



COMMISSIONAIRES

TRUSTED · EVERYDAY · EVERYWHERE

July 2011

Gander International Airport

Welcome to the life of the Commissionaires at Gander International Airport. Site # 2013.

Commissionaires provide 24/7 coverage of security and we can be found manning the Information counter at Gander International Airport. Commissionaires have been employed at Gander International since 1958 when the airport started. In the 1980's there were 14 commissionaires that worked along side 28 RCMP and 28 firefighters. Today there are 6 commissionaires and 10 firefighters left. Commissionaires at GIAA work on 2 crews of 12 hour shifts, 7 days on/7 off. We do a complete rotation of Days, Evenings or Nights with day / night shift starting at 6 am/pm. Evening shift starts at 12 noon until midnight. One commissionaire is on duty from midnight to noon every day.

Our 6 personnel plus our spare are:

Jerry Cramm, Site Manager, has been with the Corp since 1986. He came to the corp. after a stint with 2 RCR Gagetown. Jerry started out at the paid parking lot and has worked at various sections at the airport. Born in Botwood and grew up in Embree, Jerry now calls Lewisporte home.

Wendy Collins was born in Batley, Yorkshire England and has served in the British Royal Navy. Wendy has been with the Corp for 25 years and has served in various sections about the airport.

Russ Chislett is a native of Islington, Trinity Bay. He spent 20 years in the military as a Communication Researcher. He retired in 1994 and made Gander his home. He started out his Commission-

aire training at the airport, and then spent 10 years at Nav Canada, returning to the airport in 2007. Russ's postings include Bermuda, 2 postings to Gander, Ottawa and 5 tours in Alert.

Debbie Companion, a native of Conche, joined the Corp in 2008 after a 23 year career with the Armed Forces as Air Defence Tech (Air) or Aerospace Control Operator. She has enjoyed postings in Cold Lake and North Bay.



Lloyd Short joined the Corp in May 2008 after a 30 year career as a high school teacher. Lloyd was born in Brookfield, Bonavista Bay and grew up in Stephenville.

Richard Chaulk was born in Gander and calls Stanhope home. Richard joined the Corp in 2008 and became full time in 2010. Richard worked as a patrol guard for All Peace Protection in Alberta before obtaining a job as a commissionaire for Northern Al-

berta Division at Grande Prairie Regional Airport.

Dana Waterman is originally from Fogo Island. After finishing high school she moved to St. John's and spent 2 yrs at Academy Canada where she received her Law Enforcement Diploma. After completion of her course she moved back to Gander and completed her work term at Gander International Airport with the commissionaires. Dana has been employed as a spare since July 2010.

The life of a Commissionaire at Gander International Airport can be very busy and exciting. Some of our duties include:

- Manning the information counter which also serves as our security office.
- Meeting all domestic passengers upon plane arrival at Gate 36 and ensuring that the public do not access the ramp.
- Monitoring 22 cameras, 10 door alarms, CATSA silent alarms and issuing keys to the appropriate personnel and ensuring that they are verified using the RAIC.
- Controlling access to the International Side.
- Monitoring and enforcing parking at the long term parking lot and meters.
- Emptying parking meters,

doing audits and collecting monies from pay machines.

- Foot and vehicle patrols of the airport and surrounding property.
- Report any malfunctions to the appropriate personnel (mechanical, electrical, maintenance).
- Issue temporary passes to any contractors or workers within the airport.
- Provide flight/airport information to the general

We get asked a lot of strange and wonderful questions that you have to be very diplomatic when you answer them. No two days are alike and we never know who and what will be dropping in to the airport. Wendy has been known to have a smoke and she has shared (unbeknownst to her at the time) conversation with passengers like the King of Denmark. Recent visitors that we have known to drop in on fuel stops include John Travolta (who we consider a regular visitor), Larry Hagman, Morgan Freeman,



Front Row-Left to Right-Wendy Collins, Russ Chislett and Debbie Companion
Back Row-Left to Right-Jerry Cramm, Richard Chaulk, Dana Waterman and Lloyd Short

public.

- Monitor ramp/apron.
- Secure International Terminal when passengers have deplaned and entered the airport to prevent them from entering the ramp area until a boarding call has been made for their aircraft.

To work at Gander International Airport you definitely have to be a people person.

Duke of Edinburgh, numerous Prince and Princesses, foreign Prime Ministers and Presidents and most recent the Russian cosmonauts. When we receive a flight on the International Side, we don't know if we are going to get 0 passengers or 300 passengers. We always have to be prepared.

Congratulations

14 June 2011

Re: Commissionaire Irma Manuel

On behalf of Senior Management of the Canadian Corps of Commissionaires Newfoundland & Labrador Division, I wish to congratulate you on your performance during recent public protests at the SNC Lavelin location in Corner Brook.

The Site Manager, at that facility, Cmre George Roberts, has commended your actions to us. He has complimented your organization and communication skills and has credited you with maintaining a calm that could otherwise have resulted in a crisis situation.



Once again, we are grateful for your excellent performance and those of your colleagues and on behalf of the Senior Management Team we thank you for your service.

Regards;

James G. Lynch
Director of Operations & Training

Cc: Mr Joe Browne
CEO

Performance Appraisals

Site Managers are reminded that Performance Appraisals are due now or prior to the end of the year. All Commissionaires in Newfoundland and Labrador Division will undergo yearly appraisal within the professional development process. All probationary and replace-

ment/casual staff shall also be involved. Senior Management of CNL recognizes that all of our security personnel are competent, dedicated professionals. The benefits of performance evaluations are multifaceted including, employee development, identification of training

needs, employee motivation, identification of organizational problems, and documentation to support other management decisions including corrective

Summer Relief

Each site in CNL is a semi autonomous component. Site Managers are empowered to manage and direct the personnel employed at that site. Additionally, Site Managers are charged with the efficient and effective operation of the site on behalf of the Corps and on behalf of the Client.

Site Manager's are responsible for organizing summer vacation and relief. Site Manager's are asked to make every effort to accommodate the requests of Commissionaires regarding summer vacations. In doing so, they must also be mindful of ensuring that there are sufficient Cmres available to man the site as re-

Also, Site Managers must ensure that they have replacement personnel available before approving annual leave. With everyone's cooperation, annual leave period can progress seamlessly.

Commissionaires Supervisor's Course

The Commissionaires Supervisor's Course will be held in St. John's from 25-29 July at the Ramada Inn. The following individuals are confirmed course loaded:

Debra Companion

Geraldine Hoyles
Lisa Crowley
Brian Abbott
Greg Kennedy
Fred Thornton
Howard Decker

Dave Adams
Irma Manual

Summer Hours 0800-1600hrs Daily

Headquarters Division of Commissionaires-Newfoundland and Labrador, located at 207A Kenmount Road in St. John's will now move to summer hours. Our office will be open Monday

to Friday from 0800-1600hrs daily commencing on 6 June and ending on 5 September when we revert back to 0900-1700hrs.



Congratulations

Congratulations are extended to Commissionaire John Tizzard who is employed at the HRDC Building in Pleasantville. John was recently recognized by the employees at that facility for his hard work and dedication. We are very proud of John and extend to him and his family best wishes from all Commissionaires in the Newfoundland and Labrador Division.



YMAGIN

... imagine the possibilities

Congratulations! You have been nominated by a colleague for promoting a positive atmosphere in the workplace. This is what your co-worker had to say about you!

Nominee: John Tizzard

Work Location: Bldg 223, Pleasantville, St. John's, NL. (Commissionaire)

Nominee's Manager: Unknown

John seems to be always in a happy mood. He is always ready to share, or listen to, a good joke, or tell you a story of some adventure he has experienced on a vacation, or with his Grandchildren. His wit and humour are always present. During my year of working in building 223 with John I have found him to be extremely helpful each and every time that I have requested his help. Actually, most of the time it has not even been necessary to request his help because if he becomes aware that you need direction, assistance, or information, he responds on his own accord. I regularly receive packages at this location, and even though I don't think it is his duty to deliver these packages to my desk, he always does so if he is not busy, usually with a cheery "there's no charge for that" comment. If he does not have the time at that moment, he calls my desk and offers to bring the package up as soon as he can. I have often observed John providing assistance to clients entering the building, and his demeanor is always the same with clients as it is with co-workers. I guess we all have days when we are not in a particularly good mood, but if John has these days, he certainly remains cheerful and professional at all times.

Kelly Matthews

Yahooo Awards Lead Atlantic

YMAGIN ATLANTIC

Service Canada O'Leary PE



... imagine the possibilities

ATLANTIC REGION

Presents the

YAHOOO



AWARD

Young At Heart and Optimistic in Our Organization!

To

John Tizzard

For promoting a positive atmosphere in the workplace.

December 2010