



PILLAR NEWS

EDITION 22 • DECEMBER 2023



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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MERRY
christmas

Here's to a holiday season full of love,
laughter, and all the things that make
Christmas special.

HUMAN RESOURCE DEPARTMENT

Dear Pillar Security Concierge Guards,

As the Human Resource department, we want to highlight the paramount importance of making strong first impressions and delivering exceptional customer service. Your actions in these areas significantly impact our clients' experiences and overall satisfaction. Allow us to offer some valuable advice to help you excel in these critical aspects:

- **The Power of First Impressions:** You're the initial point of contact, so make it count. Present yourself professionally, wear your uniform with pride, and warmly greet residents and visitors with a friendly smile. A welcoming approach reflects our commitment to exceptional service.
- **Active Listening and Empathy:** Understand residents' needs by actively listening and empathizing. Make them feel valued and respected, assuring them they are in capable hands.
- **Knowledge and Resourcefulness:** Be knowledgeable about the property and local surroundings. Your expertise fosters trust and confidence in our services.
- **Effective Communication:** Effective communication is key to excellent customer service. Practice clear and concise communication, verbally and non-verbally, to ensure that residents understand the information you provide. Be approachable and responsive.
- **Adaptability and Problem-Solving:** Be prepared to handle diverse scenarios with a calm demeanor. Swiftly address challenges and seek assistance when needed, ensuring client safety and comfort. Proactive problem-solving reflects our commitment to client safety and comfort.

Thank you for your dedication and commitment to delivering exceptional service as Pillar Security Concierge Guards.

OPERATIONS DEPARTMENT

DE-ESCALATION STRATEGIES FOR EMERGENCY SITUATIONS:

In our ongoing commitment to ensuring the safety and well-being of our residents, effective de-escalation strategies play a crucial role in addressing emergency situations. Here's a guide for our team members on handling such scenarios with a focus on professionalism and empathy:

1. **Remain Calm and Composed:**
 - Maintain a composed demeanor in all emergency situations.
 - Project confidence and take deep breaths to help diffuse tension.
2. **Active Listening:**
 - Listen attentively to residents' concerns without interruption.
 - Use open-ended questions to encourage them to share more details.
3. **Empathize and Validate:**
 - Demonstrate empathy by acknowledging and validating residents' feelings.
 - Even if disagreement arises, expressing understanding can help build trust.
4. **Communicate Clearly and Professionally:**
 - Utilize clear and concise communication to convey information and instructions.
 - Avoid aggressive language, maintaining a professional tone and body language.
5. **Offer Solutions and Seek Cooperation:**
 - Collaborate with residents to find effective solutions.
 - Present alternative options or compromises when appropriate.
 - Emphasize the shared goal of maintaining a safe and secure living environment.
 - If necessary, involve appropriate authorities or management to address the issue effectively.

By implementing these de-escalation strategies, we reinforce our dedication to providing a secure and harmonious living space for all residents. Should you encounter any emergency situations, remember that your commitment to professionalism and empathy can significantly contribute to a positive resolution.

DISPATCH DEPARTMENT

Dear Security Team,

In our unwavering pursuit of excellence in the provision of security services, we wish to draw your attention to a critical aspect of our operations—punctuality, particularly during challenging weather conditions.

We acknowledge that our guards may encounter difficulties like public transportation delays or adverse weather conditions. In light of this, we strongly urge each team member to proactively plan their commute. Consider leaving for your shift a bit earlier than usual, allowing for additional travel time to navigate any unexpected obstacles.

Embracing this proactive approach is paramount to ensuring that our guards can surmount potential delays caused by adverse weather or transportation issues, reliably arriving at their assigned sites on time. This not only reinforces our steadfast commitment to delivering dependable security services but also safeguards the safety and well-being of our valued residents and clients.

Your dedication to punctuality is pivotal in upholding the lofty standards we have set for our esteemed security team. We sincerely appreciate your attention to this matter. Should you have any concerns or require further assistance, please do not hesitate to reach out to the Dispatch department.

Thank you for your unwavering commitment to our collective success.



SUPERVISORS OF THE MONTH

Saksham Verma – Yards at Fort York

SITE GUARDS OF THE MONTH

Chethan Kumar – Infinity 3

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 December Babies! Pillar hopes you have a super fantastic birthday celebration!