



PILLAR NEWS

EDITION 6 • APRIL 2021



COMPANY NEWSLETTER

PILLAR TEAM

WELCOME TO PILLAR NEWS!

Want anything added? Have a team member you appreciate and want to be recognized? Do you know something we don't? Tell us! Email opsepillarsecurity.com!!!

PILLAR SECURITY
NEWSLETTER

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COVID-19 UPDATE

With the increasing surge of COVID-19 cases in the province of Ontario, the government of Ontario has announced a four-week province-wide COVID-19 'emergency brake' shutdown commencing as of April 3, 2021.

Please note that there are many restrictions including gathering limits set forth by the government. Ensure to comply and enforce by calling your local authorities as needed.

The nation is seeing record-high cases and is continuing to see the new variants being diagnosed. Your safety is our number 1 priority. Ensure to take all pre-cautionary measures and follow government guidelines accordingly. Should you want more information, please visit the government website.



OPERATIONS TEAM

We are continuing to improve our communications and provide guidance in efforts to increase the level of service and professionalism.

Site Supervisors:

Please be reminded that you are to lead by example and manage your respective teams. You are the first line of support and guidance to your colleagues. Remember to evaluate their performance (this includes monitoring appearance, uniform, attitude, customer service skills, work ethic, logs, patrols, etc.) regularly and be fair when applying corrective and/or praise. Ultimately, you are accountable for your team's performance!

Guards:

Be reminded that we promote from within the organization for leadership roles. As such, we are constantly observing guard performance (we are monitoring the cameras, reading the incident reports, engaging with Supervisors and/or Management for feedback) and rewarding those who distinguish themselves. Take pride in your role and your appearance, work as a team and treat the clients with the service level expected.

EVERYONE, PLEASE NOTE THAT FAILURE TO WEAR A MASK CAN LEAD TO TERMINATION OF EMPLOYMENT!

General Operations Email - ops@pillarsecurity.com

Yathusan Rajasekaram - Senior Operations Manager

Manuela Florescu - Client Engagement Manager

Travis Ramage - Training and Compliance Manager

HUMAN RESOURCE DEPARTMENT

We would like to thank you for all your hard work and commitment towards Pillar Security. We are genuinely inspired and proud of you! We are fortunate to have hard working and resilient people.

We would also like to emphasize the importance of a good first impression. Customer service is essential in our business and you never have a second chance to make a first impression. Look sharp, be prepared and act professionally everyday.

Presentation and appearance is key for representing Pillar Security and yourselves while on duty. We would like to remind you that the right procedure to obtain uniform items is by sending an email to ordering@pillarsecurity.com.

Stay tuned as our Management team will be delivering garment bags for your uniforms. Please make sure to use these bags as they will keep your uniform in a good condition whether travelling to and from work or simply hanging in your closet.

NEW PILLAR MERCHANDISE ALERT!



We are noticing that guards bring their uniforms in bags/backpacks, affecting their appearance. This does not look good! To help our staff, we invested in new merchandise for our team members! Pillar Garment Bags are here! We will be delivering these to sites shortly and the expectation is that all guards use them! Not only do they look nice, and make our staff look sharp, but we want our clients to know that Pillar invests in their staff.

The expectation is that all guards use these bags to transport their uniforms to and from the site! More updates to come.

"If you look good, you feel good, and if you feel good, you do good! "

-Georges St-Pierres



DISPATCH DEPARTMENT

Pillar Dispatch is pleased to welcome our new guards and sends warm greetings to all our Staff. While times may be challenging, allow us the opportunity to make your workplace better and more supportive by reaching out to us with your enquiries.

Please ensure to account for your safety before engaging in any situations. You may contact the Dispatch Department 24/7 for any assistance. We trust our staff to perform with a great sense of professionalism while representing Pillar. Please note that all our guards must meet set expectations and that we are constantly reviewing footage and monitoring all our staff.

We have a new book-off policy which has been posted; the expectation is that everyone comply with our latest Policy. For any schedule updates, please make sure to login to your When2Work account. We appreciate your continued assistance and hard work.

If new to a site or even to Pillar, let Dispatch guide you regarding the required training and any site-specific rules or policies. Guards may find Post Orders and Site Manuals on the Concierge desk in a yellow binder.

Should you have concerns while on shift, forward your calls to us for assistance; Pillar Mobile is always readily available for any in-person guidance.



SUPERVISORS OF THE MONTH(MARCH)

Imran Saghir - Rosedale Village

Harmandeep Singh Sidhu - Sorauren

GUARDS OF THE MONTH (MARCH)

Mohammed Abdul Khan - Kingston & Co

Ravjot Singh - Bohemian Lofts

Congratulations! Let us know if your colleagues are performing well. Send an email to OPS. We love hearing positive feedback!



Happy

BIRTHDAY

Happy Birthday to all April Babies!
Pillar wishes you the best!

