



PILLAR NEWS

EDITION 32 • NOVEMBER 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

New Office Location • P. 2

Mobile Department • P. 3

**Operations Department •
P. 4**

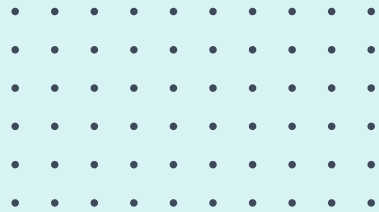
**Employees of the Month &
Was it your Birthday? • P. 5**



Our
Office
Has

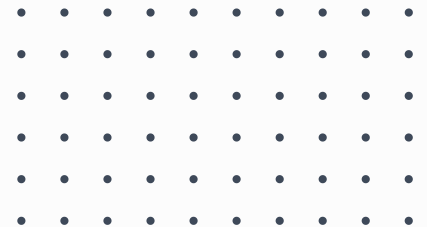
Moved

to a New Location



**3rd
Floor**

327 - 21 Four
Seasons Place,
Toronto M9B 0A8



**Contact information
remains the same**

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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.

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

Vincent Micucci – Applewood Place

SITE GUARDS OF THE MONTH

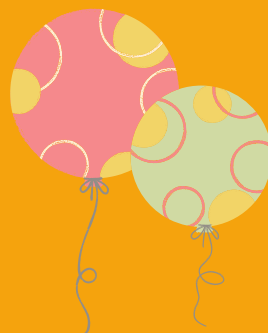
Charles Balgobin – Applewood Place

Gursewak Singh – Applewood Place

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