



PILLAR NEWS

EDITION 28 • JULY 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

TABLE OF CONTENTS

De-escalation Strategies • P. 2

Mobile Department • P. 3

Growth Opportunities &
Employees of the Month • P. 4

Was it your Birthday? • P. 5

TIPS ON HOW TO TACKLE CONFLICTING SITUATIONS WITH RESIDENTS:

1. Apply de-escalation strategies:

- When faced with a frustrated resident, it's essential to remain calm and composed.
- Use active listening skills to understand their concerns fully. Empathize with their frustration and validate their feelings.
- Offer reassurance that their issue is being addressed and provide updates on the progress.
- Use a calm tone of voice and maintain open body language to help diffuse any tension.
- Additionally, offer solutions or alternatives to address their concerns, demonstrating your willingness to assist and resolve the situation amicably.

2. Deflecting and redirecting the “focus” to condo’s rules, management procedures, the law, etc.:

- Instead of taking personal responsibility for issues that arise, it's crucial to redirect the focus onto established rules, management policies, or legal regulations.
- Politely explain to the resident that certain protocols are in place to ensure the safety, security, and smooth operation of the building.
- Emphasize that decisions or actions are guided by these protocols and are not personal choices.

3. Empower residents with information:

- Provide residents with clear and accurate information about building policies, procedures, and available resources.
- Educate them on the reasons behind certain rules and regulations, helping them understand the rationale behind decisions made by management.
- Empowering residents with knowledge can alleviate confusion and prevent misunderstandings.

4. Seek support from management or authorities:

- In situations where you feel unable to resolve an issue independently or where there are potential safety concerns, don't hesitate to seek support from dispatch, building management or local authorities.
- Inform your supervisor or management team of any escalating situations or security threats and collaborate with them to implement appropriate measures to address the issue effectively.

5. Document incidents and follow-up:

- Keep detailed records of interactions with residents, including any complaints, requests, or incidents that occur.
- Document relevant information such as dates, times, individuals involved, and the nature of the issue.
- Follow up with residents as necessary to provide updates on the status of their concerns and ensure that appropriate actions are taken to address them.

MOBILE DEPARTMENT

The Mobile Department serves as a critical component of our security infrastructure, providing essential support and oversight across various sites. Mobile supervisors play a pivotal role in ensuring the smooth operation of security services and understanding the functions and responsibilities of the Mobile Department is integral to maintaining a safe and secure environment for all stakeholders.

1. Role in Security Operations:

- Mobile supervisors conduct both random and scheduled site inspections, providing essential backup to guards whenever necessary.
- They are integral in maintaining effective communication with Dispatch, swiftly addressing site needs as they arise.
- Mobile supervisors are deployed to sites requiring assistance, training, or inspection, playing a pivotal role in ensuring security standards are upheld.

2. Authority and Responsibilities:

- Mobile supervisors are authorized to issue verbal and first written warnings, maintaining discipline and adherence to security protocols.
- During site visits, they may request and review various documents and reports, including security licenses, daily logs, and incident reports, to ensure compliance and efficiency.

3. Training and Support:

- In addition to their oversight duties, mobile supervisors offer invaluable support by shadowing guards during patrols or desk duties.
- Through this hands-on approach, they provide training and clarification as needed, fostering continuous improvement in performance and adherence to company standards.

4. Coordination in Emergencies:

- Guards are instructed to promptly contact Dispatch in the event of emergencies or when mobile supervisor assistance is required.
- Dispatch coordinates with the mobile team to ensure timely and effective support, emphasizing the importance of communication and teamwork in critical situations

GROWTH OPPORTUNITIES WITH PILLAR SECURITY

At Pillar Security, we prioritize internal growth and development, offering a pathway for dedicated guards to advance within the company. Our commitment to promoting from within is a testament to our belief in nurturing talent and recognizing outstanding performance.

Our departments collaborate closely to identify, train, and elevate exceptional guards to higher positions. By consistently demonstrating these qualities and exceeding performance expectations, guards position themselves for growth opportunities within Pillar Security. We encourage all team members to strive for excellence and take pride in their contributions to the company's success.

KEY TO SUCCESS

At Pillar Security, professionalism and customer service are foundational pillars of our service delivery. These qualities are not just desirable; they are non-negotiable and critical to the success and growth of our guards.

Key indicators of exceptional performance that pave the way for advancement include upholding high ethical standards, strict adherence to policies, effective communication, delivering exceptional customer service, adeptly managing client relationships, skillful conflict resolution, demonstrating strong problem-solving abilities, and consistently maintaining uniform compliance.



SUPERVISOR OF THE MONTH

Shafeeque Ahmed – 30 Garrison Point

SITE GUARD OF THE MONTH

Rohit Ahuja – Hillcrest

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