



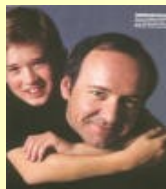
COMMUNICAE

THE PREMIER SECURITY INC. PERIODICAL

INSIDE THIS ISSUE:

<i>Premier Spotlight</i>	2
<i>How to Work Like an Amateur</i>	2
<i>My Dirty Secret: "I'm Useless"</i>	2
<i>Premier Spotlight</i>	2
<i>How to Work Like an Amateur</i>	2
<i>Management Seminars</i>	3
<i>Being Timely</i>	3
<i>Nature in Our Midst</i>	3
<i>From the Frontline</i>	4
<i>Marathon Man</i>	4

PAYING IT FORWARD



This idea or movement, spawned by the book and movie of the same name, promotes doing things for people who need help. When asked, "how can I pay you back" by someone that you have helped, say "pay it forward instead". This means that they, in turn, must assist someone who needs it with no expectations of getting anything in return.

The chances for Paying it Forward will no doubt be enhanced this Summer. Due to increased traffic, school children enjoying temporary freedom from study and hot temperatures, public interaction will become even more crucial. Although this is certainly a time of year to appreciate, it is also well documented that higher temperatures can agitate people. Remember to be extra attentive when dealing with the public, and try to be as helpful as possible. Tourists also add confusion to this

mix and typically need to be guided to destinations. As uniformed security personnel, we need to rise to the challenges that summer can bring, and assist everyone we meet. Remember that *paying it forward* is contagious.

If you would like to write an article for our Periodical, please send it via email to info@PremierSecurityInc.com, or by post.

RESPECT: an excerpt

You are more likely to be listened to and respected if you are dressed neatly and act with professionalism. It is the small things that you have to consider. How you dress is one of them. The company you work for gave you a uniform. At least I hope they did! For all you un-informed security officers, I am going to give you a quick lesson; Dressing for Security 101. What makes me an authority on the subject, you ask? Well, I have worked in security for over twelve years at over fifty sites and worked with over two hundred security officers. I have seen the full spectrum of dress from

razor-edged pant creases and stiff-collars to ketchup splattered and coffee stained shirts. I have been a supervisor, mobile and regular site security officer at almost any type of site you can imagine. I have seen and sometimes smelled it all! Your uniform must be clean in appearance and not smell. You will be surprised how many security guards fail these criteria. Either they did not wash them or they wore them too many days in a row. Believe me, it is not good if the client or visitor smells you before he or she sees you. This goes for cologne and perfume also. You may like it but if you over do it, others may not have the same sense of fashionable smell. Bathe and shave before going

to work. If you do have a beard or moustache, take care of it. Keep it trimmed and neat. Comb your hair and also keep it trimmed and neat. Wear as little jewelry as possible. Besides the fact that it could be broken or lost, it can be dangerous. And while you think that you may be making a fashion statement, it does not look professional. Black is black. Socks and shoes! Stand two uniformed security officers together—one wearing black shoes and black or dark blue socks, and the second guard wearing white. When you look at them both and compare, which one stands out like a sore thumb? Which one looks the most professional? Which one might get more

respect? That is what it comes down to - getting respect! You have to earn it by doing your job professionally. Part of being professional is to dress smartly. -James Foster Robinson, Author of *Professional Security*



Employee Handbook Reminder

You may be assigned to an entrance or other post, which calls for you to greet visitors. Look directly at the person entering, give a friendly greeting and offer to help. It is important for you to listen to the visitor's request or question. Always ask for clarification if you do not understand. Be considerate and polite and offer assistance within the limits of your Site Orders.

~p.48

MY DIRTY SECRET: "I'M USELESS"



As part of our ongoing program in management and leadership, the METRIK Management series is informative, inspirational and very funny! Please contact PREMIER about the July 21st seminar.

METRIK Management Seminars include:

"Time flies when you're bothering other people." This comment applies to the cruisers on your team. The social butterflies that circulate the felt farm for an hour before

settling in to work. They don't notice time is flying by, why? Because it flies when you're irritating others!

Learn why Nissan people work at lazier speeds, and take less time to build better cars than Chrysler does.

(Nissan 17 hrs, Chrysler 26 hrs).

Most of us don't really know how to work. We've learned how to react and feel indispensable, - but that's not work

Breakfast included!

PREMIER SPOTLIGHT:

Swinging into third place at the Commissionaries Golf Tournament last month, Spike Hughes, Manager of Operations, enjoyed his new-found fame. This was only made more impressive by his winning the Longest Drive award on the Sidaway course.

When asked how he does it, Spike simply flexed his biceps and winked, "it's the spinach" he says.



Our own Spike Hughes, Manager of Operations, alongside Allen Batchelar of the Commissionaries at the Commissionaries Golf Tournament last month.

HOW TO WORK LIKE AN AMATEUR

It's All In The Drama! The classic mark of an amateur anywhere is; amateurs quickly get caught up in personal stuff. Within minutes you will forget why you're all gathered around, talking. Whatever prompted this meeting is forgotten. Oh, the drama of it all prevails! He said, she said, what if, do you remember, - anything except the work. Welcome to amateur hour. Professionals on the other hand, they just get on with the

work. Professionals do the work. Amateurs agonize about it. To an amateur, work takes a high emotional toll, so of course they are easily overworked. Did you know you can't overwork a mature professional? That's right, you can't overwork them. Think with me for a minute. A mature pro sees everything in terms of work, units of action past a given point. Priorities, requirements, what's possible, what's not.

An amateur / immature person sees everything as the remake of Apocalypse Now. Chaos, drama, stress, sweat, worry, complaints, predicting doom & gloom. "If they keep this up, people will quit. Don't they know we're giving it all we've got? They can't do it without us, and they don't even know it. Nobody knows who they're reporting to. Who is my boss, whine, whine." etc. Could be, might not be,



HOW TO WORK LIKE AN AMATEUR CONTINUED

don't know, don't care. Real point, we're not in the movie business so cut it out. What's required? If we have a problem, how do we fix it? How do we keep this from happening again? Why don't you just do what needs to be done: what's right, what's next. Not to appear uncaring, but as long as we are being paid, we have an obligation not to lose sight of the goal. Keep it moving, keep focused and don't confuse yourself with the issue at hand.

~an article recently supplied by METRIK Management Inc.

MANAGEMENT SEMINARS ARE FOR EVERYONE

I recently attended a METRIK Management seminar held by Mr. Wolfgang Von Babel entitled "How to Motivate Your Difficult People". Some of the key points he raised were:

- When you pay attention to people, morale goes up
- Team morale is a reflection of the human respect a manager shows his/her people

Wolfgang's humour really made this seminar quite enjoyable. I strongly recommend anyone who has an opportunity to attend any of his meetings to please contact the Premier office. I believe it's worth every minute.

~Jasmine Rai
Manager of Administration

BEING TIMELY

Woody Allen, the actor-writer, once said that 90% of success is showing up on time.

As security professionals it is essential that we arrive on site prior to the commencement of the shifts. Refer to page 9 of the Employee's Handbook for our policies on this subject.

Any questions should be directed to our office at 604-739-1893.

~Spike Hughes
Manager of Operations

OPERATIONAL ALERT

Reporting is an essential aspect of our role as security professionals. When writing reports, be as detailed and descriptive as possible. Also, take the time to write legibly.

NATURE IN OUR MIDST

At a brand new high-end residential building in Vancouver, one of our concierge staff, James Mason, has been using his keen and watchful eye to both appreciate and investigate. Recently, swept up in the wonders of Spring, James wrote the following article for Communicae:

In the lovely Quilchena area of Vancouver, a brand new seven story building has been in the process of move-ins since New Year's. The new residents are

still in the process of getting to know their neighbours and exploring the nearby park. A short time ago, residents and staff discovered two new tenants in their midst. A pair of ducks, male and female, have taken up residence in the reflecting pool which is situated around a lovely spa. Everyone is pleased that we now have our very own wildlife.

The ducks like to stroll about the place and they are quite friendly. It is actually possible to get very close to them and some people have even occasionally fed the pair. They also have attracted the attention of one of the neighbour's pet cats whose hunting instincts are no doubt aroused by the ducks' presence. The ducks, however, are wise enough to stay away from any feline attempts to have them for lunch.

As I do my patrols around the building, it's nice to see the birds sitting out on the deck beside the exercise room, sunning themselves or swimming in the water and bobbing for bits of food. So far, there are no offspring but, perhaps, in time we will be treated to the sight of mamma duck walking around with a number of little ducklings in tow behind her. Now that will be a happy sight.



~James Mason, Concierge

SAFETY FIRST

Electrical equipment, hot lights, and combustible materials increase the chances of fire in interior spaces. Emergency routes may be hard to access if they are not clearly marked or they are blocked by equipment. Fire extinguishers are sometimes hard to find.



Make sure you know where emergency exits and fire extinguishers are located, as well as how to use these fire extinguishers. Keep exits clear and make sure they are well marked. Maintain a 1.2 metre (4 ft.) emergency path around work spaces.

RISK, IT'S YOURS TO ASSESS

When you arrive on site, it is essential that you conduct your own personal risk assessment. This consists of three basic steps:

- Identify potential hazards & unsafe practices
- Assess the risks associated with these hazards
- Deal with & report these hazards

It is important to write all your assessments on paper and remember to look for cables & obstructions on the floor, strange noises & smells, workers without protective gear, monitoring suspicious activities, reporting on all occurrences, etc. Your safety and the safety of others may depend on these kinds of informal assessments. Health & Safety Committee

FROM THE FRONTLINE A FIELD SUPERVISOR'S PERSPECTIVE

APPEARANCE and its effect.

There are three things a person sees when they look at a security guard. If any of these things are less than the best, that person, be it a client, visitor, potential client or member of the public will not have any confidence in your abilities. The ability to give a professional first impression is among the many tools you must have to fulfill your role as a security guard. Without these your role and authority will not be respected.

Wearing items that do not conform to Premier Security Inc.'s policies can have a negative effect, producing clients who are dissatisfied. Always give some thought to your colleagues who have both financial and family commitments. Remember, it never fails that when you're at your worst, the world is watching.

Another aspect of appearance is the quality of report writing. Keep in mind that your shift report represents everything you did on your shift and although the client assigns the work to the guards, they want to know when, what, where, why and who on each shift. It is critical that you record opening, closing times, who was on site, their on/off site times, any incidents involving crimes, access, where, when and what you patrolled. Also, reports should indicate when one of Premier's management

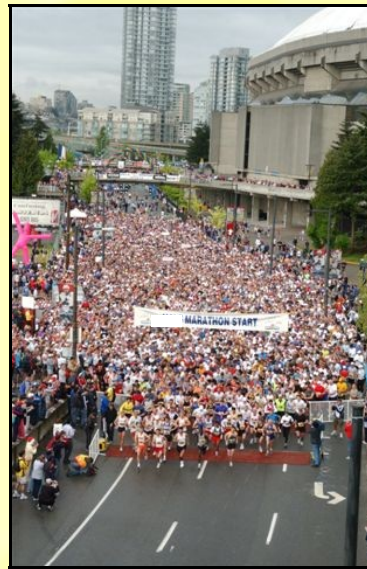
team contacts you whilst on duty. These things may not be important at that particular moment but this is part of our service commitment to our clients. Detailed, accurate and complete reports enable you as a guard to show your abilities on a site in any and all situations.

In short we all have demands on us and we must be a team to make our company successful which in turn, benefits you, our guards. If you take pride in your work, so will others!!!

~Barry Holland
Field Supervisor



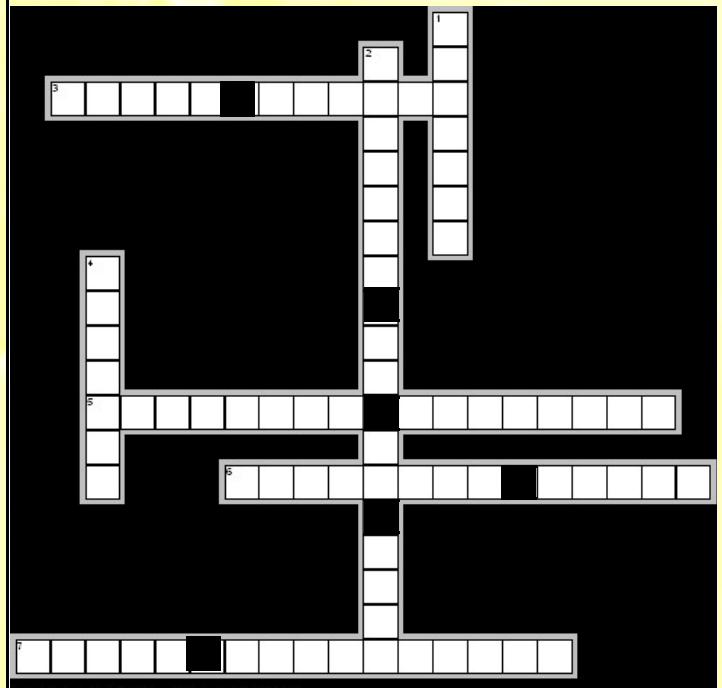
SURINDER BAINS PREMIER'S MARATHON-MAN



If you look closely enough, you might just see Surinder as he begins the Vancouver Marathon last month. He competed so well that he will be running at the upcoming Boston Marathon.

Congratulations, Surinder!

TEST YOUR KNOWLEDGE



Across

- 3. longest drive (12)
- 5. an essential for all (17)
- 6. Marathon-Man (14)
- 7. there's only one chance for this (16)

Down

- 1. a two-way street (7)
- 2. 90% of success is (18)
- 4. It's all about the drama (7)

ANSWERS

- 1. RESPECT—a two-way street
- 2. SHOWING UP ON TIME—90% of success is
- 3. SURINDER BAINS—Marathon-Man
- 4. PREMIER HARBOR—It's all about the drama
- 5. FIRST IMPRESSION—there's only one chance for this
- 6. AMATEUR—It's all about the drama
- 7. SHOWING UP ON TIME—90% of success is



