



HOLIDAY SEASON SECURITY: STAYING ALERT DURING A HIGH-ACTIVITY PERIOD

December traditionally brings increased activity in residential buildings, including higher visitor traffic, a surge in parcel deliveries, and extended resident absences. Combined with winter conditions and longer nights, these factors make the holiday season a critical period for effective access control and on-site vigilance.

What this means for residential communities:

Consistent staffing, trained concierge presence, and clear security protocols are essential to maintaining safety without disrupting the festive atmosphere.

At Pillar Security, our teams remain focused on controlled access, attentive front-desk monitoring, and proactive patrols throughout the holiday period—helping residential communities stay secure while residents enjoy the season with peace of mind.

ENSURING SMOOTH PARCEL MANAGEMENT THIS HOLIDAY SEASON

December is one of the busiest times for residential deliveries, making proper parcel handling more important than ever. At Pillar Security, our teams follow clear protocols to ensure every delivery reaches the right resident efficiently and securely.

Key Practices for Holiday Parcel Handling:

- **Immediate Logging:** Record all parcels with correct unit numbers, resident names, and details as soon as they arrive.
- **Secure Storage:** Place parcels promptly in designated storage areas or lockers; avoid leaving items unattended.
- **Perishable Priority:** Identify and prioritize perishable packages, notifying residents quickly to prevent spoilage.
- **Regular Checks:** Review stored parcels regularly and follow up on unclaimed items; use CCTV when necessary for accountability.
- **Verified Release:** Always confirm the resident's identity before handing over parcels, maintaining professionalism and accuracy.

By following these standards, Pillar Security ensures a smooth, safe, and reliable delivery experience for residents—even during the busiest month of the year.

SECURITY INDUSTRY UPDATE: TECHNOLOGY & INNOVATION

Generative AI Adoption Accelerates Across Industries

Generative AI continues to gain momentum globally, with major technology players embedding it into everyday operations. In the security sector, AI is increasingly used to improve incident reporting, analyze large data sets, automate routine tasks, and support real-time risk monitoring. For concierge and front-line teams, these tools can enhance response times, accuracy, and overall service quality.

Canada Advances Smart Building & AI Infrastructure

Canada is investing in Smart Building Living Labs in cities such as Toronto and Montreal to test AI-driven security solutions, including smart access control, IoT sensors, video analytics, and predictive technologies. These initiatives reflect a clear shift toward smarter, more integrated building security systems aligned with the future of concierge and residential/commercial security services.

PwC Canada Introduces AI Assurance Services

PwC Canada has launched a first-to-market AI assurance solution to help organizations assess AI performance, governance, and risk management. As AI adoption grows in physical security, surveillance, and concierge-support systems, independent assurance is becoming essential to ensure reliability, compliance, and responsible use.

Why this matters:

Together, these developments show how AI and technology are reshaping Canada's security industry. From smarter buildings to trusted AI governance, innovation is raising standards for efficiency, accountability, and service excellence in concierge and security operations.

POLICY REMINDER: HOLIDAY SEASON SECURITY

During the holiday season, maintaining the safety and security of our buildings and residents is more important than ever. Please keep the following in mind:

- **Patrol Frequently:** Stay alert while patrolling corridors and watch for unusual activity.
- **Check for Tampering:** Inspect unit doors for glue seals, markings, or other signs of interference and report immediately.
- **Report Suspicious Activity:** Notify Police, Dispatch, and Property Management promptly if you notice anything unusual.
- **Resident Awareness:** Remind residents to stay vigilant and report any concerns.

TEAM RECOGNITION

SUKHMANDEEP KAUR – SUPERVISOR OF THE MONTH!

We are proud to recognize Sukhmandeep Kaur as our Supervisor of the Month. Sukhmandeep has consistently demonstrated exceptional leadership, professionalism, and dedication across all her assigned sites.

Her proactive approach to team management, quick problem-solving, and commitment to ensuring operational excellence have made a significant impact on both staff performance and resident satisfaction.

Sukhmandeep's guidance and vigilance reflect the high standards we uphold at Pillar Security. Congratulations, Sukhmandeep – and thank you for your outstanding leadership!



WE WISH YOU A
Merry
Christmas
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Happy New Year