



## PRIVATE SECURITY AND INVESTIGATIVE SERVICES BRANCH (PSISB) — 2024-25 ANNUAL REPORT: CONTINUED GROWTH AMID CHANGING LANDSCAPE

- Ontario's private-security sector **grew by 2%** across license categories in 2024-25.
- As of March 2025, there were **156,874 licensed security guards** in the province.
- Licensed agencies **decreased by 3%**, and registered employers **declined by 5%**, showing signs of industry consolidation.

Implication: With fewer agencies but more licensed guards, maintaining strong compliance, staffing readiness, and retention practices is increasingly important.

# HOLIDAY SEASON SECURITY & RESIDENT SAFETY

The holiday season brings increased activity in residential communities, from higher foot traffic to more parcel deliveries. Pillar Security is prepared with enhanced seasonal protocols to ensure safety, efficiency, and peace of mind for residents and property managers.

## Enhanced Access Control

- Strengthened monitoring of entrances and exits
- Verification of visitors, contractors, and deliveries
- Extra vigilance against unauthorized entry

## Trespassing & Loitering Prevention

- Proactive monitoring of exterior areas and parking
- Professional handling of unauthorized individuals
- Clear escalation protocols with authorities

## Theft Prevention & Rapid Response

- Focus on high-traffic, high-risk areas
- Immediate reporting and coordinated response
- Seamless communication between onsite teams and emergency services

## Streamlined Parcel Management

- Strict parcel-handling and logging procedures
- Identity verification before releasing packages
- Regular monitoring of delivery zones to prevent misplacements

By equipping our security teams with clear protocols and expectations, Pillar Security keeps every site safe, organized, and service-focused throughout the holidays. Residents and property managers can enjoy the season with confidence.

## **POLICY REMINDER:**

### **PROPER HANDLING AND USE OF MASTER KEYS**

- Never hand the master key to residents, visitors, contractors, or third parties.
- Personally accompany any individual requiring access and use the key yourself.
- Follow site-specific procedures for master key use, including emergencies, lock-outs, or lost keys.
- Keep the master key in your possession at all times and return it to its designated secure location after use.
- If unsure about a situation or procedure, contact your Site Supervisor or Dispatch before proceeding.
- Mishandling the master key can lead to serious security breaches and liability.

## **TEAM RECOGNITION**

### **RAHUL MEHTA – GUARD OF THE MONTH!**

We are proud to recognize Rahul Mehta as our Guard of the Month. Rahul demonstrated exceptional professionalism during a recent break-in incident at one of our sites. His quick response, calm decision-making, and thorough on-site investigation ensured the situation was contained safely and efficiently.

Rahul's diligence and commitment to maintaining a secure environment exemplify the high standards we uphold at Pillar Security.

Congratulations, Rahul – and thank you for your outstanding work!

# TESTIMONIALS



**Nikhil Menghani**

6 reviews · 8 photos



★★★★★ a month ago

Pillar Security delivers outstanding services. Their professionalism is commendable and the security guards are very approachable. I've personally interacted with Mahima, Chetan, Karthik in my building and I find them very sincere and trustworthy.



**Azadvir Singh**

6 reviews · 5 photos



★★★★★ a week ago **NEW**

I just started with Pillar recently and honestly the training's been really good. The Foundations Training part helped me understand what I'm actually doing, and the site training cleared up a lot of things I was unsure about. I've worked places where you get tossed in with no guidance, so this was a nice change.



**Shiv Niranjana**

5 reviews



★★★★★ 2 months ago

I live in a building that is now managed by Pillar Security, who recently took over. Since their arrival, I've noticed a real positive change, the staff at the front desk are not only friendly, but also bring such an uplifting energy and a truly passionate attitude to their work. It creates a welcoming atmosphere every time I walk in, and it really makes a difference in the overall living experience.

