

Corps Rapport

COMMISSIONAIRES



229

PROFILE STORY: A New Home for Commissionaires Nova Scotia

SEE PAGE 12



COMMISSIONAIRES

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COMMISSIONAIRES NOVA SCOTIA – ISSUE #29 (2018)

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On behalf of the Commissionaires Nova Scotia (CNS) Board of Governors I wish all readers a very Happy New Year! It is with *pride* that we reflect upon our successes of the past year, with *hope* that we look to the future, and with *gratitude* that we recognize those who work tirelessly each day on behalf of CNS. We thank you for your sacrifice and dedication to duty.

The Nova Scotia Division has had a remarkable year. Most notable was the build and move into our attractive and well-designed Headquarters in Bedford Commons. Looking to the future in our new building, having all HRM staff located in one Headquarters will result in greater cost containment and improved functionality.

In December, board member and Past Chair, Colonel Barry Wark, retired from the Board after 18 years of service. An exceptionally dedicated and effective volunteer, Barry will be missed for his sage advice, steady hand and selfless service. From all of us at CNS, we extend our sincerest gratitude and warmest wishes to Barry and his wife Brenda.

In December, we were also pleased to welcome our newest board member, John Carruthers, who served a career as a professional accountant and partner with Grant Thornton. We will certainly benefit from his years of experience in the financial industry.

The CNS Board of Governors remains dedicated to the continued success of our Division. We continually look to improve as a board and as a company. At our recent strategic planning session, I noted one of our key



CNS Board of Governors

strengths is that we all care about this Division and we all choose to work for the benefit of commissionaires—from the volunteers on the Board, to our CEO and senior leaders, Headquarters staff, and of course to the commissionaires working at client sites.

We are all invested in ensuring veterans of the CAF, RCMP and other Nova Scotians who wish to contribute to the security of Canadians have an option for meaningful employment. We have an exceptional team and are well-positioned to succeed going forward.

Commander Richard H. Oland,
CD, B. Comm. (Ret'd)
Chair, CNS Board of Governors



“

Enjoyable Cruise Season at Port of Halifax

Commissionaires offers seasonal employment during the cruise season – great for snowbirds that want to earn some extra money for part of the year!

“We both really enjoyed our seasonal employment this summer with the Corps at Port of Halifax. It was a great bunch of people to work with and a very good learning experience. Personally, we would like to thank Jim Calvesbert, Site Supervisor, for his warmth and pleasant personality in all our endeavours. As well, the daily leadership of both Ken Ferris and Brian MacLellan was much appreciated.”

— Commissionaires Ann and Barry Moland



”

Best of 2017

It was 50 years ago that Colonel Sydney Oland opened our Headquarters in the historical building, Black-Binney House, on Hollis Street in Halifax. The Oland family has been part of this company from the beginning. Now, Commander Richard Oland is the third generation to chair our Board. So as his grandfather did 50 years ago, he leads us into the next 50 years with a modern, new Headquarters facility. Family traditions; it doesn't get any more Nova Scotian than this!

Commissionaires Nova Scotia (CNS) can reflect on 2017 with a great sense of accomplishment and renewal. We have improved our safety culture, won and renewed contracts, relocated our Cape Breton District Office, and built a brand new Headquarters in Bedford Commons—all in an effort to better serve our commissionaires and clients.

CNS is 80 years proud of providing security services to Nova Scotians. Our longevity can be attributed to our people—veterans and non-veterans—who have a unique blend of skillsets. It is thanks to commissionaires who ensure our clients are protected. We are grateful to all commissionaires who have built our long-standing reputation, ensuring we remain Trusted Everyday Everywhere.



Please enjoy this issue of *Corps Rapport* that celebrates the accomplishments of our team throughout 2017.



WE ARE CONNECTED!

Follow us on Facebook,
LinkedIn and
our new **website**.

A handwritten signature in black ink.

Commodore Bruce W. Belliveau,
CD (Ret'd)
Chief Executive Officer, CNS



Commissionaires' UAS Solutions reduce safety challenges while saving you time and money.

- Enhanced threat risk assessment
- Infrastructure inspection and maintenance
- Construction – aerial site pre-planning and monitoring
- Real estate
- Surveying and mapping
- Special events and mobile patrol
- Monitoring and surveillance
- Camera placements and patrols (large sites/difficult terrain)

Commissionaires provides Unmanned Aerial Systems (UAS) services – also known as aerial filming or drone surveillance – to meet a wide variety of your safety and security needs.

Commissionaires fully meet regulatory requirements with certified operators and full liability insurance.



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Raising the Flag for Eating Disorders Awareness Week



Commissionaire Wanda Clarke, from our City Hall site, was the first female commissionaire to raise the Parade Square flag! Here she is with Tony Mancini (left), Councillor District 6, and Commissionaire Harry Carrigan, Site Supervisor, City Hall, at the Eating Disorders Awareness Week Flag Raising Ceremony on February 2.



100th Anniversary - Battle of Vimy Ridge

On April 9 we joined with the rest of Canada to commemorate the 100th Anniversary of Vimy Ridge.

Tim Hortons Camp Day



Commissionaires supported Tim Hortons Camp Day on May 31. Special thanks to Daisy Gavel and Teresa Yetman for volunteering at the Shearwater location!

DND Family Days

Commissionaires provided security and sponsorship for the 2017 DND Family Days held at HMC Dockyard this past summer.



Scotiabank Blue Nose Marathon May 19-21, 2017



Commissionaire Jillian Holloway directs runners and maybe dances simultaneously? Totally acceptable at the Blue Nose!

Commissionaire Russell Farrell describes the runners as "determined." Over the last few years as a Race Course Marshal, Russell has witnessed many runners with inspiring stories overcoming obstacles. Empathy, sportsmanship, perseverance, love and tenacity all come to mind when Russell reflects on his experiences.

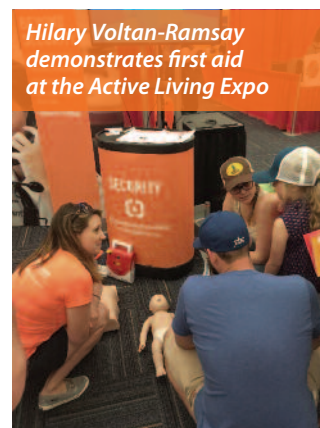
CNS was proud to once again be selected as the Scotiabank Blue Nose Marathon security partner. 2017 marked the 5th year that CNS has provided Race Course Marshals for this marquee event. We kicked off the event at the Active Living Expo where we showcased our first aid training.

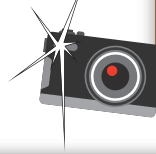
Close to 100 commissionaires worked closely with Emergency Health Services and Halifax Regional Police to keep over 10,000 participants safe during the race.



Commissionaire Alan Vaughn on the course directing and assisting participants

Hilary Voltan-Ramsay demonstrates first aid at the Active Living Expo





Commissionaires Janetta Keagan (left) and Josh MacGillivray (right) greet passengers disembarking a cruise ship at the Port of Sydney

Commissionaire Keagan makes tourists' day at Port of Sydney

We received a wonderful story in June featuring Commissionaire Janetta Keagan, one of approximately 15 commissionaires at our Port of Sydney site. Cmre Keagan greeted a passenger coming ashore by wishing him a wonderful day in Sydney. He replied, "I'd enjoy it better if my wife could come with me."

When Cmre Keagan discovered that the man's wife required a wheelchair, she sent another commissionaire to get one from the port for her. The couple spent hours enjoying the shops. Once on board, Cmre Keagan returned the wheelchair.

As the ship departed, the couple stood at the rail shouting their thanks to the commissionaires.



A visiting cruise ship at Sydney Port. Sydney tour buses are lined up to take passengers on local tours, and to Louisburg and along Cabot Trail

Soldier On Atlantic Golf Invitational - August 3, 2017

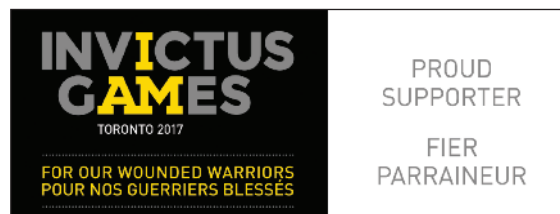


L-R: Commissionaire Jim Shea; BGen Jake Bell (Ret'd), Governor, Commissionaires New Brunswick and PEI Division, and member of the Soldier On golf tournament organizing committee; BGen Peter Atkinson (Ret'd), PSP; Commissionaire Denis Valee

Commissionaires returned as the major sponsor of the Second Annual Atlantic Canada Soldier On Golf Invitational in Dieppe, New Brunswick at the Fox Creek Golf Club. The event raised \$63,000 for a program that helps soldiers overcome their physical and mental health injuries through sport.

Since the program's 2006 inception, over 2,200 members of the Canadian Armed Forces have utilized its services, primarily as a means to be re-introduced to an active lifestyle after injury.

Twenty teams—each including one participant from the Soldier On program—came together to enjoy a round of golf and beautiful weather. Some of the injured soldiers also competed as members of Team Canada at the Invictus Games Toronto 2017!



"Sponsoring and participating in events through Soldier On makes us a part of something so much bigger. We are proud to be involved with this tournament, which will not only benefit our wounded soldiers and RCMP officers through the program, but will also raise awareness of their sacrifice on behalf of all Canadians," said BGen Jake Bell (Ret'd), Governor, Commissionaires New Brunswick and PEI Division, and member of the Soldier On golf tournament organizing committee.

CNS partnered with the Royal Nova Scotia International Tattoo for its 2017 season. The show held special significance this year as it was Canada's 150th birthday, as well as the 100th anniversary of both Vimy Ridge and the Halifax Explosion.

Royal Nova Scotia International Tattoo - Summer 2017



Sue Sarkany, Recruiter (left of banner), and Anne James, Director of HR (right of banner), snagged a photo with performers during the finale's post-show



New Fully Accessible Park at Northwood!



The new William E. Frank Live More Park & Community Garden officially welcomed people of all ages and abilities to its beautiful grounds on August 11.

CNS is proud to be a donor to this important initiative. CNS Director of Operations, Glenn MacIsaac (photo left) and CNS CEO Bruce Belliveau (photo right) were thrilled to be at the opening ceremony.

The fully accessible park at Northwood's Bedford location was designed to be enjoyed by everyone, no matter their age or ability. The garden is open to the residents and families from Northwood and to the wider community. We encourage you to visit and enjoy!

“

Professional, Trusted Security

“Just a quick note to thank you for assisting The Maritimes Energy Association with our annual conference again this year. Commissionaires Shona Lachance and Gary Brooksby were excellent - both relaxed & professional - allowing for our delegates to simply enjoy the conference.”

— Lori Peddle, Business & Operations Manager,
The Maritimes Energy Association

”

Commissionaire Maggie Hanlon, from our DND Dockyard site, celebrated Canada 150 festivities in Ottawa exactly 50 years after biking to Centennial EXPO '67 in Montreal!

As a 23 year-old, Maggie biked a 1,402 mile (2,256 km) tour from Halifax to Montreal with the Centennial Bicycle Club Ladies Tour! **“While I chose to bus this time, the trip for Canada 150 was unreal!”** said Maggie.



Commissionaires Celebrate O Canada!

Commissionaires is pleased to have contributed to the highly anticipated *O Canada! A celebration of 150 years* coffee table book. It is an extraordinary visual depiction of our country's 150 years.

CNS Board Governor and Commissionaires National Board Chair, V/Adm D.E. “Dusty” Miller, wrote a foreword to the book, which was launched among great fanfare at Ottawa City Hall on October 5.



L-R: Mayor Jim Watson, Mayor of Ottawa; Yasir Naqvi, MPP Ottawa Centre, Ontario Attorney General, and Government House Leader; Harry Harsch, Chief of Staff, Commissionaires National Office; Kimothy Walker, Co-publisher; V/Adm Dusty Miller, Board Governor, CNS and Chair, Commissionaires National Board of Directors; and Michael Curran, Co-publisher appears behind group

CANADA 150

Commissionaires Nova Scotia

— A proud Canadian organization celebrating 150 years —





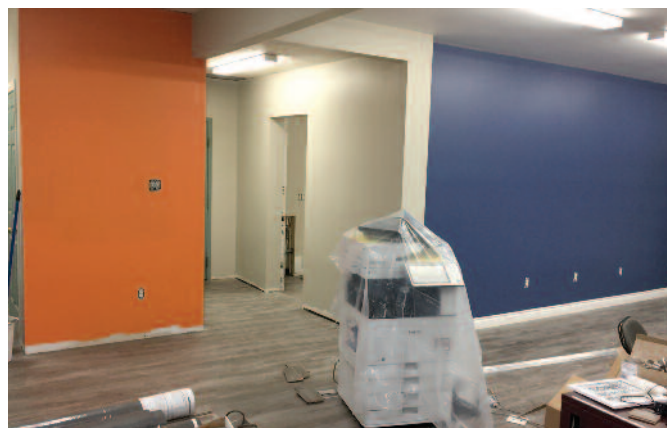
Halloween 2017



Commissionaires Margaret Handy-Williams and Shauna Connors from our Shearwater site were in the Halloween spirit; Margaret is holding a Commissionaires-themed pumpkin and Shauna is dressed up as Elliot from ET!



A cow, a witch, Sonya Blade, a deviled egg, a student at Hogwarts, and a Flintstone wished everyone a Happy Halloween from CNS Headquarters!



New 'Digs' for the Cape Breton Office

Moving from its long-held George Street location, the Cape Breton District Office relocated to a larger, single unit facility at 503 Prince Street in December. Still getting settled, commissionaires and clients are welcome to the new convenient office for security and identifications services (including fingerprinting, passport photos, police clearances, and record suspensions). Stay tuned for an official grand opening event!



CNS also participated in and/or supported the following events:

- 7th Annual NuStar "Fairways to Success" Charity Golf Classic – August 25, 2017
- Halifax Port Days – September 13 & 14, 2017
- Recruiters attended external and CNS-hosted job fairs and SCAN Seminars throughout the year to search for new commissionaires!



Planning for the Future – Fall 2017

In September, CNS kicked off the strategic planning process for 2018-2021. Commissionaires, Headquarters staff, and the Board of Governors will provide strategic direction for CNS over the next three years. The level of collaboration has been exceptional and participants were very engaged during the fall workshops. Thank you to everyone who provided their input via interviews, the employee engagement surveys, in-person focus groups and strategic sessions!

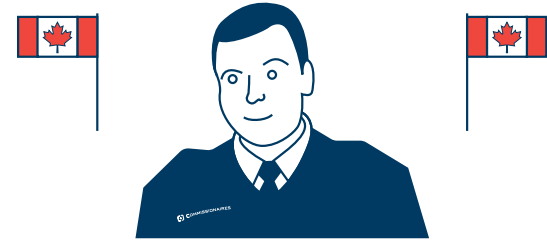
L-R: Greg Kennedy, RCMP HQ Site Supervisor, CNS; Cdr Heather Armstrong, Board Governor, CNS; Anne James, Director of HR, CNS; Bruce Belliveau, CEO, CNS; Kevin Tulk, HRP Site Manager, CNS



2017 YEAR IN REVIEW



PROVIDED SECURITY FOR
**OFFICIAL
CANADA 150**
CELEBRATIONS INCLUDING
CANADA DAY IN OTTAWA



NEWFOUNDLAND AND LABRADOR
DIVISION SYRIAN REFUGEE
EMPLOYMENT
INITIATIVE PROGRAM

21K
EMPLOYEES

812
NEWLY-HIRED
VETERANS

80%
RETENTION
RATE

VICTORIA, THE ISLANDS
AND THE YUKON DIVISION



BRITISH COLUMBIA
DIVISION



SOUTHERN ALBERTA
DIVISION



HAMILTON
DIVISION



KINGSTON AND
REGION DIVISION



NATIONAL
OFFICE



NOVA SCOTIA
DIVISION

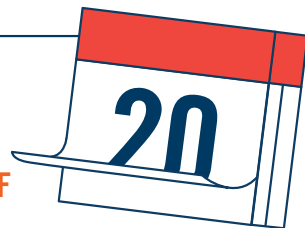
· EVENTS INCLUDED ·

SPONSORSHIP
**SOLDIER ON GOLF
TOURNAMENT**

SPONSORSHIP & SECURITY
**INVICTUS GAMES
TORONTO 2017**

SPONSORSHIP & SECURITY
**CANADA
ARMY RUN**

SPONSORSHIP
**HOSTED CANADIAN
ARMED FORCES DAY
AT THE RBC OPEN**



SERVED

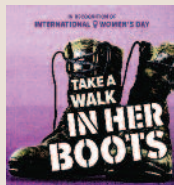
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COLLEGES AND
UNIVERSITIES

CANADA'S LARGEST
PRIVATE SECTOR
EMPLOYER OF VETERANS
AND YOUR ONLY NATIONAL
NOT-FOR-PROFIT
SECURITY PROVIDER

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VETS CANADA "In Her Boots"



In March, volunteer teams across the country walked the streets and visited women's/family shelters searching for homeless female veterans. Volunteers provided donated comfort items to women and families in need, and raised awareness for female and family veteran homelessness in Canada. CNS supported this important inaugural campaign with a donation on March 8, 2017.



L-R: Charla Dorrington, Operations Assistant, CNS and Halifax Field Operations Manager, VETS Canada; Jan Fullerton, Executive Director, VETS Canada; Bruce Belliveau, CEO, CNS

Paws Fur Thought



Paws Fur Thought is a volunteer-driven, not-for-profit organization that is committed to helping veterans who suffer from Post-Traumatic Stress Disorder (PTSD) by pairing veterans with service dogs. These specially-trained service dogs can help manage symptoms such as depression, night terrors, panic attacks, addictions and anxiety. During the past five years, Paws Fur Thought has matched 95 service dogs with military personnel; 25 in Nova Scotia! In December, CNS presented \$1,500 in support of this worthy initiative.

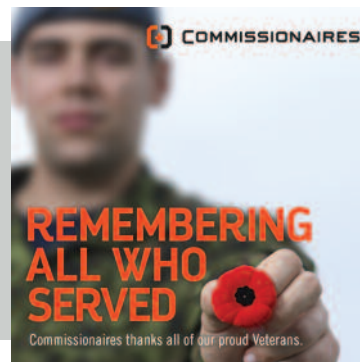


L-R: Jocelyn Cousineau, Co-founder of Paws Fur Thought, with service dog Munich; LCdr Heather Mackinnon (Ret'd), Chair, CNS Veteran Support Committee, and Governor, CNS; LCol Gordon Davis (Ret'd), Governor, CNS; Cdr Heather Armstrong (Ret'd), Governor, CNS; LCdr John Miller (Ret'd), Governor, CNS; Medric Cousineau, Co-founder of Paws Fur Thought, with service dog Thai

SUPPORTING THE NOVA SCOTIA VETERAN COMMUNITY

Remembrance Day

CNS took part in memorial services and supported the WWII Annual Remembrance Church Service Association.



Shearwater Aviation Museum

CNS visited the Shearwater Aviation Museum in December to present a \$500 donation in support of the museum's initiatives recognizing veterans.



L-R: Cdr Heather Armstrong (Ret'd), Governor, CNS; LCol Gordon Davis (Ret'd), Governor, CNS; Christine Hines, Curator, Shearwater Aviation Museum; Bruce Belliveau, CEO, CNS; LCdr John Miller (Ret'd), Governor, CNS

Royal Canadian Legion Nova Scotia/Nunavut Command - Christmas Campaign



CNS presented fifteen \$100 Sobey's gift cards to The Royal Canadian Legion (RCL) in support of veterans in need over the holidays.

L-R: LCdr Heather Mackinnon (Ret'd), Chair, CNS Veteran Support Committee, and Governor, CNS; LCol Gordon Davis (Ret'd), Governor, CNS; Valerie Mitchell-Veinotte, Executive Director, Royal Canadian Legion Nova Scotia/Nunavut Command; Steve Wessel, Immediate Past President, Royal Canadian Legion Nova Scotia/Nunavut Command; Cdr Heather Armstrong (Ret'd), Governor, CNS; LCdr John Miller (Ret'd), Governor, CNS

National PTSD Benefit Concert & Dinner



In support of veterans, first responders and their families, CNS sponsored a table of 10 for commissioners and guests at the National Post-Traumatic Stress Disorder Benefit Concert & Dinner held in Halifax on October 21. The primary goals of this event, put on by the Society of Atlantic Heroes, is to create national awareness of PTSD as a treatable injury, to eliminate stigma around PTSD, and to help individuals recover from mental health issues related to PTSD.



Safety incidents are on their way down!

Safety stats from 2016 compared to 2015



With more than 1,600 commissionaires at over 200 sites, CNS places great emphasis on the safety of commissionaires and their work environments. Preventative training, strict procedures and a motivating safety recognition program all contribute to a province-wide safety culture.

The CNS Safety Award program recognizes CNS sites and its employees for performing their duties in a safe manner. Through accurate record keeping, document submission, hazard identification and control, reduction in workplace injuries and other key aspects of safety, CNS sites may be acknowledged for their compliance and extra efforts.

There are two levels of safety awards; the Linda Lushington Award for Safety Excellence and CNS Site Safety Certificate.



Safety on the job site.

Security in knowledge of heightened safety awareness.

Service through Safety, preventing incurred loss of production and work days.

Linda Lushington Award for Safety Excellence



L-R: Bruce Belliveau, CEO, CNS; Commissionaire Terry Mumford; Christopher Charron, Director General, Public Safety Canada

The Linda Lushington Award for Safety Excellence is CNS' top safety award. It is given to the site with the highest commitment to the CNS Safety Program during the calendar year.

The award for the 2016 calendar year went to commissionaires at Public Safety Canada in Halifax. Commissionaire Terry Mumford, Site Supervisor, accepted the prestigious award on June 9 on behalf of his fellow commissionaires. Our commissionaires work closely with our client to proactively apply their safety procedures while making regular suggestions to aid in continuous improvement of the site safety program. Congratulations!

CNS Site Safety Certificates

The CNS Site Safety Certificates are awarded annually and based on statistics recorded in the previous calendar year. The following sites were awarded CNS Site Safety Certificates for 2016:

- Department of National Defence
- PWGSC – Bedford Row
- Passport Canada – Maritime Centre Office
- Department of Public Works Procurement – Province of Nova Scotia
- Government House
- Province House
- Halifax Regional Police
- Halifax Port Authority
- Pratt & Whitney
- Halifax Condo Summer Gardens
- Lockheed Martin
- Correctional Services of Canada – Nova Institute
- Correctional Services Canada – Springhill Institution
- Cobequid Pass Toll Plaza
- Canadian Coast Guard College
- Parks Canada – Alexander Graham Bell Museum
- Stratia Terminals Canada Inc
- Marine Atlantic
- Government of Nova Scotia – Sydney Provincial Building
- Government of Nova Scotia – Upper Prince Street Building
- JA Douglas McCurdy Sydney Airport
- Nova Scotia Power – Point Aconi Generating Station
- Nova Scotia Power – Point Tupper Generating Station

CNS Board Governor Receives Honourary Degree



In September, Saint Mary's University bestowed Cdr Heather Armstrong with a Doctor of Civil Law, Honoris Causa.

A member of the CNS Board of Governors and its Human Resources and Veterans' Support Committees, Cdr Armstrong is also a member of the Veterans Ombudsman Advisory Council, a Dame in the Order of St. George, and a member of the Naval Association of Canada, the Canadian Naval Memorial Trust, and the Association of Canadian Logisticians.

In 2014, His Royal Highness Prince Charles presented her with the Spirit of Military Families Coin award for making a significant contribution to the well-being of military families throughout her career. Just this year, she was featured as one of three exceptional leaders in Nova Scotia for the Junior League of Halifax's International Women's Day panel.

A tireless advocate for the welfare of veterans, women and their families, and her community, we are proud to call Cdr Armstrong one of our Governors.

CNS Board Pays Tribute to Retiring Board Governor Col R. Barry Wark, OMM, CD, BSc. (Ret'd)



L-R: Col Barry Wark (Ret'd);
Brenda Wark;
Cdr Richard Oland (Ret'd),
Chair, Board of
Governors

In December, Col Barry Wark, OMM, CD, B.Sc. (Ret'd) was acknowledged for his immeasurable contributions to the CNS Board and the Commissionaires National Board.

During 18 years on the CNS Board, he served on many committees, and was Board Chair from 2010-2012. It was over his tenure as Chair that saw CNS' first Strategic Plan created to ensure CNS balanced its social mandate while striving to be a competitive business in the security industry. As a result of Col Wark's dedication to safety goals, CNS has evolved into a business where safety is now a strong part of its culture.

Col Wark's devotion to CNS was honoured in 2012 when he received the Commissionaires Distinguished Service Medal. He recognizes the value of an effective, cooperative Federation of Divisions, and played a role in the formation of the Commissionaires Eastern Council which encourages cooperation between the four easternmost Divisions of the Federation.

Col Wark's impressive leadership and communication, coupled with his business experience, particularly in the field of human resources, have earned him much respect and admiration. We cannot acknowledge Col Wark without also recognizing his wife, Brenda Wark, for her stout support of Col Wark and CNS. We will truly miss them both.

CNS Welcomes New Board Governor

In December, the CNS Board of Governors elected John Carruthers, BBA, CPA, CA, CBV, CMC to fill the vacancy created by the retirement of Col Barry Wark, OMM, CD, BSc (Ret'd).



John
Carruthers

Mr. Carruthers brings a 37 year career in public accounting to the team, having recently retired December 2016. He was a partner with Grant

Thornton LLP, both as an Assurance Partner in Kentville and an Advisory Services Partner in the Nova Scotia business unit, where he also served as the National Corporate Finance leader for Grant Thornton Canada. He is a specialist as a Chartered Business Valuator and provided business valuation and analysis to support decision making for stakeholders and investors.

A member of the Board's Audit and Finance Committees, Mr. Carruthers' wealth of financial experience and acuity is a welcome addition to CNS.

A New Home

for Commissionaires Nova Scotia Headquarters



Cdr Richard Oland (Ret'd) (left), and His Honour (right) unveil the dedication plaque



2017 saw the start of a brand new season for Commissionaires Nova Scotia (CNS) with the official opening of its new state-of-the-art Headquarters in Bedford Commons. The change for Commissionaires brings a story of family tradition and meaningful milestones.

Since 1967, CNS Headquarters had been located at a beautiful downtown historic building on 1472 Hollis Street, when Colonel S.C. Oland, then Chairman of the Board and Founder of the Nova Scotia Division, purchased and renovated Black-Binney House as the Headquarters for CNS. Exactly fifty years later, his grandson, Commander Richard Oland, current Board Chair, led the company into this monumental expansion.

B.D. Stevens was selected as the builder of the new Headquarters. "We were privileged to work with another great Nova Scotian company as we help them build their future", says Luke Eliot, General Manager of B.D. Stevens.





Winter construction



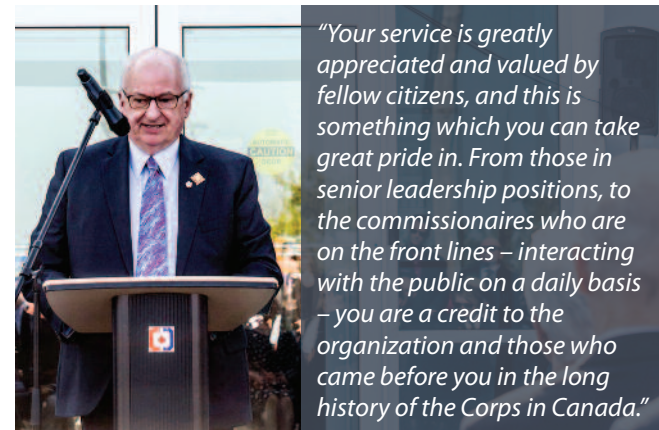
Spring construction

The 20,000 sq. ft. building houses a training centre with three classrooms, an operations centre, and office space to consolidate all operations, human resources, finance, and business personnel in a single location. Headquarters personnel were previously housed between two buildings: the historic building downtown and a Burnside office.

Speeches were given by CNS Board Chair, Cdr Richard Oland, CNS CEO, Bruce Belliveau, and GM for B. D. Stevens, Luke Eliot. The final speech was presented by His Honour, The Honourable Arthur J. LeBlanc, Lieutenant Governor of Nova Scotia. He closed the formal ceremony by instilling a sense of pride among the commissioners saying:



"This is a tremendous step forward for us," says CEO Bruce Belliveau, "And one that will generate significant efficiencies over our previous day-to-day operations between Halifax and Burnside."



"Your service is greatly appreciated and valued by fellow citizens, and this is something which you can take great pride in. From those in senior leadership positions, to the commissioners who are on the front lines – interacting with the public on a daily basis – you are a credit to the organization and those who came before you in the long history of the Corps in Canada."

A grand opening event was held September 14, 2017, where over 100 people gathered to celebrate. Clients, commissioners from across the province, the CNS Board of Governors, and distinguished guests came out to show their support.

As Headquarters staff settle in, CNS has had a wonderful beginning to its next chapter. Special thanks goes to all who have contributed to this milestone. The new "home" is ready to serve generations of commissioners and those they serve, for many years to come.



Colonel S. C. Oland at the grand opening of the HQ 50 years ago



Staff say good bye to 200-year-old Black-Binney House

The two previous HQ buildings



Windmill Rd HQ and Training location



Black-Binney House, CNS HQ



National Board Chair's Letter of Commendation

Specialized Training and Instinct Saves a Life

Commissionaires Harold Beazley and Danny Smith provide security services at a local Correctional Service of Canada site. The location houses federal offenders who are in the process of being reintegrated into society after serving time in prison. Commissionaires posted there need to show a high degree of dynamic flexibility and sharp intuition because circumstances can change at a moment's notice.

During a night shift, Cmres Beazley and Smith's specialized training was put to the test when a resident suffered a medical emergency.

Both commissionaires responded immediately. They provided CPR and worked alongside medical responders and law enforcement officers to maintain stability and calm among other residents and staff. Their quick actions were instrumental in saving a young man's life.



VAdm D.E. "Dusty" Miller, Commissionaires National Board Chair, and Board Governor, CNS; Commissionaire Harold Beazley; Commissionaire Danny Smith; Bruce Belliveau, CEO, CNS

For their meritorious actions, Cmres Beazley and Smith were each presented a National Board Chair's Letter of Commendation on May 16, 2017 by the Commissionaires National Board Chair, VAdm D.E. "Dusty" Miller and CNS CEO, Bruce Belliveau.



Board of Governors' Commendation

Anne James Earns Board of Governors' Commendation for Volunteerism

CNS Board Chair Cdr Richard Oland was delighted to present CNS Director of Human Resources, Anne James, with a Board of Governors' Commendation on March 3. Board of Governors' Commendations recognize superior service or performance by commissionaires beyond the course of their normal duties through volunteerism, community service, good citizenship or exemplary deeds that bring credit to CNS.



Anne in Poland renovating a home for adults with disabilities with Habitat for Humanity

Whether fundraising, organizing, volunteering, or all three, Ms. James is unwavering in her volunteerism. She participates in builds for Habitat for Humanity, is on the organizing committee for the Blue Nose Marathon Youth Run, supports the Halifax Camerata Singers, rappels down the Macdonald Bridge and 1801 Hollis Street, is active in Saint Vincent de Paul foodbank, endures polar plunges and ice bucket challenges, and even calls bingo, all for worthy causes. Ms. James undertakes all her volunteer activities with the utmost enthusiasm. She is an exemplary illustration of altruism and makes CNS proud.

L-R: Anne James, Director, Human Resources, CNS; Cdr Richard Oland (Ret'd), Chair, Board of Governors, CNS



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Commissionaires NS Employees and the Canadian Armed Forces Community have access to preferred rates and personalized service through MyGroup Auto and Home Insurance.

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Clients report
an average savings of

\$300

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or visit
► **mygroup.ca/save60**



MyGroup
AUTO AND HOME
INSURANCE



CEO Commendations

Public Safety “Just Part of the Job” for Halifax Harbour Bridge Commissionaires



L-R: Frederick Babineau (with Thunder the dog); Ashley MacDonald; Bruce Belliveau, CEO, CNS; Bonita Pleasant-Jarvis; Melton (John) Starks; Joel Legere; Daryl Lowe, Operations Manager, HHB

Commissionaires at the Halifax Harbour Bridges do more than watch over approximately 105,000 daily “crossers,” they also take excellent care of individuals who need their help. In the fall, our commissionaires were notified of a vulnerable adult at risk in the area. Commissionaire Bonita Pleasant-Jarvis, who was on duty at the time, recalled seeing someone on her patrol that fit the description. As a group, commissionaires scanned surveillance and searched by foot and vehicle. They soon found the person and escorted them to safety, preventing what could have been a much different outcome.

Commissionaires Frederick Babineau, Ashley MacDonald, Bonita Pleasant-Jarvis and Melton (John) Starks were all awarded CEO Commendations for their actions that day. They demonstrated care, compassion and the utmost professionalism. Their service brings great credit to CNS, and for this we thank them!

Commissionaires have provided services at the Macdonald Bridge since its opening in 1955. Responsibilities include bridge patrol, emergency response, toll booth operations, and more recently, shuttle bus and tow truck services for the Big Lift project. Today, over 60 commissionaires perform safety and security duties for both the Macdonald and MacKay Bridges.



L-R: Bruce Belliveau, CEO, CNS; James Beaton



Dedication During Cape Breton Flooding

Extreme weather conditions caused widespread flooding in Cape Breton in the fall of 2016. Commissionaire James Beaton had only been assigned to the Department of Community Services (DCS) for a week when there was a sudden influx of people affected by the flood that came to DCS offices for help. Cmre Beaton worked hard to accommodate each of the over 1,000 clients and did so with a smile on his face. In the midst of a chaotic situation, our commissionaire stood out by providing excellent customer service. Well done!



CNS Educational Awards - And the Winners Are... \$100,000 Awarded Since 2002

Congratulations to this year's winners of the CNS Board of Governors' Educational Awards. The recipients are the children or grandchildren of active commissioners who have demonstrated outstanding scholastic, extra-curricular and community achievements. Each winner receives \$1,500 toward his or her post-secondary education.



L-R: Bruce Belliveau, CEO, CNS; Piper Attwood; Shelly Billard (mother of Katie Billard); Jazmen Downey; Barb Ferguson (mother of Miranda King); LCol John Miller, Board Governor, CNS

The Selection Committee reviewed a considerable number of applications, and had the difficult task of choosing only six recipients:

Piper Attwood – 1st year at Mount Saint Vincent University, Bachelor of Arts (Child and Youth Study)
– Sponsor: Lloyd Hart (grandfather), CNS HQ staff

Katie Billard – 3rd year at St. Mary's University, Bachelor of Arts (International Development Studies)
– Sponsor: Yves Letourneau (grandfather), Public Works

Jazmen Downey – 1st year at Mount Allison University, Bachelor of Arts
– Sponsor: Leanne Downey (mother), DND Military Police

Miranda King – 1st year at Mount Allison University, Bachelor of Music
– Sponsor: Sanchez King (father), CNS HQ staff

Taylor Smith – 1st year at St. Thomas University, Bachelor of Arts (Criminology and Criminal Justice)
– Sponsor: Wade Smith (father), Springhill Institution

Paget Houston – 1st year at Queen's University, Bachelor of Commerce
– Sponsor: Lloyd Houston (grandfather), Johnston Building



L-R: Bruce Belliveau, CEO, CNS; Taylor Smith



L-R: Bruce Belliveau, CEO, CNS; Paget Houston; Lloyd Houston (grandfather)



Miranda King receiving her cheque at school

The Board of Governors' Educational Awards program was implemented in 2002. It is open to the spouses, children and grandchildren of serving commissioners. Since its inception, the fund has distributed over \$100,000 to a wonderful array of young people.

Congratulations to this year's recipients and best wishes for a successful year of post-secondary studies!

BLAST FROM THE PAST - Letter of Appreciation

My granddaughter, Melissa, received a CNS Educational Award in July 2013 and will be graduating this coming May! She has been accepted to Memorial University in St. John's Newfoundland in pursuit of a Medical Doctor's Degree.

The educational award you provided years ago helped her immensely by taking away some of the financial stress that comes with attending post-secondary education. On behalf of Melissa and myself, please accept our sincere Thank-You for this award.

— Commissionaire Ken Woods, Province House

Commissionaires Medallion Awards



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 course there is an opportunity to be chosen by peers as a recipient of the Commissionaires Medallion which is presented to one student for their outstanding contributions and assistance to others during training. For 2017, the following commissionaires received medallions for their class – congratulations!



Date Issued

March 3
March 3
March 31
April 27
May 18
June 7
June 14
June 22
July 6
July 14
July 19
August 3
August 23
August 24
September 8
September 23
October 13
October 13
October 26
November 30
November 30
December 1
December 21

Commissionaire

Delores Bernadette White
Janet Louise Harrington
Diane Mary McDonald
Jared Patrick Comeau
Michael Allen MacAdams
Timothy Roger Pelletier
Beverly Ann Andrews
Patricia Marie Racine
Caleb Niles Russell
Keith Wayne Mumford
John (Jack) William Ginter
James Raymond MacDonald
Rebecca Lynn Anthony
Charles Angus MacDonald
Wendell Gordon Kitchen
Edward Lance Kellner
Thomas Patrick Neville
Jacquelyn Anne Murphy
Courtney Marie MacKenzie
Ann Bernadine Rose
Roger Dale Houde
Anthony John Brennan
Hubert (Spike) Martin Bullen



First CSOC graduates in the new HQ!

“

22 Years – A Cause for Celebration!

Commissionaire John McIntosh received his 22 Year Long Service award in the presence of his wife, Margaret, daughter, Patricia, CNS HQ staff members, representation from Halifax Waterfront Development, and its master tenant, COVE (Centre for Ocean Ventures & Entrepreneurship) where John works.

“We are all so proud of John and his devotion to his work. He has a wonderful sense of humour and has a wealth of knowledge. It’s a pleasure to be greeted at the front gates of COVE by John, and I look forward to our chats every time I go. I can honestly say the sentiment goes for all of us at COVE.”

— Leslie Munro, Coordinator for Operations and Communications, COVE

”

Veterans' Referral Bonus

Recruit. Refer. Enjoy the Reward.



L-R: Bruce Belliveau, CEO, CNS; Charlene King; Sue Sarkany, Recruiter, CNS

CEO Bruce Belliveau and CNS Recruiter Sue Sarkany presented Commissionaire Charlene King with a \$500 cheque on June 9 for her recruiting efforts! Charlene has been with CNS since 2014 and is eager to make more referrals to this great company. A Reservist, Charlene also works part-time at 12 Wing Air Reserve Flight, Shearwater – quite the site to recruit future commissionaires from! Congratulations Charlene!

Want a chance at the \$500 Veterans' Referral Bonus?

It's easy. When commissionaires or detention guards refer a veteran of the Canadian Armed Forces or RCMP to CNS, they will receive:

- \$50 when the referred candidate completes and passes the CSOC (basic training) (or when a detention guard receives his or her security clearance)
- \$100 when the referred candidate completes the 520 hour probationary period
- Automatic entry into the Referral Bonus Competition. The commissionaire who refers the most veterans within our fiscal year (April 1 – March 31) will receive a \$500 bonus!

Some conditions apply. For more information about the Veterans' Referral Bonus, call 902 421 2366.

Please spread the word about this benefit; some of our best recruits come from you!



“



L-R: Nicole Picard; Christopher Miles; Kevin Tulk

Superior Customer Service

To show appreciation to the commissionaires at Halifax Regional Police Headquarters for their professionalism and kindness, a member of the public brought them sweet treats including coffee, donuts and cakes. The individual built wonderful working relationships with staff members, thanking them for their kindness and outstanding customer service.

KUDOS!

”

Long Service Awardees 2017

27 YEARS

Eilke, Jeanette Maria
Grady, Stanley Terrance
MacMullin, Donald Michael
MacPhail, Philip Garfield
Matthews, Robin Lee
Ongo, Francis Joseph
Pineau, Alan Gregory
Van Den Heuvel, Hubertus Wilhem
Webster, Paul Anthony

22 YEARS

Ball, Steven Robert
Burke, Thomas Barry
Godin, Louis Joseph
Lawrence, Robert John
MacDonald, Alexander Raymond
McIntosh, John Lorne
McNeil, Bryant John
Millett, Stanley Lloyd
Noyes, Colleen Edith
Oland, Richard H.
Vautour, Joseph George

17 YEARS

Arnott, Hugh John
Bauer, Murray William
Calder, Alfred James
deMolitor, Timothy Lee
Devison, Donald Frederick
Dorrington, Charla Campbell C.
Finney, David Keith
Hartling, Gavin Kenneth
Hone, Allan Edward
Kane, Kenneth James
Langille, Richard Claude
MacIsaac, John Hector
Martin, John Alexander
McGrath, Dave John
McPherson, Joseph Allan
Patriquin, Rodger Lorne
Wadden, Linda Ann



Hubertus Van Den Heuvel receiving his 27 Year Long Service Award. L-R: Geoffrey Mawdesley; Bruce Belliveau, CEO, CNS; Hubertus "Bill" Van Den Heuvel; Darin Marshall, CAM, Lockheed Martin Canada



Paul Webster (left) receiving his 27 Year Long Service Award from Chief Jean-Michel Blais, Halifax Regional Police



Cdr Richard Oland, Chair, Board of Governors (right) receiving his 22 Year Long Service award by The Honourable Arthur J. LeBlanc, ONS, QC, Lieutenant Governor of Nova Scotia



CEO Bruce Belliveau (left) presented John McIntosh with a 22 Year Long Service award. John was joined by his wife, Margaret, and daughter, Patricia



David Finney (right) receiving his 17 Year Long Service Award by CEO Bruce Belliveau



Joseph McPherson (left) receiving his 17 Year Long Service Award from Sean Howell, Northern District Manager, CNS

12 YEARS



Donald Devison (left) receiving his 17 Year Long Service Award from Mike Higgs, Cape Breton District Manager



Paul Moore, HRM District Manager (left), presents Murray Bauer with his 17 Year Long Service Award



Charla Dorrington (right) receiving her 17 Year Long Service Award from CEO Bruce Belliveau



Nicole Picard (left) receiving her 12 Year Long Service Award from Chief Jean-Michel Blais, Halifax Regional Police

Aldrich, Dale Austin
Arsenault, Howard Aubrey
Baker, John Alexander
Bergeron, Alain Joseph
Boudreau, James Bernard
Boudreau, Richard Andrew
Campbell, Kenneth Hugh
Campbell, Robert Wayne
Clarke, Terrence Franklin
Cole, Thomas Elton
Darragh, Christina Gayle
Davies-Cole, Michael Elaine
Doyle, Robert Francis
Fairbanks, Edward Wilson
Fletcher, James Grant
Fournier, Ronald Armand
French, William George
Frenette, Gregory David
Geldart, Phillip Dean
Hall, Duane Stewart
Haynes, Eleanor Gladys
Hudak, Leard Marshall
Hudson, John Reginald
Huntley, Vernon Timothy
Johnson, Merlin Leroy
Kerr, Frederick Ralph

Khanna, Rohit
Leblanc, Vera Lynn
MacKenzie, Boyd Wade
MacKenzie, Wayne Lester
Marsh, Andrew John
Martin, Anthony Bertram
Morrison, Graham Charles
Muise, Aurel Joseph
Murphy, Thomas Joseph
Northrop, Elaine Mary
Parker, Lise Marie Rose
Petrie, Bernard Alexander
Picard, Nicole Pauline
Price, Michael David
Richardson, Edward Kendall
Rogers, John Thomas
Sadler, Ronald Gary
Sparks, Kelly Stephen
Steen, Michelle Janet
Sullivan, Eugene
Surette, Albert Frederick
Thorne, Ross Alvine
Vibert, Ralph Douglas
Walsh, Ian Dalmain
Ward, Andrew David
Williams, Troye Ainsley

5 YEARS



Adair, Douglas Roy
Allard, Stephane Marcel
Armstrong, Timothy George
Arseneau, Joseph Raymond
Baldwin, Dean Morgan
Beaton, James Francis
Benham, Darlene Elizabeth
Benjamin, Suzanne Marie
Billard, Paul Raymond
Blackburn, David Edmund
Bond, Derrick Shawn
Boudreau, David George
Boutilier, Meghan June
Brown, Paul Aubrey
Brownlow, Daniel Patrick
Budden, Sherie Patricia
Campbell, Archie
Campbell, John Richard
Campbell, James Alexander
Champion, Wayne Douglas
Cluney, Paula Jean
Crosby, Norman Chesley
Doucette, Michael Allen
Falkenham, Candice Mae
Farrell, Russell Anthony
Garipey, Suzie
Guldemon, Robert Hans
Hayman, George Bernard
Hayward, Douglas Scott
Huckle, Grantley James
Jeannotte, Marc Joseph
Johnson, Sylvia Janine
Johnson, Jennifer Eileen
Keddy, Murray Edmund
Kennedy, Gregory Nelson

Kennedy, John Fitzgerald
Leblanc, David Fred
Leblanc, Normand Napoleon
MacAulay, Robert Franklin
MacDonald, Gordon William
MacDonald, Arthur James
MacIsaac, Gerald Andrew
Mansfield, John Michael
McA'Nulty, Brian
McGray, Clarence Edwin
McKegney, David Lowry
Miller, Gary Michael
Newhouse, Dale Everett
Pleasant-Jarvis, Bonita Loretta
Quigley, Bernard Harrison
Quigley, Gail Marie
Reid, Patricia Marie
Roy, John William
Roze, Roy Alfred
Rupert, Craig Ronald
Smith, Laura Anne
Smith, Wade Edward
Sparkes, Kenneth Scott
Sullivan, Kimberley Anne
Tone, Basil William
Trepanier, Yves Claude
Triff, James Noble
Volmer, Kevin Michael
Watson, Paul Andrew
Watt, Alexandre Joseph Michael
Williams, Charles Andrew
Wilson, David Lawrence
Yemen, Shawn Douglas
Yetman, Teresa



Michael Davies-Cole (right) receiving his 12 Year Long Service Award from CEO Bruce Belliveau



Boyd MacKenzie (right) receiving his 12 Year Long Service Award from Sanchez King, CSSC Manager



Lise Parker receiving her 12 Year Long Service Award from CEO Bruce Belliveau (left) and former Director of Finance, Dave Towers

Commissionaires ranked one of Canada's best employers of 2017: Forbes



Commissionaires has ranked among the top employers in Canada, according to Forbes' list of Canada's Best Employers of 2017. Commissionaires ranked second in the industry sector and placed in the top half of the 300 employers, outranking other Canadian security services providers by a wide margin.

"We work very hard to provide a great working environment and stable employment across Canada," said Bruce Belliveau, Chair of the National Business Management Committee, Commissionaires, and CEO of Commissionaires Nova Scotia. "Commissionaires is honoured to, once again, be recognized as one of Canada's top employers and the highest ranked security company."

CNS Achieved ISO 14001:2015 Registration!



SAI GLOBAL
ISO 14001
Environmental

A Company Committed to Quality and the Environment

In October, CNS was officially registered for ISO 14001:2015 – Environmental Management System. This certification recognizes our compliance with internationally-recognized standards and government regulations for protecting the environment and preventing pollution. After a rigorous audit and extensive work at Headquarters, District Offices and over 200 Commissionaires sites, we are proud to have achieved this certification.



SAI GLOBAL
ISO 9001
Quality

CNS is also an ISO 9001:2008 (Quality Management System) registered company. Through our adherence to these standards, we're committed to providing high-quality and professional services to all clients and employees, and to continuously improving these services to better meet their needs. CNS is currently in the process of upgrading to the new ISO 9001:2015 standard, which we expect to take place in early 2018.

We announce with regret the passing of the following commissioners who were employees at the time of their passing during 2017:

Name	Town/City	Date	Site	With CNS Since
Joseph Patrick Coulas	Halifax	May 1	DND	1994
John Patrick Gorman	Halifax	May 6	Halifax Regional Police	2005
Douglas Paul Fewer	Sydney	May 22	Sydney	2013
Joseph Daniel "Dan" Clairmont	Eastern Passage	June 24	Detail 85	2011
David Earl Pitts	Lockhartville	August 12	Detail 85	2014
Terence Alan Kennedy	Halifax	September 17	DND	2011
Ronald Gordon Gear	Florence	October 12	Marine Atlantic	2010
Henry Joseph Lambe	Dartmouth	October 19	Detail 85	2003
Richard Marc Lawrence	Cole Harbour	October 22	DND	1984
Daniel Patrick "Pat" Brownlow	Halifax	November 20	Detail 85	2012
Thomas Barry Lovell Burke	Halifax	December 11	Detail 85	1995
Gilbert Joseph Marius Lafreniere	Greenwood	December 11	Greenwood 14 Wing	2014
William Cecil Hillier	Enfield	December 16	Pratt & Whitney	2001

We are also sorry to advise the following former commissioners have passed away during 2017:

Name	Town/City	Date
Edward Alfred Kline	Dartmouth	January 11
Alexander "Bob" Robert Glen Haddow	Dartmouth	January 15
Joseph James "Joe" Campbell	Truro Heights	January 17
Ron Frederick Challner	New Waterford	January 20
Cecil Eugene Roy	Yarmouth	February 2
John "Binky" Rose	Westmount	February 8
Joseph "Pete" Armand Laurent St. Pierre	Yarmouth	March 13
Larry Victor Coolen	Fox Point	March 16
David Raymond E. Denomey	Halifax	March 18
A. Harcourt Carington "Harky" Smith	Ottawa	April 24
Richard Michael Wall	Sydney	July 30
Charles Seldon "Charlie" Swan	Truro	September 26
Leroy Hilton Fife	Portapique	December 2



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Laura Smith, Marketing & Communications Officer



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