



# COMMUNICAE

## THE PREMIER SECURITY INC. PERIODICAL

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### A WELCOME TO ALL

Dear colleague; welcome to our Company's periodical:

#### COMMUNICAE

As defined by the Oxford dictionary, a *communicae* is a "transmission of information for the purposes of increasing awareness". The aim of this publication is just that; to enhance awareness between all of us. As a central aspect of our business, clear and consistent communication improves service and allows us to give and receive feedback about performance.

Previously, many of you may recall letters or memos which are sent usually with payroll information. While this may continue, COMMUNICAE will assist both with these and in other areas. Issues will not be limited by a specific issue date, frequency or length of content. The number of issues will be driven by requirement. While we envisage a set format we are interested in hearing from any of you who wish to contribute. We are especially looking for subjects involving our employees' drive for continual

and constant professional, or personal development. This may be done via email, post or fax. The editorial staff reserve the right to include articles or parts thereof.

~Richard Ladds  
Principal

### WEB SITE LAUNCHED

Our Company web site at [www.PremierSecurityInc.com](http://www.PremierSecurityInc.com) was redesigned recently to accommodate Client & Employee Logins for certain sites, and on-line reporting. These and other features are contributing to streamlining our operations and communi-

cations. In addition, our Company PDF Brochure and Periodical are available through this site making it a truly interactive and informative tool.

~IT Department



### WELL CONNECTED

Our corporate membership in community and business organisations is very important to our development as individuals and as a company. We are proud to be active members in the following organisations and associations:

- CSIS
- ASIS International
- Vancouver Board of Trade
- BC Chamber of Commerce
- BC Tourism Superhost
- Arts Umbrella
- Better Business Bureau
- Young Entrepreneurs Assoc.
- World Association of Detectives
- METRIK Management
- Watson Wyatt Worldwide

## EMPLOYEE SPOTLIGHT SAMMY TOORA

Each Periodical will feature an employee who has achieved greatness within our company or community.

We are very proud to congratulate Sammy on his achievements in powerlifting recently at the Canadian National Powerlifting Championship.

Sammy traveled to Ontario to flex his muscles.

On behalf of Premier Security Inc., we would like to congratulate Sammy on his commitment to continuous and never-ending improvement.



Sammy was even good enough to wear our company colours at the Canadian National Powerlifting Championship in Ontario. He was successful in winning the Bronze metal at this prestigious event. Well done, Sammy!

## PROFESSIONAL DEVELOPMENT AT PREMIER

All employees should be reminded that Premier's Office is more than an administrative unit - it is a learning centre. Feel free to come by the office during business hours and utilise our In-House Library. In our collection, you will find information on such topics as customer service, security management, health & safety, administration, law and law enforcement, technological advancements and wellness. In addition, you may request our conference room to hold meetings and study to advance your qualifications. All this makes Premier's head office a truly educational facility.

**CPP CERTIFICATION  
GUIDANCE AVAILABLE**



Always assume a telephone call you take is important and act accordingly ~p.48

Employee Handbook Reminder

## A NEW LOOK FOR OUR PATROL CARS

A recent initiative that is attracting a lot of attention is the new "look" of our patrol vehicles.

"It is extremely noticeable, yet classy" proclaimed a recent on-looker.

Although our cars sport one of the most unique decals in the city, safety, not marketing, was the primary concern. Despite the added expense, the special reflective materials are seen for blocks in all weather conditions. During the night, our cars seem even more visible

than the daytime. Indeed, when asked his opinion of the new decals, all Supervisor Gerry Martin could say was "Wow, it's catchy".





## SOME BENEFITS FOR EMPLOYEES

As an employee of Premier Security Inc., you may be qualified to receive various discounts and benefits of which you are not aware.

Some of our most current discounts include the following:

- Avis Rent-A-Car
- Costco Gold Card
- Glentel Wireless
- Penn Corp Life Insurance
- Raincoast Therapeutic
- Allianz Education Funds
- Long Distance Discount Plan
- Petro Canada
- Husky/Mohawk

For more information please contact the Premier office.

~**Jasmine Rai**  
**Manager of Administration**

## OPERATIONAL ALERT

*There must be no hesitation to contact Supervisory Staff at any time—we are always available to assist if you have questions regarding your duties.*

## GREAT EXPECTATIONS

Conventional clients who require security typically understate their expectations. By saying, “I need a guard”, clients often mean, “I need a security professional who can communicate professionally, look tidy, deal with customer service issues effectively and take some work and worry away from our staff; while, of course, showing up at the right time.”

It is important to remember that when you report for duty, you are judged on how well you carry yourself, hygiene and demeanor. These are the true basics of security. So called “people skills” are essential and provide a respectable foundation for all other security skills and duties. In an industry where assumptions are usually dangerous, assume only that each and every client holds these Great Expectations.

~**Mathew Parker**  
**Projects & Development**



## ACCOUNTABILITY IS INTERNAL

At Premier, our human resources department believes in hiring accountable people. That is, individuals who feel ownership in what they do. We are not simply looking for people who comply to whatever authority is in the room, but rather professionals who can think critically and follow through

with the goal in mind. It is in this spirit that we believe *accountable people report to the requirements and duties, not the manager.*

Accountability is getting people to pay attention to operations.

Recently, I watched a black crow being filmed in a lab as it took a foot long wire with it’s beak, and insert it into a jar in order to retrieve food. If I had not seen it with my own eyes, I heard the scientist say, I would not have believed it.

### *Initiative—Planning—Completion*

Indeed, getting things done is what accountability is all about. Whether you are a Supervisor or Security Guard, delegating without accountability is pointless. For example, a lack of accountability is 20,000 Dodge Durango SUVs were recalled within the recent past.

True story. Dodge recalls 20,000 Durango SUVs because of a sticky throttle, liable to stick in the open position resulting in a crash without warning. (Automotive News, 04/01/19).

Apparently, not a big deal with the guys at the factory because everybody was doing what they were supposed to be doing, following their job description.

Problem is, no one was accountable for results! Nobody’s fault. The vertical reporting chimneys are working fine until something falls between chimneys. Oops! The whole brand, the whole company, gets a black eye.

In short, read and re-read the Site Orders and Briefing Notes at your workplace, but recognise that your sense of

accountability should take you beyond what can be described on a few pieces of paper.

~**METRIK Performance Management**

## FIELD SUPERVISOR REPORT

We cannot stress enough the importance of notifying Premier Security Inc . management with any and all concerns, incidents and complaints as soon as possible. This communications process must not fail or the result could be dissatisfied customers or even loss of work. The management team at Premier are highly trained and experienced in dealing with matters on many levels . We need to know what is happening on your site so we can be proactive and better service our clients and assist you with the tools and information needed to fulfill your role as a security guard.

This policy is clearly stated in Premiers Security Inc.'s Employee Handbook that is provided to all employees. Please remember that the Field Supervisors of Premier Security Inc. have a great deal of experience, have worked with all the clients at one time or another and are trained on all our sites. Indeed, they can be a wealth of information to handle any problem you may have whether it is big or small as long as we are informed of the problem. We are a customer service business that happens to operate in the security industry.

~**Barry Holland, Field Supervisor**

## THE THIN BLUE LINE

AS IT APPEARED RECENTLY IN THE VANCOUVER SUN



Last year for the inaugural issue of this security supplement I intentionally wrote a broad based article

on the industry, with particular emphasis on uniformed security guard personnel. The aim was to provide a general source of information to you the public highlighting prima facie aspects of the local industry while attempting to eliminate any misconceptions, which may arise from those who have little direct contact with security.

The object here is not only to reiterate some of those points but also to refocus on the industry with respect to the concepts of acknowledgment, credence and morale.

All industries or sections thereof deal at some point and to some extent with issues as a result of action (or lack of it), with resulting impact on training, manpower requirements, morale, etc. Coverage of such issues regularly appears in both this and other publications. Specifically I am thinking about those which refer to Police Forces or units thereof. In this Province and particularly the Lower Mainland the number of uniformed security guard personnel far exceed the number of uniformed police officers. You have only to recall (with some exceptions due to specific locations and/ or incidents) as to how often due to their resources

you see a uniformed police officer. On the contrary at the Mall, the entrance to a commercial building or in transit security personnel are often visible.

Performing a number of tasks including a combination of security, customer service, and health and safety, they form the thin blue line in the conduit of business in our Cities. Like the Police they often work various hours, under different weather conditions and not always in the most inviting of environments.

Their role not unlike the Police, particularly in the conspicuous uniformed function can bring them into contact with both the law-abiding public as well as those elements that erode the productive efforts of the population. The criminal elements have to be dealt with at all levels and it is often security personnel who are readily available. The outcome can be various, sometime with good results, sometime not.

The recently released report on this Cities' Property Crime will reveal a situation of which we should not be proud.

Efforts by various stakeholders, the Police, Security and the Community to mention a few will need to work in tandem if the situation is to be alleviated. In view of the forthcoming 2010 Olympics and the possible attention by the World's media, this work must be

constant, supportive and respectful of each other's role.

Uniformed security guard personnel are a major resource. Development, training, encouragement, recognition and respect will not only benefit the individual but both the industry and community at large. The creation of partnerships with both clients and the community will only serve us all. As I said previously security operates 'as the eyes and ears'.

If since that last article you have not had the opportunity to think about security either personally or professionally I would urge you do so. While there has been some success, appreciative of both Police and Security officers, there is however still a lot to be done and I believe the current property crime reports reflect this. By considering the subject of security you may not only save money, avoid injury but also enhance both our environment and standing. While doing so please also think about the individual Police and Security officers whether you see them on a rainy winter's night or a sunny summer morning. Take time to consider their role, their importance, value and support that can be offered including the encouragement of a friendly good night or welcome hello. It all helps to make that difference.

**~Richard Ladds  
Principal**

