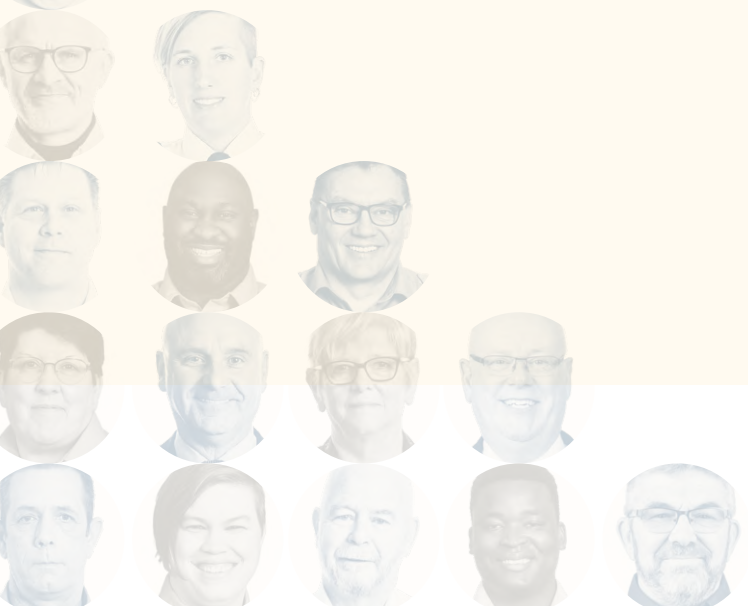


The Canadian Corps  
of Commissionaires

## Stakeholder Report

# 2022

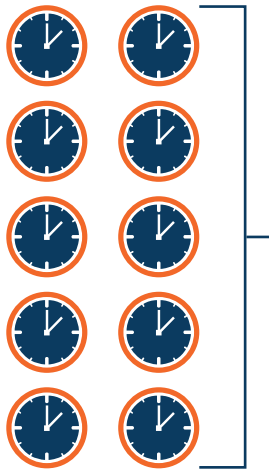


# WE ARE... COMMISSIONAIRES



Each of our 15 Divisions across Canada have all-volunteer Boards who work hard on behalf of employees to ensure our mission is fulfilled. The Federation is governed by a National Board of volunteers with representation from each Division. Together these men and women bring a wealth of military, police, and executive experience to the organization.

OUR LEADERSHIP TEAMS COMPLETED OVER



# 10,000

VOLUNTEER HOURS TO SUPPORT VETERANS  
AND THEIR FAMILIES.





## MESSAGE FROM THE CHAIRS

Commissionaires was founded in 1925 by veterans, for veterans: a driving force that remains in our organization today. We are proud of our nearly 100 years of expertise in the security industry, bringing meaningful work to ex-military personnel while providing our clients with quality service at competitive rates.

Organized into 15 divisions across Canada, our veteran and civilian commissionaires work together toward a common goal – keeping Canadian communities safe. Through all the challenges we've faced, our employees delivered on our mandate and remained dedicated to upholding the Corps' values of responsibility, respect, and integrity.

While we continue to grow and adapt to the needs of the security industry, we have outstanding leadership teams that work relentlessly to support our position as Canada's only national not-for-profit security company. We are humbled to enter another year as the country's longest-standing career transition organization for veterans.



**Gordon Winkel, MSc P.Eng**

Chair, National Board



**Geoff Hamilton, CD**

Chair, National Business  
Management Committee

# OUR PEOPLE

# 4,400

VETERANS SERVE  
AT ALL LEVELS OF  
THE ORGANIZATION —  
FROM SECURITY  
GUARDS TO CEOs.



# 22,000



COMMISSIONAIRES  
ACROSS CANADA.

Our friendly, reliable security professionals are ready to help you at over 50 Commissionaires office locations in over 1,200 communities!



Sine, Military Spouse

Kelsey, Veteran

Christina, Reservist

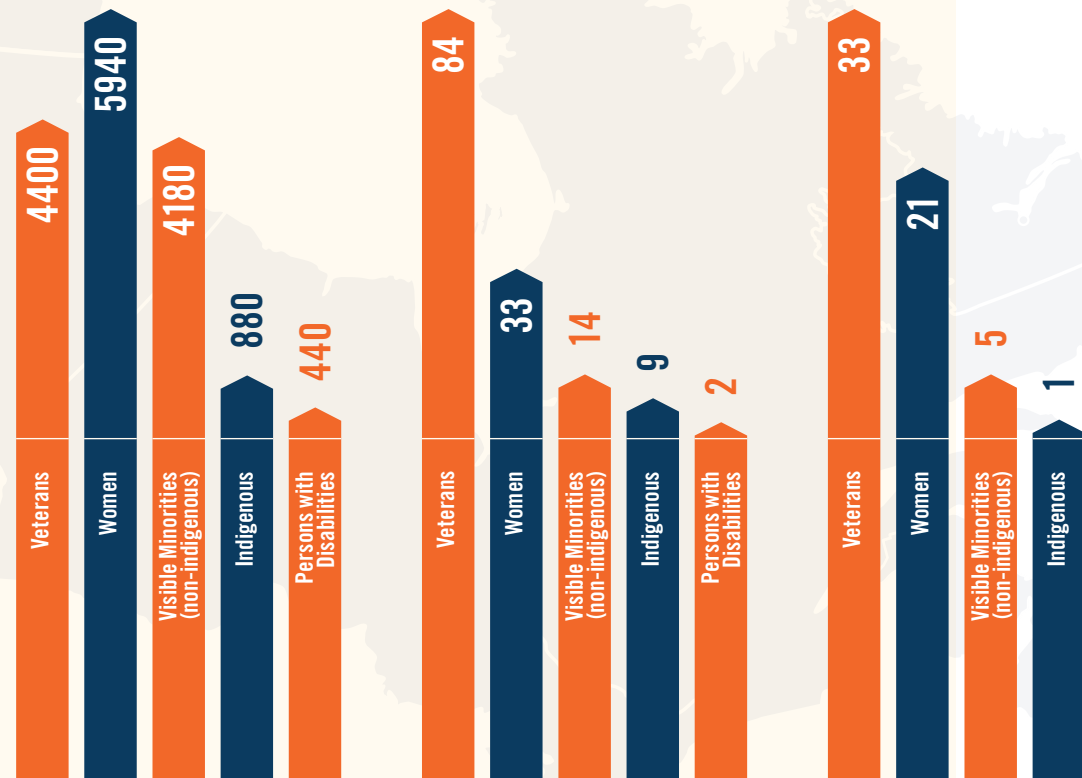
Mother, father and daughter from our Nova Scotia Division, the Darraghs are a military family... and now also a Commissionaires family!

**Commissionaires is committed to building an equitable, diverse, and inclusive culture that reflects and benefits from the diversity of the nation we serve.**

## All Employees

## Managers

## Executive Leadership





## OUR SOCIAL MANDATE

**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.**



### OUR MISSION

To provide innovative and best-in-class services that exceed our clients' expectations and deliver value to Canadians.



### OUR VALUES

- ① Integrity.
- ② Commitment to the well-being of our commissionaires.
- ③ Equity, Diversity, and Inclusion.
- ④ Respect for our commissionaires and other stakeholders.
- ⑤ Collaboration.



### OUR VISION

To be a cohesive Federation of collaborative Divisions, that is bound by a common purpose and successfully delivers on our Social Mandate.

# VETERANS NEEDS HAVE CHANGED... OUR MISSION TO HELP HASN'T



## CONSISTENT VETERAN EMPLOYMENT



Despite Canada's veteran population decreasing year over year, Commissionaires has continued to employ a consistent ratio of veterans.

**“The Royal Canadian Legion recognizes the unique role Commissionaires plays in assisting our veteran community. Commissionaires helps secure employment for veterans transitioning to civilian life, which is vital to their well-being. This kind of support also aligns with the Legion’s own commitment to serve veterans, their families, and communities – during their service and beyond.”**

*Bruce Julian, Dominion President,  
The Royal Canadian Legion*



**This year Commissionaires studied the employment needs and aspirations of retired and soon-to-retire service men and women.**

From February–June 2022, Commissionaires partnered with independent research company, Environics Research, to explore how to improve offerings for veterans post-service.

“The intent of this project was to learn about the characteristics, values, and motivations of today’s veterans,” explained Sarah Roberton, Vice President, Corporate & Public Affairs, Environics Research.

When it comes to making career choices, the research found most veterans prioritize:

- **Work-life balance**
- **The opportunity to help others**
- **Stability**

“Being involved in work that makes a difference was a common theme in interviews,” said Roberton, noting, “this was something they valued about their military experience and also want in their next career.”

The research found that one of the top reasons for leaving the military was to focus on quality of life and work-life balance.

Career opportunities that appeal to them allow greater control over their life decisions, such as where they live and spending time with their partners and children.

“This research helps answer questions about the types of employment veterans are looking for, what’s important to them, and how we can continue to meet their evolving employment needs,” said retired captain Harry Harsch, Commissionaires’ Chief of Staff and 36-year veteran of the Royal Canadian Navy.

He added, “In a competitive landscape for highly trained veterans, this insight enables Commissionaires to tailor job offerings for every skill level, age group and mindset. The dedicated women and men, and their families, have sacrificed so much and truly deserve meaningful and relevant second and third career opportunities.”

More findings from this research can be found on our website at [commissionaires.ca](https://commissionaires.ca).



# TAKING CARE OF EMPLOYEES IN NEW WAYS



## NEW EXCITING PARTNERSHIPS FOR COMMISSIONAIRES

Benefits are better than ever. This year, we established three new meaningful partnerships, yielding impactful savings for our employees and their family members.



Exclusive rates on mortgages, credit cards, everyday banking, and more.



Travel discounts on hotels, resorts, car rentals, airfare, and more.



Preferred group rates on home, auto and pet insurance.

**Commissionaires is dedicated to improving opportunities for its employees and their families. This year we created new programs and partnerships to make working for Commissionaires an even better experience.**

# \$2,500

## BURSARIES TO DESERVING COMMISSIONAIRES AND THEIR FAMILY MEMBERS

## LAUNCHED: COMMISSIONAIRES NATIONAL BURSARY PROGRAM

In its inaugural year, Commissionaires awarded \$2,500 bursaries to deserving employees and their family members. We intend to build on this benefit to have an even greater impact on households. The new National Bursary Program is supported by the generous contributions of our partners.



## 80% RETENTION RATE: OUR PEOPLE STICK!

Commissionaires has one of the highest retention rates in the security industry. This ensures consistency and continuity of service.



## TWO NEW AWARDS TO RECOGNIZE OUTSTANDING PERFORMANCE

**Commissionaires introduced the Federation's first national-level Commissionaire of the Year and Supervisor of the Year Awards. The awards come with a congratulatory letter from the National Board Chair, an engraved keepsake, and a financial award. The very first winners are:**

### SUPERVISOR OF THE YEAR

**Sherry Molnar,  
British Columbia Division**

"Commissionaires is like a second family to me and I just love being a part of this organization," Molnar said at the award presentation in Ottawa.

Molnar's outstanding leadership, support, training, and managerial skills, along with her contribution to her community through volunteer work, set her above the rest.



### COMMISSIONAIRE OF THE YEAR

**James Durand-Smith,  
Great Lakes Division**

"We aren't just sitting at a desk. We are communicating with the public, handling emergency situations and pulling together resources to respond," Durand-Smith said of his work.

Durand-Smith is a Canadian Armed Forces Reservist and, in addition to working as a commissionaire, volunteers as a member of Global Medic, a Canadian charity. He was recognized for his professionalism and the ability to work effectively under pressure, all of which makes him a role model.





# YOUR SAFETY & SECURITY SERVICE PARTNER



**86%** CLIENT  
SATISFACTION  
RATE

Security has never been more important or challenging. Clients will attest to the integrity, professionalism, and responsiveness of our Commissionaires team.

**23,894,446**  
TOTAL HOURS



● **56%** Commercial

● **44%** Federal Government

## A NOT-FOR-PROFIT WITH NO SHAREHOLDERS

- Revenue: **Approx. \$700M**
- **87%** of revenue goes back to employees in the form of wages and benefits.
- Any surplus is redirected within the parameters of the Social Mandate, including **investment in employees** (training, benefits, programs), loyalty bonuses and veteran causes.

**OVER \$2.3M**

**DONATED TO  
THE VETERAN  
COMMUNITY**



Commissionaires donates to veteran causes including respite and children's programs, women veterans, veterans who are homeless, and healthcare research for veterans and seniors.

*In its commitment to achieve carbon neutrality, Commissionaires has continued to replace its mobile patrol fleet with electric and hybrid vehicles.*





## ENVIRONMENTAL, SOCIAL & GOVERNANCE (ESG) COMMITMENTS

**We see ESG as a corporate responsibility that factors into everything we do.**

### SERVICE OF THE HIGHEST STANDARD

As the market-leading provider of security services in Canada, Commissionaires is committed to the professionalization and standardization of the security industry. We strive to deliver services with practices that meet the highest global standards and are proud to hold internationally recognized certifications in:

- ISO 9001:2015 **Quality Management**
- ISO 14001:2015 **Environmental Management**
- ISO 18788:2015 **Security Operations Management**

### INDUSTRY-LEADING TRAINING

Commissionaires receive in-house training that meets all Canadian General Standards Board requirements – exceeding the industry norm.

## PROTECTING THE HEALTH AND SAFETY OF OUR EMPLOYEES

We value our people who work every day to contribute to the security of Canadians. Working closely with our clients, Commissionaires strives to reduce incidents with safe and healthy working conditions at all security sites.

### RESPONSIBLE FIDUCIARIES

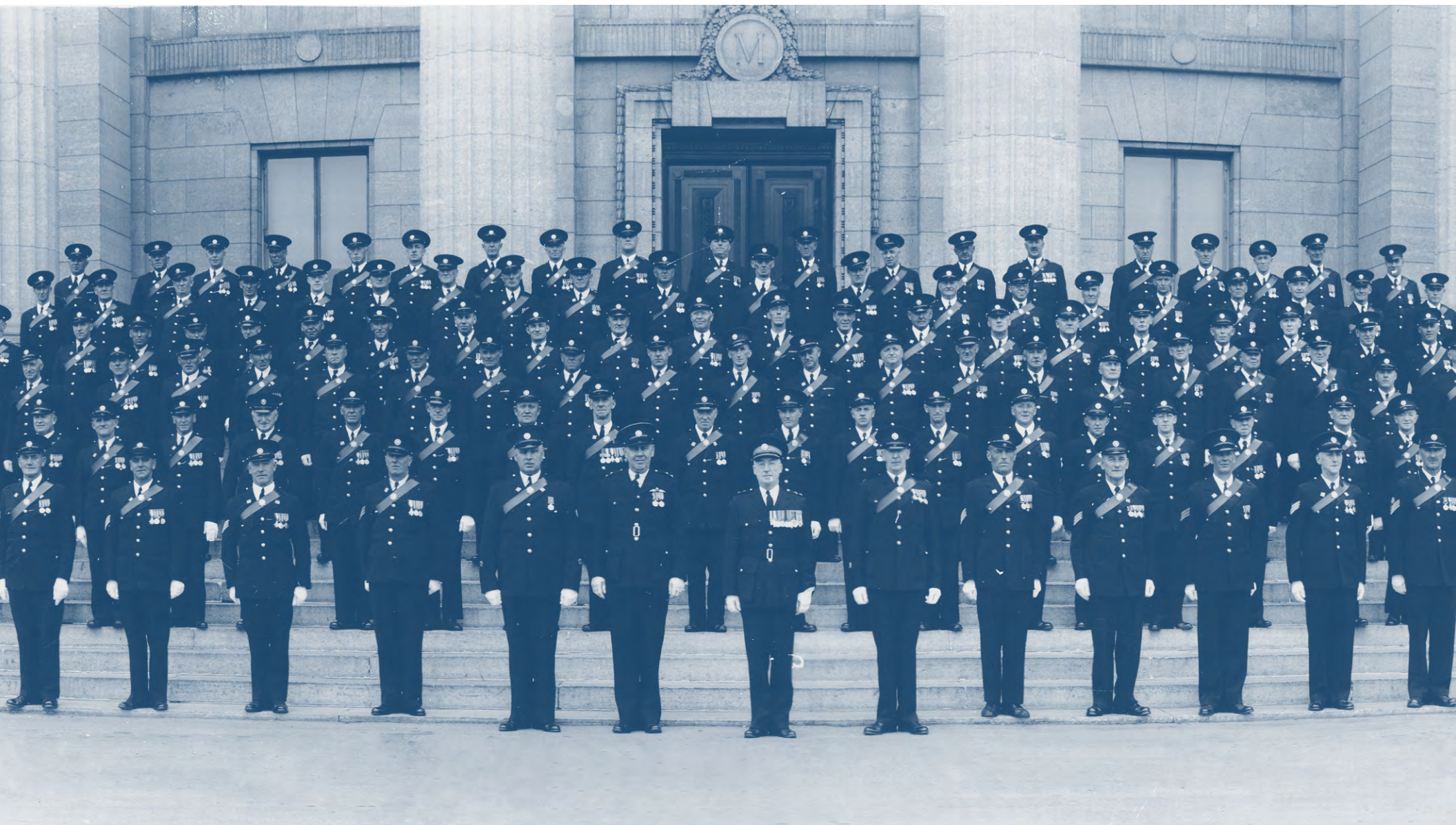
Comprised of 16 experienced Directors from each Division across Canada, the Commissionaires National Board is responsible for:

- National strategic goals and objectives
- Policy framework
- Government relations
- Performance measurement
- Strategic risk
- Brand reputation

### NATIONAL BOARD COMMITTEES

- Governance
- Strategic Planning
- Equity
- National Business Management
- National Honours and Awards
- Audit Advisory
- Government Relations





*Canadian Corps of Commissionaires, Manitoba Division, June 21, 1942, First Annual Church Parade*

# Commissionaires **exists** to support veterans and their families

Since 1925

