



# PILLAR NEWS

EDITION 35 • MARCH 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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# **ACCESSIBILITY FOR ONTARIANS** **WITH DISABILITY ACT**

Ontario's accessibility laws define disability broadly. The definition includes invisible disabilities such as mental illness, developmental disabilities, learning disabilities, colour blindness, etc.

Accessibility means giving people all opportunities to participate fully in everyday life and can be seen as the ability to access and benefit from a system, service, or environment.

Pillar encourages employees to make any need for accommodation known to Human Resources to begin the accommodation process. The company will work with the individual who requests accommodation to ensure the measures taken are both effective and mutually agreeable. A doctor's note with the type of accommodation may be requested.

Personal information is used only for the purposes for which it was collected, except with the consent of the individual or as required by law.

Personal information that is no longer needed is destroyed using a safe, secure, and effective manner such as secured shredding. Access to personal information is limited to authorized personnel who have a legitimate need to access the information.

# **ONTARIO SECURITY INDUSTRY** **AND ITS STANDARDS**

## **1. Punctuality: A Pillar of Professionalism:**

- Guards must prioritize punctuality, recognizing that our security services operate 24/7. Maintaining a constant security presence hinges on our steadfast commitment to being on time, ensuring the safety and security of the premises without interruption.

## **2. Shift Coverage Responsibility:**

- The responsibility of a guard extends beyond the scheduled shift end time. Guards are accountable until properly relieved, guaranteeing uninterrupted security coverage and operational continuity.

## **3. Uniform Compliance: A Regulatory Mandate:**

- Uniforms are not merely attire; they represent our professionalism and adherence to Ministry regulations. Compliance with uniform standards is non-negotiable while on duty, symbolizing authority, and commitment to security protocols.

## **4. Maintaining a Security Presence, Not Law Enforcement:**

- Our primary role is to maintain a visible security presence, fostering a safe environment and deterring potential incidents. It's crucial to understand that we are not law enforcement; rather, we serve as guardians of safety, prioritizing prevention over enforcement.

## **5. Reporting and Documentation Excellence:**

- Guards play a pivotal role in accurate reporting and documentation. The pen becomes our tool of trade, facilitating meticulous record-keeping essential for incident management, analysis, and accountability.

## **6. Emergency First Responders: Preparedness Saves Lives:**

- As security professionals, we assume the critical role of emergency first responders. Whether faced with medical emergencies, fire incidents, or security breaches, preparedness and swift action are paramount to safeguarding lives and property.

# **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.*
- 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?"*



## **SUPERVISOR OF THE MONTH**

Vinod Sankar – Dia Condos

## **SITE GUARDS OF THE MONTH**

Dushyant Sirohi – Infinity 3

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