



# PILLAR NEWS

EDITION 36 • APRIL 2025



## 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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# **BREAK-IN / TRESPASSING PROTOCOL**

Security guards must respond swiftly and appropriately to incidents of break-ins or trespassing. Follow the guidelines below when deciding how to report an incident:

Call 9-1-1 Immediately if:

- You witness a break-in or trespassing attempt targeting a suite, vehicle, locker, or bike area.
- A break-in or theft is reported in progress by a resident, visitor, or staff member.
- There is a direct distress call regarding forced entry or the presence of a dangerous trespasser on the property.

Call the Police Non-Emergency Line if:

- You discover signs of a past or recent break-in after the suspect has left.
- A resident, visitor, or staff member reports finding evidence of a break-in or theft with no current threat present.

When in doubt, prioritize safety and escalate to 9-1-1. Always document the incident thoroughly and inform Dispatch and Property Management accordingly.

# **CONFLICT RESOLUTION**

As concierge security guards, handling conflicts calmly and professionally is key to maintaining a safe and respectful environment. Conflicts may arise with residents, visitors, trespassers, or even colleagues. Follow these key steps:

- Remain Calm & Professional – Don't take things personally. Stay neutral and composed.
- Listen & Show Empathy – Let others speak. Use phrases like "I understand your concern."
- Refer to Policy – Avoid arguing. Redirect to building rules and procedures.
- Offer Alternatives – Don't just say "No." Offer helpful, policy-compliant solutions.
- De-escalate – Use calm body language and tone. Give space if needed.
- Know When to Escalate – If things get aggressive, contact Dispatch or your Supervisor.
- Document Everything – Record all details of the incident for accountability.

Professional conflict handling builds trust and keeps the environment safe for all.

# **OPERATIONS DEPARTMENT**

The Operations Department plays a critical role in maintaining site functionality, supporting security teams, and upholding professional standards. Key responsibilities include:

- **Site Engagement:** Regular visits to assess conditions and support frontline staff.
- **Communication Management:** Maintaining clear communication with team members and relaying key updates.
- **Incident Oversight:** Leading investigations into major incidents and implementing corrective measures.
- **Training and Development:** Coordinating training sessions focused on emergency response, conflict resolution, and procedural updates.
- **Performance Oversight:** Addressing staff performance concerns and issuing guidance or formal corrective action when necessary.
- **Policy and SOP Updates:** Reviewing feedback to refine and update operational procedures.
- **Resource Allocation:** Ensuring staff are equipped with necessary tools and equipment.
- **Stakeholder Coordination:** Representing Pillar Security in meetings with property management and other stakeholders, while also supporting staff during these interactions.

The Operations Department serves as a key pillar of operational efficiency, professionalism, and continuous improvement.



## **SUPERVISOR OF THE MONTH**

Jaskirat Singh – Yards at Fort York

## **SITE GUARDS OF THE MONTH**

Ralph Mueller – Panorama

**Congratulations** to the site supervisor and guard 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!**