



# PILLAR NEWS

EDITION 27 • JUNE 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

Human Resources & Dispatch  
Message • P. 2

Operations & Employees of the  
Month • P. 3

Was it your Birthday? • P. 4

## HUMAN RESOURCE DEPARTMENT

### WORKPLACE HARASSMENT

Engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known as unwelcome.

### WORKPLACE SEXUAL HARASSMENT

Engaging in a course of vexatious comment or conduct against a worker in a workplace because of sex, sexual orientation, gender identity or gender expression, where the course of comment or conduct is known or ought reasonably to be known as unwelcome. This also includes sexual solicitation or advancement where the person making the advance can confer, grant or deny benefit or advancement to the worker.

### WORKPLACE VIOLENCE

The exercise of physical force by a person against a worker, in a workplace, that causes or could; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behavior that is reasonable for a worker to interpret as a threat of physical force against the worker.

Please report any incidents of the above to: [hr@pillarsecurity.net](mailto:hr@pillarsecurity.net)

## DISPATCH DEPARTMENT

### PHONE ETIQUETTES:

When answering the phone, always answer in a clear and concise tone of voice, as well as respond in a professional manner as follows:

"Good Morning/Afternoon/Evening, {Building name} Condominiums Security, {Your Name} speaking. How may I help you?" (i.e. "Good morning, X Condominiums Security, Bob speaking, how may I help you?")

- If the phone rings when addressing someone else, ask to be excused and answer the phone. If the call is not an emergency, ask "Could you please hold, Sir/Madam? Thank You."
  - Then return to your previous conversation and endeavor to end it quickly. Once finished with your original conversation, return to the call on hold and thank the caller for holding.
  - DO NOT make any long-distance calls other than for an Emergency.
  - The Security Guard will not under any circumstances disclose any private information concerning a resident i.e. Phone Number, Suite Number, Name, etc. to anyone without prior WRITTEN consent of the resident.
1. Under no circumstance is any information about the building or a resident to be disclosed to the media. If the person on the phone does not identify him or herself, politely inquire "May I have your name please?" NEVER say "Who is this?"

## OPERATIONS DEPARTMENT

### PILLAR SECURITY'S CORRECTIVE MEASURES

Corrective actions are implemented by Pillar Management in response to various factors such as subpar performance, failure to adhere to site-specific procedures, receiving complaints, or violating company policies and values. The objective of these measures is to provide guidance, discipline, and support for staff improvement.

#### Examples of actions and behaviors that may lead to disciplinary action include:

- **Service failure:** This occurs when there is a failure to provide the contracted security service as required by the client. For instance, arriving late to a site where security service is mandated, such as a morning shift starting at 7 am, but the guard arrives at 7:30 am, resulting in a 30-minute service failure.
- **Abandonment of site:** Leaving the site before being relieved by another guard, regardless of the scheduled end time of your shift.
- **Uniform violation:** Not adhering to the uniform policy by being incomplete uniform at any time during your shift.
- **Sleeping:** Accidentally or intentionally falling asleep or dozing off during your shift, which compromises the security of the site.
- **Use of site property for personal use:** Engaging in personal use of site property, such as computers, printers, or any other equipment belonging to the condominium, during work hours.
- **Harassment, discrimination, or derogatory statement:** Engaging in harassment, discrimination, or any form of misconduct towards colleagues, clients, residents, or visitors.
- **Failure to report incidents:** Failing to report security incidents, accidents, or any other relevant information promptly and accurately.



## SUPERVISOR OF THE MONTH

Lovejeet Singh – Edge on Triangle Park

## SITE GUARD OF THE MONTH

Josampreet Kaur – Valhalla Town Square

**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 June Babies!  
Pillar hopes you have a super fantastic  
birthday celebration!