

Corps Rappport

NEXT-GEN SECURITY:

A stronger, more diverse
force for Nova Scotia



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COMMISSIONAIRES NOVA SCOTIA – ISSUE #34 (2023)



CNS Work Perks

Being a Commissionaires Nova Scotia (CNS) employee comes with perks! We're proud to partner with the following organizations to offer exclusive discounts and offers:



Bank of Montreal

By banking with BMO, you can receive exclusive offers and preferred rates on mortgages, credit cards, everyday banking, and more.



Heroes Vacation Club

Check out Heroes Vacation Club for exclusive travel discounts, including special deals on hotels, resorts, car rentals, and airfare for you and your spouse!



The Personal

Join The Personal and get preferred group rates on home, auto, and pet insurance. Discounts are available to you and your family.



Royal Nova Scotia International Tattoo

Book your seats to Nova Scotia's premier summer spectacle and save 20% by using promo code **Commissionaires20** at checkout.



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Save on parking at airports across Canada by entering **745234** when checking out of Park'n Fly. You'll have more money to spend on your trip!

Benefit from the power of your group



Commissionaires has partnered with **The Personal** to offer you:



Exclusive home and auto insurance rates



Customized coverage



Preferred service



Learn more.
thepersonal.com/commissionaires
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Group rates. Preferred service.

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Letter from the CEO

First of all, thank you. Thank you for welcoming me into the Corps in September 2022. For those I have not had the pleasure of meeting yet, I come from a proud family of police and military veterans, so joining Commissionaires was like coming home. Since my arrival here, I have been amazed at the level of dedication that all our valued and diverse employees demonstrate on the job.

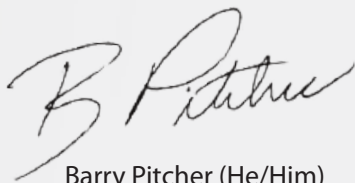
One of my biggest priorities as CEO is to ensure every commissionaire feels recognized within our organization. It is important to me that you know that we value you and that you belong here. Whether that means making an accommodation, noting a personal milestone, diversifying our language, or acknowledging a key cultural and religious event, I am committed to making sure everyone is seen and heard.

This past year was marked by change. There was a post-pandemic shuffle back to normalcy, a settling of the business landscape and the advent of new technology in security service provision. Through it all, we have emerged stronger, more agile, and better equipped to grow in 2023.

As many of you know, we have improved employee benefits to include an RRSP/TFSA-matching program. We are also enhancing our training to reflect our values and prepare you for the future. I am excited for these and similar initiatives on the horizon as I believe that supporting you means supporting all our clients and partners.

Once again, thank you for everything you do—your hard work, passion, and enthusiasm for building our future together. I am ever so grateful to be on this journey with you and humbled to be your CEO.

Sincerely,



Barry Pitcher (He/Him)



Barry Pitcher

Fun Facts About Barry Pitcher

Hometown: Mount Pearl, Newfoundland

Education: Royal Roads Military College

Experience:

- seven years in the Canadian Armed Forces
- 24 years with the RCMP, retiring at the rank of Inspector
- three years as an international security consultant

Leadership style: People-first

Where you can find him on the weekends: volunteering, hiking in the woods, or spending time with family



A Strong Recovery: Commissionaires Help N.S. Rebound by Supporting the Return of Cruise Ships



The numbers are in: the Port of Halifax, the marquee cruise port for Atlantic Canada, welcomed roughly 234,000 passengers from 148 vessels in 2022. It was a strong rebuilding year for the cruise industry, following a two-year ban on cruise ships visiting Atlantic Canada due to COVID-19 restrictions.

The successful recovery was buoyed by commissionaires, who were essential in maintaining a high level of security and visitor satisfaction during each vessel call. They welcome and process passengers upon arrival, and screen guests returning to their ship.

"We are fortunate to have a diligent security team dedicated to the safety of Halifax Port Authority staff, visitors, and cruise guests," said Emily Richardson, a spokesperson for the Port.



Cruise ships docked at the Port of Halifax

The busiest day of the 2022 cruise season was 6 October 2022, when 10,000 passengers from five ships descended on Halifax. There were 92 commissionaires working at the Port of Halifax that day, double that of the 46 full-time commissionaires who work at the site year-round.

"Our commissionaires come from all walks of life and bring many talents to their roles. Some members of our team working at the Port are former sailors, but we hire anyone with an interest in preserving the safety and security of Nova Scotians," said Barry Pitcher, CEO of Commissionaires Nova Scotia.

"Our commissionaires find their work very rewarding. If you're looking for a meaningful way to contribute to your community, I encourage you to apply."

Commissionaires have provided security services at the Port of Halifax for two decades. It's an important job considering the Port's total economic output was \$4.37 billion in 2021 alone. Commissionaires support this economic activity by providing trusted security services to the Port and its guests.

The typical cruise season at the Port of Halifax runs from late April to early November. In 2023, the Port is expecting 180 vessel calls.



Three commissionaires working at the Port of Halifax on 26 April 2022

"Commissionaires play an important role in our day-to-day cruise operations. They ensure the protection of people, property, and assets."

Commissionaires at the Port go above and beyond their duties, which include surveillance monitoring, exterior patrolling, and providing cruise ship access control. They are often among the first locals seen by visitors, so commissionaires frequently double as Nova Scotia ambassadors and navigators.



Efficiencies Abound One Year After Adopting BambooHR

Commissionaires Nova Scotia is a much-improved business after scrapping many of our traditional paper-based HR processes and adopting BambooHR, a cloud-based human resources management software. We formally adopted BambooHR on 1 April 2022 and over the past year, our hiring process has become more efficient and effective. This has led to faster time-to-hire and a more productive HR department.

BambooHR's centralized candidate information platform allows for easy access and management of job candidate information, thus reducing the risk of miscommunication. Our entire HR team can now track a candidate's hiring progress in real time. As we continue to expand our use of BambooHR, information will become even more accessible, transparent, and accurate, leading to better decision-making on HR-related matters.

The BambooHR portal gives our commissionaires access to their HR information anytime, anywhere. For example, you can review your benefits, celebrate important milestones, track awards and recognition, and receive training reminders. The system's live updates reduce the risk of errors and inaccuracies associated with manual HR processes.

CNS Launches RRSP/TFSA Matching Program

Commissionaires Nova Scotia is assisting our employees in securing their future! We added a new employee benefit in February 2023 – RRSP/TFSA Matching. That means CNS will now match your contribution, up to 3% of your pay, to a Registered Retirement Savings Plan (RRSP) or a Tax-Free Savings Account (TFSA). It's free money that can add thousands of dollars to commissionaire savings accounts each year.



Here are the details of the RRSP/TFSA Matching Program:

- offered by Desjardins Financial Security (DFS), thru Select Path
- start date: 1 February 2023
- wage matching from 0.5% to 3%
- RRSP matching – open to those 70 years old and younger
- TFSA matching – open to those 71 years old and above
- commissionaires become eligible after completing probation



Enrolment in the program is easy. Simply register online for a Group Retirement Savings account with [Desjardins](#) and watch your money grow! Steps to register can be found on the CNS Employee SharePoint.

National Apology Is a Starting Point to Address Structural Racism, Says Apology Advisor and CNS Board Governor Doug Ruck

A member of the National Advisory Committee that helped advise the federal government on its apology to No. 2 Construction Battalion says the apology doesn't right the wrongs from the past but is a step in the right direction.

Doug Ruck, whose father chronicled the history and racist treatment of the all-Black battalion – Canada's first and only segregated military unit – was tasked to respond to the apology on behalf of descendants of the battalion that had to fight to serve in WWI because of their skin colour.

He delivered the descendant response on 9 July 2022, at an event in Truro where Prime Minister Justin Trudeau offered the government's apology for the blatant anti-Black racism experienced by the Battalion's 600 men and for the systemic racism that denied them their dignity, even in death.

The Prime Minister and the Minister of National Defence, Hon. Anita Anand, committed to making the Canadian Armed Forces more inclusive and reflective of Canada's diverse population.

"This is the first time an apology has been given to African Canadians by the federal government, which is therefore significant. But there have been promises in the past. We have walked this path before, and far too often, all that remains are the words," said Ruck before a crowd of roughly 2,000.

"On behalf of the descendants, I accept the words and commitment of the Prime Minister and Minister of National Defence. Their word is their bond but as we move forward, let's ensure we begin to see the changes that address structural racism."



Doug Ruck

Commissionaires Played a Major Role at the National Apology and Remembrance Event

Lieutenant Colonel **Barry Pitcher**, our new CEO, was the lead organizer of this historic event in his capacity as a serving reservist. His collaborative planning team included members of the Canadian Armed Forces, all levels of government, and the Black Cultural Center of Nova Scotia. The National Apology and Remembrance event saw dignitaries from across the country touch down at Truro's Amateur Athletics Club, the same area where No. 2 Construction Battalion trained in 1916.

Dozens of descendants of the Battalion were also in attendance, having flown in from other provinces, the United States, Barbados, and the West Indies.



Northern District commissionaires at the National Apology and Remembrance Event

Commissionaires Nova Scotia provided access and perimeter control, foot patrols, and coordination with the Department of National Defence. We had ten commissionaires on the ground, including Northern District Manager **Harold Williston**.

“There were a few protesters outside the fence, but for the most part, they were peaceful and created no major issues,” said Williston.

“The event was well organized, the weather was great, and the people who attended the ceremony seemed happy and appreciative. It was an honour that we were involved.”

Not only did Commissionaires provide security support for the event, but some of our employees also marched in the Honour Parade. Those who marched included HRM District Manager **Gerry Parris**, whose grandfather was a member of No. 2 Construction Battalion.

Commissionaires has a social mandate to provide meaningful employment to veterans of the Armed Forces and RCMP, as well as anyone else with an interest in public safety. It was an honour to support such a key event in military history.



L-R: Doug Ruck and Gerry Parris



CNS Staff attend an EDI session at the Black Cultural Centre

Equity, Diversity, and Inclusion Committee

CNS has a new, all-volunteer Equity, Diversity, and Inclusion (EDI) Committee that’s excited to bring about a new way forward. The group includes field commissionaires, Head Office staff, and frontline management. Regular meetings are taking place under the direction of new CNS CEO **Barry Pitcher**. The EDI Committee’s mandate is to examine relevant topics with respect to inclusion in our workplace.

“It’s important that we are informed via a collaborative medium so that CNS accurately reflects and supports the communities we serve,” said Pitcher.

In February 2023, CNS hosted its first off-site EDI session for managers and supervisors at the Black Cultural Centre for Nova Scotia. Look for continued in-service training to take place this Spring/ Summer and a revised EDI module in the Commissionaires Security Officers Course (CSOC).

Outstanding Commissionaires Receive Queen's Platinum Jubilee Medal for Public Service



Queen's Platinum Jubilee medal recipients pose with Their Honours (seated front row, centre) at the awards ceremony

Public service was a central theme throughout the late Queen Elizabeth II's 70-year reign, and countless Canadians reflected on the importance of public service in September 2022 during the Period of Mourning after Her Majesty's passing.

The Queen's Platinum Jubilee medal was one of the last decorations of honour approved by Her Majesty. It recognizes outstanding volunteers, members of the Canadian Armed Forces and emergency services, and other people who have made a positive impact on society.

CNS was invited by the Province of Nova Scotia to nominate individuals to receive one of the 5,000 available medals. A company-wide call for nominations was issued and, once names came in, the top 17 were submitted for consideration. Every one of our nominations was approved, a true testament to the calibre of our commissionaires.

Our organization subsequently arranged to host an investiture ceremony for the medal recipients and their guests. We transformed the CNS Head Office training rooms into a venue fit for royalty. As the Crown's representative in Nova Scotia and a longstanding patron of our organization, Lieutenant Governor Arthur J. LeBlanc presided over the two-hour event. He was accompanied by Her Honour Patsy LeBlanc and the Aide-de-Camp.

Liane MacAusland, CNS Contacts Development Officer, served as Master of Ceremonies for the event on 11 January 2023. **Barry Pitcher**, CNS CEO, and **Heather Armstrong**, CNS Board Governor, each took a turn at the podium to congratulate the recipients. A reception with sandwiches and refreshments followed the presentation of medals.

We are immensely proud to recognize the following commissioners who were presented with a Queen's Platinum Jubilee medal:

Recognized for volunteerism:

Lawrence Beckwith of Halifax
Alain Bergeron of Eastern Passage
Raymond Donovan of Ingonish
Charla Dorrington of Lantz
Daisy Gavel of Lower Sackville
Michael Gray of Middle Sackville
Timothy Hinds of Havre Boucher
Joseph Landry of Dartmouth

Robert Lee of Mount Uniacke
Elizabeth MacDonald of North Sydney
Kenneth McDonnell of Middleton
Joseph O'Brien of Eastern Passage
Kevin Saccary of Port Morien
James Scrivens of Eastern Passage
Robert Smol of Port Howe
Todd Hubley of Halifax



Recognized for leadership during the COVID-19 pandemic:

Glenn MacIsaac of Fall River

Recognized independently of the nominations that were submitted by Commissioners Nova Scotia:

John Brewer of Sydney

Kevin Tulk of Dartmouth

Barry Pitcher of Hammonds Plains

Commissionaire on Hand to Usher in New Era

Brian Graves, CNS Site Supervisor at Government House, the official residence of the Lieutenant-Governor of Nova Scotia, played an important role in proclaiming the new sovereign following Her Majesty Queen Elizabeth II's death.

He served as a witness when the Lieutenant-Governor signed the Accession Proclamation at Government House on 10 September 2022. As a witness, Brian was required to sign the back of the important document. His signature helped bring the Accession Proclamation into full effect, officially recognizing King Charles III as the King of Canada.

Signing the document was part of the province's larger Accession Proclamation Ceremony. Such ceremonies, steeped in historical significance, have been held in Nova Scotia since the accession of George III in 1760.

No other province, state, or region outside the United Kingdom has such a long and continuous history of holding Proclamation Ceremonies.



Brian Graves

Commissionaires at CME (Pictou Shipyard) Win Linda Lushington Award for Safety Excellence

The Canadian Maritime Engineering Ltd. (Pictou Shipyard) site is the 2022 recipient of the Linda Lushington Award for Safety Excellence, presented annually to one CNS site that excels in its efforts to prevent danger.

In 2022, commissionaires at CME (Pictou Shipyard) experienced zero injuries. The team successfully follows the CNS Safety Program, including by keeping up-to-date safety records and making them available. There are currently eight commissionaires who work at the site. They proactively liaise with the client, District Manager, and CNS safety to reduce the risk of incidents and injuries. Lastly, **Amy Fraser**, the Site Supervisor, is consistently present on the CNS Monthly Safety Teleconference and actively participates in discussions.

Congratulations to the team and thank you for your diligence in keeping CME (Pictou Shipyard) safe!



L-R: Amy Fraser and Barry Pitcher



GREEN SHIELD

Is a proud health and dental benefits provider
for the Commissionaires of Nova Scotia.

[greenshield.ca](https://www.greenshield.ca)

Not All Commissionaires Are Security Guards, but They Do All Make a Difference

Sherri Asprey supports dozens of commissionaires and clients, without ever seeing a single one of them. She works dispatch. Her 12-hour shifts involve taking and making calls to connect commissionaires who work in the field with openings at client sites.

"You don't have to be front and centre," says Sherri about working for Commissionaires.

"I'm answering phones, sitting in an office, but at the same time providing a valuable resource for the whole Corps because everybody depends on you in dispatch."

Sherri's role as a dispatcher is both administrative and interpersonal. She's responsible for responding to staffing requests from clients and selecting appropriate employees to fill those requests. Sherri knows which commissionaires she can call on short notice, and which commissionaires are better suited for longer-term roles.

She says getting to know the wide variety of individuals who work for Commissionaires is the best part of her job.

"As you get to talking to people, you start to hear their stories. Everybody has a story. Everybody has a reason for doing what they do," says Sherri.

"I enjoy it. It's interesting. It's fun."

Beyond scheduling, Sherri also plays a critical role in ensuring commissionaires are safe. She protects the well-being of staff who work alone by checking in with them on a regular basis. She maintains a detailed log during her shift and writes reports if there are any incidents.

It's no surprise Sherri is good at what she does. She spent 13 years working as a support specialist for the Halifax Regional School Board before joining Commissionaires in November 2021. She says she was looking for a change of environment when she decided to apply her skills to the security space with Commissionaires.

"It's worked out really well," says Sherri, who works mostly nights.

"There's less stress for sure, and I really enjoy the fact that I'm making a difference."

Sherri recently completed the Commissionaires Supervisor Course – Level One, opening her up to opportunities for advancement within the organization.



Sherri Asprey

Commissionaires Canada Celebrates 100 Years with Centennial Baton and Flag Tour

The spirit of Commissionaires is abundant in Nova Scotia. Our people carry a sense of pride that shows up in their work, and in the 88 communities where we live and serve.

We spent the past two months capturing the enthusiasm of CNS employees as part of Commissionaires Canada's centennial celebrations. To help build excitement for the federation's 100th anniversary in 2025, Commissionaires Canada developed a centennial baton and flag that's being passed across the country like an Olympic torch.

Divisions were tasked to capture photos and video of as many commissionaires as possible holding the centenary items, with the intent to unite our 22,000-strong national workforce and recognize the impact commissionaires have across the country.

Here's a recap of all the great things that CNS accomplished during its time with the baton and flag:

- approx. **1,211** kilometres travelled
- **100+** commissionaires photographed
- **76** photos submitted (plus drone footage and other video)
- **38** client sites visited
- **14** historic landmarks/places captured
- **two** animal encounters (fish and a 100-year-old tortoise)

Honourable mentions:

- **Boldest Shot:** diving with the Commissionaires centennial flag on HMCS Saguenay
- **Most Ionic Shot:** flying the flag on the Bluenose II
- **Best Coordination:** standing at the entrance of 14 Wing Greenwood with a CH-149 Cormorant passing overhead
- **Most Original Shot:** capturing a photo within a photo to honour a commissionaire, John Abraham Thomas Nolan, who served in the '80s
- **Best Branding:** two commissionaires in front of the Northern District office and one of our vehicles
- **Most commissionaires (in one photo):** 21



L-R: Cpl Colleen Colbourne and Mickel 'Pierre' Sibley



L-R: Christina Darragh and Debbie MacCallum



Allan Stuart



SeaWolves Dive Club



L-R: Rajmeet Kaur and Jatinder Saini



Joey Bouley



Pictured in large photo:
Ronnie MacDonald

Meet the CNS Recruitment Crew



Mark Butler

Mark Butler, Talent Acquisition Specialist

Mark is the newest member of the CNS Recruitment Team, having joined in November 2022. He comes from Third Bridge Group, a U.K.-based research company where he worked for the past five years.

Mark has been in the recruitment industry for 23 years, two decades of which were spent in London, England. His motivation is all about developing people. He brings a high degree of empathy to his role at CNS and wants to help people shine.

Our commissionaires typically interact with Mark at the start of their CNS journey. He is responsible for reviewing applications, interviewing candidates, and making job offers.

Outside of work, Mark is an avid golfer. He enjoys being in nature and seeing wildlife.

Daisy Gavel, Recruiter and Return to Work Coordinator

Daisy is an expert on all-things CNS, having joined the organization in 2001. She started as a commissionaire working at the Halifax Airport, Dalhousie University, and the Halifax Regional Police. She joined the Head Office team in 2008, first as a general duties clerk and then as a data entry clerk. Her move to recruitment came in 2019.

As a recruiter, Daisy oversees hiring for the Valley District, organizes job fairs, and conducts interviews. She also manages the CNS Long Service Awards program. Her greatest asset is her ability to talk to people. She knows how to handle tough situations and can put anyone at ease. Daisy works part-time as the CNS Return to Work Coordinator, supporting commissionaires who are on leave.

Outside of work, Daisy enjoys darts and crafts. She is a passionate volunteer with 305 Sackville Sea Cadets, 210 Navy League, and the Royal Canadian Sea Cadets. She's also a Reservist of 32 years!



Daisy Gavel

Sue Sarkany, Recruiter

Sue started her CNS journey in 2014 as a commissionaire at the cruise ship terminal and Summer Gardens condos. She was tapped to join the CNS Recruitment Team after only three months, having spent 15 years as a recruiter with the Canadian Security Intelligence Service (CSIS).

Sue is tasked with keeping a constant flow of applicants coming through. She works with employment centres and local partners to find great candidates. She also helps manage the CNS Referral Program, so be sure to talk to Sue if you know someone who would enjoy a career with Commissionaires.

Sue finds fulfillment in meeting and speaking to people from all walks of life. Outside of work, Sue volunteers at water sporting events on Lake Banook – where she used to paddle and participate in National competitions! She has a soft spot for cats and critters.



Sue Sarkany



Our Annual Loyalty Program Recognizes Your Service

At Commissionaires, we don't just appreciate your loyalty, we pay you for it. At the end of each calendar year, we issue a loyalty payment to commissionaires with more than 10,000 hours of service. Every commissionaire who is a veteran of the Canadian Armed Forces or RCMP also qualifies for this payout, without having to work 10,000+ hours. All those who qualify must have worked at least 520 hours over the past 12 months to receive the award at the end of the year

For complete details, please refer to the [CNS Employment Manual](#). The exact value of the loyalty payment varies from year-to-year, depending on the company's financial performance and the numbers of hours worked.

In 2022, a total of 646 commissionaires qualified to receive the loyalty payment. Amounts received ranged from \$97 to \$381, with the average payout being \$315. Congratulations to this year's recipients!

Questions? Please contact **Terri Marshall** at terri.marshall@commissionaires.ns.ca or 902 421 2370.

EMPLOYEE REFERRAL PROGRAM

Would You Like More Cash in Your Bank Account?

Last year we awarded more than \$9,000 in referral bonuses!

Any commissionaire who tells a friend or family member to join CNS is eligible to receive a Referral Award if that person successfully completes the Commissionaires Security Officer Course and meets the probationary period of 520 hours.

The [referral form](#), found on the [CNS Employee SharePoint](#), must be completed and submitted to **Sue Sarkany**, CNS Recruiter, when the friend or family member 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 COATS)

\$250 for each non-veteran

CNS Training Is Best-In-Class Thanks to New Enhancements



The CNS Training Team, led by manager **Paul Hunter**, has rolled out a suite of enhancements to bolster our industry-leading training program. The enhancements took effect in November, recognizing the need for greater access to high-quality instruction and compensation for time spent in-class.

Here's a breakdown of what's new:

Paid In-class Training

Employees completing the Commissionaires Security Officer Course (CSOC) are now being paid for their in-class time. We pay commissionaires the N.S. minimum wage hourly rate for all three (3) days of the in-class portion of CSOC.

CSOC That Includes First Aid

The in-class portion of CSOC is now four days (instead of three) and includes First Aid training. If a candidate is not required to take First Aid training during CSOC, they will be paid for the three days that they attend.

Following completion of CSOC, commissionaires completing a training re-certification (eg. First Aid needs to be completed every three years) will be paid at their current wage.

A Cadre of High-Quality Instructors

For the first time ever, CNS has a robust cadre of First Aid instructors spanning the province. These instructors were selected from within our ranks and have achieved Red Cross certification, meaning they're equipped to offer the highest calibre of First Aid training/techniques.



Congratulations to commissionaires **Candi Falkenham**, **Heather-Jane Dupuis**, **Jess Pike**, and **Marla Morrell** on completing your professional development to become our newest instructors. CNS is now looking to build a cadre of external instructors to help us grow First Aid training as a business line across Nova Scotia.

Want to See More Change?

We appreciate the feedback we received from our CSOC participants, First Aid trainees, and all those who completed our recent 2022 CNS Employee Satisfaction Survey. Your voice has been heard! We encourage all commissionaires to fill out any survey/questionnaire that we send to you.

Training by the Numbers in 2022:

Commissionaires has a comprehensive safety and security training program available to employees and external clients.

Last year we trained:

651 people in Red Cross First Aid (418 commissionaires)

303 new employees in the Commissionaires Security Officer Course (CSOC)

295 commissionaires in the Workplace Hazardous Materials Information System (WHMIS)

56 commissionaires in the Vehicle Screening Workshop (VSW)

34 people in Nonviolent Crisis Intervention

24 people in Use of Force (18 commissionaires)

22 people in Situational Awareness

12 staff in the Commissionaires Supervisor Course level 1 (CSC1)

High Praise for High Achievement



CNS has a comprehensive Awards and Recognition Program to acknowledge employees who have gone above and beyond the call of duty. In 2022, we were proud to acknowledge the following commissionaires with a commendation:

CEO Commendation

Joseph Lee was awarded a CEO's Commendation for his unwavering action to help save a life at his site. Through Joseph's instinctive response and the confident delivery of his training, he was able to reduce the immediate panic, provide reassurance, and manage the scene in an outstanding manner.



Nathan MacKinnon (centre)



Charla Dorrington (centre)

Nathan MacKinnon was awarded a CEO's Commendation for his exemplary degree of professionalism and competence in going beyond his duties to protect the public.

Board of Governors Commendation

Charla Dorrington was awarded a Board of Governors Commendation in recognition of her outstanding community service, thereby bringing credit to Commissionaires Nova Scotia.

Six Students Return to School with Educational Awards from CNS



Six deserving students went back to class in September with an academic scholarship worth up to \$2,000 from CNS. To date, our scholarship program has assisted 93 students with awards totalling \$150,000! The [full list](#) of 2022/23 recipients includes:

Commissionaires:

Brandy McGuire – Nova Scotia Community College, cybersecurity
Sangram Singh – Fanshawe College, business administration
Abimbola Abidemi Onabanjo – University of Fredericton, occupational health and safety
Ranjith Embuldeniya – St. Mary's University, applied science



Brandy McGuire (centre left)



Abimbola Abidemi Onabanjo (left)

Family members of commissionaires:

Kynan Jackson – Dalhousie University, aquaculture
 CNS Sponsor: *Wanda Jackson (grandmother)*

Nicholas Confiant – Nova Scotia Communication College, musical arts
 CNS Sponsor: *John Brewer (grandfather)*



Kynan Jackson (centre left)



Long Service Awardees - 2022

5 YEARS

Arbuckle, Dale
 Ashe, Paul
 Bayers, Blair
 Bell, Jennifer
 Bennett, Eugene (Bud)
 Briere, Jean-Marc
 Brooksby, Gary
 Bullen, Spike
 Burgess, Paul
 Caswell, Patrick
 Courtemanche, Herve
 Dolimount, Melissa
 Dorey, Robin
 Forward, John
 Hawley, Robert
 Henley, Jordan
 Innis, Anne
 Kemp, Gary
 Lamontagne, Joseph (Mark)
 Locke, Murray
 Lund, Ole
 MacAusland, Liane
 MacDonald, Diana
 MacDonald, James
 MacIsaac, Glenn
 MacPherson, Lorne

Mahon, James
 Matheson, James
 Moland, Ann
 Moland, Barry
 Mumford, Keith
 Murphy, Jacquelyn
 Murray, Jevon
 Musial, Paul
 O'Toole, John
 Parry, Bruce
 Peladeau, Gilles
 Pelrine, Mary
 Pittman, Robert
 Prince, James
 Prokecz, Antal
 Reid, Carlin
 Riley, Blair
 Robson, Katherine (Kim)
 Rounds, Robert
 Ryan, Joseph
 Tobin, Ronald
 Van Vonderen, Josina (Josie)
 Walton, Lian
 Waye, Gary
 de L'Eveille, Sean



17 YEARS

Aldrich, Dale
 Arsenault, Howard
 Bergeron, Alain
 Boudreau, Richard
 Campbell, Kenneth
 Darragh, Christina
 Doyle, Robert
 Frenette, Gregory
 Geldart, Phillip
 Grant, Robert (Doug)
 Hartling, Gavin
 Hudak, Leard
 Hudson, John
 MacKenzie, Boyd
 Mackenzie, Wayne
 Martin, Anthony
 Milner, William (Michael)
 Parker, Lise
 Pease, Gregory
 Rogers, John
 Sadler, Ronald
 Saunders, David
 Vibert, Ralph
 Ward, Andrew



12 YEARS

Baltzer, David
 Barnes, Norman
 Boudreau, David
 Branton, Edward
 Carter, Robert
 Coffill, Donna
 Dooley, Kendall (Ken)
 Finlayson, Johnena
 Foley, Reginald
 Hillier, Bernard
 LeBlanc, Guy
 MacCormack, John
 MacInnis, Brian
 MacKenzie, LaRoy
 MacLean, Hector
 March, Wallace
 McArthur, Heather

McDonald, Douglas
 McLaughlan, David
 Meier, Josef
 Meisner, Catherine
 Miller, Brian
 Monteith, Ronald
 Nelson, James
 Nelson, John (Jack)
 Nicholson, Blair
 Pippy, Christopher
 Reynolds, Robert
 Richard, Richard
 Richer LaFleche, Carolyn
 Roussel, Paul
 Steele, Ronald
 Stuart, Allan
 Wournell-Towill, Rosetta



22 YEARS

Calder, Alfred
 deMolitor, Timothy
 Dorrington, Charla
 Langille, Richard



22 YEARS

Godin, Louis
 Lawrence, Robert
 MacDonald, Alexander
 Oland, Richard



32 YEARS

Eilke, Jeanette
 MacMullin, Donald
 Ongo, Francis (Frank)



Letter from the Board Chair

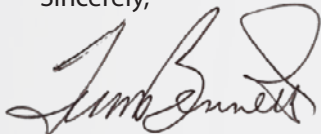
It's a very inspiring time to serve as Board Chair of Commissionaires Nova Scotia. When I first took on the role late last summer, there was a lot of optimism but uncertainty about our future. We had just hired a new CEO, our new Human Resources software was just getting off the ground, and there were gaps in our workforce.

I'm happy to report that, now six months in, we were right to be optimistic. Commissionaires is stronger than ever under new leadership. I am particularly proud of the work done to make the company a better employer and community partner. There's a greater sense of pride amongst our people and it's showing up in the work they do.

The sea of change is reviving Commissionaires at every level of the organization. At the Board level, we are preparing to welcome some new faces and say goodbye to a few familiar ones. We're also discussing ways to best develop the company's integrated security business. Commissionaires celebrates 85 years of protecting Nova Scotians this year. Our Board is taking steps to ensure the company thrives well into its second century.

Together, as a Board, all our volunteer Governors join me in thanking all commissionaires for their loyalty, commitment, and passion at work. We're truly moved by your energy and are dedicated to supporting your success as best as we can.

Sincerely,



Tom Bennett (He/Him)



Tom Bennett
Chief Superintendent (Ret'd)
Chair

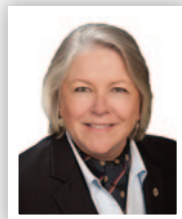
2022 CNS BOARD GOVERNORS



Doug Ruck
Vice Chair



Steve Graham
Deputy Commissioner (Ret'd)
Immediate Past Chair



Heather Armstrong
Commander (Ret'd)



John E.L. Carruthers



Joanne Crampton
Assistant Commissioner (Ret'd)



Gary Curtis
Colonel (Ret'd)



Anne Espenant
Lieutenant Colonel (Ret'd)



Erica Fleck
Lieutenant Colonel



Marjorie Hickey
Commander (Ret'd)



Corinne MacLellan
Honourary Lieutenant Colonel



Kirk MacRae



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



John Miller
Lieutenant Colonel (Ret'd)



Richard Oland
Commander (Ret'd)



Bryn Weadon
Rear Admiral (Ret'd)

Three Board Governors Take Home a Queen’s Platinum Jubilee Medal

Dusty Miller, Corinne MacLellan, and Steve Graham are recipients of the Queen’s Platinum Jubilee Medal, recognizing their steadfast contributions to public service.

All three Board Governors are consummate volunteers. They have given their time to support the military, veterans’ rights, Indigenous peoples, public safety, and public relations.



Dusty Miller (right)



Corinne MacLellan (centre)



Steve Graham (right)

Board Governor Receives Major Commendation

Heather Armstrong was awarded the Minister of Veterans Affairs Commendation for her tireless work helping veterans. Heather has dedicated an enormous amount of time to ensuring veterans are aware of the benefits to which they are entitled and helping them through the process to apply for them. She is a powerful advocate for veterans and consistently goes above and beyond the call of duty to assist.



Heather Armstrong (right)



John Boileau

Retired Board Governor Appointed to the Order of Nova Scotia

John Boileau is one of the newest members of the Order of Nova Scotia. He received this distinction in recognition of his work as an author and historian championing the province’s rich history. John has made long-lasting impressions on our historic record, cultural identity, economy, and well-being.



CNS Donated \$9,000 to Nova Scotia Veterans in 2022

Each year, the Commissionaires Nova Scotia Veterans' Support Committee donates to veteran organizations. This is in line with our corporate mission to support veterans in need.

Here's where the money was spent:

Shearwater Aviation Museum – \$1,000

The Shearwater Aviation Museum is home to tens of thousands of aviation artifacts. This collection includes uniforms, insignia, ceremonial items, tools and equipment, photographs, documents, and an extensive art gallery.

The funds received from CNS will be used to build a hands-on aviation exhibit for children who visit the museum.

RCMP Veterans Association – \$1,000

The Nova Scotia Division of the RCMP Veterans Association has the most active members of any division in the country.

The funds received from CNS will pay for resources to support RCMP veterans, including surviving family members if the veteran or an immediate family member has died. Funds also assist active members requiring disability assistance.

VETS Canada – \$2,000

VETS Canada began in 2010 when a couple from Halifax set out to help homeless and at-risk veterans, aiming to reintegrate them into civilian life. VETS Canada has grown into a federally registered non-profit charity, with hundreds of dedicated volunteers across the country, most of whom are former military/RCMP.

The funds received from CNS will support veterans with living expenses, including groceries, a utility bill, or a mental health crisis.

The Royal Canadian Legion – \$2,000

The Legion is Canada's largest veteran and community service organization. Membership includes currently serving and retired Canadian Armed Forces and Royal Canadian Mounted Police members, as well as their mothers and fathers, spouses, sons and daughters, and grandchildren. The Legion advocates for the care and benefits for all who served Canada, regardless of when or where they served.

The funds received from CNS were used to support the Royal Canadian Legion's Christmas support program in Nova Scotia.

In addition to these four organizations, funds were also provided to: Army Museum - Halifax Citadel (\$1,000), HMCS Sackville Naval Museum (\$1,000) and Paws Fur Thought/Wounded Warriors (\$1,000).



L-R: Christine Hines, Shearwater Aviation Museum curator, and Dusty Miller, CNS Board Governor



L-R: Steve Graham, CNS Board Governor, and Howard Eaton, RCMP Veterans Association - Nova Scotia Division president



L-R: Steve Graham, CNS Board Governor, and Debbie Lowther, CEO/Co-founder of VETS Canada



L-R: Dusty Miller, CNS Board Governor, and Julie Thomas, Army Museum curator

Commissionaires: Your Gateway to Greatness

Gabriel Poulino knows what he wants. And he came to the right place to get it.

The 30-year-old from Congo joined CNS in 2021 with eyes on a career in law enforcement. He entered as a security officer, then was promoted to Site Supervisor. Within 12 short months, his hard work had caught the attention of Nova Scotia Sheriff Services, and Gabriel was offered a new job. He has since started training to serve as a Sheriff, moving him one step closer to his “ultimate career goal” – joining the police force.

“Nothing is holding you back; there is so much potential. You’ve just got to want it,” said Gabriel, adding, “If you want it, you can get it. My start with Commissionaires put me on the path to big opportunities.”

He says Commissionaires served as an excellent training ground following his post-secondary studies. Gabriel is a graduate of criminology from St. Clair College in Windsor, Ontario, but knew he’d require real-world experience and the right contacts to launch his professional career.

Commissionaires is Canada’s premier security and background screening service provider, with clients spanning all levels of government and small-to-large private businesses. Employees support local law enforcement by offering non-core policing, criminal record checks, parking enforcement, and a range of security guarding services.

Commissionaires is trusted by law enforcement because of the professionalism of its people, many of whom come from a policing or public service background. As a not-for-



Gabriel Poulino

profit organization, Commissionaires has a social mandate is to provide meaningful employment to the Canadian Armed Forces and RCMP veterans, as well as others like Gabriel who share a passion to contribute to the security and well-being of Canadians.

“The exposure that Commissionaires gave me was beneficial to my growth as a young, career-driven person,” said Gabriel. “My work prepared me for the type of circumstances I’ll face in law enforcement.”

As a Site Supervisor, Gabriel oversaw the work of roughly 20 commissionaires across three government sites. The role put him in direct contact with Sheriff Services and key members of government.

After Gabriel announced his new role with Sheriff Services, he received an outpouring of congratulations from his colleagues and members of government. He was treated to lunch, received several cards, and was even given homemade cookies to mark his departure.

Fortunately, Gabriel won’t be far from his former colleagues in his new role with Sheriff Services. “I will definitely be seeing some of my former co-workers,” said Gabriel. “They’re all awesome people.”

There are many reasons to start your career at Commissionaires. Our organization can provide you with a fulfilling, long-lasting career or be a great stepping stone to other professional ambitions.

Learn more and apply at commissionaires.ca/careers

And the Survey Says...



Commissionaires Nova Scotia clients are **86% SATISFIED**, according to results from the 2022-23 CNS Client Satisfaction Survey. Here's a breakdown of how we scored:

Overall service
87%

Field personnel
88%

Billing
84%

Management
85%

We used a new, nationally standardized platform to conduct this year's survey. The platform makes it easier for clients to respond but does not tabulate results the same way as previous years. Beginning next year, we will be able to compare results year-over-year.

A total of 76 of 149 clients completed this year's survey, resulting in a 51% completion rate (up from 46% in 2021). We strive to increase the completion rate even further next year.

Thank you to all commissionaires for helping us achieve an "A" rating from our clients! The superior quality of our service is directly linked to the superior quality of our people.

CNS EMPLOYEE SATISFACTION SURVEY

Each year, we invite all commissionaires to complete the CNS Employee Satisfaction Survey. Here are the results from this year's survey:

77% of commissionaires are proud to say they work for CNS (up from 75% in 2021)



75% of commissionaires say the mission/purpose of CNS makes them feel their job is important (unchanged from 75% in 2021)

83% of commissionaires say they have the materials and equipment to perform their job correctly (up from 81% in 2021)



82% of commissionaires say that, at work, they have the opportunity to do what they do best every day (up from 77% in 2021)



74% of commissionaires say CNS values diversity (up from 69% in 2021)



78% of commissionaires would recommend CNS to their friends or family (up from 75% in 2021)



A total of 66% of commissionaires participated in the 2022 CNS Employee Engagement Survey, up from 57% in 2021. We listened to this year's results in a number of ways, specifically by rolling out training enhancements and introducing RRSP/TFSA Matching.

We encourage all commissionaires to complete our annual survey to have a direct impact on your workplace.



SMARTER SECURITY. STRONGER COMMUNITIES.

**COMMISSIONAIRES**

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A digital version of Corps Rapport
is available on our website.

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