



COMMUNICAE

THE PREMIER SECURITY INC. PERIODICAL

BCBUSINESS MAGAZINE AWARDS PREMIER THE 13TH BEST COMPANY TO WORK FOR IN BC!

A few months ago, BCBusiness Magazine and Watson Wyatt Worldwide sent random survey cards to our employees. These forms were to be filled out on-line and all answers were considered private and confidential. In fact, there was no way of knowing if employees even filled out the survey.

At Premier we viewed this process as a unique means of hearing from our employees. We also considered it a learning opportunity.

As the results came in, it became apparent that our company was placing quite high.

Indeed, we are with good company. Last years' list of the Top25 included 1-800-GOT-JUNK, Vancity, Flight Centre and Robeez Footwear.

The review process included the following considerations:

Productive Engagement

When employees understand their roles and want to fulfill them, they are engaged. When they have the knowledge, skills, abilities and tools they need, they are enabled.

When employees are both engaged and enabled, Productive Engagement is reached and maximum results are achieved for the organization.

To reach Productive Engagement, organizations must excel in each of four pillars: **Alignment:** employees know what to do to make the organization successful.

Capability: employees have the knowledge, skills and ability to do their jobs.

Resources: employees have the tools they need to do their jobs.

Motivation: employees want to do a good job.



Premier would like to thank each employee for taking the time to think honestly and critically about their positions and Premier's important role in protecting the people and economy of British Columbia.

FURNACES

Now that the weather is cooling down, make sure your furnaces are working properly and safely. It is a good idea to purchase a CO detector. These devices are available almost everywhere and simply plug into an electrical outlet in your wall.



PREMIER PERKS

A rule of thumb at Premier is to operate with our employees in mind. From time to time you may hear the phrase “we set people up for success, watch them doing it, and affirm them for it.” To continue this tradition we try to promote incentives that we can

pass on to you. For example included in this payroll, you should have received some free service support from the BCAA.

Other packages we are currently offering include: Coupons, gift certificates, training semi-

nars and memberships in organisations. If you have questions regarding some specific incentives please call.

We will keep you up-to-date as more and more Premier Perks are made available.

WHY SOME PEOPLE NEVER SEEM TO HEAR OTHERS

If you want to listen so you really hear what others say, make sure you're not a:

~Mind Reader. You'll hear a little or nothing as you think “What is this person really thinking?”

~Rehearser. Your mental tryouts for “Here's what I'll say next” tune out the speaker.

~Filterer. Some call this selective listening—hearing only what you want to hear.

~Dreamer. Drifting off during a face-to-face conversation can lead to an embarrassing “What did you say?”

~Identifier. If you refer everything you hear to

your experience, you probably didn't really hear what was said.

~Comparer. When you get sidetracked assessing the messenger, you're sure to miss the message.

~Derailer. Changing the subject too quickly tells others you're not interested in anything they have to say.

~Sparrer. You hear what's said but quickly belittle it or discount it. That puts you in the same class as the derailer.

~Placater. Agreeing with everything you hear just to be nice or to avoid conflict does not mean you're a good listener.

WHY SOME PEOPLE NEVER SEEM TO HEAR OTHERS

It was no small affair. Premier's success at being placed as the 13th Best Employer in BC was a rewarding and revealing process. Our employees placed us



MARTIN & RICHARD WITH PREMIER'S AWARD

with companies such as Deloitte & Touche, Cactus Club Café, 1-800-GOT-JUNK, Avis Car Rental, & the Marriott Vancouver Pinnacle. Indeed, it was a proud and humbling moment for all of us in attendance at the award ceremony on November 29th.

As the only security firm to place in the Top25 in the history of the awards, our attendance was noticed. The keynote speaker, Brian Scudmore of 1-800-GOT-JUNK, reflected on his experience in achieving first

place for the second year. In short, it took a large degree of communication, persistence and listening. At Premier, we will keep you informed, and continue to ask how we can be an even better Best Employer next year. We look forward to discussing this with you in the near future.



MATHEW & RICHARD DISCUSSING HOW PREMIER CAN RISE FROM 13TH TO THE TOP10 NEXT YEAR!



PHONE ETIQUETTE

As part of the Field Supervisors role with Premier Security Inc., we speak to many people on the phone from clients, their staff, the general public and our own staff. There have been occasions where one of our guards will demonstrate a relaxing of phone manners in how he or she answers a phone. Often I hear guards saying things ranging from “yooo” to “hey” or “what” and sometimes we hear just a “hello”. But sometimes we hear irrelevant noises or the sounds of someone eating their lunch. These and other behaviours are certainly unprofessional. When you answer the phone identify yourself by saying “Hello, this is ___, can I help you?”. This introduction period which only takes a few seconds is critical in establishing a professional phone mannerism and setting the tone for the conversation that’s about to ensue.

When on duty, you are not only representing Premier Security Inc. but the client we work for. We all strive to set an example of excellence, professionalism and be proactive in dealing with people’s concerns and problems. It is critical you use the phone with

proper etiquette. The person calling you may be one of Premier’s management team or a client; an employee or a tenant of the client or someone from the public so we all need to be at our best all the time.

When answering a phone whilst on duty, speak clearly and into the mouth piece identifying who you are. For example; Hello, Wells Warehouse, security speaking, how may I help you? or Wells Warehouse security, John speaking and if you can’t remember the name of the contract you’re working on, you can always say; Premier Security speaking, how can help you?. This clearly lets the person calling know who they have reached and shows you as a professional capable of handling any problem he or she has or are able to answer their questions.

Acting like a professional is easy, apologizing for not being professional isn’t!!!

Field Supervisor, Barry Holland

BE A DOER

If you want to be seen as a doer who can be counted on to get the job done, respond with “I will” as frequently as possible. Phrases like “I’ll try”, “I’ll see”, are less effective and often leave a customer in doubt. As a bonus, this attitude and choice of words will influence others and also influence you to get the job done.

TO CALM THE IRATE

invite, rather than tell, them to do something. Taking a polite, non-pushy approach makes customers feel like equals. Don’t issue demands such as: “I need to buy this by tomorrow” or “You must do this.” Instead say: “If you give me the billing information, I can serve you better” or “I can resolve this matter quickly if you fax me a copy of your cancelled cheque.”

FROM THE FIELD

As Field Supervisor 1 for Premier, I would like to share the following reminders with you.

All employees must check in with their supervisor when they start their shift. This includes bank employees too. There is some confusion, however, when checking in with ServoSafe. Please remember that if you work at a bank, you DO NOT need to use ServoSafe—you only need to call the Supervisors to book on and off.

Another recurring problem is that many employees are not pressing “end shift” (#3) before booking off when they are finished their shift.

Although we are happy to hear from you at any time, we remind you that schedule confirmations should be made on Thursday or Friday during office hours if at all possible.

If there are problems during your shift—including incidents, or suspicious situations, the field supervisor must be informed as soon as possible and a directive will be given. Do not wait to inform the office.



FROM THE FIELD CONTINUED

At Premier we are a 24 - 7-365 operation.

On behalf of all field-supervisors have a happy holiday and remember to stay safe!

Sukhi Johal
Field Supervisor 1



IT Security

As more and more of what we do is not only being "computerised" but integrated digitally, we have to begin thinking about securing this information. As part of this new thrust, Premier management attends periodic IT Security Conferences.

The following are some simple Do's and Don'ts of IT security. It is highly likely that you presently have some viruses and spyware on your system. This is usu-

ally commercially driven, not criminally malicious, however it is both agitating and unnerving. These intrusive programs like worms and sniffers will return again and again unless we take the precautions at home and at work. It is also important to remember that, as a security personnel, we should behave as such in both the physical and digital worlds.

When you leave your computer press "windows" "L" to lock your screen—especially in a business environment. Entering your passcode will log you in again. You may have to press CTRL ALT DEL in order to enter the passcode.

At the end of the day, laptops should be locked away - 3/4 of all IT thefts are laptops.

Any sensitive emails rates, locations & duties should be encrypted. If your computer is behaving strangely it may have spyware and will need to be scanned by an anti-virus/spyware program.

Shut down your computer every night. No sleeping, hibernating or screensaver filler. (In fact many viruses are screensavers from the net).

If you visit a website never click on a link to get there - especially an emailed link. Simply enter the web address in the browser field near the top of your screen. This will eliminate the chance of being redirected to a dummy or "spoof" site.

If you are on the web NEVER click on pop-ups - simply exit out, or restart, and begin again.

If you download free-ware, songs, or anything for that matter it will likely come with spy-ware—be careful.

Don't share passcodes. It is the most innocent way to cause problems. The more fingers typing a code, the more likely it can be copied. This is not a statement about friends or colleagues but rather spyware programs. Passcodes need to be used sparingly and must be used by only the person authorised to use it. As the admin. I need to know all these codes but that's it.

Be aware that when using wireless connections, information can be easily retrieved by third-parties. With encryption, it can actually be quite secure but this needs to be done properly. Ask for assistance from a professional.

OTHER WARNINGS

If you are not using your computer and you notice the HD wurring away, or the lights on the computer flickering, someone is likely using it as a "bot". It is unlikely they are stealing anything, but are probably using your disc space and charging storage fees as a pirate business.

Sadly, there are many spyware programs that can be using or stealing information from your computer. One example of this kind of program is a "keystroke loggers" that can record and store every single keystroke you make.

Computers are efficient and fascinating machines that can be a great assistance to individuals or businesses. By using anti-spyware, anti-virus, firewalls and the preceding tips, we can protect our information and each other.

**HAPPY
HOLIDAYS
& STAY
SAFE**



SECURING YOUR WORLD

