

iGuard 360°

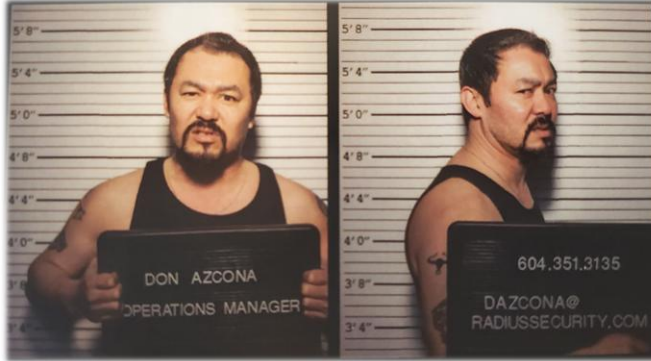
Presentation

Agenda

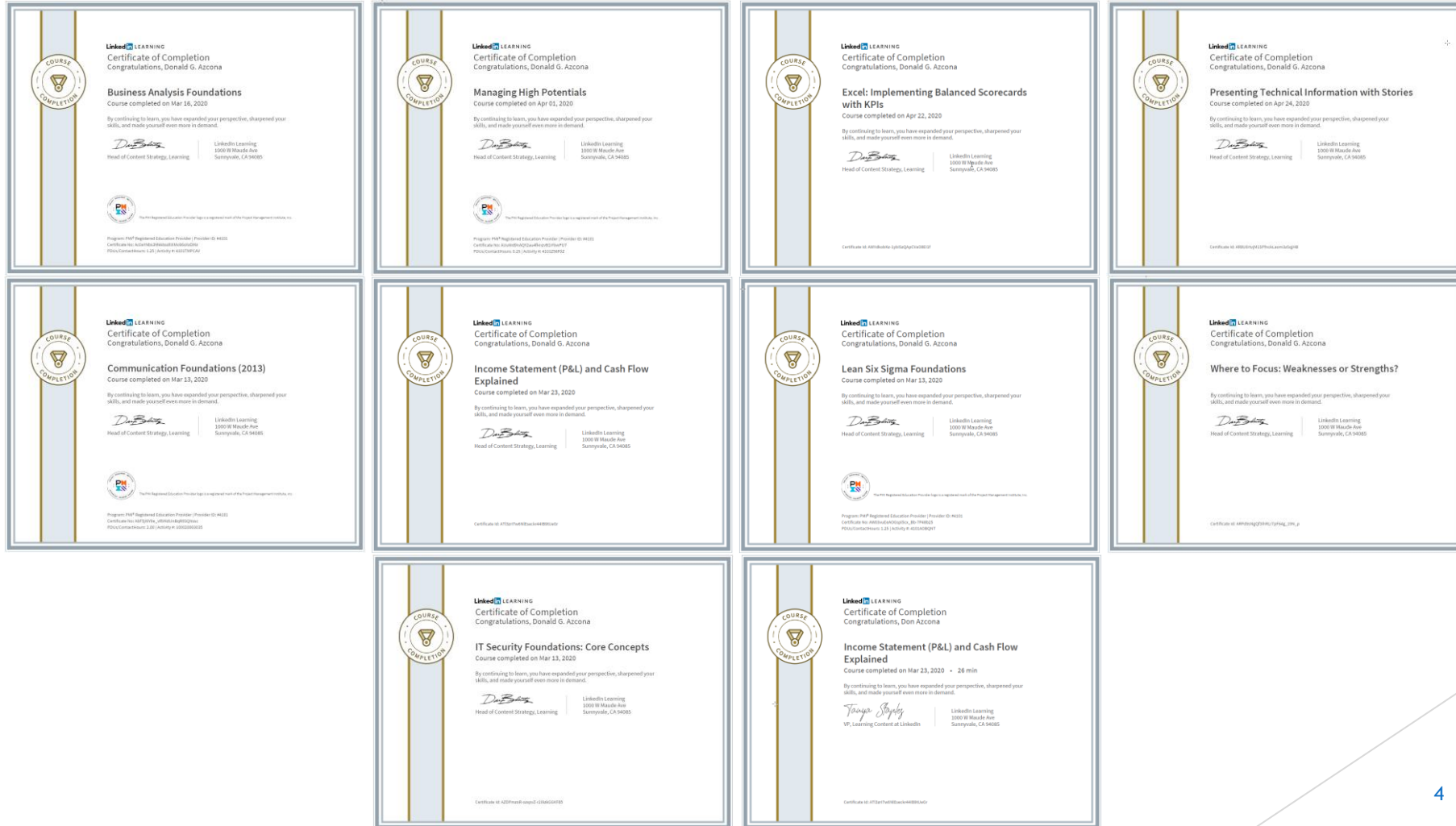
- Who is Don
- Our Local Team Introductions
- Ice Breaker
- Shoppers Drug Mart (SDM) Overview
 - General Rules of Understanding for all Locations
 - SDM Corporate Policy
 - High Theft Items Overview & Store Specific
- Security Officer Success
- Grey Areas in the Corporate Policy
- iGuard Expectations of Security Officers
- Be PREPARED & ADAPT
- Tools & Tactical Ideas
- Scenarios
- Questions

Who is Don?

Professional | Hardworking | Team Builder | Cultured | Fun



Who is Don?



- ▶ Lifelong Learner
- ▶ Academically Educated
- ▶ School of Hard Knocks
- ▶ Broad knowledge

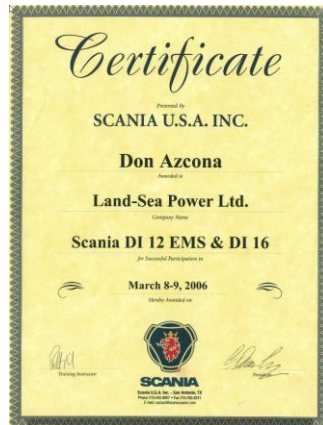
Who is Don?



► **Specific Subject
Knowledge Expert**

Who is Don?

► Specialty Trained Expert



Who is Don?

**Joe Black**

Helping Businesses with their Preventative Maintenance Service needs, so your Business can focus on what you do best.

June 26, 2020, Joe was a client of Donald's

Don contacted me a few years ago and gave me an opportunity to be his contractor. Since then my business has grown and flourished. Often times in our discussion, I would share with him some of my business challenges and I was amazed that he always took the time to help me and to give me some ideas on how to grow my business. I don't believe I would be where I am today, making the kind of money I felt I should be making if it wasn't for meeting Don. Thank you for always being open and honest with me and providing your valuable insight.

**Don Helms**

Vertical Market Manager at CBC AMERICAS Corp.

March 2, 2020, Don was a client of Donald's

Over the years I have worked closely with Don. Great organization and team building skills. He works well with others and strives to provide the best of everything to his clients and coworkers.

**Howard Sanders**

Operations Manager at Radius Security

March 2, 2020, Donald worked with Howard in the same group

Don is an extremely detail oriented individual who knows how to prioritize competing objectives in the best interest of business goals. Don is organized and epitomizes "lean thinking" in his assessment of best business practices and their importance to the operational efficiency of an organization.

**Mark Sanders**

Outside Sales Representative - Eastern Canada/USA at ChamClad

February 28, 2020, Donald worked with Mark in the same group

Don and I worked together at Radius Security for approximately 18 months. Don was integral in creating and incorporating Sales which helped Sales and Operations work together efficiently and accurately. It was a pleasure working together!

**Ranju Chohan**

West Coast Project Coordinator Canada/US at Stealth Monitoring, Inc.

February 28, 2020, Ranju reported directly to Donald

It was fantastic to work together with Don Azcona, who was a great, dedicated Manager at Vancouver Fire and Radius Security. His hands on approach to Lean projects, product rebuilds, recreating departments was exceptionally inspiring! He is capable of adapting to new working environments. He is dedicated, self-motivated and a forward thinker! It was my pleasure to work with such an energetic, broad minded and insightful personality & I wish him all the success in Life!

**Salim KARA LAOUAR**

Security Alarm Technician at Atlas Alarms Ltd.

February 22, 2020, Salim reported directly to Donald

I'm lucky to have worked with Don, a manager who's not only interested in the company's bottom line, but also in his employees' professional growth.

**Harry Rietman/Van Zeist (mother)**

Technician at Vancouver Fire & Security

February 22, 2020, Harry worked with Donald but at different companies

Very talented manager who connected employees together as a team. A organizer and forward looking manager, energetic and puts in the hours plus.

**Jenny Brice**

Animal Enthusiast & Artist

February 21, 2020, Donald was senior to Jenny but didn't manage directly

It was a pleasure working with Don and seeing what ideas he brought to the table to better manage residential and commercial security. Definitely a fun and outgoing guy, especially during company events and meetings!

**Mark Jennings-Bates**

Keynote Speaker Inspiring entrepreneurs and independent contractors with out of the box life innovation training

February 21, 2020, Mark was a client of Donald's

I would highly recommend Don for his capacity to quickly understand the requirements of the client, his knowledge of the industry he works in and his ability to tailor solutions to the clients needs. Don was instrumental in assisting our team to tackle several challenging world record attempts that were supported by green technologies he was able to supply to the expedition. Thank you.

**Christopher Carrine**

Helping companies reduce their carbon footprint one pair of pants at a time.

February 21, 2020, Donald worked with Christopher in the same group

I had the pleasure of working with Don for the better part of two years on a cross-country expansion for Radius Security's "Redhanded" division.

Though working remotely creates a world of unique challenges, Don's strict, process-based approach helped to get to the heart of our issues and respond efficiently.

Patient, trustworthy, passionate, and proud of his work, Don is an exceptional coworker and friend.

**Jesse Wainwright**

Owner/CEO at ATC Power Corporation

February 21, 2020, Donald was a client of Jesse's

Don has been a great partner in helping us build our company and develop solid relationships within his industry. He is focused on great service, quality workmanship and organization to deliver 100% satisfaction to the client. It has been my pleasure to work with Don and I look forward to what the future has in store.

**Connie Yip**

C.F.O. and C.P.O. at Dan Lok Business Group

February 15, 2020, Connie managed Donald directly

I was honored to work with Don during the time I have to step in and support the operation team when he worked at Radius Security. Don is one of the best, most competent operation manager that was hired. He was the one who put lean management to practice at the manufacturing floor. His approach is always systematic, organized, thoughtful and thorough. It is all about getting the results right the first time. While implementing standardize processes for the operation, he never forgets the human factor. He always seeks buy-in, collaborate and provide excellent training to all stakeholders.

Don is also a well liked, inspiring leader to his team. He put his team's well being before his own interest.

Because of Don, I can rest easy and trust that he will produce the right outcomes. This makes mentoring and supporting him an awesome experience.

**Aleksei Bulavko**

Research, Development and Production Manager at Vancouver Fire and Radius Security

February 15, 2020, Donald worked with Aleksei in the same group

I've worked with Don for 4 years, where 3,5 out of them, he was my Manager, Leader and Mentor. Don has been instrumental in the development of our Manufacturing, Installation and Service Department. Being process oriented person, he introduced and implemented best Lean 6 Sigma practices and was able to put together very strong teams of installers, service technicians, manufacturing assemblers and customer service. Due to successful execution of continuous improvement, our department has increased gross profit by 10% for the last 3 years. I wish Don all the best in the next chapter of his career.

I come highly recommended by various people throughout my career

Who is Don?



Harsimran Singh Bindra
Wireless technician at
Wesbell Technologies
February 14, 2020, Harsimran
reported directly to Donald

Don is my ideal manager, my mentor and my best friend. He never treats his subordinates like he is a boss he treats them as friends. He is full of energy, ideas and has full qualities of a successful manager. He is the best managers I have worked with in my whole life. I wish him best of luck in his future. I learn a lot of things from him daily. I highly recommend him as a manager



Lynn Rimmer
President/Owner at
Captured Assets Inventory
Services Inc.
December 27, 2011, Lynn was a
client of Donald's

There my husband and I were, in the middle of nowhere in northern Washington state on some small highway. Our one year old truck just decided to quit running (while we were doing 100 kph). My husband's car charger for his cell had been lost, phone was low on battery and now we had to try to call road... See more



Chris Ricard
Instructor - Marketing Dept
@Douglas College - Faculty
of Commerce and Business
December 2, 2010, Chris was
Donald's teacher

Don strikes me as a life long learner, in the Sales and Marketing class I taught, he was very co-operative, stayed on topic, had lots of interesting life experiences related to the topic and enjoyed helping others with less knowledge. A great student!



Wendy Oloman
Regional Quality Review
Coordinator at Fraser Health
Authority
November 17, 2010, Wendy
worked with Donald in different
groups

Don is a dedicated and hard working individual who has a keen ability to understand the bigger picture and get the job done. His commitment to excellence and passion for people is infectious thus making Don a great guy to put into leadership roles. He fosters an environment where people feel valued and connected, therefore producing quality work.

I have every reason to believe that Don is the best candidate for any position that he chooses to apply his skills to. I would love to work with Don again in the future. I know he would be a huge asset to your company/team.

Please feel free to contact me should you wish to discuss my recommendation in person.
Wendy Oloman
778-239-8665.



Nancy Argyle
Manager of Media Relations
and Special Projects
October 7, 2010, Nancy worked
with Donald in different groups

Don and I worked together on a number of projects. He was goal-oriented and driven to get things completed which I really appreciated. He was also very focused on service ensuring that the customer had all of the information and help that they needed which, today, is sometimes hard to find.



Brenda Brown, PMP
Senior Project Manager at
IBM Canada Ltd.
May 18, 2010, Brenda worked
with Donald in different groups

I worked with Donny in different departments at P.I.C.S. but knew that he was always someone I could rely for accurate and timely information and a professional attitude. Donny worked hard and was very thorough and precise in his daily activities. Precision and attention to detail were critical aspects of his job but h... See more



Ben Bobic
General Manager at
Helimatch
May 16, 2010, Ben worked with
Donald in different groups

Don Azcona has an excellent work ethic and I personally saw that he worked well above and beyond company expectations at Land Sea Power. I'd see him at the office late into the evening, often involved in after hours meetings, and very committed to the success of the business group.



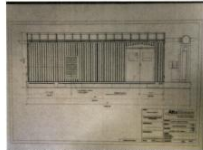
Ronald E. Cairns
Chief Cook and CEO
May 7, 2010, Donald worked with
Ronald E. in the same group

Don was hired to replace my retiring department head. At the time I was not interested in the position as I knew I would be following other intrests out side the company after 23 years of service. I was impressed with Don's demeanor and organizational skills. Clients that Don came in contact with felt comfortable with his business ethics and in a short time he took over the duties of the department and handled them well. Don is what we call in the business as a "Good Hire" I wish Don every success.

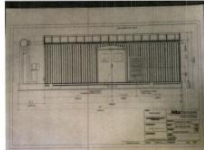
Many recommendations come from high profile professionals

Who is Don?

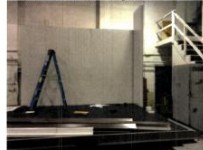
Produced Numerous Engineered Design Solutions, Products, Systems that are ahead of its time



Generator Concept (Rough Draft)



Interior over view (Rough Draft)



Erecting walls



Closing building walls and framing



Interior placement marking



H24GL Waukesha positioning



Radiator placement



Installing rooftop



Mounting doors & intake louvers



Complete exhaust plumbing



VFD, battery charger & fan installation



Weather proofing



Finishing flashing work



Muffler and Catadyne heater installation



Wiring of Transfer Switch



Load Testing & Sync set up



Ice rake fabrication



Loading truck for customer delivery



Congratulations team AltaStream

Summary for this project

Completed in 4-weeks.

Completed on time and under budget.

Used shop employees for all the work.

Just in time purchasing and utilized all materials ordered for the project.

Happy Employer = Happy Team

Summary for past projects

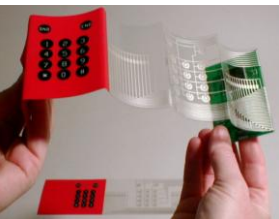
The old building method took 12-16 weeks.

Past Project Managers completed late and way over budget.

Contracted 50% of work to outside source.

Purchased materials in a rush with excess inventory left order that was unable to be returned to the vendor in a cost effective manner.

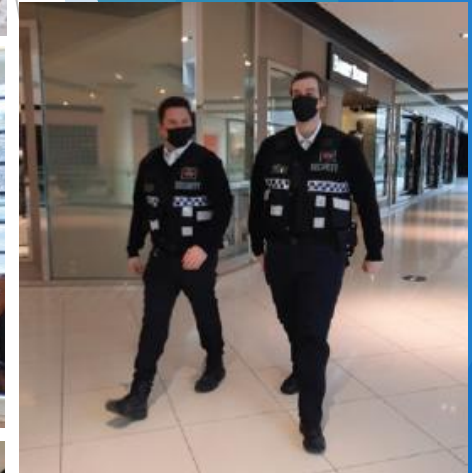
Unhappy Employer = unhappy Team



- ▶ Anti Fraud Identification
- ▶ Drivers License
- ▶ Passport
- ▶ 1984 Chip Card
- ▶ Manufacturing Equipment
- ▶ Disposable Cell Phone
- ▶ Disposable Laptop
- ▶ Modular Soundproof Power Plant
- ▶ Red-handed CCTV Remote Guard
- ▶ Red-handed Monitoring Solution

Our Local Team

- Ali Hussnain (Supervisor)
 - Bachelors in Criminology
 - JIBC – Probation Officer
 - Highly certified with OFA, CPR, NVCI, PAL, PARE
 - 8-Years in various Security Roles in Ontario
- Sarthak Vig (Lead)
 - SDM Trainer from Ranger's Security
- Justin Han, Sebastian Gheorghe, Lovepreet Gosal,
- Ibrahim Kamara, Saman Tahmasebi, Anika Lammers



Ice Breaker

- https://www.youtube.com/watch?v=_Vql4zSZxbl
- <https://www.youtube.com/watch?v=tUWolttsJu4>
- Communication & Perception Exercise

Shoppers Drug Mart (SDM) Overview

General Rules of Understanding for all Locations

- Do not engage in too much chattiness with staff. Please always focus on your role as the security provider.
- Sign in/out in the Visitor Logbook (***Typically at the Cashier***).
- Check in/out with the Duty Manager, Duty Supervisor, Cosmetician.
- Familiarize yourself with the store emergency and safety protocols.
 - Fire Pull Stations
 - Fire Extinguishers
 - Muster Point – What is our role when there is a Fire Alarm?
 - Emergency Exits

Shoppers Drug Mart (SDM) Overview

SDM Corporate Policy

- SDM have a Company wide no touch, no pursuit Policy. This Policy applies at all of their locations.
- SDM Pursuit Policy does not allow Security to go beyond the limits of the sidewalk outside of the entrance/exit of the store.
- SDM has a mandatory Bag check Policy, show your Bag to the Duty Manager when leaving.
- ***Not all Stores follow the Corporate Policy - To Be Successful, you must ADAPT and know your Audience.***

Shoppers Drug Mart (SDM) Overview

SDM High Theft Items (*Common*)

- *Boutique & Fragrance*
- *Cosmetics*
- *Men's Electric Shavers, Beard Trimmers, Razors & Cartridges*
- *Electronics (Toothbrushes)*
- *Over the Counter Drugs (OTC Aisle)*
- *Nutrition & Supplement Aisle*
- *Candy & Chocolate Aisle*



Shoppers Drug Mart (SDM) Overview

SDM High Theft Items (*Store Specific*)

- Ben & Jerry's Ice cream
- Starbucks Coffee
- Energy Drinks
- Cheese Blocks
- Batteries & Cables



Security Officer Success



First Impressions Matter

- *Supportive of Staff*
- *Takes direction well*
- *Being Proactive*
- *Always Alert & Situationally Aware*
- *Constant Communication*
- *Friendly, but knows when to be stern*
- *Can read the non-verbal queues*
- *Customer Service Focussed*
- *Safety Comfort*
- *Regular Patrols*
- *Make Stealing **SUCK** for Thieves*

Grey Areas in the Corporate Policy

Not all Stores follow the Corporate Policy - To Be Successful, you must ADAPT and know your Audience

- Get to know the Store of what is acceptable and what is not. Each Supervisor, and Manager could be different too.
- Some Stores see the **NO TOUCH, NO PURSUIT POLICY** as a guideline to follow, and not a rule.
- Some Stores want the stolen items recovered and they will support you to be more assertive or aggressive if safety is adhered to, and no negative impacts are put on the store from a liability point of view. **ALWAYS USE CAUTION!**
- Some Stores want you to check receipts and bags.
- Some Stores want you to watch the self checkout screen and the items they are purchasing.
- Some Stores allow you to pursue outside the store.
- Some stores use a different code over the loudspeaker to inform you of a suspicious person or theft is occurring. Familiarize yourself with the code they use.



Code 5

Line 2

**Lack
Security
Adam
Norma**

iGuard Expectations of Security Officers

- Wear Proper Uniform Attire. This includes your footwear. Image and our Brand is everything from a perception point of view.
- Do Not leave the store. You must be prepared for your meals and snacks for all shifts.
- Have a Memo Book at all times.
- Have a Flashlight in your Duty Belt at all times.
- Cellphone & Charger. Charge your phone prior to every shift.
- You must complete duties with the ap. Has everyone been trained on the ap?
- You must complete your Daily Brief prior to ending every shift.
- Always inform the Manager, Supervisor or Staff that you are using your phone for work related reasons. Show them if you need to. Perception is everything!

BE PREPARED & ADAPT

- Always maintain a professional attitude no matter what happens.
- Profiling Accusations. (*know what you are going to say*)
- Racism Accusations. (*know what you are going to say*)
- Aggressive Customer Behaviour (*Verbal/Physical*).
- Spitting.
- Objects being thrown at you.
- Cell phone use - you are being observed at all times and being perceived a certain way.
- Don't take things personally against you.
- Incident Reporting.
- Daily Duty Briefing.



Tools & Tactical Ideas



- First Impressions are key in gaining their **RESPECT**
- Work with Staff & Communicate well with them; make them part of your Security Team. **Teamwork makes the Dreamwork!**
 - Communication is the best tool for deterrence of theft and safety of staff and SDM employees.
 - Always communicate with the staff working in the store. Whenever any suspect enters the store and you are about to leave your position and follow them around the store, make sure you let the cosmetician or whomever nearby you know that you are going to follow someone (**Safe distance 6 meters**).
- Be Active in Store and always be aware of your surrounding.
 - Always try to use your six senses to assume the situation and try to control your emotions. (i.e. **fear, nervousness, and abnormal heartbeat**).
 - As soon as suspect comes inside the store, scan them from head to toe within 10 seconds. Make sure you scan them in a friendly way. For example, when you greet them or ask them if they need mask etc.

Tools & Tactical Ideas

- Do not let known offenders in if they are on the **BANNED** list.
 - Always be nice to them at the start of the situation but, if need be, at the end be loud and confident with your words.
- Control Student Groups by minimizing their entry into smaller groups.
- Always watch out for shoplifters' hands while you are confronting them. For example, if they have any hot drink in their hands, stay a safe distance away. If their hand is going inside their bag or pocket be cautious, they may be planning to use pepper spray or a sharp object.
- Always have a valid reason when wanting to prevent individual entry, or to remove an individual from the store when you know they are up to no good. Let's discuss some examples of what I mean.



Tools & Tactical Ideas

- Always watch out for people wearing puffy jackets in the Summer season, or people carrying open bags (***Backpacks***) inside the stores (***Request them to zip it up if needed***).
- Anyone who enters the store, always look at their hands first. Usually, drug addicts have dirty nails and needle marks on their hands.
- Personal Sound Alarm.
- Pretend to call the Police.
- Keep in mind about welfare Wednesday's because usually homeless people have money around those days, and they come to stores to shop.

***April 27, May 25, June 22, July 20, August 24, September 21, October 26, November 23,
December 21***

Scenarios

- Always work as a team with SDM staff. Usually, professional shoplifters use distraction techniques. For example, one suspect will enter the store and try to distract the Security Officer, while from behind, the other person will come in and steal. When you encounter these kinds of situations, use back up techniques. For example, ask SDM staff for help or to page, by using store intercom system, this will make the entire store aware of the situation. Ask a Merchandiser or whomever is near by you, to keep an eye on the one suspect so that you can follow the other.
- Sometimes we are not too sure about the person whether he/she will steal. In these kinds of situation, watch the suspect with friendly eyes and watch them until they leave the store.
- If someone who is not a regular customer, or you have seen him/her for the first time, and is being too friendly with you, this is a **Red Flag**. Always be careful with these types of people and situations, as they usually steal at self checkouts.

Scenarios

- Any suspect trying to come into the store with a bicycle. **Stop** them and ask them to park their bicycle outside. In this way, you are creating a deterrence for them, which can stop them from stealing.
- If there are more than one suspect coming into the store at the same time, always find an excuse to **stop** them. If they have too much luggage with them, ask them to leave it at the front or exit of the store (**Reason: Store is very strict with Covid policies, so no contamination allowed**). Any open bags (**Backpack**) seen ask them to zip it up.
- A suspicious looking individual is taking too long inside the store. Let them know the store is Private Property and no loitering is allowed. If they need any help, you can call Merchandiser for them to help or else, they will have to leave. If they deny leaving use **911** pretend calling technique.



Scenarios

- Sometimes, 3-4 shoplifters come inside the store together. In these kinds of situation, the officer needs to stay calm be prepared. The Officer needs to find a reasonable way in preventing the group from entering the store. In a worst-case scenario, if the Officer is unable to prevent entry, the Officer should make a security page through store intercom without any delay. The second step is to keep a watchful eye on the shoplifters, and as soon as they start shoplifting, the officer should call **911** and explaining the situation very clearly to the **911** Dispatcher and to provide as much detail of what they are witnessing. This includes, the **5 W's** and if the shoplifters are carrying any potential weapons. After the shoplifters leave the store, the Security Officer should try to keep track of directions in which the shoplifters went. This will help the Police in tracking the shoplifter's whereabouts.
- On one occasion, an incident took place where two suspects stole merchandise worth more then **\$5000.00**. One suspect entered the store and pulled the fire alarm, causing a distraction for everyone in the store. Meanwhile, the suspects entered the store and stole merchandise. In this scenario the Officer's job is to ensure customer evacuate the store and no one else enters the store. Communications with the Manager, Supervisor or Lead Employee in Management's absence is key to our responsibilities and will ensure proper safety protocols are followed. Once everyone is out, communicate any activities with Management needed to further secure the area for safety. Do not be a hero.

Scenarios

- In the event of a male officer witnessing a female shoplifter, the Officer should always approach the female shoplifter with female backup. The Officer can always ask for help from store Supervisor and or any Merchandiser working in the store. There have been instances where a female shoplifter accuses the male Security Officers of intentionally touching her inappropriately to the Police. To keep ourselves safe we should always approach female shoplifter with female backup.
- Often shoplifters bring grocery items with them from other stores. In this scenario, the Officer should ask the suspect if they have a receipt from the other store. This should be performed as soon as suspect enters the store. During this time, the Officer should try to determine how many items the suspect is carrying into the store with them and what those items are. Often these individual try to scam the store by mixing and matching the store items with the items they are carrying in with them. The Officer's goal is to stop the suspect from doing this as soon as they witness it. Additionally, the officer should try and evict the suspect if possible, or to stay on the top of suspect so that stealing for them becomes difficult.

Scenarios

- Very well-dressed people are known to shoplift often. They come up with very creative ideas. For example, a suspect enters the store, takes a good look at where items are kept and after a couple of minutes, will go to the Post Office and purchase a big cardboard box. The individual will come back into the store and start grabbing stuff from the shelves and put the unpaid items inside the box and covers the box and leaves the store through Post Office exit. It is very important for Security Officer's to learn to read body language of the criminals.

Banned Shoplifters

Our DNA (Our Core Values)

- **Passionate**
- **Fearless**
- **Respectful**
- **Integrity**
- **Trustworthy**
- **Committed**



Our DNA (Our Core Values)

These core values are the foundation of our unique culture. The 30 “Fundamentals” that make up Our DNA are the building blocks that outline how we work with our customers, our partners, and each other. These Fundamentals describe who we are, and they’re what drive our extraordinary success. Our DNA is what makes us, us.

- DO THE RIGHT THING ALWAYS.
- WHEN IN DOUBT, COMMUNICATE PERSONALLY.
- MAKE QUALITY PERSONAL.
- RUN TO THE PROBLEM.
- HONOUR COMMITMENTS.
- MAKE A DIFFERENCE.
- BUILD STRONG RELATIONSHIPS.
- LEAD BY EXAMPLE.
- DELIVER LEGENDARY SERVICE.
- TREASURE, PROTECT, AND PROMOTE OUR REPUTATION.
- DELIVER RESULTS.
- KEEP THINGS FUN.



Why Work at iGuard Security

- We have fun
- We learn from one another
- We develop our skills as Security professionals
- Opportunity to learn everything about Security



Teamwork makes the Dreamwork

A front-facing view of a white Ford car, likely a Focus, with the text "iGuard 360° SECURITY" printed on the hood. The car is centered in the frame, and the background is a light blue gradient with abstract geometric shapes on the right side. The text "iGuard" is in a dark blue sans-serif font, "360°" is in a large red serif font, and "SECURITY" is in a dark blue sans-serif font.

iGuard
360°
SECURITY

Thank You!



Q & A