



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

Sept 2011

The John Cabot Building-Site # 4123

The John Cabot Building, located at 10 Barter's Hill was officially designated the John Cabot Building on November 21, 1997 in recognition and celebration of the 500th anniversary of the historic voyage by John Cabot on June 24, 1497.

The Corp of Commissionaires was first on site in 1995 when work on the building offices started. At that time the building was just four walls and an elevator shaft. The first of the clients to move in was Public Works and Government Service Canada and CSIS. Over the next few years, work on the building continued until the last of the clients took up residence.

When the commissionaires first started working at the John Cabot Building, the shift coverage was on a 24/7 basis with five Commissionaires working twelve hour shifts. In 1994, it was decided by the building clients that security was only needed during the day, Monday through Friday. The shifts were changed so that there are two Commissionaires on site each day from 0700-1800 hours, one Commissionaire on the front entrance desk, the other on the link door. There are currently three Commissionaires working on site, they are Ray Evely, Bob Torraville and Ken White. A special thanks to Commissionaires Bill Pittman, Harvey Barrett, John Picco and Cyril Squires who, when called upon, come in when their help is needed.



Cabot Place is a twelve-story, Class A office tower. The building is located in the western end of downtown St. John's, Newfoundland, on the corner of New Gower Street and Barter's Hill. The property is connected to Delta St. John's Hotel and Convention Centre and Mile One via a pedway system. It is adjacent to the St. John's Convention Centre and is also connected internally to the John Cabot Building.

Ray Evely

Site Manager

Job Postings

All Commissionaires, in Newfoundland and Labrador Division, are reminded that the closing date for this round of job postings is 15 October, 2011

Commissionaires wishing to apply for any of the jobs posted can fill out the online application, or they can fax, email or hand deliver their application. Our preference is that your application be filled out on line. All applications must be addressed to the Director of Operations and Training. My email address is as follows:
jlynch@commissionaires.nl.ca

Commissionaires are reminded that you must submit an application for every job you are interested in. In other words, if you are interested in three jobs you must submit three applications. The online application indicates the information we require. If you elect to email, fax or hand deliver your application(s) you must provide the following information:

- Job Posting Number
- Your Name
- Your Email Address
- Your Seniority Date With The Corps
- Your Corps Number
- Current Status Permanent or Casual
- Current Work Location
- Special Skills/Training You Have Acquired
- Your Level Of Technical/Computer Skill

Most jobs are already posted on our website however the application deadline is still 15 October, 2011. To view the job postings you must go to the Corps website at
www.commissionaires.nl.ca

Jobs are sometimes rescinded for various reasons and are also added as they are forwarded to HQ. Cmres must continually check the site for updates.

On the main page you will see the tab “Member Login.” Click on that tab which will take you to the members only page. Here you will be required to enter an id and password. Your Id is your corps number and the password is commissionaire

Once you enter your Corps number and password you will see the selection of internal jobs and internal job applications. Read through the jobs section and determine which one or ones you would like to apply on. If you want to submit your application online than go to the internal application and fill in all necessary information and hit the apply button. Before you hit the apply button you are required to type in the script at the bottom which is a security feature. If you have any problems with the procedure than ask your colleagues for help or contact me directly at 725-0724.

Commissionaires are reminded that successful bidders own a job at a site but not a specific schedule. Scheduling is the responsibility of the Site Manager. Schedules are developed for the effective and efficient operation of the site. In most cases, hours of work and rest days are on a rotational basis.

If you have any questions about the job posting in terms of duties, hours of work, rest days, etc you are asked to contact the Site Manager directly.

Jobs will be awarded on a seniority basis unless there are specific qualifications identified in the job posting that must be met in order to be eligible.

Further, in accordance with Section 5.9B3 Management may deem any casual employee who has an excessive number of disciplinary infractions on their personnel file as ineligible to be awarded a permanent position regardless of their seniority level. Should a permanent Commissionaire win a job at another site, their job will be posted online immediately thereafter. Commissionaires are responsible for monitoring the Corps web site for job postings.

Awards Ceremony

The Award Ceremony for all Island recipients will be held at the Delta Hotel in St. John's on Wednesday, 5 October at 2000 hours. All awards will be presented by the National Executive Director, Mr Doug Briscoe and by the CEO Mr Joe Browne. Each award winner will be issued two complementary dinner tickets, one for themselves and one for their partner. Additional tickets are available should Commissionaires wish to invite other family members or friends. Each additional ticket costs \$40.00 per meal. Tickets are available at the HQ office.

Most Commissionaires have already emailed me their pictures and biographies yet there are still a number that I have not heard from. Those Commissionaires are asked to submit their material as soon as possible.

Those award recipients from Corner Brook, Gander, etc should contact Tracy Rogers about hotel reservations during their stay in St. John's

Site Manager's Meeting

The next online Site Manager's meeting is scheduled for Thursday, 22 September at 10:00 AM. All Site Managers and Acting Site Managers are expected to attend either through teleconference or through our online website. The toll free call in number is 1-888-289-4573 and the access code is 2196707.

For those able to log on with their computer through Bridgett Software please use the following link:

<http://commissionaires.dyndns.org>

We look forward to speaking to all Site Managers at this meeting.

Casual Employee List

Commissionaires Newfoundland and Labrador maintains a Casual List of about twenty Commissionaires all of whom joined the Corps with the understanding that they would act as replacements for Commissionaires who go on leave for illness, vacation or other immediate reasons.

of our Casual List to that site. Casual employees, by their very nature, are expected for the most part, to be ready and available to take on these shifts. Flexibility and availability are the very prerequisites required to be employed on the Casual List. Those members of the Casual List who are not readily available and who repeatedly turn down shifts when contacted by Site Managers will be placed on a holding list for future consideration.

Commissionaires is Canada's premier security company. We are a well trained diverse team, primarily of former military and police, of all ages. With the highest industry retention rate, our workforce has the stability and experience to deliver a unique combination of integrity, experience and innovation. Federal, provincial and municipal governments, and private clients all trust us to carry out these security services on a 24/7 basis. Our promise is to provide the correct number of security officers at every site as laid out in the service contract. When our regular Security Officers are off on approved leave we deploy members

Often times, Casual employees work at Sites where there is no Site Manager to record their time worked. In all cases, Casual employees should complete a time sheet at HQ in order to ensure they are paid for the time they worked at that site.

Instructors

CNL offers instruction in a wide range of areas. We are looking for Commissionaires in the St. John's area who would be willing to act as instructors/facilitators on a part time basis. These Commissionaires would be called upon to deliver curriculum over a short period of time and then return to their normal site duties. If you have the qualifications/experience and would like to join a cadre of part time instructors/facilitators then please contact the Director of Operations/Training jlynch@commissionaires.nl.ca outlining

your qualifications and experience. We are looking for retired teachers, Canadian Forces Veterans or RCMP Veterans who have instructional experience and who would like to instruct selected courses on a part time basis. CNL can hire part time instructors but we are confident that the expertise is currently available within our own organization. The deadline for expressing your interest is 30 September, 2011

Quality Management System

The International Organization for Standardization (ISO) was established in 1947 and is (currently) an association of 162 members, which each represent their own country. ISO employs a system of Technical Committees, Subcommittees and Working Groups to develop International Standards. Besides the National Standards Bodies, ISO permits other international organizations that develop standards to participate in its work, by accepting them as Liaison members. ISO works in accordance with an agreed set of rules of procedure, the *ISO/IEC Directives*, which also include requirements on the presentation of standards.

There are a number of sources of information on the ISO 9000 quality management system standards, including ISO's web site (www.iso.org), which carry information on the standards.

The ultimate objective of the Canadian Corps of Commissioners is to carry out its stated Mission by addressing the needs of its clients.

The Corps, from its inception, has capitalized on the training and experience of its members to build its current reputation for the quality, consistency and reliability of its services and the key to the Corps' suc-

cess has been its ability to maintain this reputation by pursuing continual improvement using various quality management techniques.

The objective of the Corps is to provide security and other related services of uncompromising quality and competence to both the public and private organizations. To achieve this objective the Corps has incorporated a philosophy based on the Quality Assurance Standards detailed in the international standard ISO 9001:2008 "Quality Systems - Model for quality assurance in production installation and servicing."

This Quality Assurance Manual (QAM) represents the top level document in the Corps' Quality Management System. As such, it outlines the Corps' quality policies, and defines the requirements for the Division in compliance with the ISO 9001:2008 Standard.

The Canadian Corps of Commissioners Quality Management System consists of documented standard operating practices and procedures that address the application of ISO 9001: 2008.

The National **Quality Assurance Manual (QAM)** is maintained and controlled by the National Headquarters. This document provides the overall quality policies and objectives of the Corps, as well as indicating the application of the ISO 9001:2008 elements within Divisions which are ISO 9001:2008 registered.

The Divisional **Quality Assurance Manual (QAM)** is maintained and controlled by the Newfoundland & Labrador Division. This document provides the quality policies and objectives of the NL Division of the Corps, as well as indicating the application of the ISO 9001:2008 elements within the Divisions. The QAM identifies the applicable ISO 9001: 2008 elements, and references the relevant procedures representing these applicable elements.

To ensure client requirements are met, all contracts to supply the services of the Corps go through phases. In brief these phases are:

- a) the necessary resources (controls, equipment, personnel, etc.) are available.
- b) the security services are modified to suit the clients' requirements and ensure that their delivery and evaluation are feasible/compatible,
- c) the processes for ensuring that the security services are up-to-date (and updating where necessary) in place,

Quality Management System

d) the appropriate procedures and documentation for the delivery of the security services are,

e) the identification of security requirements exceeding the capability of The Corps is conducted promptly and where possible such capability is developed,

f) the standards of measuring acceptability and effectiveness of the security services are available and utilized,

g) the appropriate records are maintained as evidence of proper adherence to procedures.

Before acceptance of a contract of order, be it verbal or written, to supply services by the Corps, the clients requirements are evaluated to ensure that:

a) they are clearly defined?

b) the Corps has adequate trained personnel for the requirement?

c) the schedule for the deliverables is feasible and acceptable?

d) the need for any other special requirements have been considered?

Contracts are not accepted unless the Corps has verified its capability to meet the customer's requirements. The requirements are clearly documented for reference and information transmittal to personnel

managing and delivering the service.

The NI Division Quality Management System is audited both internally and externally on a regular basis. The focus of any management system audit is to



International
Organization for
Standardization

determine if the management system has been developed, is effectively implemented, and is being maintained. An organization becomes certified on the basis that it has effectively implemented a management system that conforms to the requirements of ISO 9001.

Auditors should maintain a positive approach and look for the facts, not faults. However, when the audit evidence determines that there is a non-conformance, then it is important that the non-conformance is documented correctly.

What is a non-conformance?

According to ISO 9000 (clause 3.6.2), a non-conformance is the 'non-fulfillment of a requirement'. There are three parts to a well-documented non-conformance:

-the audit evidence to support auditor findings

-a record of the requirement against which the nonconformity is detected

-the statement of nonconformity

Upon discovery of a non-conformance that has adverse effect on the provision of service to clients, all personnel are responsible for ensuring that the non-conformance is reported in order that it can be addressed and resolved in a formal corrective action process. Of particular importance is the corrective actions emanating from a client complaint and internal audits.

The action taken to correct the cause of the non-conformance shall be to a degree appropriate for the magnitude of the problem. The Preventive Action procedure utilizes appropriate sources of information to detect, analyze and eliminate potential causes of non-conformances. Such sources may include information on work processes and operations, inspections, audit results, quality records and customer complaints.

Commissionaires in the field are an important part of the ISO Quality Management System. Being in the field and on the job, they are uniquely qualified to detect non conformances. All Commissionaires are encouraged to familiarize themselves with the Quality Manual and to report immediately any suspected non conformances.

Information on ISO and the Divisional Quality Services Manual are available on the website.

Commissionaire's Employment Equity Program

Employment Equity, as defined in Canadian law by the *Employment Equity Act*, requires employers to engage in proactive employment practices to increase the representation of four designated groups: women, people with disabilities, Aboriginal peoples, and visible minorities. The Act states that "employment equity means more than treating persons the same way but also requires special measures and the accommodation of differences."

The Act requires that employers remove barriers to employment that disadvantage members of the four designated groups. Examples of employment barriers are wheelchair inaccessible buildings, that create a physical barrier to people with disabilities, or practices that make some people feel uncomfortable, such as holding management meetings in strip clubs. The term reasonable accommodation is often used for the removal of such barriers to employment. Employers are also required to institute positive policies and practices for the hiring, training, retention and promotion of members of the designated groups. Positive policies include good hiring practices, for example, asking all job candidates the same interview questions, or advertising a job widely and in places where it is likely to reach female or minority applicants

The purpose of this Act is to achieve equality in the workplace so that no person shall be denied employment opportunities or benefits for reasons unrelated to ability and, in the fulfillment of that goal, to correct the conditions of disadvantage in

employment experienced by women, aboriginal peoples, persons with disabilities and members of visible minorities by giving effect to the principle that employment equity means more than treating persons in the same way but also requires special measures and the accommodation of differences.

The Employment Equity Act designates four groups as the beneficiaries of employment equity

- 1) Women
- 2) People with disabilities
- 3) Aboriginal people, a category consisting of Status Indians, Non-status Indians, Metis (people of mixed French-Aboriginal ancestry in western Canada), and Inuit (the Aboriginal people of the Arctic).
- 4) Visible Minorities

More information on the Employment Equity Act can be found on the Department of Justice Website at <http://laws-lois.justice.gc.ca/eng/acts/E-5.401/index.html>



Commissionaires Newfoundland and Labrador Division fully endorses the Employment Equity Act and will be fully compliant with all aspects of the act.

Expect more information on Employment Equity as we move toward implementation of its requirements.