

Corps Rapport

Commissionaires Report for Duty in a New World



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

COMMISSIONAIRES NOVA SCOTIA – ISSUE #32 (2021)

IN THIS ISSUE

Chair's Corner	Page 2
CEO's Corner	Page 3
Guarding Against COVID	Page 4
Safety, Quality & Environmental News	Page 6
Commissionaires ONWATCH	Page 7
Awards & Recognition	Page 8
The Lonely Guard	Page 13
Employee Referral Program	Page 14
Board of Governors Spotlights	Page 16
Supporting Veterans	Page 18
Community Snapshots	Page 19

On behalf of the Commissionaires Nova Scotia (CNS) Board of Governors, I am delighted to bring 2021 greetings.

As Chair of the Board, I wish to thank **Commander Marjorie Hickey**, our Immediate Past Chair, for her exceptional leadership on our collective behalf over the past two years, and to recognize her for continuing contributions to both CNS and Commissionaires nationally.

The Board is composed of 16 volunteers who dedicate their time and energy to advance Commissionaires in Nova Scotia and across Canada. Governors provide strategic direction and oversight of CNS for the continuing benefit of our commissionaires and clients. They are active participants on the committees of our Board and national working groups.

The Board is guided by the Social Mandate of Commissionaires: *"To provide meaningful employment that meets the needs of veterans of the Canadian Armed Forces, the Royal Canadian Mounted Police, their families, and others who wish to contribute to the security and well-being of Canadians."* Just as commissionaires are committed to providing exceptional service to our clients and communities, the Board is committed to its fiduciary role.

The Board continues to meet the Social Mandate by:

- Identifying and developing diverse employment opportunities that leverage commissionaires' skills and experiences;

- Promoting a diverse, safe, and respectful work environment for all commissionaires that supports our broader community;
- Strategically supporting best business practices to modernize and move CNS forward with the right policies, technologies, tools, training, and services; and
- Extending these modernized improvements to deliver better value to our clients while providing our commissionaires with an engaging workplace.

We welcomed three new members to the Board last year: **Kirk MacRae** of Cape Breton Regional Municipality, and **Major (Ret'd) Erica Fleck** and **Rear Admiral (Ret'd) Bryn Weadon**, both of Halifax Regional Municipality. These individuals bring an extensive résumé of experience and insight to the Board, and we are thankful for their ready acceptance to serve CNS.

Collectively, our Board Governors volunteers business, communications, legal, accounting, financial, medical, security, public safety, and civilian expertise to better serve and enhance the goals of CNS.

All our Governors collectively join with me in wishing you and your families a happy, healthy, and safe year ahead.

Deputy Commissioner (Ret'd)
Steve Graham, OOM, BA, MBA
Chair, CNS Board of Governors



DID YOU KNOW?



275
Security Sites



87
Long-term Client Partners



120
Short-term Project Clients



94%
Client Satisfaction Rate



We are experienced:
75%
are in their second or third career



We are local:
Commissionaires live in the
88
communities in which they work



Happy New Year! As much as 2020 will be remembered for hardship – particularly in Nova Scotia – it would be a mistake to overlook its positive legacy.

When 2020 gave us a monumental challenge in the form of COVID-19, CNS met this challenge and excelled. Not only did we sustain service to our existing clients, but we took on and met many new operational demands, including providing crucial support to the province's healthcare system.

In 2020, we underwent a remarkable digital transformation, deploying our new ONWATCH operational tool and transitioning our head office systems to a platform that better supports remote work.

We also quickly responded to the pandemic by re-engineering our training for virtual and distance delivery – a key change that allowed us to continue to hire commissionaires and grow, while other companies scaled back their operations.

These are all successes we can build on in 2021, as we anticipate the roll-out of a COVID-19 vaccine and do our part to contribute to recovery efforts.

Finally, as befits a year with change in the air, our Board will review and approve our new strategic plan in the coming weeks. This plan will set the course for our work over the next three years. There will be changes introduced by this strategic plan, but to a great extent they will be reinforcing the successes of the past three years.

If there is one great thing that came out of 2020, it was learning we have an enormous capacity for adapting to rapid change. We thought we did before. Now we know it.

Geoffrey Hamilton, CD
Chief Executive Officer, CNS



A Diverse Workforce:

- 62%** Veterans: Our unique blend of veterans and non-veterans bring both energy and a wealth of experience to our clients
- 13%** Indigenous (compared to 3% of NS workforce)
- 50%** Below the ordinary age of retirement
- 21%** Female (compared to 14% of retiring CAF/RCMP members)
- 13%** Work with an accommodated disability
- 6%** Visible minorities (non-indigenous)



Commissionaires Guard Against COVID-19



While much of the world stayed close to home in their “bubbles” to curb the spread of COVID-19, commissionaires throughout the province reported for duty in a brand new way. We worked closely with key partners and clients implementing public health protocols to protect our communities.

During the first wave of the pandemic, long-term government and commercial contracts remained stable. Demand for temporary work, however, was at a premium. For the period between mid-March and end of September 2020, temporary contracts generated an additional 45,982 hours of work (a 74.7% increase in hours worked in this category, year-over-year) and a cumulative 129.8% year-over-year increase in short-term contract revenues.

CNS programs and services have since expanded to meet increased demand. We are pleased to be providing COVID-19 support to many clients, including the Government of Nova Scotia, Nova Scotia Health Authority, and others.

Good business is about partnerships. We are proud to have the privilege of serving our client partners, current and past. In 2020, we had to say goodbye (for now) to some of our clients. We look forward to having the opportunity to win them back and work with them again in the future.

The pandemic required Head Office staff to quickly reorient operations in a “physically distanced” work environment, where health authority directions were changing daily. Our staff continued delivering essential services to our clients. Not surprisingly, commissionaires stepped up to the task at every turn.

Some highlights of our operational response:

- Kickstarted Commissionaires security webinar series showcasing our industry experts, who delivered important information for individuals and businesses.
- Completed Clean It Right training and certification with Tourism Nova Scotia. Staff were trained in COVID-19 cleaning, disinfecting and sanitizing, and we continue to take precautions to keep our facilities safe.
- Offices generally stayed open for business by appointment only, except for short periods when our ID Services Offices were temporarily closed.
- We did not stop hiring! We moved recruitment online, launched digital job fairs, and conducted interviews virtually.



From military experience on the front lines, to front-line service work supporting Canadians in the fight against COVID-19, we thank you for your service, dedication and hard work. It is, in part, because of your work and support, that essential businesses and commercial clients have been able to continue to operate.



**DALHOUSIE
UNIVERSITY**

“Please pass on our thanks to all commissionaires who have worked, and will be working, in the last few weeks. These are extraordinary times and having a great partner in the Corps is so important! Stay safe!”

— M. Yorke, Assistant Director Facilities Operations,
Dalhousie University

FIRST AID TRAINING



CNS is the province's largest Canadian Red Cross Training Partner and we provide first aid training **free of charge** to all our employees!

REMEMBER: It is your responsibility, and it is a requirement of your employment with CNS, to ensure your first aid qualification is kept current. CNS keeps records of when your First Aid certification expires (every three years). You will be contacted several months in advance of its expiry to re-take the one-day course.

It is then your responsibility to book one of our classes to ensure it does not lapse. Supervisors and their employees must ensure that all qualifications remain up-to-date. Failure to do this may result in a change of employment status.

If you have any questions, please contact James Greetham, First Aid Training Manager, at training@commissionaires.ns.ca or 1 800 565 8101 x 277.

Commissionaires Receive iCare Award from Cumberland Health Care Foundation



Cmre Doug Chatfield (left) and Cmre Glenn Darragh on duty at Cumberland Regional Health Care Centre

"When COVID-19 became a part of our lives, the hospital had many new challenges that needed to be addressed. Everyone wanted to make sure that patients and staff were well-protected."

Commissionaires have been here now most of the year, and while we've never actually seen their faces, we're getting to know them as part of our hospital family."

"It is our pleasure to be able to recognize Commissionaires Doug Chatfield and Glenn Darragh with iCare Awards! Well deserved, gentlemen!"

— Gwen Kerr, Managing Director,
Cumberland Health Care Foundation

Two of their ranks came to our attention today when a lady came in to tell us how they have gone well and above their duty to help her. The lady has been visiting the hospital daily for months and she has some mobility challenges that can make these visits difficult and tiring. She told us that from the beginning, the two commissionaires most often assigned to the doorway have helped her in immeasurable ways – they have carried heavy bags for her, helped her find a parking spot, and even cleaned the snow from her windshield so she could safely get into her car and stay warm, dry, and safe. She told us that every time she arrives, these gentlemen are up-beat and friendly, and she knows that they are always looking out for her. She simply couldn't thank them enough."

COVID-19 has generated more than 37,000 hours of work for CNS at Nova Scotia Health Authority (NSHA) locations throughout Nova Scotia since March 2020. During this time, commissionaires at NSHA locations have provided a presence at site entrances screening patients, employees, contractors, and visitors. They have also directed visitor traffic and ensured that established site access procedures, guidelines, and restrictions are being followed.

**STAY SAFE AND HEALTHY.
WE WILL GET THROUGH THIS.**

Committed Instructors Didn't Skip a Beat

Our in-house Training Team stepped up to the challenge of a new remote world and adapted to the environment very quickly. Our instructors didn't miss a day preparing the best-trained officers for our client sites. In fact, training continued to accelerate through 2020 with the introduction of virtual security training. Our instructors:

- Trained 16% MORE commissionaires in 2020 compared to 2019
- Increased the class size (now virtual) by 33% in 2020 compared to 2019
- Delivered 31 virtual courses to 214 students
- Began offering blended first aid training, which combines self-directed virtual training online and in person instructor-led training in a physically distanced classroom.

Student Testimonials:

"Amazing instructors. Shirley Day was great with her animated, interesting stories that made me understand things in a different way."

"First aid skills training with Ron West was terrific. He is engaging, enthusiastic about his topic, and hilarious to boot! I actually feel better prepared for a medical emergency following this hybrid training than I ever did following a one-day classroom session."



ISO 14001 Re-Certification Shows CNS is Taking Care of the Environment

After an extensive external audit in the fall, CNS received a renewed Certification of Registration for Environmental Management Systems (ISO 14001). This meant a more in-depth look at how we consider our environmental impact as part of our business practices.

The final audit report had no non-conformances and noted some positive elements:

- We have well-documented environmental aspects and impacts.
- The purchase of a hybrid vehicle (we now have a second one) was noted as the right purchasing decision.

Some opportunities for improvement were noted, and will be considered for implementation, such as:

- Ensuring all employees have WHMIS refresher periodically after their initial training.
- Expanding emergency response plans to include other possible emergencies and conditions, such as spill response.

Our ISO 14001 re-certification will be valid through to 2023.

Linda Lushington Award for Safety Excellence



L-R: Cmre Andy Parker, Site Manager, DND; Joe LeBlanc, Safety Manager, CNS; Cmre Ken Mullins, Site 2IC, DND

The Linda Lushington Award for Safety Excellence is presented annually to the one site that stands out as a CNS Safety Program model. The chosen site meets or exceeds all the requirements of the CNS Safety Program while showing safety leadership. The 2020 recipient is the Dockyard at our Department of National Defence (DND) Site.

Over the year, our commissionaires at the Dockyard have met all criteria of the program. Most notably are the

site's proactive measures to recognize and mitigate workplace hazards and work closely with the CNS Safety Manager to improve the health and well-being of the employees posted at the site.

An example of this is the submission of over 30 Monthly Safety Inspection Reports from DND, which represent half of the company-wide submissions. Over the last two years, these actions have positively impacted the site's incident rates (27.8% reduction) and reduced the severity of injuries (80% reduction in loss time injuries) sustained by employees. Congratulations!

SAFETY STATS: 2020 Compared to 2019

50% reduction in lost-time injuries

9% reduction in falls or bodily injuries

22% reduction in incidents involving employees who are new to a site

27% reduction in temp weeks paid by WCB

10% increase in total incidents

While our total number of incidents was higher than the previous year, the seriousness of injuries and the time for recovery has continued to decrease.

Department of National Defence

Employees:

205

Locations:

45

Types of Roles:

Access control, general patrol, security administration, risk assessments

“We use the Monthly Safety Inspection Reports as a tool to improve the safety of our employees by following up on every question or hazard raised in each report.”

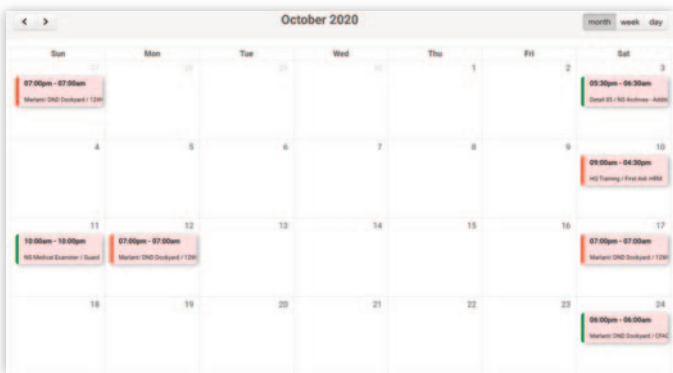
– Cmre Andy Parker, Site Manager, DND

ONWATCH Software Launched for Commissionaires

In 2020, we began the roll-out of our new security workforce management software: ONWATCH. This software provides commissionaires with accurate, viewable paysheets. Commissionaires can now review completed shifts on a detailed timesheet even before receiving a pay stub! This is especially convenient for commissionaires working at various sites that have differing pay rates.



ONWATCH



Shift Date	Location	Shift	Pay Rate	Rate Code	Time	Approved	Unapproved	Unapproved	Approved
12/01/2020	12W5 - Lower Gate	Market DND Dockyard	position_rate	07:00pm-07:00am	N	1.25	0m	12m	
12/08/2020	CFAD - Escort Driver/Panel	Market DND Dockyard	position_rate	06:00pm-06:00am	N	1.25	0m	12m	
12/09/2020	CFAD - Escort Driver/Panel	Market DND Dockyard	position_rate	06:00pm-06:00am	N	1.25	0m	12m	
12/10/2020	CFAD - Escort Driver/Panel	Market DND Dockyard	position_rate	06:00pm-06:00am	N	1.25	0m	12m	
12/14/2020	Willow Park - Main Gate	Market DND Dockyard	position_rate	07:00pm-07:00am	N	1.25	0m	12m	
12/16/2020	12W5 - Lower Gate	Market DND Dockyard	position_rate	07:00pm-07:00am	N	1.25	0m	12m	
12/18/2020	12W5 - Boundary Gate	Market DND Dockyard	position_rate	06:00pm-06:00pm	N	1.45	0m	14m	
12/19/2020	Willow Park - Main Gate	Market DND Dockyard	position_rate	07:00pm-07:00pm	N	1.25	0m	12m	
12/20/2020	Willow Park - Main Gate	Market DND Dockyard	position_rate	07:00pm-07:00pm	N	1.25	0m	12m	
12/24/2020	12W5 - Boundary Gate	Market DND Dockyard	position_rate	06:00pm-06:00pm	N	1.45	0m	14m	
12/25/2020	12W5 - Upper Gate (Main)	Market DND Dockyard	position_rate	07:00pm-07:00pm	N	1.25	0m	12m	
12/26/2020	Boundary Gate	Market DND Dockyard	position_rate	07:00pm-07:00pm	N	1.25	0m	12m	
12/29/2020	12W5 - Lower Gate	Market DND Dockyard	position_rate	07:00pm-07:00pm	N	1.25	0m	12m	

Commissionaires can also:

- Receive text shift offers
- Confirm scheduled shifts quickly via email and text message
- Check in and check out of shifts digitally
- Log in at any time to review past or upcoming schedules
- Print past or upcoming schedules
- View electronic reporting
- View contact information, skills, security clearances, and certifications on file

ONWATCH offers the following benefits:

- Lone worker call-in enhances officer safety
- Ensures commissionaires are paid accurately for shifts worked
- Provides 24/7, secure access to schedules and timesheets
- Eliminates double bookings
- Reduces the need for manual pen and paper tasks
- Saves time and hassle

“I have excellent communications with Commissionaires. From the management team to the dispatchers, everyone is committed to the goal of excellent customer service. I rarely need to speak with the management team because their people are so good at what they do. When I need someone, they take my call immediately and my concern is addressed appropriately.”

— L. Lindsay, Manager, ATM Division, St. Moritz Security Services, Inc.



37 YEARS

Barrett, Alan Robert
Tanner, Annette Senga

32 YEARS

Lapointe, David Wayne
Ritchie, Ronald Wayne
Timmerman, Philip Joseph

27 YEARS

Lewin, Dale Robert
Olynych, Michael Edward
Stewart, Lloyd Joseph
Walsh, James Patrick

22 YEARS

Arsenault, Harold Joseph
Clarke, Raymond Gordon
Cline, Brenda Joyce
Cyr, David Alexander
Dumas, Maurice Joseph
MacIsaac, Martha Wilma
McLeish, Ronald James
Tobin, Emanuel
Wilson, Gerard Anthony

17 YEARS

Bruce, Theodore David
Caron, Jean-Claude Joseph
Corkum, Peter Walter
Currie, David Robert
David, Sylvio Joseph
Ellis, Bruce Fairbanks
Hanlon, Margaret Christie
Hart, Lloyd George
Houston, Lloyd John
Kennedy, Grant Herbert
Layes, James Michael
MacKeigan, Carl Derek
MacLeod, Sheldon John
McNeil, Brian Franklin
Noseworthy, Carl Frederick
Post, Johan Hendrik
Robertson, Hector Campbell
Rockola, James Edison
Sarkany, Leslie Allan
Scott, Donald Edward
Scrivens, James William
Singler, Daniel Joseph
Swan, Kenneth Charles
Tate, William Alexander
Terry, John Wayne
Trask, Gerald Clarence
Waldron, Judith Ann
Zhivago, Tobie Montgomery



Long Service Awardees

12 YEARS

Andrews, Elizabeth Ann
Barron, Gerald Munroe
Bell, Linda Louise
Boudreau, Raymond Joseph
Braun, Pierre Joseph-Paul
Burton, Beverly Howard
Chaulk, Richard Leon
Chitouras, Nicholas Arthur
Daye, Byron Lane
Donovan, James Anthony
Dorey, Glenn Albert
Edwards, Anthony Eugene
Elliott, Hugh Laird
Gero, Richard Leslie
Grandy, Bertam
Graves, Brian John
Hamilton, Diane Michele
Harris, Edward Patrick
Harrison, David Alexander
Higgins, Yvonne Lillian
Hoeg, Robert Aubrey
Irving, Kenny Scott
Jamieson, James Murray
Jewett, Harold Frederick
Jobe, Gilbert James
Lee, Carey William
Lee, Richard George
MacAlpine, Gerald Allan
MacKenzie, Michael Hector
McGean, Justin Robert
McIntyre, Arthur Charles
Miller, Kenneth Cyril
Parker, Kenneth John
Piraino, John Peter
Pitchuck, Laura Lee
Pottie, Sherri-Lynn Patricia
Prest, Una Marie
Quann, Mona
Rhynold, Colleen Marjorie
Rutherford, Beverly John
Smith, Dennis Joseph
Sparrow, Heather Aline
Switzer, Robert Wesley
Taylor, Timothy Allan
Tiller, Cynthia Roslyn
Tuttle, Wayne Frederick
West, Ronald Glenn
White, Roderick Reginald
Woodill, David Gordon
Zomar, Gregory Anthony

5 YEARS

Allen, Frederick Herald
Atkinson, Craig John
Beals, Cortrea Deserae
Beno, Wayne Charles
Blackwell, Cyrus Arthur
Boudreau, William Stephen
Bragg, George Henry
Branch, Dorothy Melinda
Brazeau-Schiebel, Gloria Anne
Brodie, Carolyn Georginia
Brouillette, Rene Paul
Brumwell, Gregory Keith
Buckley, Ronald Thomas
Burbidge, Kent Andrew
Campbell, Paul Walter
Cantellow, Robert Frederick
Capp, John Richard
Carvery, Irvine Theodore
Chiasson, Michel Joseph
Clark, Helen Marie
Clarke, Mary Angeline
Clattenburg, Michelle Elaine
Cleveland, Jeffrey Wayne
Collins, David James
Connors, Amanda Jane
Cooper, Bruce Samuel
Cote, David Martin
Crook, Cameron Michael
Davis, Joshua
Davis, Rose Anne
Delaplane, Michael Troy
Dorey, Brian Daniel
Dorrington, Allie-Olivia
Morgan
Dowling, Sheri Lynn
Eveleigh, Herbert Joseph
Farmer, Manus Lloyd
Felch, James Whitfield
Fenn, Gordon Mark
Forbes, Mandy Lynn
Fortune, Frankie Douglas
Fraser, Amy Michelle
Fraser, Fallon Ann
Gamache, Steven Allan
Gaudet, John Baptist
Gill, Douglas Kent
Gillis, George Alexander
Goodyear, George Hugh
Gordon, Beverly Ann
Gouthro, Bonita Fay
Gouthro, Irvin Leigh
Gracie, Jacinta Marcellus
Gracie, Lloyd George
Graham, Adele Ruth
Haentjens, Peter Albert
Hamilton, Blaine Edward
Harrison, Peter McCurdy
Hill, Frederick Lloyd

Hiscock, Carol Ann
Howell, Gerald Vincent
Howlett, Sandra Christine
Johnston, Clifford Earl
Kingsbury, Margaret Susan
Lahey, Richard Shawn
Larose, Shelley Anne
Laybolt, Roderick Neil
LeBlanc, Gerald Joseph
LeBlanc, Marie Catherine
LeBlanc, Melvin Thomas
Leger, Joel Joseph
LeVasseur, Denis Roger
Lewis, David Jeffrey
Lively, Roy Ernest
Lyman, Carl Richard
MacDonald, Donald Angus
MacDonald, Ian Andrew
MacDonald, Paul Samuel
MacKenzie, Ronald Graham
MacLellan, Brian Patrick
MacNeil, John Bruce
MacPherson, David Joseph
Mahoney, Robert Owen
McKearney, Curtis Douglas
McManus, Patrick Joseph
Medley, Salena Marilyn
Mills, Joshua Kenneth Adam
Milne, Jonathan Alexander
Mitrakos, Helena
Constandina
Montgomery, Robin John
Morris, Wayne Keith
Mullins, Kenneth Derreck
Murphy, Ralph David
Norton, Kelvin Neil
O'Hara, Shawn Patrick
O'Neill, Gary Michael
O'Toole, Paul Joseph
Pare, Richard Edward
Phillips, Alan Hugh
Power, Wayne Scott
Raya, Rhishikesh
Reid, Kevin Gordon
Rice, Paul Allan
Ross, Kevin Stacy
Saucier, Tammy Ann
Shute, Gordon Patrick
Simmons, Roy Lemuel
Smith, Earle William
Stevenson, Todd Dean
Thibeault, Christopher Ross
Thorne, Albert Frederick
Vaughan, Alan Robert
Veinot, Ernest Freeman
Warr, Ian Garnet
Whelan, Arlene Cynthia
Zoccole, Stefona Gilbert

AN OFFICIAL CANADIAN RECOGNITION

COMMISSIONAIRES LONG SERVICE MEDAL

// RIBBON

The ribbon is 32mm wide with a dark red central stripe of 13mm framed by 6mm white stripes. Each edge is lined by a dark blue stripe measuring 3mm in width.

// BAR

A silver bar is awarded for each additional period of five years of service. The silver bars are replaced with a gold bar at 32 years of service, then additional gold bars at 37, and 42 years.

// MEDAL

The circular medal is made of nickel-plated brass, silver in colour.

// THE CLSM

This medal, first approved on 20 August 1948 by veteran and Secretary of State Colin W. G. Gibson, has been incorporated into the Canadian Honours System. This medal is awarded for 12 years of service in the Corps.

// LABOR OMNIA VINCIT

The medal has a straight suspension bar bearing the words *labor omnia vincit* (*work conquers all*) linked to the medal by three eyelets.

// DESIGN

The face features a maple leaf surmounted by a sword, an anchor, and an eagle, framed by a garter bearing the words *virtute et industria* (*with courage and hard work*).



35 mm



CEO COMMENDATIONS

Why First Aid Training Pays Off



Cmre Christina Darragh

Cmre Christina Darragh was awarded a CEO Commendation for her tremendous first aid skill and vigilance. Christina provided first aid to a person who was struck by a freight train outside our Truro Office. She was quick to respond and was able to help stabilize the victim, stop their bleeding and keep them calm until paramedics arrived. Christina was even more prepared than someone who received first aid training ... she was actually TEACHING a first aid class at the time of the incident!

Preventing a Wanted Man from Fleeing the Country

Cmre John Hutchison was awarded a CEO Commendation for his composure and vigilance while delaying an individual attempting to flee Canada. On July 31, 2020, John assisted police in stopping the wanted 22-year-old international student at J.A. Douglas McCurdy Sydney Airport. After hearing a disturbance over an overweight suitcase, John approached the man and attempted to deescalate the situation. He then had the Cape Breton Regional Police called while he kept the man occupied. Thanks to John, the wanted man was kept from boarding the aircraft until police arrived.



Cmre John Hutchison



DIRECTOR'S CERTIFICATE OF RECOGNITION

As is the nature of our industry, there are occasions and circumstances that are security-sensitive and cannot be disclosed publicly. These three commissioners have earned recognition from our client for their professionalism and for repeatedly going above and beyond the call of duty. **Cmre Finlay**, **Cmre Diallo** and **Cmre Mumford** are reliable, appreciated and truly deserving of this recognition.



L-R: Cmre Craig Finlay, Cmre Moses Diallo, Cmre Terry Mumford



COMMISSIONAIRES MEDALLIONS:

Best Trained in the Industry!

Commissionaires has the best training in the security industry and adheres to the Canadian General Standards Board (CGSB) standards for security guards and supervisors. All new commissionaires take the Commissionaires Security Officer Course (CSOC).

During each in-person course, there is an opportunity to be chosen by peers as a recipient of the Commissionaires Medallion. The medallion is presented to one commissionaire per course whose contributions and assistance to others during training stood apart from the rest. For 2020, the following 12 commissionaires were chosen by their peers to receive a medallion:

Andrew Glenn Ford
Matthew Michael Oake
Dianne Valerie Neuman
Maureen Elizabeth Brown
Jessie Nan Pike
Milo Quinn Ewing
Lois Debra MacCallum
James David Greetham
Joseph Camille Robert Rouleau



Cmre Ashley Gibbs took on the role of Coordinator for ID Services Halifax Office in December 2019 when our new ID Services office opened in Barrington Place, Halifax. She has proven to be a high performer and a tremendous asset for CNS. Did you know Commissionaires manages the largest digital fingerprinting infrastructure in Canada? With every new office location we open, and every new service we launch, commissionaires are a big part of helping to spread the word about the ways we protect and support people.



Cmre Ashley Gibbs, Coordinator,
ID Services Halifax Office

“ I had the pleasure of meeting Ashley to discuss my U.S. Entry Waiver Application. My meeting was scheduled for 2:00 PM and since I was a bit nervous and apprehensive (not having done this type of application before), I showed up about 20 minutes early for the meeting. I was pleasantly greeted by an officer and she escorted me to Ashley's office for the meeting.

Ashley was friendly and pleasant, which made me feel very comfortable. She clearly explained the process to me and then we reviewed all the documents that I had previously submitted. She acknowledged that everything was in order ... I paid the process fee and thanked Ashley before leaving the office with the feeling that I had been treated with respect by professional and efficient staff at the Commissionaires office in Halifax.

— E. Milley, US Entry Waiver Client, ID Services



Scholarships Awarded to Children and Grandchildren of Commissionaires



For the 2020/21 school year, we were thrilled to award four students with \$1,500 scholarships toward their post-secondary education. To date, our scholarship program has assisted 81 students with awards totalling \$125,000!

Congratulations to the following recipients of the CNS Board of Governors' Educational Awards. These students have demonstrated exceptional scholastic, extra-curricular and community achievements.

Christian Fletcher – Dalhousie University, Bachelor of Science
Sponsor: Cmr Paul Fletcher (father), Pratt & Whitney

Xavier LeVasseur – Saint Mary's University, Bachelor of Science
Sponsor: Cmr Denis LeVasseur (father), CFRC

Graham MacIsaac – Saint Mary's University, Bachelor of Commerce
Sponsor: Glenn MacIsaac (father), CNS Head Office

Jayden Picklyk-Hopkins – Saint Mary's University, Bachelor of Commerce
Sponsor: Cmr Gerald Hopkins (grandfather), RCMP "H" Division



Christian Fletcher (middle), award recipient, with his Mom, Virginia, and Dad, Paul



Graham MacIsaac (middle), award recipient, with his parents, Angela and Glenn MacIsaac



Jayden Picklyk-Hopkins (left), award recipient, with his Grandfather, Gerald Hopkins



Xavier LeVasseur (middle), award recipient, with his grandparents, Susan & Brian Young (left) and Mom, Kelly LeVasseur (right)

To obtain an application for this coming year's educational awards, contact Wendy at wbensted@commissionaires.ns.ca or 902 421 2349.



The Lonely Security Guard

*By Stephen Grant, Manager, Risk & Resilience
Commissionaires Nova Scotia*

Resilience has become a watchword of our times. It captures our desire to overcome our current dilemma through positivity, hope, and plain old grit and determination. We know our species as a whole understands resilience. After all, when shouldered against past experiences, or even those routinely faced by much of humanity today, “the Second Wave” seems less daunting.

In the security business, one of its main purposes is to protect the safety and property from the privations of others. This role may become an emerging point of conflict as advocates of social justice seek societal levelling through attempts to dismantle boundaries established by the present elites.

Perhaps the point is not erecting barriers, but finding a better way of sharing what we have.

In many cases, this has been the goal of modern buildings and public space designs. The current challenge is that many large spaces find themselves temporarily, or perhaps permanently, abandoned.

How do we make the under-utilized property safe? Is it our goal to simply guard uninhabited spaces until better days come? This, unfortunately, may be necessary for the short term, but it must not become the end purpose. Rather, the security guard needs to be the bridge connecting the uncertainty of the present to the re-occupation of our urban spaces in the future.

The human component of security is currently much assailed by technology, but it is the personage of the security guard that can make the difference. Society needs assurance; it requires people to provide this to us.

Therefore, it is the lonely lot of the security guard to protect what we have and ensure that it is there for us when we return. Their presence provides the continuity necessary to maintain our fragile social fabric. This role is perhaps a unique responsibility, unquestionably a product of these troubled times. Nevertheless, much of what we value, and what must be retained, has been placed in their reassuring hands.

Will the world emerge again from this crisis? Assuredly, for we have faced much worse. Resilient we have been, resilient we will continue to be.

“The greatest glory in living lies not in never failing, but in rising every time we fall.” - Nelson Mandela



Stephen Grant, BA, BED, MED
Manager, Risk & Resilience
Commissionaires Nova Scotia
sgrant@commissionaires.ns.ca
902 483 5633

A specialist in Threat Risk Assessment, Crime Prevention and Investigations, Stephen is able to assist businesses and provide advice on strategies to protect employees from robberies, shoplifting, break-ins, and other criminal activities.



Would you like more cash in your bank account?

Last year we awarded more than \$7,000 in referral bonuses!



Many candidates who submit their applications for employment tell us that they have been referred by a friend, neighbour or family member who is already a commissionaire. That makes employees our very best recruiters and ambassadors!

As a thank you for these word-of-mouth referrals, commissionaires are eligible to receive a bonus each time a qualified individual is referred who successfully completes the hiring process and remains an employee for a minimum period (520 hours). The Referral Form, found on the CNS Employee SharePoint, must be completed when the applicant initially applies. For more information contact Sue at ssarkany@commissionaires.ns.ca or 902 421 2301.



INCENTIVE LEVELS

\$500 for each veteran (CAF, RCMP and allied militaries; Regular, Reserve or CIC)

\$250 for each non-veteran

Forbes | 2020
CANADA'S BEST
EMPLOYERS

POWERED BY STATISTA

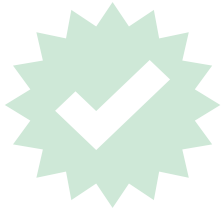
Commissionaires is proud to be named on Forbes Canada's Best Employers for the fifth year in a row. Thank you to all our commissionaires – this recognition reflects our employees and their commitment to living our core values every day.



2020 EMPLOYEE ENGAGEMENT SURVEY INSIGHTS



79% OF COMMISSIONAIRES WOULD RECOMMEND CNS TO FRIENDS & FAMILY



82% OF COMMISSIONAIRES AGREE CNS PROMOTES A SAFE WORKPLACE



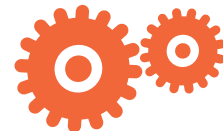
78% OF COMMISSIONAIRES ARE PROUD TO WORK FOR CNS



8 OUT OF 10 COMMISSIONAIRES AGREE THEIR FELLOW EMPLOYEES ARE COMMITTED TO DOING QUALITY WORK



8 OUT OF 10 COMMISSIONAIRES AGREE AT WORK, THEY HAVE THE OPPORTUNITY TO DO WHAT THEY DO BEST EVERY DAY



AREAS FOR IMPROVEMENT:

66% OF COMMISSIONAIRES AGREE CNS PROMOTES A SUPPORTIVE WORKPLACE



1 OUT OF 10 COMMISSIONAIRES DON'T AGREE THEY HAVE THE MATERIALS AND EQUIPMENT TO DO THEIR WORK RIGHT



ONGOING PROGRESS:

74% OF COMMISSIONAIRES BELIEVE CNS VALUES DIVERSITY (7% MORE COMPARED TO 2014 SURVEY RESULTS)



11% FEWER COMMISSIONAIRES REPORT HAVING EXPERIENCED BULLYING IN THE WORKPLACE (COMPARED TO 2017 SURVEY)

7% MORE COMMISSIONAIRES TRUST CNS SENIOR LEADERSHIP TO LOOK AFTER THEIR INTERESTS (COMPARED TO 2019 RESULTS)



Thanks to all our employees who took the time to complete the 2020 Employee Engagement Survey! The response rate was 54%, which means the sample size is considered statistically valid.

SPOTLIGHTS



The CNS Board of Governors Welcomes Three New Members

We are very appreciative of the dedication, experience and expertise of all Governors who volunteer their time and truly care about commissionaires and CNS. Retirements in late 2019 (as featured in the 2019 issue of Corps Rapport) provided the opportunity for the Board to elect three new Governors:

Rear Admiral (Ret'd) Bryn Weadon, CMM, CD, FCPA, FCMA

RAAdm Weadon became a CNS Board member in December 2020. He served 35 years with the Royal Canadian Navy, with his final appointment as ADM Finance and Corporate Services and Senior Financial Officer for National Defence. Since retirement, RAAdm Weadon has been helping to deliver the CPA/CMA accreditation programs. An active volunteer, he serves as National Treasurer of the Navy League of Canada, Royal Military Colleges of Canada Foundation, and Canadian Naval Memorial Trust. He is also Director and Disbursement Advisory Committee Chair for the True Patriot Love Foundation.

Major (Ret'd) Erica Fleck, MMM, CD

Maj Fleck served 34 years in various roles in the Canadian Army throughout Canada and overseas as a Logistics Officer. Her last role was as Commanding Officer at the Joint Task Force Atlantic Headquarters and J3 Ops, where she coordinated all domestic operation responses for the Atlantic provinces. She is currently Commanding Officer 3 Intelligence Company (part-time Reservist) and is the HRM Emergency Manager. Maj Fleck is deeply involved in all aspects of improving community responses, from homelessness to preparedness across HRM. She completed an undergrad degree at Cape Breton University in Emergency Management and is a graduate of the Canadian Forces College's Joint Command and Staff Programme. Maj Fleck joined the CNS Board in February 2020.

Mr. Kirk MacRae, ICD.D

Mr. MacRae is the President of RKM Investments, which has interests in a number of Nova Scotia businesses. He has served his community in the roles of Honorary Colonel of The Cape Breton Highlanders and as Board Chair of The United Way of Cape Breton, Celtic Colours International Festival, Gaelic College of St. Ann's, as well as Sydney Airport Authority and Chamber of Commerce. Kirk also spent 10 years as Board Member of The Royal Canadian Mint and presently sits on the Cape Breton University Board. Mr. MacRae was elected to the CNS Board in February 2020.



Steve Graham OOM BA MBA
Deputy Commissioner (Ret'd)
Board Chair



Tom Bennett LSM MSM BPS
Chief Superintendent (Ret'd)
Board Vice Chair



Marjorie Hickey CD QC
Commander (Ret'd)
Immediate Past Chair



Heather Armstrong CD BCOMM DCL
Commander (Ret'd)
Executive Committee



Douglas Ruck QC
Executive Committee



John E.L. Carruthers
BBA FCPA FCA CBV CMC
Executive Committee



Erica Fleck MMM CD
Major (Ret'd)



Joanne Crampton M.O.M
Assistant Commissioner (Ret'd)



Gary Curtis CD
Colonel (Ret'd)



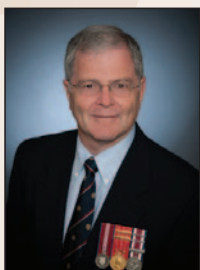
Heather Mackinnon MSM CD MD
Lieutenant Commander (Ret'd)



Richard Oland CD BCOMM
Commander (Ret'd)



D.E. (Dusty) Miller CMM MSC CD
Vice Admiral (Ret'd)



John Miller CD DDS
Lieutenant Colonel (Ret'd)



Corinne MacLellan BPR
Honourary Lieutenant Colonel



Kirk MacRae ICD.D



Bryn Weadon CMM CD FCPA FCMA
Rear Admiral (Ret'd)



CNS Donated Over \$10,000 to the Nova Scotian Veteran Community in 2020

Each year, the Commissionaires Nova Scotia Veterans' Support Committee provides support to selected veterans' organizations. What better way to give back to the company's core cause than to support veterans in need! Here are some of the donations we made:

RCMP Veterans' Association - \$2,400

The RCMP Association performs exceptional work on behalf of veterans and their families. They provide physical, social or financial assistance to members and/or veterans in need.



L-R: D/Commr (Ret'd) Steve Graham, CNS Board Chair; Brian Carter, President, Nova Scotia RCMP Veterans' Association

The Army Museum - \$1,000



L-R: Major Ken Hynes, Army Museum Curator; Corinne MacLellan, CNS Board Governor

The Army Museum at the Halifax Citadel has been preserving Atlantic Canada's military heritage since 1953. Our donation has been made in support of the Museum's initiatives to recognize veterans. This past year, due to COVID-19 restrictions on visiting, much of the museum's collection has been made available to explore online: www.armymuseumhalifax.ca



The Royal Canadian Legion - \$3,900

We presented the Royal Canadian Legion Nova Scotia/Nunavut Command with a donation of \$2,400, as well as fifteen \$100 Sobey's gift cards to assist homeless veterans.

L-R: Valerie Mitchell-Veinotte, Executive Director, The Royal Canadian Legion Nova Scotia/Nunavut Command; Geoff Hamilton, CEO, CNS; LCdr (Ret'd) Heather Mackinnon, Chair, CNS Veterans' Support Committee

Paws Fur Thought - \$1,500

Paws Fur Thought is an organization that advocates and fundraises to pair PTSD service dogs with veterans and first responders in need. Specially-trained service dogs can help manage symptoms such as depression, night terrors, panic attacks, addictions, and anxiety.



Poppy Fund - \$1,000

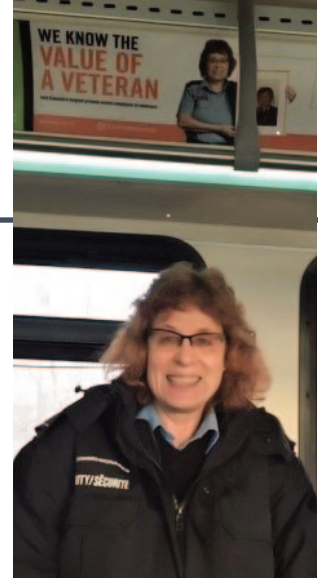


Through donations to the Legion Poppy Fund, the Legion provides financial assistance and support to veterans, including the Canadian Armed Forces and the RCMP, and their families who are in need. Examples include: grants for food, heating costs, clothing, prescription medication, as well as emergency home repairs and shelter.



Janine with Janine

On her way to a shift, **Cmre Sylvia Janine Johnson** took a picture with a Commissionaires bus ad featuring none other than ... herself!



Sydney Mines Commissionaire Keeping Feral Cats Warm in Winter



Our commissionaires have a broad range of hobbies when they aren't protecting our clients' people and properties.

Cmre Bud Tobin has made about 500 impressive cat houses for strays over the years. Bud has been a security officer at the Canadian Coast Guard College for over 20 years now. We thank him for his dedication to his work with Commissionaires and... to the cats he has protected!



L-R: Corinne MacLellan, Governor, CNS; D/Commr (Ret'd) Steve Graham, Board Chair, CNS; Geoff Hamilton, CEO, CNS; Cdr (Ret'd) Marjorie Hickey, Governor, CNS

In February 2020, before the shutdown, we had the opportunity to present to the Nova Scotia Legislature's Standing Committee on Veterans Affairs. Our presenters highlighted the work commissionaires do across Nova Scotia, and how CNS could provide closer support to the province.



"On behalf of Council and the Municipality of Colchester, I would like to thank [Commissionaires] for your very generous donation of security services for two weeks as residents of Portapique returned to their homes. The events that took place there were beyond devastating to the families affected. The service provided by Commissionaires offered the privacy and solitude needed during a tremendously difficult time.

We greatly appreciate the extra efforts made to accommodate our request on short notice. Especially amidst the challenges of COVID-19. It was particularly comforting and reassuring for us to know that this important service was in such capable hands.

Thank you for your kind thoughtfulness and consideration. We look forward to working with you again in brighter days ahead."

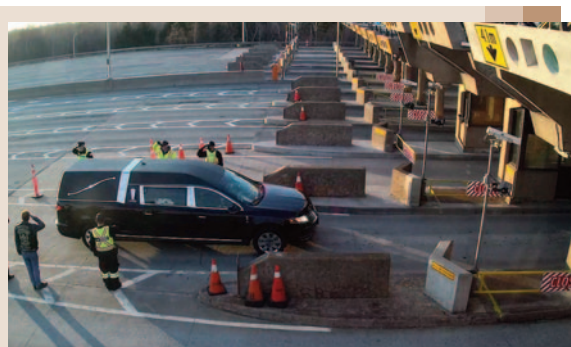
— Note of thanks from Mayor Christine Blair,
Municipality of Colchester



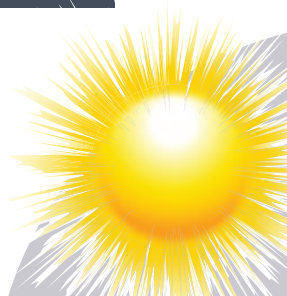
After schools closed in spring 2020, Halifax Grammar School's beloved commissionaire, **Allan Frew**, recorded an encouraging message for the community he used to greet daily. "There's a song that Frank Sinatra sings called "You are the sunshine of my life," says Allan. "Well, that's the way it's been with you ... children, parents and staff ... for the last 18 months. I love you all and miss you terribly ... Do whatever your parents say to stay safe!"



Cmre Christian Bresee is serving his community in Truro a different way. You don't have to be a healthcare professional to save lives. Despite COVID-19, Canadian Blood Services still need donations! At this time, enhanced wellness measures are in effect throughout all donor centres. Please check ahead for all details.



Commissionaires at Halifax Harbour Bridges honour Sub-Lt. Abigail Cowbrough during the Highway of Heroes parade on her final trip home. May she rest in peace.



Despite the pandemic, we have not stopped recruiting and hiring new security officers! Much activity of our Recruiters turned digital with virtual job fairs like this one.



The Women of Commissionaires

October 2020 was Women's History Month and we celebrated a couple of our phenomenal females!



Cmre Irja Hickey greets motorists at the Cobequid Toll Plaza

"Irja is an outstanding commissionaire," says Cobequid Toll Plaza Site Supervisor, Cmre David Cote. "She is a respected co-worker and role model to all."

Cmre Irja Hickey is a veteran of the Canadian Armed Forces (CAF), having served for 28 years. She served as a Mobile Support Equipment Operator and later a Resource Management Clerk. She also served in the theatre of war, representing Canada in Afghanistan and Egypt. Irja's role as a Fitness Coordinator for her company troops and her lifelong dedication to fitness make her an incredible role model.

Upon retiring from the CAF, Irja joined CNS. We have welcomed her positive attitude and profound willingness to continue to serve the people of Nova Scotia and Canada. She currently works as a Collector at our Cobequid Toll Plaza site, representing Commissionaires and Cobequid Pass Toll Plaza as a true example of professionalism at its best.

"Donna has been excellent at her current position as Military Police Dispatcher," says Cmre Andy Parker, DND Site Manager.

A commissionaire since 2010, **Donna Cofill** received a CEO Site Commendation in 2013 and a Director's Citation in 2015. Donna is the kind of employee every business dreams of hiring (and replicating). She contributed greatly at a number of other sites before being posted at DND. At a previous site, Donna discovered a crime ring while monitoring CCTV activity. As a dispatcher with the Atlantic Operations Centre at Head Office, she single-handedly filled thousands of shifts throughout the province. In her spare time, she picked up shifts anywhere and everywhere she was needed. In her most recent assignment at Windsor Park, she continues to put her administrative skills, organizational genius, and general loveliness to work dispatching. Thank you, Donna, for bringing your skill set to each and every assignment!



Cmre Donna Cofill, DND



COMMUNITY SNAPSHOTS

Cobequid Toll Plaza

"The collection of tolls is handled by commissionaires who operate the tollbooths 24 hours/365 days a year. Commissionaires are not only responsible for the collection of tolls; they are the "uniformed ambassadors" for the company. These men and women are not limited to toll collections but are challenged daily with requests to provide motorists with directions, distances, locations, and weather/road reports to name a few. Commissionaires rise to this challenge. A typical day on the job has, on occasion, included assistance with minor repairs and other advice."

— Description from Cobequid Toll Plaza website, Atlantic Highways Management Corporation Limited



In September 2020, CNS introduced its very first Stakeholders Report. This will be an annual public report of our company's activities in support of our mandate. This is not your average, boring report – it's *only* eight pages of interesting factoids and figures. If you haven't had a chance to read it yet, you can find an electronic copy on our website: www.commissionaires.ns.ca



Generations of commissioners and their family members got their annual flu shots at clinics we hosted at our district offices.



Hidden Hero at CFB Halifax

When members of Operation ARTEMIS's Roto 14 came to town to conduct their training in November 2020, they did not expect to strike up a friendship with **Cmre Art Gilbert**. As Juno Tower's steadfast guardian, Art shared sweeping tales of his 30 years of impressive service.

The deployment, known in Canada as Op ARTEMIS, is the CAF's ongoing contribution to counter-terrorism and maritime security operations in the Middle Eastern and East African waters. With over 40 members preparing to support CTF 150 based out of Bahrain, those from outside the Maritime bubble were confined to Stadacona as part of COVID-19 safety regulations.

For his kindness and hospitality, the newly minted Op ARTEMIS team honoured Art with a print of The Mural of Honour, a piece of mosaic art depicting portraits of soldiers, sailors, and aviators.

Strategic Planning for the Future of CNS



In the Fall we kicked off the strategic planning process for 2021-2024. Field commissioners, support staff and the Board of Governors all provided input to the strategic direction CNS will take over the next three years. The level of collaboration has been exceptional, and participants were very engaged during the facilitator-led workshops. Thank you to everyone who provided their time and input – via the employee engagement surveys, focus groups and strategic sessions. It all counts toward the future of this wonderful company!



Remembrance Day: On Global News Cdr (Ret'd) Marjorie Hickey, CNS Immediate Past Chair, was interviewed about how Commissioners provides meaningful employment for retired service members.

Spirit Award!

Cmre Chris Raftus, Site Supervisor at the Jamieson Community Correctional Centre, became the first non-Correctional Service Canada employee to receive their Spirit Award.

Chris was nominated for the award for all the extra effort he put in to keeping the centre running during the COVID-19 pandemic.



Chris worked extra shifts because of staff shortages. In addition to his regular duties, he also trained new commissioners and maintained a positive attitude through his kindness, calmness, and patience with staff and clients. Congratulations, Chris!

Reminder: Submit your photos for community snapshots by emailing howlett@commissionaires.ns.ca





Subway surprised some of our security sites in Sydney, Truro and Halifax with breakfast to thank them for their dedication to the front line this past year – they deserve it!

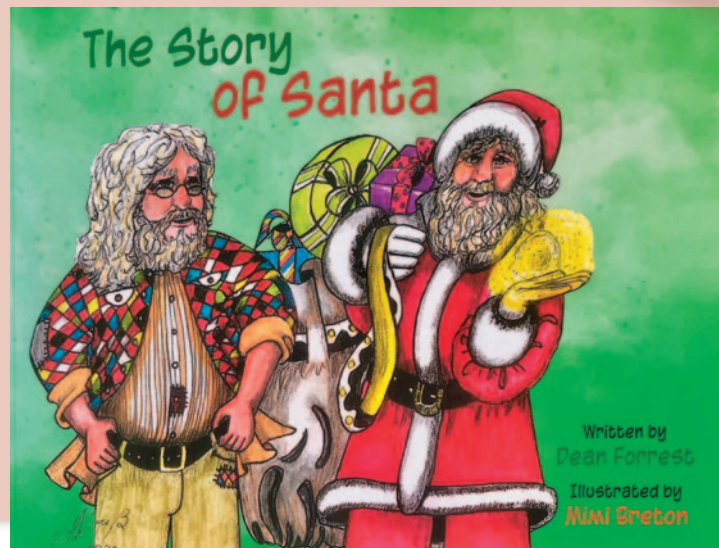


The Pandemic Gave Two Commissionaires the Time to Write and Illustrate Their First Book

Cmre Mimi Breton has worked for CNS for 13 years. She has spent over five of those years in cruise ship security. On her first day, Breton shared some pictures of her art with her trainer, **Cmre Dean Forrest**.

Dean was impressed with Mimi's art and eventually asked her to illustrate the children's story he was working on, *The Story of Santa*.

During the COVID-19 shutdown, Dean had wanted to get away from the news, so he "just sat down and wrote." Together with Mimi, they were able to publish their own wonderful book just in time for Christmas. Through the process, they became close friends!



“

Halifax Regional Police and Commissionaires have worked together continuously since 1974. Their experience and dedication enhance our ability to provide exceptional service to our community. We have the utmost confidence in the discretion, reliability, professionalism, and expertise of the 20+ commissionaires working with and on behalf of the Halifax Regional Police.

— Chief Dan Kinsella, Halifax Regional Police

”





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