



PILLAR NEWS

EDITION 26 • APRIL 2024



COMPANY NEWSLETTER

PILLAR TEAM

WELCOME TO PILLAR NEWS!

In this newsletter, you will get to know your office support team, your fellow colleagues, and any Pillar updates! Pillar Management is here to support all our staff members.

SO LET'S GET STARTED!

PILLAR SECURITY NEWSLETTER

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Eid Al-Fitr Mubarak

*May Allah's blessings be with you today and
always, guiding you towards success and
fulfillment.*



HUMAN RESOURCE DEPARTMENT

HEALTH AND SAFETY

HEALTH

- Keep your workspace clean and tidy.
- Look after yourself, eat well, sleep well and stay fit.
- Make sure your uniform is clean.
- Maintain and respect safe social distancing when interacting with others.
- Avoid touching other people's belongings or sharing things.
- Don't handle cleaning chemicals unless you know the proper details from WHMIS.
- Report any cases of guard contact with anyone known to be COVID19 positive to Operations and HR immediately.

SAFETY

- Notice and report any safety concerns to your site supervisor.
- Take care in picking up parcels/boxes.
- Make sure to use step ladders properly when placing elevator pads. **DO NOT USE A CHAIR!**
- Never Run during an Emergency! Your safety comes first!

DISPATCH DEPARTMENT

MEDICAL EMERGENCIES REPOSE PROCEDURE:

1. **Emergency Notification:** Upon receiving a resident's call or upon the arrival of Emergency Medical Services (EMS) on-site, promptly initiate emergency procedures.
2. **Call 9-1-1:** If you witness a medical emergency, immediately dial 9-1-1. Provide first aid if qualified and necessary, ensuring that someone can meet EMS or Fire Department personnel in the lobby.
3. **Critical Situations:** In cases of head injuries, signs of heart attack or stroke, or if an individual becomes unconscious, it is imperative to call 9-1-1 without delay.
4. **Assist EMS Arrival:** If a resident calls EMS, meet them upon arrival and provide access to the building. If feasible, arrange for the service elevator to facilitate EMS transportation.
5. **Notify Pillar Dispatch:** Report the medical emergency to Pillar Dispatch promptly. For serious medical emergencies or fatalities, contact the Property Manager immediately.
6. **Incident Reporting:** Document all details of the medical emergency in an incident report, including actions taken and pertinent information.

Additional Note: Ideally, residents should be encouraged to directly call 9-1-1 to provide the operator with hands-on information related to the emergency. If requested to call 9-1-1, ensure that the call is made promptly, and that EMS receives accurate directions to the site.

OPERATIONS DEPARTMENT

PACKAGE HANDLING:

One of the primary responsibilities of a concierge revolves around managing packages. We act as intermediaries, receiving deliveries on behalf of residents. Couriers may hand packages directly to us or deposit them in a designated bin. Some deliveries may need our signature.

Upon delivery, our protocol involves several steps:

1. Receiving the package from the courier on behalf of the resident.
2. Logging the package into our system. Subsequently, the system automatically notifies the resident that their package has been received by the concierge.
3. Placing the package in the designated storage area.
4. When a resident arrives to collect their package, confirming their identity and matching them with the corresponding package.
5. Handing over the package to the resident only after verifying both the resident's identity and the package details.
6. Updating the system to reflect the package's retrieval, effectively logging it out.



SUPERVISOR OF THE MONTH

Hamza Farooqui – Hillcrest

SITE GUARD OF THE MONTH

Zakir Syed – 30 Roehampton

Congratulations to the site supervisors and guards of the month at Pillar Security for their outstanding dedication and invaluable contributions to our team. 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 hopes you have a super fantastic
birthday celebration!