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National Day of Mourning Event at Toronto Pearson Airport

By Laurel Woodhouse, H&S Manager

he Canadian Labour Congress established April 28th as the National Day of Mourning in Canada in 1984. The day is to remember and honour those who have had workplace injuries or illnesses, or died while on the job.

The date was chosen in 1984 because it coincided with the 70th anniversary of the day the first Ontario Worker's Compensation Act was approved by the government (1914). An Act of Parliament enshrined The Day of Mourning on February 1, 1991.

Also known as Workers' Memorial Day, The Day of Mourning, is officially recognized in about 100 countries worldwide.



Working Safely Outdoors: Toxic Plants In Ontario

By Sarah Miller, Operations Manager

pring is here! The wind is warm, it's sunny all the way into the evening, cute animals are waking up from their winter hibernation, and the first flowers are emerging from the ground. It's a magical time of year. You are working outdoors as a security guard or canine handler and stop to admire a budding new plant. You pick it to take it home with you because it's pretty, but it burns. You wash your hands, but it keeps burning. Your skin turns red. A rash spreads. Oozing blisters form. It creeps up your arm. You go to the hospital. It still gets worse.

You've just touched a toxic plant.

Did you know that Ontario is home to many species of plants like this that are dangerous to touch, and while working outdoors there is a chance that you may encounter them?

ASP is here to help by sharing a list of the top four toxic plants that you are most likely to find while working outdoors in Ontario and explaining what to do if you accidentally touch them.

Reporting Sightings at Work

If you see one of these toxic plants at work please contact ASP promptly to report the hazard and do not touch it!

If you are unsure who to report hazards to, please contact your manager or the Health & Safety department at healthandsafety@security-asp.com.



#1 - Wild Parsnip (Pastinaca Sativa)

This tall, yellow-flowered plant causes phyto-photodermititis. What this means is that when the sap of the plant gets on your skin and when exposed to ultraviolet light like the sun it causes a chemical reaction that creates burns and blisters. Pain from phyto-photodermitis can last for years and create life-long scarring.

First aid: Wash the affected area immediately with soap and water and avoid further exposure to sunlight. Do not pop the blisters. Keep the area clean and sterilized to avoid infection. Use a cool, wet cloth for relief of symptoms.



#2 - Poison Ivy (Rhus Radicans)

This ground-hugging plant has a distinctive three-leaf cluster pattern and is the top cause of plant-related allergic contact dermatitis (skin inflammation) in Canada. Poison ivy is an oily plant and the oil causes painful irritation, rashes, and blisters that can develop over several hours or days.

First aid: Wash the affected area with soap and cool water because hot water will spread the oil. Do not touch anything else because it will become contaminated with the oil. Keep the skin clean and dry to minimize irritation and chance of infection.





#3 – Stinging Nettle (Urtica Dioica)

This leafy plant that tends to gro v by water sources looks like it has very fine hairs on it. These hairs are delicate and hollow, and when touched they break and a toxic secretion from the plant travels up the core of the hair, entering the skin. It causes a painful stinging sensation. The sting is followed by redness, swelling, and itchiness that will last for several minutes.

First aid: Use a cool, wet cloth for relief. Aloe vera may also help. Avoid scratching and keep the area clean and sterilized to avoid infection. Wash the area well. of infection.



#4 – Giant Hogweed (Heracleum Mantegazzianum)

This white-flowered plant is a relative of the wild parsnip and can grow to several meters tall. Just like the wild parsnip, it causes phyto-photodermititis when its sap touches skin and the skin is then exposed to ultraviolet light. Pain and scarring can last for years after contact with the plant.

First aid: Wash the affected area immediately with soap and water and avoid further exposure to sunlight. Do not pop the blisters. Keep the area clean and sterilized to avoid infection. Use a cool, wet cloth for relief of symptoms.

A Farewell Retirement Message

By Debbie Ciccotelli, VP of Strategic Initiatives

The moment has come for me to turn the page to a new chapter in my life, as I announce my retirement effective May 31st. Reflecting on the journey we've traversed together in ASP fills my heart with both pride and gratitude.

Working with ASP is my third and final career. I began my career at the young age of 19 with Transport Canada at Toronto Pearson Airport and when the airport was privatized, I transitioned to the Greater Toronto Airports Authority. My last and final employer, ASP has been my all-time favorite.

I have known our CEO, Dean Lovric for over 25 years, and I think of him not only as a boss, but a friend as well. I am so thankful to have the chance to work alongside him. Dean's enthusiasm, motivation, passion, and support has been inspirational to me. He is a caring and supportive leader, which is one of the many things I love about him.

To my incredible colleagues, working with all of you has been truly inspiring. I have learned, grown, and shared many moments with you. I owe a debt of gratitude to all of you for the experiences we've shared together and the unwavering support I have received. It's not the projects or the deadlines that I'll remember most fondly, but the everyday moments of unity and shared purpose. Together we have combined forces to hit targets, win new business, innovate like wizards, and create a vibe that's nothing short of magical. I am proud of the excellent work we have accomplished together. You're the best bunch of colleagues anyone could ask for and although I am moving on, I carry with me found memories of you all.

I would like to give a special shout-out to my amazing team, Jason White and more recently Sarah Miller. It has been an incredible roller coaster ride with the numerous projects, long and tiring workdays and tight deadlines, but I am so proud of what we have accomplished together. Jason, you have left an indelible mark on my heart, even when times were tough, you made me laugh a little louder, smile a little brighter and live a little better. Fate made us teammates, but time has

made us friends and the memories and experiences we shared will stay with me forever.

In my time at ASP, I have had the pleasure to mentor a number of people in the company. I wanted to share a little bit about this experience. In writing this message, it got me thinking about why mentoring is one of the things I am extremely passionate about. I have been extremely fortunate to have been mentored by some amazing people throughout my life. And they all made a significant impact on me, and I recognize how fortunate I was to have them - they helped to form my character and ultimately made me the person I am today. It was important to me to "pay if forward" and do for others what these individuals did for me. What I have come to realize after having been both a mentor and a mentee is that it doesn't matter which side you are on, there are lessons to be learned. I have learned just as many lessons from those who I have mentored as from those who have mentored me, and I encourage you all to seek out a mentor and to pay it forward as your career progresses.

To all the employees at ASP, I know that your work is not always easy, but always remember you are doing important work and each and every one of you makes a difference to the company, our clients and our customers.



To all the employees at ASP, I know that your work is not always easy, but always remember you are doing important work and each and every one of you makes a difference to the company, our clients and our customers. It's incredible how a group of people from such diverse backgrounds works so closely and well together. I am so proud of the excellent workforce we have at ASP.

I am writing this farewell message with deep emotions as I say goodbye to this incredible company. The memories and bonds we have formed mean the world to me. I look forward to watching the continued success of ASP from the sidelines with great admiration. I wish you all success in the future and I know you will rock the future.

Thank you and farewell!



Congratulations Kat!

By Humberto Pimentel, VP of Operations

It is with great pride and excitement that we announce the outstanding achievement of Kat Szumacher, who has been recognized by Canadian Security Magazine as one of the Top 10 Under 40 professionals in the security industry! This prestigious award celebrates the remarkable contributions and dedication of young leaders who are making a significant impact in their field, and we are thrilled to see one of our own shining brightly on this national stage.



Kat has been an invaluable asset to our team, consistently demonstrating exceptional skills, dedication, and a commitment to excellence. Her passion for process-improvements and her unwavering focus on delivering top-notch security services has not only enhanced ASP Security's reputation but has also made a positive impact on our clients, The City of Toronto and The City of Vaughan.

This recognition is a testament to Kat's hard work, expertise, and leadership qualities. It reflects not only her individual accomplishments but also the collective strength of our team and the culture of excellence we cultivate here at ASP Security. We take great pride in supporting and nurturing talent, and this achievement is a reflection of our commitment to empowering our employees to reach their full potential.

Please join us in congratulating Kat Szumacher on this well-deserved honor. Her success is an inspiration to us all, and we look forward to witnessing her continued growth and contributions to our company and the security industry.

Women's Employee Resource Group

By Sarah Miller, Operations Manager

hank you to everyone that volunteered to join ASP's newly established Women's Employee Resource Group. We are glad to announce the new member roster below:



- Management Sarah Miller (Co-Chair), Kat Szumacher (Co-Chair), Komal Sidhu, Dalel Mharbi
- Staff Vesna Jelic, Melicia Gregory, Moe Hussein

New Employee Spotlight Welcome to ASP!

By Human Resources Department

Please join us in welcoming two new office and management team members that joined ASP in Q1 of 2024!



Mitali Rajput

We are delighted to introduce our new HR Administrator, Mitali Rajput. Mitali joined the HR team in February 2024 to provide invaluable support to our Residential and Commercial division.

Mitali brings a wealth of knowledge and practical experience to ASP. She holds a Postgraduate Diploma in Business Management - Human Resources from Lambton College and a Bachelor's in Management Studies from The University of Mumbai.

Her recent role as an HR and Recruitment Intern at a well-known recruitment agency has equipped her with a diverse skill set. In her experience, Mitali successfully managed employee records, ensuring accuracy and timely updates. She played a key role in supporting the recruitment process, showcasing her expertise in onboarding new team members seamlessly.

In her role at ASP, Mitali is responsible for processing HR data and acting as the first point of contact for general HR queries.



Dalel Mharbi

We are thrilled to announce that Dalel Mharbi joined ASP in March 2024 in the pivotal role of Customer Service Manager for Winnipeg International Airport.

Dalel comes to us with a wealth of experience in airport operations, particularly in client relationship management and team leadership. She brings with her a strong track record of delivering exceptional service and fostering positive team dynamics.

In her role at ASP, Dalel will be responsible for overseeing our ASP 24/7 Customer Service Operations. This includes Roving Customer Care, Passenger Processing, Baggage Drop Attendant, and Information Booth functions. Her strategic leadership, operational expertise, and commitment to customer satisfaction will be instrumental in elevating our customer service experience and enhancing stakeholder relationships.

Dalel's accomplishments in cultivating client relationships, developing operational systems, and fostering a collaborative team culture make her an invaluable addition to our team. We are confident that her contributions will play a significant role in driving the success of our Customer Service Operation.

Please join us in welcoming Dalel to our team. Let's wish her all the very best and give her a warm ASP welcome.



Dalel Mharbi

We are delighted to share that Karim Khamisa has rejoined ASP as the Senior Client Support Manager at Toronto Pearson International Airport. In his previous roles at ASP, Karim played an important role in supporting various security contracts across both the Aviation and Commercial sectors, such as Sudbury Airport, TTC, Crossing Guards, Union Station, City of Toronto Respite, and more. With a robust management background spanning hospitality, technology, and aviation security, Karim re-joins ASP with a strong management background across many industries including hospitality, technology, and aviation security which will assist him in exceeding our clients' expectations. Please join me in welcoming Karim back to the ASP family, we look forward to his upcoming contributions and achievements in 2024. Welcome back, Karim! Wishing you every success in your new role.

From Recruitment to Talent Acquisition: A Strategic Rebranding Journey

By Fatema Pipalyawala, Talent Acquisition Lead

thorough research and process improvements, our Recruitment Department has undergone a rebranding initiative and is now known as the Talent Acquisition Department. As part of this transition, Sean Gallagher has been promoted to the role of Senior Manager of Talent Acquisition & Development, while I, Fatema Pipalyawala, have been appointed as the Talent Acquisition Lead. Additionally, we welcome Kunal Sachdeva to our team as the coordinator.

The traditional recruitment department has long been associated with tasks such as hiring & onboarding in a stipulated time span. While these functions are undoubtedly crucial, they only scratch the surface of what a modern recruitment team can achieve.

By rebranding and realigning the focus towards acquiring and nurturing top talent, companies can position themself for sustained success in today's competitive business landscape. It's not just a name change, it's a strategic imperative for driving growth, innovation, and organizational excellence. The shift towards a Talent Acquisition Department represents a broader recognition of the strategic importance of attracting, developing, and retaining top talent.

Most recently, the Talent Acquisition team achieved its first success with hiring 60+ candidates in under 2 weeks for the TTC Subway contract in March 2024. This contract provided us with a great opportunity to promote talent within the company. We are looking forward to more success stories this year!

Tips to Refer & Earn – Referral Bonus Policy

We have had numerous questions regarding how our Referral bonus process works so we wanted to take a few minutes to explain it and how it works.

Process:

- Your referral applies online at and they have the option to list a "referral" on the application. They need to list your name here or tell us you referred them during the interview (it is the first question we ask)
- If they are hired and successfully complete training, the person you referred will need to work a minimum of 2 shifts per week for 90 days
- As the person referring the new employee, you also need to work a minimum of 2 shifts weekly for 90 days (if you have a week of vacation that is fine and will not be held against you)
- Once the 90 days is completed, Talent Acquisition sends the notice to the accounting department on the first week of the following month (all referral notices are sent at the same time)

Eligibility:

To qualify for the referral bonus, the referred candidate must meet the following criteria:

- 1. Be hired as a regular employee of ASP Incorporated.
- 2. Successfully complete the probationary period of three (3) months;
- 3. Remain actively employed for a minimum of three (3) months from the date of hire (Cannot be on a leave of absence or not actively picking up shifts); and the



referring Employee must also be actively working shifts.

4. The referred candidate must be in an active contract, if the contract was/is terminated during the probationary period, the referral will not be eligible for payment.

Please note, if you have any questions or concerns about your referrals please only contact Sean Gallagher, Senior Manager-Talent Acquisition and Development at sean@security-asp.com.

Congratulations to Atinderpal Singh winner of a new TV for the most referrals.



ASP Launches Operations at Winnipeg International Airport

By Delal Mharbi, YWG Operations Manager

SP Incorporated is excited to announce the successful launch of our services at Winnipeg International Airport on April 1st. Our offerings include information desk management, roving customer assistance, and efficient baggage and cart handling, underscoring our commitment to enhancing the passenger experience.

Our customer service extends to proactive engagement with travellers, wayfinding assistance, and support for accessibility and irregular operations. Additionally, our baggage handling and cart services contribute to a positive and seamless experience throughout the airport.

This smooth transition was achieved through the hard work and dedication of our entire team. We are honoured to be part of making Winnipeg International Airport a more welcoming and efficient travel hub.

Key personnel such as Executive Vice President Gadi Shamni from ICTS, Vice President of Operations Humberto Pimentel, Director of Aviation Services Garinder Grewal, and Customer Services Manager Dalel Mharbi were present to ensure a successful launch. We



thank the Winnipeg Airports Authority (WAA) for their support and hospitality during this transition.

We value our partnership with WAA and are dedicated to contributing to their success. Thank you to everyone who played a role in this achievement. Let's continue to set new standards for excellence in airport services.

I wanted to send a note of gratitude to you and your team for the amazing support yesterday. I was on the floor most of the day and every time I saw an ASP staff they were working hard, servicing passengers and looked like they were enjoying themselves. Thank you for being so flexible with the lastminute plans.

> Julie Chapko | Accessibility Specialist and Operations Support, Winnipeg Airports Authority

Great Job Zahra Ahmadi

By Garinder Grewal, Director of Aviation

t Billy Bishop Toronto Airport (BBTCA), exceptional customer service isn't just a goal; it's a standard upheld by individuals like Zahra Ahmadi, a valued member of the ASP Inc. team. Zahra's role revolves around ensuring passengers have a seamless, positive experience, particularly with the PIK- machines, and providing top-notch customer service.

Recognized by ASP Inc. for her outstanding dedication, Zahra has consistently received positive feedback from clients. Her proactive approach to assisting passengers sets her apart, as she goes above and beyond to enhance their journey. Whether it's guiding travellers through the airport or addressing their concerns with warmth and efficiency, Zahra is committed to delivering excellence.

What truly distinguishes Zahra is her proactive mindset. She doesn't wait for issues to arise; instead, she actively seeks opportunities to improve the passenger experience. Zahra's keen eye for detail enables her to identify out-of-service equipment or escalators promptly. By promptly reporting these issues to airport operations, she ensures swift resolutions, minimizing disruptions for passengers.



Zahra Ahmadi exemplifies ASP Inc.'s commitment to exceptional service at BBTCA. Her dedication, proactive approach, and unwavering focus on passenger satisfaction make her an invaluable asset. As she continues to elevate the standard of customer service, Zahra sets a shining example for her colleagues and inspires those around her to strive for excellence.

New Tasks, New Team at the Ottawa International Airport

By Anissah Dia, Site Manager

s part of our ongoing commitment to enhancing the passenger experience at the Ottawa International Airport, we're excited to share some news about the evolution of our customer service team. Building on our existing services, the team has recently taken on new tasks to better serve travelers passing through the airport.

ASP Customer Service Representatives will be stationed throughout the terminal and are now tasked with providing not only general airport and tourist information but also offer assistance past security in the Centre court area.

In addition to staffing the information desk, our team has adopted a dynamic approach by "taking off" to rove the terminals. This proactive strategy allows us to reach passengers wherever they may be, ensuring that no inquiry goes unanswered, and no traveler feels lost in the bustling atmosphere of the airport.

So, the next time you're at the airport, keep an eye out for our ASP Customer Service Representatives. Whether they're stationed at the information desk or roaming the terminal, they're here to make your journey smoother and more enjoyable!

Toronto Pearson Airport Employee Spotlight

By Noman Butt, Operations Manager



Sumandeep Dhaliwal

I am writing to bring to your attention the exceptional performance of Sumandeep Dhaliwal, who is currently stationed at the main access control post in T1 during nightshifts.

Sumandeep Dhaliwal demonstrates remarkable dedication and professionalism in her role. Her positive attitude and strong work ethic set a standard of excellence that is truly commendable.

Despite the challenges inherent in her position, Sumandeep consistently goes above and beyond, ensuring that her responsibilities are fulfilled with precision and care. Her commitment to maintaining security protocols while also fostering a welcoming environment is truly exemplary.

I believe it is essential to acknowledge Sumandeep Dhaliwal's contributions and to express appreciation for her outstanding service.



Egmidio Alejo

I am delighted to highlight the outstanding performance of Egmidio Alejo over the past three months. Egmidio has consistently demonstrated exceptional dedication and vigilance in his role, earning well-deserved recognition from his peers and supervisors.

Recently, Egmidio was commended by PSO for his exemplary work. He intercepted a new employee attempting to exit without an escort, despite being left unattended in a restricted area for an extended period. His quick thinking and commitment to security protocols prevented a potential breach, showcasing his unwavering dedication to his duties.

His proactive approach not only ensures compliance but also enhances the safety and security of our premises.





SARKHADON YALDA, DALE PERSHAD & NOMAN BUTT

Dale Pershad

In our busy workdays, sometimes it's the little things that really matter. That's what happened with one of our team members, Dale Pershad. He got a task from ASP supervisors that seemed normal at first. But what Dale did next was really impressive. Not only did Dale do the task really well, but he also did more. Dale made a detailed report with pictures for everyone on the team to see.

This shows how dedicated and practical Dale is. He didn't let problems get in the way – he faced them directly. And this isn't the first time he's shown this dedication. Whether it's helping supervisors or making sure tasks are done perfectly, Dale is a big help to our team.

Because of people like Dale, our team is known for doing great work. They remind us that doing our best isn't just about what we do, but how we do it – with passion, determination, and a commitment to doing our best. Great job, Dale! You're an inspiration to us all.



Sadiq Sediqullah

Sadiq Sediqullah's journey at ASP is truly remarkable, and his story exemplifies the importance of first impressions. His journey with ASP started in June 2023, when Sadiq started as an airside access control guard but his exceptional attitude, unwavering commitment, and ability to tackle any task with precision quickly set him apart. The terminal and airside supervisors recognized his outstanding performance, making him a sought-after guard to help with difficult tasks.

Sadiq's dedication led to him being cross-trained for multiple posts and clients including IFC, British Airways, Airside Breaks, Terminal access control, and Specialists (Baggage Hall). His versatility and excellence prompted further advancement, and he became a supervisor at IFC, Airside, and Terminal - a rare distinction indeed.

Sadiq's journey serves as a testament to the opportunities for growth within our organization.



ASQ Award

By Noman Butt, Operations Manager

'm excited to announce some incredible news with all of you. Toronto Pearson was recently recognized with the esteemed title of "Best Airport over 40 Million Passengers in North America" by Airports Council International (ACI) on March 11th. This recognition is a part of ACI's World Airport Service Quality (ASQ) program.

For more than a decade, the ASQ program has set the standard for measuring passenger satisfaction at airports worldwide. Winning this award for five consecutive years, from 2017 to 2021, is a remarkable achievement.

I want to extend my deepest gratitude to each and every one of you for your unwavering dedication and commitment to exceptional service. This recognition speaks volumes about the teamwork, tireless efforts, and unwavering professionalism exhibited by our ASP team across all departments.



Every member of our team, whether on the frontline or in management, has played a pivotal role in this success. Your passion, hard work, and dedication have not only contributed to Toronto Pearson's success as an airport but have also enhanced the passenger experience significantly.

Additionally, I want to express sincere appreciation to the Greater Toronto Airports Authority (GTAA) for their continuous support and collaboration. We are truly grateful for the opportunity to be associated with this esteemed organization and for their ongoing commitment to excellence.

RES/CIC Updates

By Sarah Miller, Operations Manager

ongratulations to the RES/CIC department on the launch of 57 Charles at Bay in downtown Toronto on May 1st, ASP's first and only tactical residential site, and the newest addition to the QuadReal portfolio. Seen below from left to right on the night of the launch: OM Sarah Miller, MPS Trula Verge, SG Sehajpreet Singh, MPS Moe Hussein, SG Samson Abejutoghan, MPS Harvinder Singh, and SG Kanwarpreet Singh.

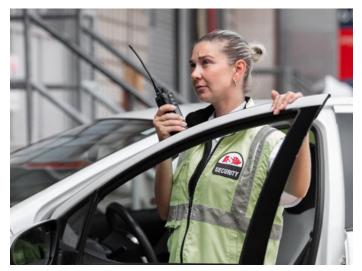




ASP is proud to announce two additional new contract wins in RES/CIC:

- Kipling Group Inc Mobile Patrols March 2024 Mississauga
- Ben Walker Limited Parking Enforcement May
 2024 North York

ASP is proud to sponsor and volunteer with ASIS Toronto. Seen below on May 7th, Operations Manager Sarah Miller (far right) participated in a joint event with ASIS Toronto and the City of Toronto at Union Station, teaching policing and security students from Humber College and Seneca Polytechnic about corporate security and security operations centers.





K9 Updates

By Brad MacCrae, Senior Operations Manager, K9 Unit

ASP's K9 unit remains the largest private K9 detection unit Canada and the leader in the industry. We signed UPS in December of 2023 for EDDHT - Air Cargo K9 screening, operating in ON, BC, and QC across 6 locations and further expansions are planned in the future. We also signed Air Canada Cargo and Cargojet for EDDHT – Air Cargo K9 screening. Currently, we are providing K9 services to one location each but planning expansions in the near future.

We have renewed our contract with Bruce Power through an RFP for an additional 2 years.





Handler Marc Andre Lauzon – QC – Lifesaving Efforts

While working at a FedEx facility, Marc Andre recognized an employee suffering from the early signs of heart attack. He acted quickly and had an ambulance called, then performed first aid to the individual - including deploying an AED - until the paramedics arrived.

Marc Andre's quick acts and recognition as well as first aid skills helps save this employee's life from a heart attack.

Junos - 2024 - NS

2024 Juno Awards hosted by Nelly Furtado took place in Halifax, Nova Scotia on Saturday Handler Jerry and K9 Mylo completed searches for the Opening Night Awards. On Sunday, March 24th Handler Amberly and K9 Rambo completed searches and patrol for this high profiled venue full of celebrities, VIPs and guests.

Other than K9 Rambo insisting to stop and take a few selfies for his IG page, this K9 team kept it professional and meant business representing ASPK9. Great job team.

NHL All-Star Weekend 2024 - ON

Teams worked the NHL All-star game and All-star skills competition at Scotiabank area, NHL Hyundai Fan Fair at Metro Toronto Convention Center, Pre-Gala at MTCC, Assistant Manager Robin with K9 Luna and Handler Katie with K9 Mikey took a quick break to rest their dogs after finishing a detailed internal perimeter search of the entire venue. A rest, a few photos, some water and it's off to applying static patrol before celebrities and guests arrive.

The K9 teams maintained vehicle entranceways, loading docks, interior and exterior perimeter sweeps, gate entrance stands and static patrol for all high-profile events.

Working alongside security personnel to secure NHL All-Star weekend, ASP K9 stayed ready and rocked it!!! Great job teams!







