



# PILLAR NEWS

EDITION 4 • JANUARY 2021



## COMPANY NEWSLETTER

### PILLAR TEAM

WELCOME TO PILLAR NEWS!

In this newsletter, you will get to know your office support team, your fellow colleagues, and any Pillar updates! Pillar Management is here to support all our staff members.

SO LET'S GET STARTED!

PILLAR SECURITY  
NEWSLETTER

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# THE PRESIDENT'S MESSAGE

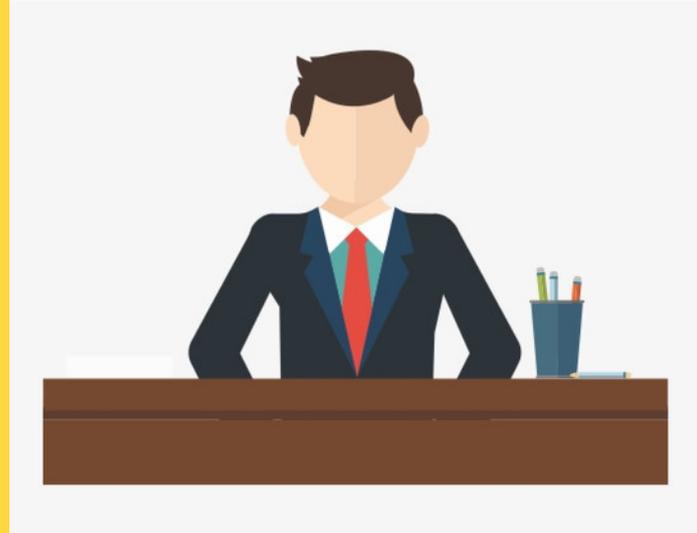
"Hello Pillar Team,

**I commend all our staff who continue to work hard and dedicate themselves to their respective line of work. Hard work does not go unnoticed!**

**You are the reason Pillar is recognized as a leading innovator in the condominium industry.**

**Thank you, and may this year bring happiness and success to everyone! "**

**Warm Wishes,  
Fatsah Bennai**



## COVID-19 UPDATE

Ontario Premier Doug Ford has declared and extended the State of Emergency. An immediate stay-at-home order is currently being served in the province of Ontario. As a Security Guard working for Pillar Security, you may have questions regarding how this may affect you. Please note that during business hours you may contact our **Human Resource Department**.

Please be advised that, as of **January 13, 2021**, all Pillar Employees have been sent official documentation from the company to outline that you are an essential worker. It is very clear and specific so, if at any point on your way to or from work, or while on duty, you are questioned, please provide the letter to the authorities. You will also be required to provide a valid Security Guard license when asked. For verification purposes, you may be asked to show your WhenToWork schedule or provide Pillar Dispatch phone number for travel verification.

During this time, as the industry we service is Residential Condominiums, you should notice a decline of traffic in the common areas of the building. Please note that residents should be staying in their respective units, and only be travelling in and out of the building if they are deemed essential workers or doing an essential errand. We advise you to be extra cautious and vigilant during these times, as you may have to deal with the unexpected. Please ensure to patrol and monitor the building accordingly and make detailed reports. Your safety and the community's safety are a priority, ensure to follow all government guidelines.

## HUMAN RESOURCE DEPARTMENT

To kick it off, The Human Resources Department greets everyone Happy New Year 2021!

We are delighted that Pillar employees are resilient and have been cooperative this past year. It has been tough, but we are hopeful for 2021.

Positive news for whomever wants to refer their friends or colleagues to be part of Pillar Security. We have updated our website and all new applicants can fill out our online application form that could be found on the careers page under employment opportunities. Only qualified applicants that meet our minimum qualifications will be contacted.

Pillar Security Human Resources Department wishes everyone a delighted and exhilarating year ahead of us.

"Read not to contradict and confute; nor to believe and take for granted; nor to find talk and discourse; but to weigh and consider."—Francis Bacon

## OPERATIONS TEAM

Field Team, we thank you thus far for your hard work and dedication. Please note that Pillar Operations works vigorously to provide and maintain support.

Over the past month, we have implemented structured protocols to assist at all our building. All our Site Supervisors are rallying together during our **Mandatory Supervisor Meetings** to ensure that all new pertinent information is passed onto the rest of the field team. As we are all aware, the Condominium industry is very specific and Security plays a key role at the building. You are an essential worker, and we want to ensure that you have all the proper tools and knowledge to succeed.

Please note that we are implementing **stricter protocols** regarding our **uniform**. Our Monitoring Team is sending Pillar Operations daily reports of guards not in uniform and/or not wearing ties. We all need to ensure that we are abiding by this company and ministry standard; corrective actions will be issued for failure to comply. Visual appearance is a vital role in your performance!

We are slowly following up on all guards performances. Coaching and guidance is being provided, and we are receiving positive feedback from everyone. Let's keep working together and pushing for another successful year.

**General Operations Email - [ops@pillarsecurity.com](mailto:ops@pillarsecurity.com)**  
**Yathusan Rajasekaram** - Senior Operations Manager  
**Manuela Florescu** - Client Engagement Manager  
**Travis Ramage** - Training and Compliance Manager

## DISPATCH DEPARTMENT

The Winter season is here, so here are some suggestions to keep yourselves safe and warm:

1. Keep yourself warm and cozy; drink some hot chocolate or coffee.
2. Plan ahead of time to make sure you arrive on time for your shifts
3. Wear Pillar Security jackets during external patrols
4. Drive safe in snowy weather
5. Always make sure you check your schedule on When to Work; if you have questions, contact us at 647-869-5750

As you all know, the Dispatch Department is always with you if you need any assistance during your shifts. Please contact us anytime as We are always here to support our field staff. We are grateful to all for your support.

## SUPERVISORS OF THE MONTH

Benjamin Desouza - Waterpark City

Gagandeep Kaur- Liberty Market Lofts

## GUARDS OF THE MONTH

Syed Faiz ul Hassan Shah - Lotus

Benjamin Steeves - Liberty Market Lofts

Tanya Chug - Ellipse One

This month we had to pick 3 guards instead of 2! Everyone did an outstanding job, **Congratulations!** Let us know if your colleagues are performing well. Send an email to OPS. We love hearing positive feedback!



*Happy*

**BIRTHDAY**

Happy Birthday to all January Babies!  
Pillar hopes you had a super fantastic  
birthday celebration!