



SUPPORTING VETERANS FOR 100 YEARS

2025
ANNUAL REPORT



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

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MESSAGE FROM THE NATIONAL LEADERSHIP TEAM

The Canadian Corps of Commissioners is proud to mark its Centennial this year. Initially founded 100 years ago to provide employment for war veterans, today we're a team of some 22,000 across Canada comprising 3,500 veterans of the Canadian Armed Forces, RCMP and Allied forces, in addition to former police officers, first responders, reservists, and others with a passion for public safety.

While much about Canada and the world has changed over the past 100 years, we remain a uniquely Canadian institution: 100% not-for-profit, governed by volunteers, dedicated to delivering safety to Canadians, and committed to being an ethical and responsible employer in the security industry.



Gordon Winkel, MSc, P.Eng
Chair, National Board



**Captain (Ret'd) Harry Harsch,
OMM, CD, RCN**
Chief of Staff, National Office



Captain Geoff Hamilton, CD, RCN
Chair, National Business
Management Committee

 **OUR VISION**

One Corps Serving Veterans

A CENTURY OF SERVICE, A LEGACY OF GIVING

125

COMMUNITY CAUSES
FUNDED LAST YEAR

\$10M+

TO VETERAN SUPPORT PROGRAMS
OVER THE LAST DECADE

NATIONAL BURSARY PROGRAM AWARDS \$35,000 TO 20 STUDENTS

Commissionaires supports employees and their family members in achieving their academic goals. In 2024, the program achieved a milestone, distributing the highest dollar amount and recognizing the most recipients since its inception in 2022. The bursaries are supported by generous contributions from The Personal and the Bank of Montréal (BMO).

“This bursary not only eases my academic path but strengthens my commitment to protect the well-being of Canadians across the nation as a dedicated commissionaire.”

Mussie Tewelde, 2024 recipient
MacEwan University
Bachelor of Science in Nursing (RN)
Northern Alberta Division



Peter DeLong, Veteran
New Brunswick &
Prince Edward Island Division

Amanda Young
New Brunswick &
Prince Edward Island Division



SUPPORTING VETERAN WELLNESS AND WELL-BEING

As Canada's largest private sector employer of veterans, Commissionaires has thousands of veterans working at all levels, from security guards to executives. We value veteran wellness, which goes beyond just offering a job; it's about enhancing opportunities for them, their families, and the communities they serve.

Last year, Commissionaires gave back over \$850,000, most of which was donated to veteran-related causes, including:

- // Soldier On
- // Canadian War Museum
- // The Royal Canadian Legion
- // Food banks
- // Military Family Resource Centres
- // No Stone Left Alone
- // Homes for Heroes Foundation
- // Wounded Warriors
- // True Patriot Love Foundation
- // Aboriginal Veterans Society of Alberta
- // Last Post Fund
- // Coding for Veterans
- // Support Our Troops
- // RCMP Veterans' Association
- // The Pepper Pod
- // To the Stan and Back
- // Veteran long-term care and hospital initiatives

"Commissionaires provides an essential service to our veterans, helping secure employment for those transitioning to civilian life. This has untold positive outcomes, and we recognize Commissionaires for the special role the organization plays in our country."

Berkley Lawrence, Dominion President
The Royal Canadian Legion



PROTECTING COMMUNITIES: PAST, PRESENT, AND FUTURE

Commissionaires provides integrated security solutions tailored to our clients' needs. From safeguarding federal and provincial facilities, municipalities, and police infrastructure to securing air and seaports, private sector organizations, and homes across the country, our clients trust the experience of our people.

23 MILLION SECURITY HOURS SERVED



■ 52% Commercial Clients
■ 48% Federal Government

OUR MISSION

Commissionaires delivers high-quality services to Canadians as a means to providing employment and support to military veterans, veterans of the RCMP, and their families.



Nashwa Faltas
Great Lakes
Division

Kevin Kennedy
New Brunswick &
Prince Edward Island Division





THE ONLY CANADIAN NOT-FOR-PROFIT SECURITY PROVIDER

Commissionaires is a Federation of 15 private, not-for-profit security companies across Canada, which we call our Divisions.

\$747M REVENUE (FY23/24)

Over 90% of revenue goes back to employees in the form of wages, training, and benefits. To support our Social Mandate, surpluses are invested in additional employee programs and veteran causes.



Amelia Reimer
Newfoundland and
Labrador Division

Commissionaires participated in St. John's Memorial Day Parade when the remains of the unknown Newfoundland First World War soldier were finally laid to rest at the Newfoundland National War Memorial on July 1, 2024.



TACKLING MODERN SECURITY CHALLENGES THROUGH INTEGRATED SOLUTIONS

Commissionaires delivers expert security clients can trust. You may know us for our more traditional services, such as guarding, but did you know we also provide many innovative, behind-the-scenes solutions?

As technology advances, we continue to evolve – enhancing the skillsets of our employees and providing new services so we can always offer integrated solutions.

Our commitment to innovation and optimizing operations ensures we meet the ever-changing security needs of our clients across all sectors. We are leveraging technology to:

- // **Enhance Existing Services:** Deploying AI-powered surveillance systems, drones and robots for efficient monitoring, and analytics to optimize mobile patrols.
- // **Deliver Client-Centric Innovations:** Offering user-friendly self-service solutions, such as automated fingerprint kiosks.

This forward-looking approach has strengthened our reputation as Canada's leader in security.

86% CLIENT
SATISFACTION
RATE

BASED ON LAST YEAR'S CROSS-CANADA SURVEY

“Our niche is for clients with complex security needs that demand a fully integrated approach. From threat assessments, to advanced technology, to on-the-ground expertise, we bring together the full security spectrum to deliver tailored solutions.”

Captain Geoff Hamilton, CD, RCN

Chair, Commissionaires National Business Management Committee



Commissionaires security robot
on night patrol
Northern Alberta Division

Tina Pennell
Newfoundland and
Labrador Division





SECURITY SERVICES

On-site guarding (all levels), mobile patrol, alarm response, and event security.



SPECIALIZED SERVICES

Marine security, airport operations, industrial site protection, close protection services, and healthcare security.



CONSULTING SERVICES

Threat risk assessments, security audits, compliance reviews, private investigations, and emergency planning.



COMMUNITY-ORIENTED PROGRAMS

By-law enforcement, community patrols, jail guarding, animal control, document services, and other non-core policing.



CYBERSECURITY

Data and network protection, cyberdefense, cyber investigations, threat intelligence, 24/7 security monitoring, and incident response.



FINGERPRINTING AND BACKGROUND SCREENING

Criminal record checks and pre-employment screening.

HONOUR COUNTRY SACRIFICE

Commissionaires veterans from our Nova Scotia Division have been featured in photographer Trevor Godinho's HONOUR COUNTRY SACRIFICE portrait series.

We put a spotlight on some of these individuals below. The project showcases the stories and photographs of veterans and serving members of the Canadian Armed Forces. Visit honourcountrysacrifice.com to learn more.



Vice-Admiral (Ret'd) Duncan (Dusty) Miller, CMM, MSC, CD
Honorary Colonel, 406 Maritime
Operational Training Squadron
Veteran



Deputy Commissioner (Ret'd)
Steve Graham, OOM, BA, MBA
Veteran



Petty Officer 1 (Ret'd)
Stephen Ulrick Tyrone
Jackson, CD
Veteran



Lieutenant Colonel (Ret'd)
John W. Miller, CD, DDS
Veteran



Colonel (Ret'd)
John Boileau, ONS, CD, BA, RCDS
Veteran



Chief Warrant Officer (Ret'd)
Ralph Murphy, MMM, CD
Veteran



Bombardier Oliver Johnson, CD
Reservist



First Lieutenant (Ret'd) Bruce Ellis
Veteran



Corporal (Ret'd) Rob Pittman, CD
Veteran



Judy Edwards
Veteran

EMPLOYER OF CHOICE FOR PEOPLE FROM ALL WALKS OF LIFE

Commissionaires provides meaningful careers with flexible schedules, growth opportunities, and a strong support system. Many Divisions offer loyalty programs and health benefits, ensuring employees can thrive and reach their potential.



Commissionaires was again selected as one of Canada's top 300 employers, the only security company on the 2025 list!

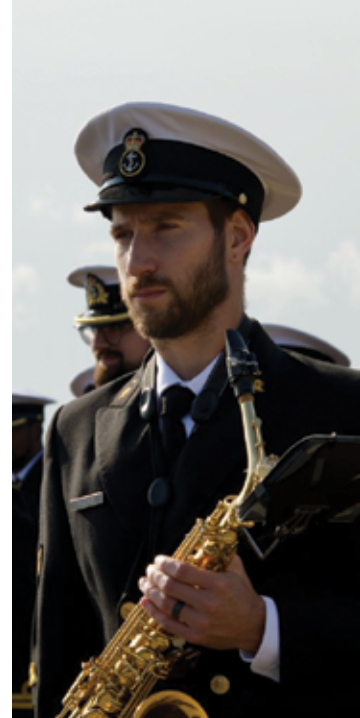
75% OF OUR PEOPLE STICK WITH US

Commissionaires has one of the highest retention rates in the security industry.



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.



Graeme Wallace, Reservist
Great Lakes Division

Rosanna Williams
Great Lakes Division



TOGETHER, WE ARE COMMISSIONAIRES

VETERANS

We recognize the experience and skills veterans contribute to the workforce. We value the leadership, teamwork, and discipline gained through service. These qualities can be applied directly to the security industry.

🌟 **Veterans leading veterans:**
63% of our Board, executive and management teams are veterans themselves.

RESERVISTS

Commissionaires understands the military culture, making it an ideal fit for reservists seeking flexible employment that complements—rather than committed to accommodating leaves of absence for deployments or other extended service commitments, including military skills training.



With Glowing Hearts registered employer.

CIVILIANS

In the 1990s, Commissionaires expanded employment to non-veterans to meet the rising demand for security. This has enriched our organization with diverse skills and perspectives, benefiting both our team and the clients we serve. From students to retirees, many are already on a career path in security, policing, or public safety when they join. What unites all commissionaires is a shared passion for safeguarding communities.

MILITARY SPOUSES & FAMILIES

We understand the employment challenges military families face and their unique role as members of the military community. Our wide range of opportunities provide a supportive work environment where spouses and dependents can thrive.



Proudly supporting military and veteran spouses with adaptable career opportunities.

ENVIRONMENTAL, SOCIAL, AND GOVERNANCE COMMITMENTS

Commissionaires is dedicated to advancing the professionalization and standardization of Canada's security industry. We deliver services that align with the highest global benchmarks and hold internationally recognized certifications, including:

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

REDUCING OUR CARBON FOOTPRINT ONE VEHICLE AT A TIME



In partnership with CarbonZero, Commissionaires completed a major project to calculate its carbon footprint using internationally recognized measurement standards. When analysis revealed that our fleet of vehicles accounts for 60% of our total CO2 emissions, we turned our attention to improving the efficient use of our fleet and transitioning to low-emission vehicles.

KEY INITIATIVES:

- // **Fleet Efficiencies:** Improved fleet management with tools and software such as TrackTik and Zello that help optimize routes based on distance and time.
- // **Policy Updates:** Revised internal policies to incorporate eco-friendly practices, including driver orientation and scheduled maintenance.
- // **Hybrid and Electric Vehicles:** Accelerated transition to hybrid and electric vehicles (EVs). Divisions including Great Lakes, Southern Alberta, and Victoria, the Islands and Yukon have replaced 80% to 90% of their respective fleets to EVs and/or hybrids.
- // **Charging Infrastructure:** Installed EV chargers at various offices to support the adoption of electric and hybrid vehicles.



INTERNATIONAL CODE OF CONDUCT ASSOCIATION (ICoCA)

As the sole Canadian company certified by ICoCA, we commit to its mission of raising private security industry practices that respect human rights and international humanitarian law.



Dean Wollbaum
South Saskatchewan
Division

Kathuria Karandeep
Newfoundland and
Labrador Division



A GOVERNANCE FRAMEWORK BUILT ON PROVEN LEADERSHIP

Our Federation of 15 Divisions is governed by all-volunteer National Board directors who take their fiduciary responsibilities seriously. The National Board is composed of one representative from each Division and is led by a National Chair. Each Division also, in turn, has a volunteer board that brings a wealth of military, police, business, legal, financial, and executive experience to the Federation.

The Commissionaires National Board's responsibilities include:

- // Upholding our Social Mandate
- // Approval of the national budget
- // National strategic goals and objectives
- // Policy development
- // Strategic risk management

We are committed to building an equitable, diverse, and inclusive culture that benefits from, and reflects the diversity of the nation we serve; this should start at the very top. Our board continues to actively seek members with varied backgrounds, perspectives, and experiences to ensure equitable representation. We recently invited volunteer board directors across Canada to self-identify.



Through its membership with the Institute of Corporate Directors, Commissionaires provides opportunities for all board members to improve their knowledge of governance best practices.



In 2024, Commissionaires was represented at the annual meeting of Governance Professionals of Canada. This is one of many strategies we use to stay on top of governance trends and developments.

COMMISSIONAIRES 5 CORE VALUES



Integrity



Commitment to the well-being of our commissionaires



Equity, Diversity, and Inclusion



Respect for our commissionaires and other stakeholders



Collaboration

OUR BOARD DIRECTORS ARE:

84% Veterans

24% Women

12% Persons with Disabilities

5% Indigenous Peoples

3% Members of Visible Minorities

AWARDS AND RECOGNITION

Each year, one commissioner is selected as National Commissioner of the Year, and one supervisor is selected as National Supervisor of the Year. We are proud to recognize the winners for 2024! To learn more, you can find videos and articles featuring these exceptional recipients at commissionaires.ca.



COMMISSIONAIRE OF THE YEAR

Patricia McCallum

Ottawa Division

As a military spouse, Patricia transitioned into a role with Commissionaires after returning to Canada from an Army posting in Germany. She is known for her ability to remain calm and agile in difficult situations. Patricia's career with Commissionaires has taken her on assignments around the world, including Japan, Poland, and Spain!



SUPERVISOR OF THE YEAR

Alexander Chisholm

Southern Alberta Division

Alex decided to join the Corps after positive experiences with commissionaires during his time as a cadet and in the Army Reserve. Alex is known for his innovative strategies that improve team efficiency and site safety. He has led small and large teams in protecting critical infrastructure.



Ian Stevens
New Brunswick &
Prince Edward Island Division

**Michaël Bergeron, Veteran
Cybersecurity Specialist**
Québec Division



INSIGHTS FROM THE COMMISSIONAIRES VETERAN SURVEY

As part of our social mandate to provide meaningful employment to CAF and RCMP veterans, Commissionaires regularly conducts research to better understand and support our veteran employees. This helps us continue to offer employment opportunities that meet the evolving needs of veterans. This past fall, we conducted an internal survey of our veteran employees across Canada. 41% of our veteran population completed the survey.

HIGHLIGHTS & KEY FINDINGS:

- // 90% value working with other veterans
- // 93% would recommend Commissionaires as an employer to someone they know personally
- // 43% had no pension at time of release from military/RCMP service
- // 8% have immediate family members who are also commissionaires

“What was your most important reason for joining Commissionaires?”



- 31% Improve my existing income and benefits
- 26% Needed a primary source of income
- 26% Wanted something to do
- 17% Start a new career with advancement opportunities



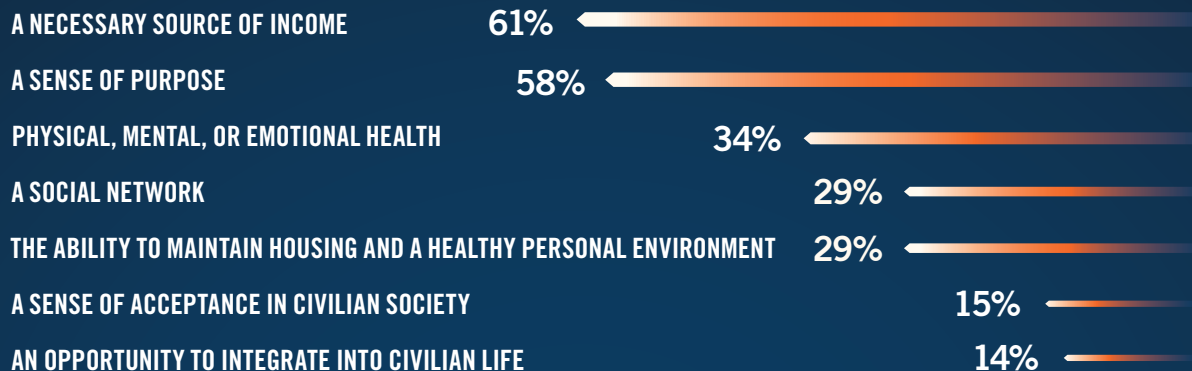
Master Warrant Officer (Ret'd)
Jacques Carriere, MMM, CD
Northern Alberta Division

Master Corporal (Ret'd)
Carey Deschamps, CD
Northern Alberta Division



WHAT OUR VETERANS SAY

“What aspects of your well-being does working with Commissionaires support? (select all that apply)”



“What do you like best about working with Commissionaires?”

- 💬 “The camaraderie and sense of purpose.”
- 💬 “A uniform that I am proud to wear.”
- 💬 “Working with people who are professional at their jobs.”
- 💬 “Sense of responsibility to protect our clients’ interests.”
- 💬 “Maintaining a connection to other vets and the traditions that I’ve been a part of for so long.”

“How can Commissionaires better meet your needs?”

- 💬 “A living wage for all.”
- 💬 “More hours.”
- 💬 “More advancement opportunities.”
- 💬 “Improved benefits.”
- 💬 “My needs are well met.”



100
COMMISSIONAIRES
1925 – 2025

A CENTURY OF SERVICE TO CANADA: THE EVOLUTION OF COMMISSIONAIRES

Commissionaires has grown into a truly unique national institution. As we celebrate our Centennial this year, we recognize all commissionaires and supporters who have contributed to our accomplishments.

KEY MILESTONES IN OUR CORPS' HISTORY

The Canadian Corps of Commissionaires was founded in Montréal, QC, through Letters Patent to create meaningful employment for veterans returning home from the First World War.

1925

Lord Tweedsmuir (John Buchan) became the first Viceregal Patron of the Corps, a role the Governor General of Canada has held ever since.

1937

The definition of a commissionaire was amended to include RCMP veterans.

1947

1927

The first Commissionaires “companies” were officially established in 1927 and were based in Montréal (“No. 1 Company”), Toronto (“No. 2 Company”), and Vancouver (“No. 3 Company”).



No. 3 Company in Vancouver, BC
March 18, 1928

1945

The Corps was awarded the Right of First Refusal on security contracts for federal government facilities, guaranteeing quality jobs for its employees.

1950

Newfoundland Division (now Newfoundland and Labrador Division) became the last Division to join the Corps, establishing operations from coast to coast to coast.



Lieutenant-Colonel Mary Dover in Canadian Women's Army Corps uniform, Montréal, Québec. (CU1145407). Courtesy of Libraries and Cultural Resources Digital Collections, University of Calgary.



The original Commissionaires Service Medal, now called Commissionaires Long Service Medal (CLSM), has undergone several redesigns.

1952

Lieutenant-Colonel Mary Dover of the Southern Alberta Division became the Corps' first female board member.

1982

Commissionaires grew to 10,000 employees.

1998

The CLSM was incorporated into the Canadian Honours system (first approved by the Secretary of State in 1948).

1972

Audrey Gertrude Morton, CD, was hired as the first female commissionaire.

Also in this year, the Corps reorganized to become a Federation of independent Divisions with a national office in Ottawa.

1990s

To meet the rising demand for security, Commissionaires opened employment opportunities to non-veterans, including police and first responders.

2006

Commissionaires launched what became Canada's largest digital fingerprinting infrastructure.



Commissionaires National Office
100 Gloucester Street, Ottawa, ON





Commissionaires updated the brand to strengthen its visual identity, reflecting progress throughout the modern years.

2007



Security robots and drones were introduced in Edmonton, AB.

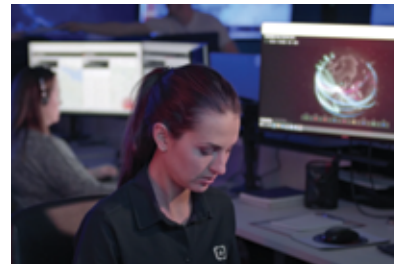
2016

2010

Over 350 commissionaires from 40 communities across Canada came together to provide security operations for the Vancouver Winter Games.

2017

Cybersecurity expertise and service offerings were launched in Québec Division.



The Commissionaires Social Mandate was expanded to support veterans' family members.

2019

2024

The Government of Canada designated the establishment of the Canadian Corps of Commissionaires as an event of national historic significance.

Commissionaires celebrates a century of service!

2025

ORIGINS OF THE CORPS

In 1859, Captain Sir Edward Walter established the British Corps of Commissionaires in London, England to provide meaningful employment for soldiers returning from war. The original eight members were veterans of the Crimean War, all of whom were amputees as a result of their battlefield service.

In 1915, the tenth Governor General of Canada proposed a Canadian version of the UK Commissionaires, which would operate under similar principles upon its establishment.

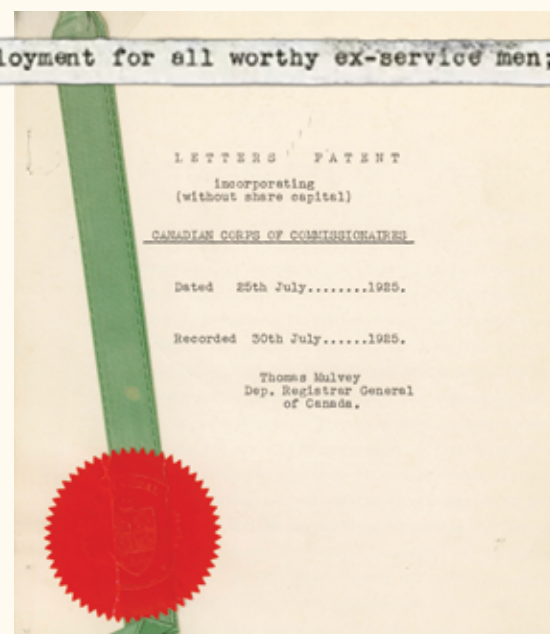
In 1925, five Montréal lawyers received federal authorization to launch an employment assistance program for veterans. In 2025, Commissionaires celebrates 100 years in Canada.



The original eight members of the UK Commissionaires 1859



HRH Prince Arthur, Duke of Connaught,
Governor General of Canada (1911–1916)
Photo credit: MCpl Matthieu Racette, Rideau Hall



The original letters patent
July 25, 1925

EARLY CLIENTS

Commissionaires grew steadily in its first decade, gaining new government and private clients. In 1938, T. Eaton Company Ltd became the first major private client of Montréal Division (now known as Québec Division) when it began providing guard services.



T. Eaton Company Ltd
Montréal, QC; circa 1930s
Source: The Department Store Museum Website

for POSITIONS of TRUST

When INTEGRITY is ESSENTIAL
apply for a **"COMMISSIONAIRE"**

• Across Canada, employers have found the Corps of Commissionaires supplies a unique service. The personnel, distinctively-uniformed ex-service men, have established an outstanding reputation for reliability and trustworthiness.

Trans-Canada Air Lines says: "The reliability, discipline and good sense of these men stems in part from their background of national service".

San Antonio Gold Mines describes the Corps as "the most efficient and satisfactory way" to obtain employees needed as mine guards.

"Splendid" is the comment of James Richardson & Sons, of Winnipeg.

It is good business to discuss positions where trustworthiness is the main requirement, with the Corps of Commissionaires.

IN OTTAWA
The Corps of Commissionaires Is Located
at 54 Albert St; Telephone 4-5715

PUBLISHED IN THE INTERESTS OF THE CORPS OF COMMISSIONAIRES UNDER AUTHORITY OF MR. MILTON F. GREGG, M.P. - MINISTER OF VETERANS AFFAIRS

1940s ad campaign

THE LAST DIVISION JOINS

In 1949, Newfoundland became Canada's tenth province. Newfoundland's entry into Confederation resulted in a more unified nation and, in 1950, a more unified Corps when Commissionaires established what is now known as the Newfoundland and Labrador Division. With veterans from the new province now represented, Commissionaires truly established operations from coast to coast to coast.

🌲 **Today, we serve in over 1,200 communities
from 50+ Commissionaires office locations
and from many, many more client sites.**



Commissionaires taking over from the Royal Newfoundland Constabulary at Government House
Saint John's, NL
September 24, 1978

BUILDING AN INCLUSIVE CULTURE

Commissionaires expanded its hiring practices in 1972 when Audrey Gertrude Morton became the first woman to wear the Commissionaires uniform. Her employment with the New Brunswick and Prince Edward Island Division helped pave the way for future generations of women in the Corps.

🍁 **Today Commissionaires has a strength of over 5,000 female employees.**



Audrey Gertrude Morton, CD
Saint John, NB
1972



The first female members in Ottawa, ON
1973

INVESTING IN OUR PEOPLE, STRENGTHENING OUR COMMUNITIES

From the classroom to the community, Commissionaires has a tradition of training excellence. Since our inception, we have been dedicated to the advancement and growth of our employees. Throughout our history, we have provided training in first aid, firefighting, industrial safety, defensive driving, use of force, and much more. These courses continue to evolve, ensuring that commissionaires have the necessary skills to protect the communities they serve.

🌟 **To this day, commissionaires receive the highest level of training, meeting the exacting and comprehensive standards of the Canadian General Standards Board.**



Basic Protective Security Guard Training Course #7903
Kingston, ON
1979

Commissionaires has a culture of recognizing its employees and has honoured many exceptional members. Commissionaire Twistleton "Twist" St. Rose Bertrand set the record for the most promotions in the shortest amount of time. He was appointed the first Inspecting Officer for the Toronto and Region Division (now known as Great Lakes Division) and was asked to serve as an Aide-de-Camp to multiple Lieutenant Governors of Ontario, a role he held for 28 years.

🌸 **In 1991, Twist became the first recipient of the Commissionaires Distinguished Service Medal.**



Colonel the Honourable H.R. Jackman (then Lieutenant Governor of Ontario) presenting Major (Ret'd) Twistleton "Twist" St. Rose Bertrand with the 125th Anniversary of the Confederation of Canada Medal
Toronto, ON, 1992





Proudly Canadian. Since 1925.



