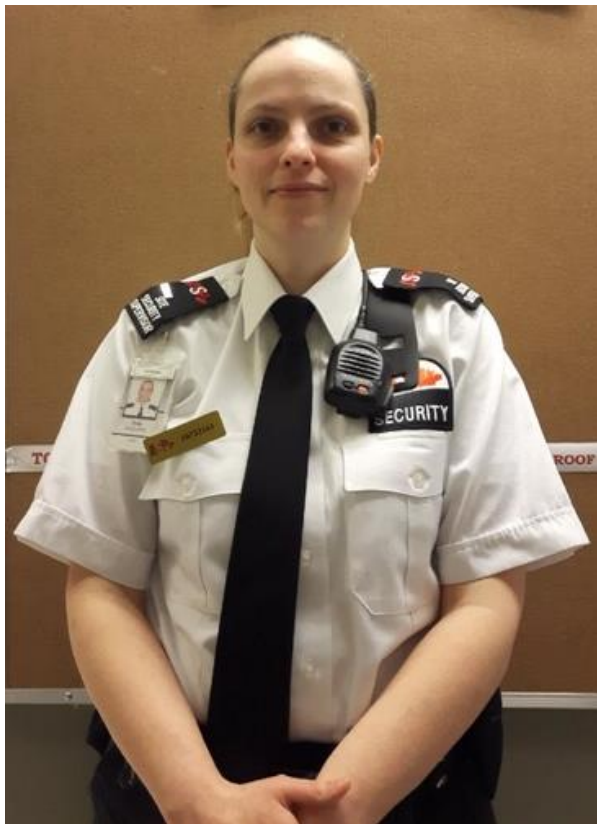
As we go into spring, A.S.P. is managing the security services contract for our high-profile client, Brookfield Properties, at the site of Bay Adelaide Centre (BAC).

BAC is soon-to-be the largest commercial/financial towers in the Toronto downtown core/Financial District.

Ms. Erin Deslippe is A.S.P.'s Site Supervisor, overseeing all operational aspects of her present buildings and team of approximately 32 full-time guards, shift supervisors and 10 part-time guards.

The Residential/Commercial Division is very proud to retain such a strong and loyal leader. Erin has that natural ability to build strong relationships with her team, creating that strong, engaged team spirit that you just can't train for!

Erin easily shines as an operational leader in our niche industry, due to her police foundations, educational background and her many years of security frontline and leadership experience.



Erin Deslippe, Site Supervisor, Bay Adelaide Centre (Brookfield Properties)

We are very appreciative and supportive of Erin's day-to-day efforts and all of her strong team's due diligence in getting the job done!

Thank you, Erin and your awesome team! Keep up the great work!

A Fond Farewell to One of Our Long-Term Employees

By Susana Borosic, Recruiter

Good luck and congratulations! After many years of dedicated service, Joshua Hopton received an opportunity in Military Policing.



Joshua Hopton enjoys his "Good Luck Josh" cake.

We thank Joshua for his constant dedication and wish him all the best as he moves forward in the next chapter in his life.



RES/CIC Community Support

*By Cliff Sampogna, Regional Manager,
RES/CIC Division*

A .S.P. has enjoyed an immense amount of success over the last few years.

This success has led to the A.S.P. family growing and becoming an organization that is recognized as a premium service provider by our peers and our clients.

Part of being successful is understanding that we have a responsibility to the communities around us and to give back where we can to truly be a community leader by helping others.

Part of our 2019 initiative is to get more involved in the not-for-profit and charity community. I am very proud to announce that we have become part of an organization that truly helps people in the community.

A.S.P. has
partnered
up with
**Shelter
Movers.**



Shelter Movers is a volunteer-based organization that provides moving and storage services at no cost to women and children experiencing abuse. Shelter Movers collaborates with community partners in Ottawa, Toronto and Vancouver to help families transition to a life free of abuse.

A.S.P. is very proud to be a part of this initiative and to provide support in our communities. To learn more about Shelter Movers, visit their website at sheltermovers.com.

As A.S.P. grows, we are looking forward to the opportunity in expanding our community efforts and be a part of the solution around us.

If you are interested in being a part of this initiative or know how else we can help, you may contact me directly at csampogna@security-asp.com. I would be very happy to discuss these opportunities with you.

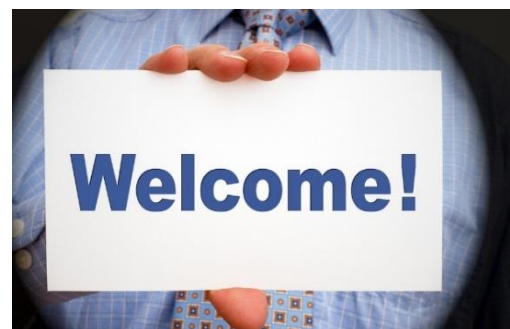
New Recruiter for RES/CIC

*By Cliff Sampogna, Regional Manager,
RES/CIC Division*

As you all know, the residential and commercial division has been growing immensely over the last couple of years.

With growth comes infrastructure change, positive change that has allowed our team to take the next step.

I wanted to take this opportunity to welcome **Josh Holowatenko** as the new Recruiter for the Residential & Commercial division. Josh has spent the last five years working in professional environments such as **Moore's** (men's clothing). Josh came on board with A.S.P. as a Mobile Supervisor and has worked his way up into the recruiter role through hard work and dedication.



Josh is also an elite athlete and currently captains Team Canada's dodgeball team. He is regularly travelling for tournaments to compete against other elite teams and countries. This dedication to his team has provided Josh with a work ethic that allows him to easily exceed the standards and break the ceiling of expectations.

I am looking forward to seeing the work Josh will do for our organization and how he will help us to get to the next level of our business successes. I am proud and honored to have Josh as part of our team and I look forward to watching him grow in this role.

I personally welcome Josh to the team and I would like everyone to take this opportunity to welcome Josh to the team.

Aviation News

Client and Passenger Commendations for the OSR Team!

By Danna Hazanovsky, Service Delivery Manager, OSR

The OSR team at Toronto Pearson does an excellent job each day ensuring that our passengers are treated with exceptional customer service and leave our airport with a great impression.

We have many examples of our team working together and executing flawlessly to deliver an exceptional passenger experience.

Here is a small showcase of some of the written commendations we have received over the last few months:

★ "We encountered a medical today at the T1 SPIL area during the afternoon peaks. A 14-year-old boy was in serious distress. Two individuals from the OSR team: **Carl Lynn Salcedo** and **Rakesh Bhardwaj** responded well to my "demanding" voice, given the situation. They were able to quickly respond, by creating a barrier with stanchions for the family while maintaining movement of the heavy passenger flow trying to stop and view the situation. Carl Lynn was able to locate a doctor in the SPIL queueing at my request in record time... it may have made the difference for this youngster!!" - **GTAA Terminal Services Representative**

★ "The operation was flawlessly executed today. Despite heavy Transborder and local connections, OSR Manager **Zapata, Jason** and OSR Supervisor **Matharu, Jasmeet** did a fantastic job in ITPC and CBP." - **GTAA Terminal Services Representative**

★ "**Ms. Shanna** saved my day! Every year I travel to the United Arab Emirates to visit my father in Dubai. I have never missed a holiday with my father. However, this year I almost lost this traditional meeting due to an employee error/oversight made by an airline employee.

Upon my arrival at Toronto International Airport, I proceeded to my next gate, but was quickly advised that I could not go to Dubai because I did not have a Visa. The airline employee insisted that I would have to apply for a Visa in order to proceed with my trip to Dubai. I insisted that this information was not accurate.

The Agent glared at me and told me I don't specialize in Visa services, and that I should never assume anything. The agent

then handed me a piece of paper with the website information and told me to go over there and apply for a Visa online.

I was in shock. I was speechless and in tears. I was asking myself, HOW could I have allowed this to happen? How could I have not known that I needed a Visa for the UAE this year?

In tears, I went to the corner by the kiosks and proceeded to find the website on my cell phone that the airline just gave me.

That's when two customer service agents through A.S.P. Inc. Security (Ms. Shanna and another young lady) noticed me and immediately came to my rescue.

Ms. Shanna consoled me and assured me that everything would be alright. Ms. Shanna then walked me over to the other side to speak with a different agent through the airline. The other agent apologized for her colleague's mistake and confirmed that a 30-day Visa is granted upon arrival. The airline agent then proceeded to print my boarding pass and apologized once again for her colleague's oversight.

Ms. Shanna went above and beyond the call of duty today. If it wasn't for Ms. Shanna, I would have missed my flight to Dubai to see my Dad.

Most of the time, companies will promise excellent customer service, but often fail to deliver what they promise to the

customer, but A.S.P. Inc. fulfilled their promise by providing a positively unforgettable resolution to my dilemma.

Thank you SO much. The initiative Ms. Shanna took today on my behalf was phenomenal. Thank You, A.S.P. Inc.”

- **Passenger Remarks**



Often small gestures of great service go unnoticed, but it is important to celebrate when the client or passengers go the extra mile and write in to our management to recognize members of our team. We are looking forward to additional excellent interactions and feedback from our passengers and the GTAA!

OSR News

By Noah Thompson, Senior Customer Service Manager

The A.S.P. Customer Service Team is tasked with providing world-class customer service to the travelling public at three major international airports in Canada. That is not where our job stops.

In many types of service disruptions, our team has stepped up and assisted where we were not normally required. On Sunday March 17, 2019, an electrical fire filled Toronto Pearson's Terminal 1 CNX Level with smoke. Our OSR Agents posted in this area

not only stayed back to assist, they maintained the safety and security of the airport by updating the passengers as they received information and helped to lead a calm evacuation in a high-stress situation.



Svitlana Portnova, OSR Agent

Adding to this, one of our OSR Agents, **Svitlana Portnova** relied on her training as a nurse to assist a passenger with an asthma attack, due to the poor breathing conditions in the area at that time.



Team work and job dedication were paramount in the successful handling of this emergency. Great Work, Team!!!!

Thanks for Your Help, Fanny Tran!

By Noah Thompson, Senior Manager, Customer Service

A. **S.P. takes great pride in our efforts to support client safety initiatives.** We recently received the following commendation for one of our CSRs, Fanny Tran, at Toronto's Billy Bishop Airport.

"I'd like to acknowledge Fanny's safety observation and addressing the unsafe work practice of a ramp employee in the check-in area last week and yesterday. Fanny's awareness of safety and addressing this is important and commendable.

Thanks for your help."



Left to Right: Danna Hazanovsky (SDM), Fanny Tran (CSR) and Chris Bentley (CSR)

At A.S.P., we take a safety-first approach to everything we do and will continue to support our client operations with vigilant "see it, report it" focus in our day to day work.

New Technology for Customer Service Reporting at YOW

By Noah Thompson, Senior Manager, Customer Service

A S.P. is constantly looking for ways to innovate and improve the way we operate both internally and externally.

At Ottawa's McDonald Cartier International Airport, we will be piloting a new technology for customer service reporting. This proprietary reporting style will allow us to provide valuable information to our client in regards to their daily operations.



The new reporting style will also provide us a quality in-depth reporting system for A.S.P. operations, allowing us to further customize our customer experience delivery to the passengers of the airports that we operate within. We are extremely excited to pilot this reporting technology and are confident that we will be rolling this out to other clients later in 2019.

It's Your Newsletter

Do you have an article or idea for the next issue of *Security Matters™*? Contact **Petra Nash** at pnash@security-asp.com.

Employee Motivation

By Mina Khani, OSR Training Coordinator

When we think of staff motivation, many things may come to mind: more money, a bigger office, a promotion, or a better quality of life.

The truth is, no matter what we offer, true motivation must come from within. Regardless of how it is characterized, it is important to get the right balance in order to ensure that we have a motivated workforce.

As part of the management team in A.S.P., we do our best to motivate our employees, by:

- ★ Recognizing and rewarding employees who are achieving above and beyond.
- ★ Offering equal employment opportunities to all employees, based on qualifications and performance.
- ★ Providing a workplace free from discrimination or harassment.

Self-motivation is the force that drives you to do things. It drives you to work towards your goals, put effort into self-development, and achieve personal fulfillment.

For example, a man who goes to work every day just to pay the bills, keep his family off his back, and please his boss is *not* self-motivated, while a man who needs no external forces to make his way to work every day and finds fulfillment in what he does is self-motivated.

Some tips and skills for self-motivation:

- ★ Setting high but realistic goals (e.g., SMART goals). (Specific, Measured, Agreed, Realistic, Time-Based).

- ★ Seeking constant feedback to figure out how to improve.
- ★ Being committed to personal and/or organizational goals and going “the extra mile” to achieve them.
- ★ Actively seeking out opportunities and seizing them when they occur.
- ★ The ability to deal with setbacks and continue in pursuing your goals, despite obstacles (i.e., resilience).

***“The Achievements of an Organization are the results of the combined effort of each Individual.”
- Vince Lombardi***

A.S.P. Welcomes New Operations Manager at YYC!

By Noman Butt, Client Support Manager

We would like to welcome Rob Desjardins, who joined the A.S.P. security team at Calgary International Airport (YYC) on Feb 4, 2019 as the Operations manager for Calgary.

Rob comes to us with 40-plus years of experience in the Airline and Airport industry. He possesses an extensive knowledge of airport security policies, procedures and processes, which will be a great asset to the A.S.P. team. He has a very great reputation amongst YYC clients and other Airport parties.

We are confident that Rob will provide an expert-level of support to his team members, and we look forward to the wonderful contributions Rob will make to our A.S.P. family.

Many Thanks to the Sudbury Team

By John Gangasingh, Manager, Operations

I'd like to provide a staffing update for all.

First, although bittersweet, our Shift Lead, **Mr. Clay Streitenberger** will be leaving us, but we wish him all the best in his future endeavours in his career path. We would also like to welcome aboard our newest member to the YSB team, **Mr. Troy Felice!**

Our Recruiting Department has been working tirelessly to support the labour demand. Stay tuned for further new team members to come!

Our Health & Safety Committee lead is now **Mr. Simon Duchesne**. Simon is one of our hard-working and dedicated guards; who I know will bring great feedback from the team to help grow and continue enhancing the health & safety measures at Sudbury Airport. We look forward to what he brings to the table.

As always, Site Supervisor, **Michelle Rieux**, has led the YSB site with passion and professionalism. I'd like to personally thank Michelle for all her endless efforts in supporting the YSB business!

Keep up the great work, YSB Team!!



Security Roles Available at Toronto Pearson

By David Ramlagan, Training Coordinator, Aviation Security

For Access Control and Escort/Surveillance Guards who are interested in applying to different security roles within Toronto Pearson, below is a brief summary of the contracted security services that A.S.P. provides. Please check our website <https://www.security-asp.com/> in the current or internal opportunities sections.

Catering Security: Gate Gourmet is the facility that prepares the in-flight meals for passengers on various airlines. The **Gatehouse Guard** at this site is responsible for ensuring authorized vehicles enter the compound. The **Patroller** looks out for signs of theft and suspicious activity. The **front-desk receptionist** assists our client with administrative tasks and ensures that authorized individuals enter the food processing area.



Airline Security: Airlines such as **Emirates** and **British Airways** use A.S.P.'s services during the time between an aircraft's arrival and departure. **Guards** are positioned on the boarding bridge to verify individuals going into the aircraft such as catering, cleaning and airline personnel. They may also be positioned on the airside for aircraft surveillance, or in the bag room to ensure luggage is not tampered with.



Door Patrol: These employees are mainly responsible for ensuring the PSL doors are locked and secure by conducting regular patrols in specific areas. When a door alarm is activated, Door Patrollers must respond, investigate, and secure the door.



Vehicle Patrol: Responsible for parking lot patrols by observing for signs of theft, vandalism or any suspicious activity. They ensure that the integrity of the PSL barriers around the airside is maintained by checking for any openings or debris along the fences. They also provide transportation assistance for GTAA personnel to deliver various supplies.



Supervision: Our supervisor team is vital to carrying out the delivery of security services to our clients, by ensuring that the security personnel are aware of the on-site procedures and are complying with company and legislative policies. They provide direct support to the security guards, assist with scheduling and coordinate with GTAA clients to accomplish various tasks.



Specialists: This security group is recognizable within the terminal by their grey shirts and tactical vests. Their main responsibility is to identify and determine the root cause of anyone displaying suspicious behaviour and respond accordingly. They also monitor restricted areas to identify employees who are not in their designated workspace.



Canine Explosive Detection (K9): The members of this security team are accompanied with trained dogs that are able to detect various forms of explosive material. They are called on to respond to unattended items and to conduct sweeps of high-risk airport areas.



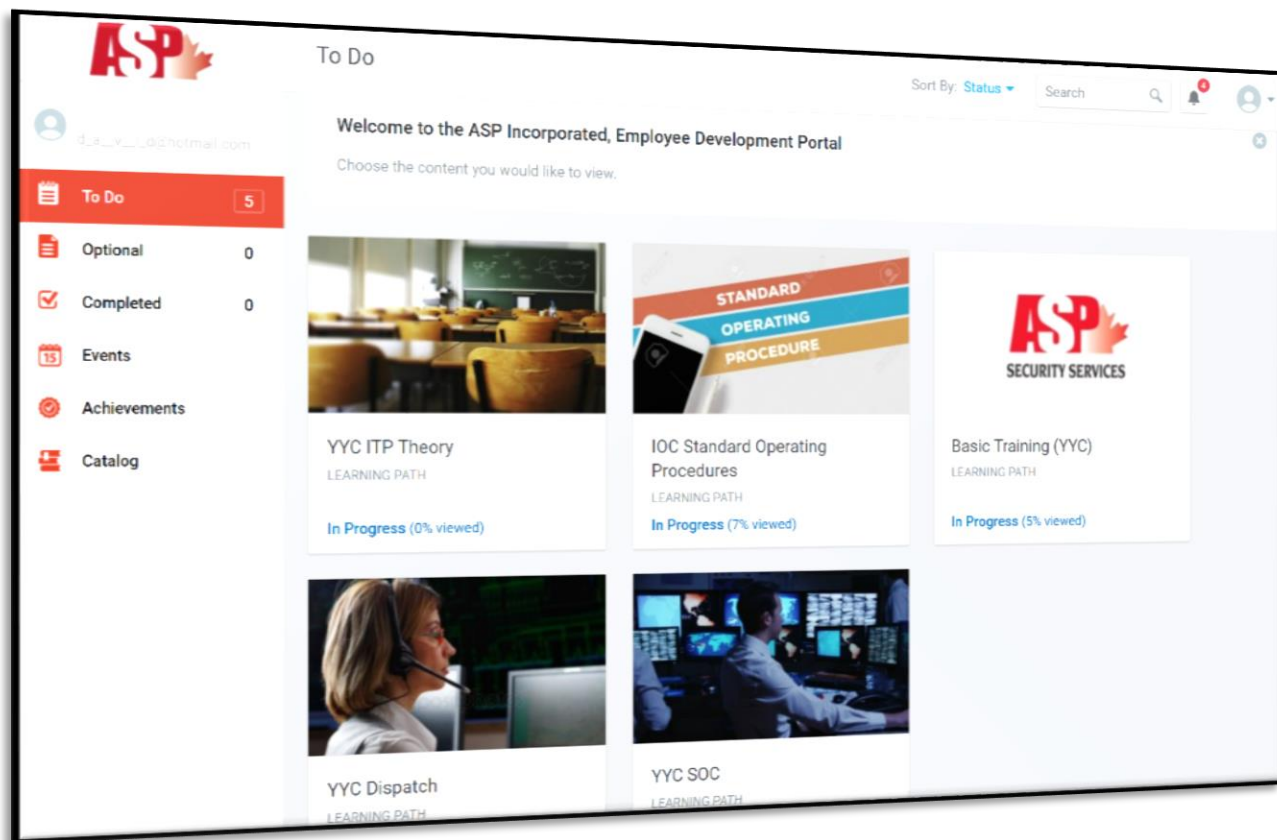
Continuous Improvement

By Angus Wilson, Director of Aviation Services

As an ISO certified company, A.S.P. is consistently looking for new ways to improve process with integrated technologies.

With front-line teams in five major Canadian airports, we are collecting enormous amounts of valuable data. This data can not only be used to drive better business for us, but for our clients as well.

We are currently conducting data mapping processes that will allow us to connect data from all A.S.P.'s lines of business. Early in Q3, we plan to work with select clients to develop customized dash boards that illustrate everything, from our front-line team performance to passenger satisfaction and other customized data sets to help improve the way we all serve our customers and the travelling public. We are also looking at technology that will allow us to improve on the security services that we provide through Bluetooth Beacons and other location tracking systems.



Our computer-based training system (CBT) continues to evolve and offers the best in up-to-date, real-time on the job training (OJT) to our front-line teams. This maximizes the time on the floor for our teams and ensures that all employees have the most up-to-date information and training. As technology advances and the customer facing landscape evolves, A.S.P. will continue to be on the forefront of the technology trends and innovations.

YYC Team Complete

By Rob Desjardins, General Manager

After several months of extensive searching through countless resumes and several interviews, I am happy to announce that the YYC A.S.P. Team is now complete.

In a few weeks, the new members of the Team will be fully trained and ready to participate and add their expertise to the existing group. A stable foundation has been laid out and the Team needs to be proactive and innovative to be successful.



Tamara Jupiter, Scheduler



Elizabeth Warwick, Quality Assurance Manager

Canine Corner/ICTS News

Canine Unit Welcomes New Members

By Mark Burnett, Explosive Detection Canine Trainer

A.S.P. Canine welcomes two of its newest members to the team, **Katrina Stachurski** and **Simon Hathaway**.

Katrina and Simon have begun their training with two experienced detector dogs **Cody**, a three-year-old Czech Shepherd, and **Edge**, a three-year-old Labrador.



Simon Hathaway and Katrina Stachurski with canine partners Edge and Cody.

Both Katrina and Simon come into the unit with experience in the security field, Katrina coming from Paladin Security and Simon an A.S.P. Specialist at Pearson Airport.

Basic training will continue for the teams for another five weeks, and upon successful testing, they will be deployed operationally on the Commercial K9 team, providing EDD services to the **Toronto Maple Leafs**, **Toronto Raptors**, and other commercial clients.

A.S.P. is fortunate to have the addition of

Katrina and Simon to our Canine Unit and we wish them good luck as they begin their canine careers.

Bristol Airport's Vote of Confidence in ICTS UK & Ireland

18 March 2019

Bristol Airport has re-appointed ICTS UK & Ireland as its Security partner, responsible for the provision of security services at the Airport.



"We are absolutely delighted to continue our long-standing partnership with Bristol Airport. We have supported the Airport through its business growth and significant expansion during the last few years and celebrate their 2018 record passenger numbers which reached over 8.6 million.

ICTS is fully committed to delivering the very best service to Bristol Airport and its passengers.

We are excited and look forward to this next phase and to being a part of the Airport's plans to develop the region's international gateway" said **Levent Ural, Director of**

Operations – Aviation Security Services, ICTS UK & Ireland.

"We are pleased ICTS has been successful in securing the contract for security services at Bristol Airport, continuing the long-standing business partner relationship. It is important to select a business partner that is able to provide the commitment, flexibility and diversity of services an airport requires and ICTS has both the capability and breadth of experience needed to meet this requirement, and we look forward to continuing to develop our relationship with them."
- **Graeme Gamble, Chief Operating Officer, Bristol Airport**



Bristol Airport is one of the 11 Airports in the UK and Ireland at which ICTS provides security services. ICTS is extremely proud of its long-serving partnership with Bristol Airport, which dates back to 2007.

Extra: The Secret of Our RFP Success

Guest Contributor

Ever wonder how we win new business and contracts through competitive bidding?

If you want a peek behind the scenes, the secret is in the **Request for Proposal (RFP)** process! An organization ("the Buyer") may post its RFP documents on a

website (such as MERX, Biddingo, etc.) or invite preferred companies to bid.



Interested parties (“*Proponents*”) respond with a business proposal. The RFP texts specify the proposal contents, format, due date, scope of work, legal terms, conditions, contract duration and all other requirements.

Some RFPs are very precise, while others are quite vague or contradictory. Some are short, while others are hundreds of pages long. The secret is to read the RFP text very carefully, many times, to find out exactly what is required. Even the best business proposal in the world will be rejected outright if it is submitted just one minute past the deadline, submitted in the wrong format, or – alas – delivered to the wrong address. Just one deficiency or minor missing detail may result in disqualification or a much lower score.

Next, we ask ourselves, is this work for us? Do we want to do it? If the answer is YES, a team is formed and work on our responsive business proposal begins. The deadlines are usually extremely tight, so the scope of work (as we understand it) is quickly divided into tasks and assigned to team members.

If directives or explanations in the RFP text are not clear, our designated team leader directs questions to the Buyer’s contact

person designated in the RFP. Often, the question period has a cut-off date, so we must be careful to ask all questions before this deadline.

Answers to questions and other amendments are usually, but not always, provided to all registered Proponents in a document called an *addendum*. An addendum may significantly (and suddenly) change the original scope of work, so each one must be read very carefully.



After our painstaking *teamwork*, our final proposal is delivered to the Buyer as instructed for evaluation.



The Buyer’s internal proposal evaluators review all accepted proposals, which means the evaluators may be reading hundreds of pages in a very short period of time. Proposals are scored and ranked according to the Buyer’s stated criteria in the RFP text. A winner is picked and – it’s A.S.P.!