



PILLAR NEWS

EDITION 26 • MAY 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

Happy Victoria Day • P. 2

Human Resources & Dispatch
Message • P. 3

Operations & Employees of the
Month • P. 4

Was it your Birthday? • P. 5



IT'S A ROYAL DAY

*Happy
Victoria Day!*



*Have a magical celebration
with your friends and family!*

HUMAN RESOURCE DEPARTMENT

Standard Book-Off Protocol:

Employees requesting time off or vacation time **MUST** submit their request via Schedule My Crew. All requests will be approved or denied via Schedule My Crew.

- Employees requesting 1-3 consecutive days off are required to give 7 days notice via Schedule My Crew to allow for proper schedule adjustments.
- Employees requesting for 3-14 days off are required to give 14 days notice via Schedule My Crew to allow for proper schedule adjustments.
- Employees requesting for 15 days or more off are required to give 30 days notice via Schedule My Crew and in writing to Human Resources (hr@pillarsecurity.net) and the Dispatch Centre (scheduling@pillarsecurity.com).

Emergency Book-Off Protocol:

In case of an emergency due to illness/other urgent matters, employees **MUST** contact the Dispatch Department via phone call (647-869-5750) a minimum of 5 hours prior to the start of their shift. Emergency book-offs will not be accepted via text message or email for the same day shifts under no circumstances. A request on Schedule My Crew is still mandatory.

DISPATCH DEPARTMENT

BREAK POLICY:

- **Break Entitlement:**

1. Employees are entitled to a 30-minute meal break during shifts exceeding five hours.
2. This break can be split into two periods within every five consecutive hours if agreed upon by both the employer and employee, which can be oral or written.

- **Site Specific Instructions:**

1. Please note that break timings may vary according to the requirements of each site. Certain locations may have specific instructions regarding break schedules, which guards must adhere to.
2. It's essential to familiarize yourself with the break policy at your assigned site and follow any instructions provided by site supervisors or management.

- **Consequences of Violating Break Policy:**

1. Extended or frequent breaks can create gaps in security coverage and disrupt the continuity of security operations, leaving the site vulnerable to breaches or incidents. This may result in delays for residents seeking assistance or services, which can affect their satisfaction and trust in the security team.
2. Ignoring site-specific instructions undermines operational protocols tailored to the unique needs of each location, disrupting the coordination of security efforts, and compromising the ability to effectively address site-specific security challenges.

OPERATIONS DEPARTMENT

NOISE COMPLAINT PROCEDURE:

1. **Assessment:** Upon receiving a noise complaint, the security guard assesses the situation by listening for the noise themselves or speaking with the complainant to gather information about the nature and location of the noise.
2. **Communication:** The security guard attempts to contact the occupants of the noisy unit or area. This can be done in person or by phone, depending on the circumstances and site policies.
3. **Warning:** Upon reaching the location of the noise, the security guard politely informs the individuals responsible for the noise about the complaint. They kindly request that the noise level be reduced or ceased, reminding them of any noise regulations or community guidelines in place.
4. **Documentation:** It's crucial for the security guard to document the noise complaint and any actions taken to address it. The report should include details such as the time, date, location, nature of the noise, individuals involved, actions taken, and any follow-up required.
5. **Follow-Up:** After addressing the noise complaint, the security guard follows up with the complainant to ensure the issue has been resolved satisfactorily. They may also monitor the situation to ensure that the noise does not recur.
6. **Escalation (if necessary):** If the individuals responsible for the noise do not comply with the request to reduce the noise level or if the situation escalates, the security guard may advise the complainant to contact non-emergency number to complain to the authorities or send an email to the property management.



SUPERVISOR OF THE MONTH

Habeebuddin Mir – 30 Roehampton

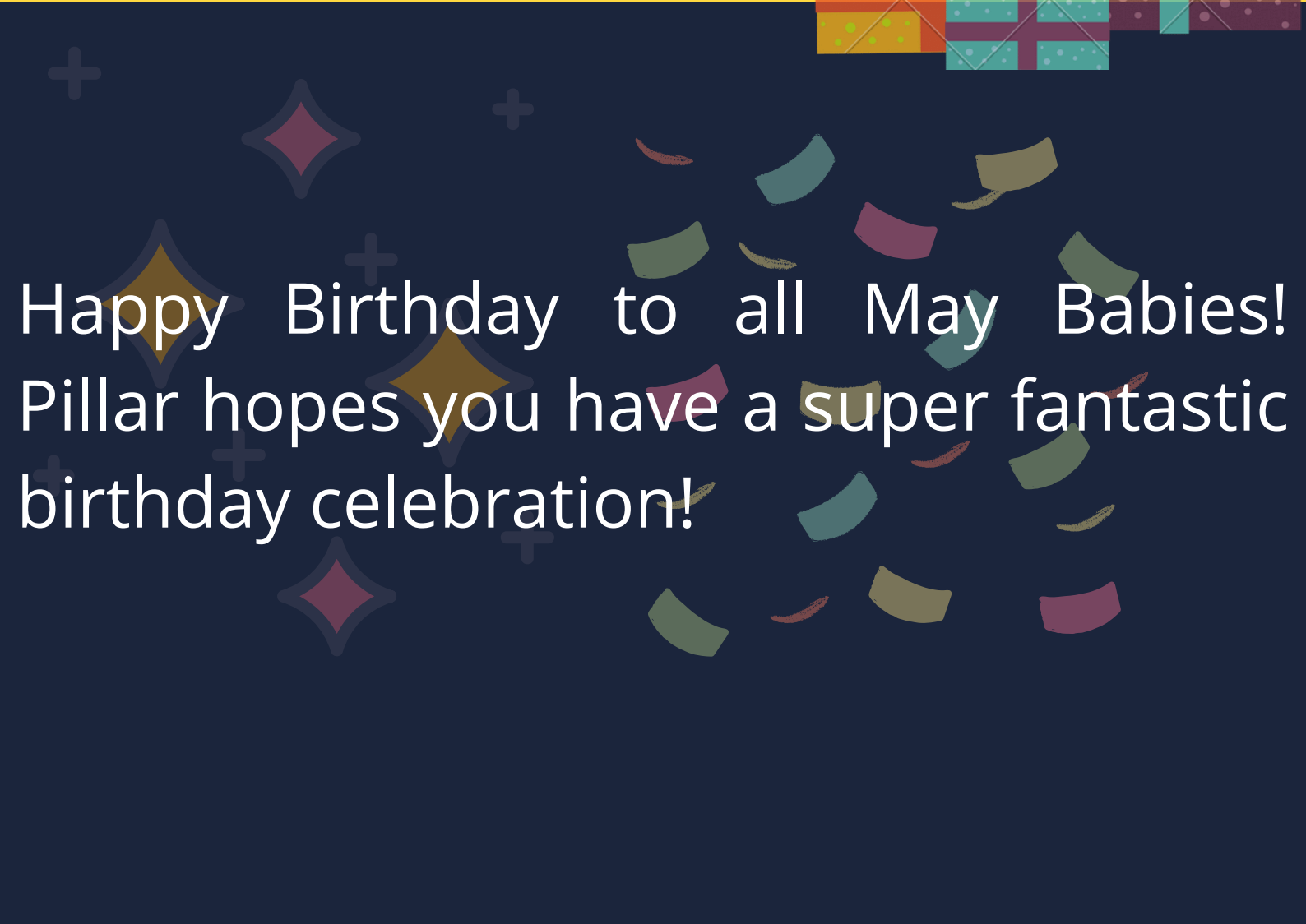
SITE GUARD OF THE MONTH

Zakir Syed – 30 Roehampton

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