CONDOR ASCENT

EXPERIENCE. QUALITY. DIFFERENCE.

2022 Excellence in Service



ADVANCED FIRE SAFETY TRAINING

PLUS + CONDOR AWARDS

SPRING 2022 I ISSUE #17

Statement of Purpose

Condor Security is a leading provider in specialized integrated security services, offering clients a combination of highly skilled security professionals and sophisticated security technologies.

CORE VALUES

QUALITY SERVICE

We provide effective, reliable and experienced security and protective services.

HUMAN RESOURCE FOCUS

We believe that our staff is an important facet of our work. We therefore recognize and hone their potentials as providers of quality service through training and other professional development initiatives.

CLIENT ORIENTED

We strive to be of continuous service to our growing client base, understanding the market place and our clients needs is primary, therefore we are able to cater to any specific and generic client needs.

TRAINING

We develop specialized training for our employees to match clients' expectations and exceed quality standards in the security market.

FORWARD THINKING

We nurture our expertise as the ever changing needs of our clients develop and we are responsive to the present and are always prepared for the future.

SOCIAL COMMITMENT

We enthusiastically liaise with our local communities and partners and we are involved in different public events through local community affairs and fundraising ventures.



Condor Security is a full service security firm. We dedicate our work towards the delivery of various efficient, discreet and reliable security solutions to meet the needs of our clients including protection of people and properties. Our service is aimed at bringing safety and peace of mind to our clients and their communities.



CEO'S MESSAGE

MAINTAINING EXCELLENCE DURING CHALLENGING TIMES

During the pandemic, all organizations were required to adapt and reinvent their work processes and their methods of operation.

As a result, organizations learned to be more creative and resilient. Condor set a positive example of resiliency by adapting and responding swiftly to the changing times. This included new safety guidelines, practices, and implementation of safety equipment required to keep everyone safe and maintain quality of service.

The organization was able to achieve these objectives due to the dedication and professionalism of Condor's staff, who proved themselves to be supportive and caring towards one another and to their communities with great service. Our valued clients made an effort to ensure a collaborative environment and worked alongside our staff to meet each community's service needs and provide the best possible outcomes.

During these times, Condor demonstrated its values in action and was recognized as a leading organization in the industry with awards from CBRB, Three Best Rated, Consumer Choice Award, and Top Choice Award in Excellence In Service!

I want to take this opportunity to wish everyone health and prosperity. It's exciting that with the gradual re-openings, we can now get back to our regular ways of training and engagement and continue to be among the best in the GTA.

Ben Tabesh, CPP, PSP, HBsc.
CEO

Ben Tabesh



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> Strive not to be a success, but rather to be of value.
>
> — ALBERT EINSTEIN

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A magazine for security professionals, clients and colleagues.

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For questions, comments or to request to be added to our E-list please message us at: contact@condorsecurity.ca

www.condorsecurity.ca

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CONDOR
SECURITY



ON THE COVER

2022 EXCELLENCE IN SERVICE: INNOVATIVE TRAINING AND CUSTOMER SERVICE ARE AREAS OF FOCUS

It's almost the middle of 2022, and can you believe we are well into the third decade of the 21st century! Development and growth have come at an incredible pace. Alongside opportunities, there are always challenges in running a security services organization in the largest metropolitan area in Canada; but, we didn't imagine we would still be dealing with a pandemic that is almost in its third year.

Condor Security staff have shown – and continue to show – remarkable resilience in performing their duties during the pandemic. We believe this can be attributed to two factors: **1)** the dedication of our staff to security services as their career choice, and **2)** the thorough training programs that we are proud to provide to all employees.

Businesses, institutions and individuals across the GTA hire Condor Security because they are looking for a top-level security provider. It's a serious commitment to keep both people and their property safe. When called upon in tense, possibly volatile situations, security guards, fleet managers and supervisors must show authority as well as composure to be able to defuse high stress situations.

But we also recognize that it's people who our employees deal with on a daily basis. And to be successful when dealing with all kinds of personalities our employees must find the appropriate balance between carrying out their tactical security duties and offering a personal level of customer service that is necessary to assist a senior resident to the elevators, for example. We are confident that Condor security guards and concierges possess a strong combination of excellent communication skills, a friendly demeanor, negotiation and listening skills and perform their duties with respect … and a smile.

Why is customer service a valuable skill in security services?
Just like any profession where there is frequent interaction with the public, a positive customer experience is necessary to maintain relationships and a cooperative environment. A poor customer service experience is detrimental and leads to ongoing stress for all parties. It can also lead to negative feedback, and with real time social media channels, that can lead to a risk of loss of reputation.

> "The security at 560 Front Street W is impeccable. In particular Nick does an outstanding and excellent job. He is personable, always reliable, goes above and beyond to help myself and other residents and overall provides a warm feeling of safety."
>
> — HELENA M. GOOGLE REVIEW



CONTINUOUS LEARNING BEST-IN-CLASS IN-HOUSE TRAINING

How do our employees achieve the balance between providing security services and customer service? It begins with our comprehensive hiring process. Once an applicant passes resumé screening and two interviews, they will qualify for Level 1 Security Training for Beginners: Basic Training. This program covers effective communications, customer service, emergency response, report writing and basic security theories and more.

After completing Level 1, Condor employees are able to participate in a range of training programs and earn certifications in industry recognized training courses. These include First Aid and CPR, Level 2, Verbal Judo and Level 3.

Advanced training is available to employees and covers Fire Safety, Tactical Awareness and the ASP (Armament Systems and Procedures) Use of Force training programs. In fact, Condor is proud to be the first security company in Canada to be able to instruct its employees in ASP. Verbal Judo is a highly effective communication system originally developed for police officers to peacefully de-escalate situations and resolve conflicts through empathy and subtle direction.

SITE-SPECIFIC TRAINING

Over the last month we initiated comprehensive site-specific training programs. Two locations where we launched this new training program are The Avani at Metrogate in Scarborough and The Shangri-La Hotel and Residences Toronto.

Condor in-house training encourages staff to be more confident and assertive in their roles.



The Avani 1 and 2 are part of the Metrogate community built by Tridel. The property consists of townhomes and highrise residences. The Shangri-La are luxury residences with unique needs and a high-end clientele. Both unique properties require specialized attention to detail and customer care. Our site-specific training teaches staff more about the properties, the unit owners, the expectations for service and helps to boost their confidence to provide the best security and concierge services and make the experience of living on a luxury property second to none.

SUPERVISOR TRAINING

We also initiated a specific training program for supervisors. It is an advanced program aimed at building confidence and skills for site supervisors. It can be viewed as a complementary program to the site-specific training. Training expands on a variety of leadership skills, including active listening, how to be more empathetic, using creativity to problem solve and becoming confident in their ability to inspire and motivate colleagues as well as residents, property managers and boards of directors.

We are justifiably proud of our programs and the instructors that teach them.
We encourage all staff to pursue their future career goals. It helps to position Condor Security as a security services leader and an organization that values its employees.

Site-specific training session at the Shangri-La luxury residences in downtown Toronto.



CORPORATE AWARDS

We stated earlier that our employees demonstrated poise and professionalism when faced with unique pandemic-related challenges. At this time, management extends its appreciation to each and every employee and acknowledge their professionalism on the job as they wear the Condor logo with pride. It's because of Condor employees – who make sure we stand out from our competition in the GTA and provide great security services for all of our communities – that we are recognized consistently.



HERE ARE SOME RECENT AWARDS THAT MAKE US EXTREMELY PROUD:

Condor Security has successfully made it into the list of **Three Best Rated® Security Guard Companies** in Toronto, ON for 4th year in a row. All security guard companies face a rigorous 50-Point Inspection, which includes everything from checking reviews, ratings, reputation, history, complaints, satisfaction, trust and cost to the general excellence.

- Condor Security was awarded a **Top Choice Award Mark of Excellence™** 2022. We want to thank everyone who cast a vote for us. Your support for our amazing staff and the important services they provide as professional security guards and concierges tells us that we are hiring only the best people and that our specialized in-house training programs are paying off.

- The **Canadian Business Review Board** has a mission to identify and promote consumer-centric businesses across North America. Condor Concierge was awarded a verified 2022 Best Business in Canada award. The award is based on Google review ratings holding a 4+ star average.

- The **Consumer Choice Award** has recognized and promoted business excellence for over 30 years. Condor Security received the 2021 award in the category of Security Guard Services for Toronto Central. Award winners are the result of an in-depth consumer evaluation process.

AIRBNB FOCUS

MEETING THE UNIQUE SECURITY NEEDS OF SHORT-TERM RENTALS

Prospective home owners seek out condominium properties in urban areas for many reasons. Think location location location. But there's more, including amenities, comfort, walkability, privacy, security, value and distinction. These are some of the same reasons that metropolitan condo units are attractive to short-term renters too.



Short-term rentals and renters can be complex and challenging for security staff to understand and manage.





Popular home-sharing websites such as Airbnb and Booking.com really took off because they offer a number of benefits to unit owners and to renters. Unit owners are able to earn some extra revenue and renters choose a home that suits their personal and/or business needs and budget. But, it's not as easy as posting your 2-bedroom unit with a spectacular view online. Owners must understand whether their corporation's declaration allows short-term rentals and also the bylaws of the municipality where they reside.

CONDO DECLARATIONS AND MUNICIPAL BYLAWS

First, the condominium must stipulate in their declaration whether short-term rentals are allowed and for how long a period of time. Second, understand and adhere to the bylaws for your municipality. The City of Toronto, for example, implemented a bylaw in December 2020 that allows short-term rentals of 28 days or less in a residential zone. Permit fees apply and cost $50.00. Each municipality has its own requirements.

Security personnel at the condominium must also know whether short-term rentals are permitted. Some condominiums do not allow short-term rentals. What happens if security suspects that a unit is being rented for this purpose?

THE ROLE OF SECURITY AND SHORT-TERM RENTALS (STRS)

We spoke with two Condor Security employees to get their thoughts on the common challenges with working in a short-term rental property.

WHAT ARE THE MOST COMMON CHALLENGES WORKING IN AN STR BUILDING?

Gina Pagaypay: Supervisor 300 Front Condos

Some of the most common issues we deal with are: noise complaints; smoking including cigarette and cannabis hazards; packages that have accumulated and have never been picked up; and visitor parking as there is no available parking for STR guests and STRs.

Joel Train: Supervisor Yorkville Plaza Condo

The most common challenges of managing STR suites at 155 is to remember that STR guests quite often require more patience and understanding, as compared to full-time residents. STR guests are unaware of the rules and laws that govern the condo. Quite often they are under the impression that they are checking into a hotel and expect the same services that a hotel provides. We do not provide these services. They get angry and frustrated when these expectations are not met. So, politely and professionally we have to educate them that they are living in someone's home and there are rules to follow to make living at 155 enjoyable for all.

WHICH SPECIFIC PRACTICES/POLICIES ARE IMPLEMENTED TO ASSIST WITH THE CHALLENGES OF MANAGING THE SECURITY OPERATIONS FOR AN STR BUILDING?

GINA

We must follow the Rules from the condominium corporation and understand how to apply them properly. We also have CCTV cameras to assist with surveillance. I'm particularly proud of the training I have received through Condor.

JOEL

Our team here at 155 is well versed in knowing what suites are being run as STRs and making sure that we are aware of the new faces that present to us on an ongoing basis. We have a binder set up strictly for STRs. Hosts provide us with an updated STR Registration Form prior to the guest checking in (usually sent to us via



Gina Pagaypay *Supervisor 300 Front Condos*



Joel Train *Supervisor Yorkville Plaza Condo*

email and quite often with their ID attached). The form is printed and placed in the binder sequentially by floor. We do not manage the keys for both check in and check out. The STR guest is informed to check in at the concierge desk upon arrival so that we can confirm who they are and make sure that we have their ID. If ID was not provided to us by the host, we take a picture, print it and place it in the binder with the registration form. With this procedure in place who all know who is staying in what suite. It is a great reference tool. We are also fortunate to have a secondary security company working in the lobby on Friday, Saturday and Sunday evenings from 16:00-02:00. Their sole job is to be posted at the elevators and confirm who everybody is by way of using a tablet and having access to CCC.

WHAT SECURITY-RELATED AND OTHER COMMON INCIDENTS OCCUR AND HOW DOES YOUR TEAM ADDRESS THEM?

GINA

Often, concierges are verbally abused because of the frustration with a guest's demands. In this situation, we have to empathize with the guest while trying to find solutions in real time. Furthermore, we have to explain the Corporation's rules, manage their expectations and ask for cooperation and patience for a smoother and greater outcome. In addition, we have to speak to our guests firmly and politely no matter how frustrating, demanding and stressing the situation could be from both perspectives.
The CEO and staff of Condor are always there for support which gives confidence and assurance



at our end. At this residence, the board of directors are always happy and willing to listen to any complaints, criticisms, problems and/or feedbacks from staff, residents and guests.

JOEL

COVID was kind of a 'blessing' for us here at 155. Prior to COVID approximately 75% of the building was running as STRs. COVID hit and many shut down as the hosts were unable to afford the rent and expenses of running an STR. That cleaned up the building in so many ways. Pre-COVID the police were here several times a week dealing with many issues. These issues involved all kinds of behaviour. Drugs, theft, prostitution, in a few cases weapons, partying, noise complaints and just general disrespect to the building. With may STRs running, competition was big. During slower months that drove the nightly rates down and attracted interesting individuals. We as a team are very aware when something does not seem quite right. Simply, we are on top of our game.

HOW DO THE CONDOR TRAINING PROGRAMS HELP AND ASSIST WITH THE CHALLENGES FACED IN AN STR ASSIGNMENT?

GINA

With intensive training provided by Condor, the security and application of this training have always de-escalated the situation and enhanced staff confidence in dealing with such situations/ obstacles – especially with an aggressive and harsh person.

JOEL

One of the courses that I found most useful on a daily basis and not only dealing with STRs but also dealing with my life in general is Verbal Judo. Great course and so useful. I think having the support of all the people that make Condor what it is, is a great asset as well. MPS is available after hours. Management is available and they listen and care. I have pretty much taken all the courses that Condor has to offer. Some may not be so specifically related to the running of an STR building – however, components for all can be applied when dealing with STR issues or any issues of being concierge/ security at a condominium building.

WHAT IS THE MAIN ASPECT OF YOUR WORK IN THE STR THAT SETS YOU APART FROM OTHER PROPERTIES/CONDOS IN THE CITY?

GINA

Dealing with various people/strangers with respect and kindness even if seeing them tomorrow or in the future isn't guaranteed. The building is fast paced especially since it's located in busy downtown where activities are ongoing 24/7. The building alone is very strict and hands-on in monitoring and controlling people coming in and out to ensure the safety of everyone. It is also observant, strict, and well aware of whom the suite keys are being given to as the guests or STRs have no attachment to the building. Most guests or STRs have acted as if they are in a hotel since they value and care less for the building compared to residents who actually care and respect the building. Hence the reason why we are all eyes on them.

JOEL

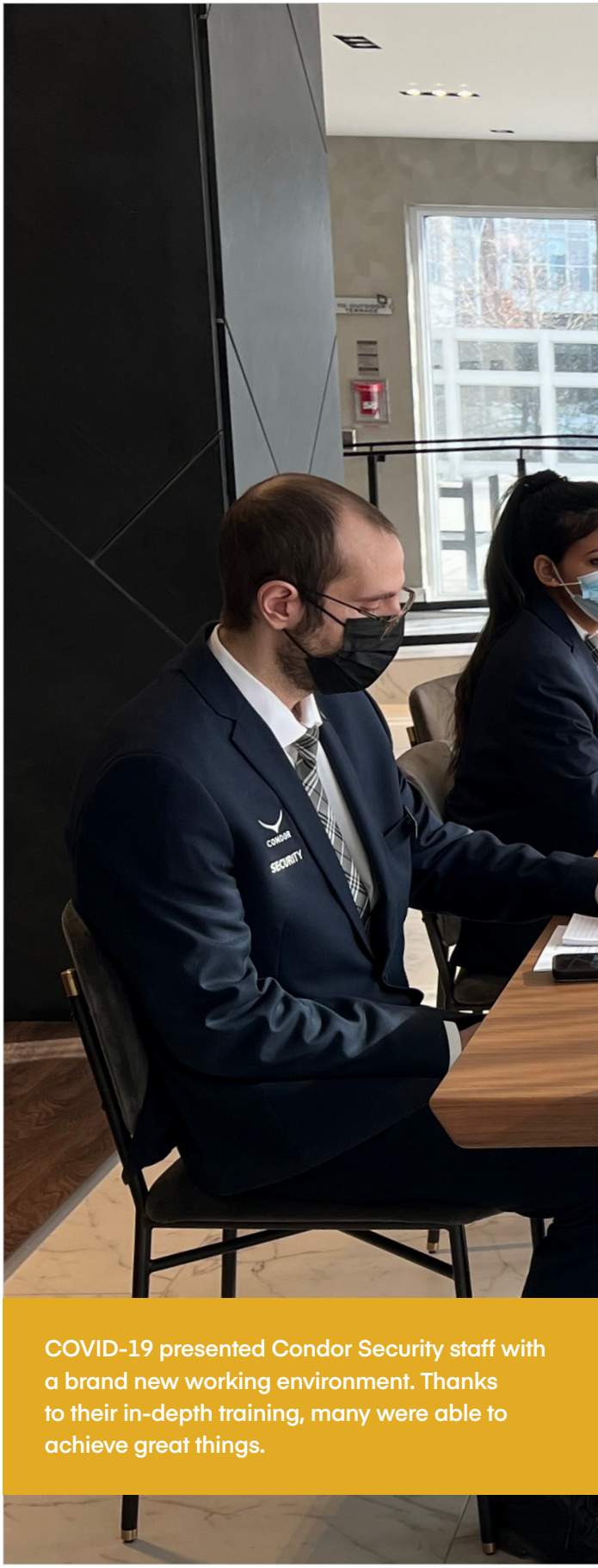
This is a hard question. I am very much in tune with what is going on in my building. That involves everything from management to Bruno (Superintendent) to the cleaners to my Condor team to the residents and to the STRs. I remember that this building is someone's home, whether it is for one year or more or for just one night. And, we want to make people feel safe and welcome. Being on top of my game and being aware of my surroundings I would say (possibly) sets me apart from other properties/condos in the city that are running STRs. Communication would be another component.



COVID-19 PANDEMIC

CONDOR'S BEST PRACTICES FOR PANDEMIC SAFETY

The COVID-19 pandemic changed the world as we knew it. It raised many challenges for our clients and in turn for security providers. The following excerpt is from an article we contributed to CCI-Toronto's *Condovoice magazine* and outlines some of the challenges that COVID-19 created in our condominium communities and the best practices Condor and our staff employed.



COVID-19 presented Condor Security staff with a brand new working environment. Thanks to their in-depth training, many were able to achieve great things.


SECURITY

EFFECTIVE ENGAGEMENT: THE POSITIVE PRACTICE OF WORD CHOICE IN COVID-19 RULES ENFORCEMENT

As governments and public health at all levels implemented pandemic protocols across the province, condominium corporations were faced with implementing – and enforcing – similar COVID-19 rules for residents and visitors clarifying health and safety protocols. These included the wearing of masks in common areas, maintaining safe social distancing, limiting the number of residents allowed in elevators, etc. In many instances the enforcement of these rules was tasked to the property's security staff. Sometimes security became vulnerable to verbal abuse simply because they were the frontline face encouraging residents to follow the corporation's COVID- 19 health and safety rules.

When faced with residents who refuse to wear masks, for example, Condor guards are taught to de-escalate potentially volatile situations employing conflict resolution tactics they learn in a training program called "Verbal Judo." Guards have used the empathetic approach taught in this program on many occasions throughout the pandemic. This internationally recognized training program teaches security personnel to be respectful and to make appeals to the angry/ frustrated person who refuses to wear a mask/ follow COVID-19 rules on the common areas or in an elevator to bring about a peaceful, calm resolution.

As a condominium security provider, we shared various best practices with many clients in an effort to keep their communities safe throughout the pandemic. The most prominent of these include: **1)** Conducting visitor and contractor screening through questionnaires and denying access when necessary (includes enforcing limits on number of visitors to prevent gatherings); **2)** In an effort to enforce mask policies, provide complimentary masks to those who do not have one or enter the premises without one; **3)** Directly delivering parcels/ food delivery to units to limit the exposure from outside delivery who are higher risk due to the nature of their work; **4)** Keeping records of anyone entering the premises and reporting infractions (calling 311, incident reports, etc.); and **5)** Hiring extra security staff to handle higher parcel delivery, and to conduct COVID-19 screening at the property's main entrances.

HOMELESSNESS: EMPATHY AND PROFESSIONALISM

During the pandemic homelessness rose by 10–15%. Although the issue of homelessness is an ongoing one and, in most cases, does not lead to crime, we witnessed a higher number of incidents of trespassing as a result of the cold weather with many homeless people not wanting to attend shelters and resorting to sleeping in private underground garages and common elements. In reality, many shelter systems reduced their capacity to allow for safer distancing. Sadly, this left vulnerable people with fewer alternatives. Condominium communities in urban/ dense areas in particular were faced with this issue over the winter months; security and patrol staff became responsible for dealing with homeless people sleeping in underground areas and asking them to vacate the premises on a regular basis. Although most will be cooperative some might become aggressive and possibly resort to violence. In one instance, a guard observed a group of homeless persons in an underground garage and asked them to leave the premises. The group became verbally aggressive and proceeded to charge towards the guard, in an attempted attack. Luckily, the guard was able to flee the area and avoid injury and subsequently contacted police.



To deal with issues of this nature, guards first employ their communication skills through conflict resolution systems such as "Verbal Judo" as mentioned earlier. Using the learned skill of choosing words, tone and empathy, guards have been able to bring about positive resolutions in a majority of instances. However, as demonstrated in the scenario above, not all issues can be addressed this way and, in some cases, incidents are escalated and police do become involved.

INCREASED SECURITY INCIDENTS: TRESPASSING AND THEFT

COVID-19 has led to an increase in the number of trespassing incidents, vandalism and ultimately theft including break and enter of lockers, cars and bike thefts. Due to the rise in theft, we educated boards of directors and condominium management on increased security awareness and how to tighten access to property by making improvements to physical security measures.

To improve physical security on a property, we suggested security audits beginning with exterior and interior lighting – the simplest and lowest hanging fruit is often the most effective in combating crime. We encouraged the corporation to explore their cameras and access control system – are they effective and in proper working order? Are there blind areas where coverage is limited? Are your hardware and locking mechanisms functioning and doors closing properly? Finally, does your property have basic security signage installed to reinforce that you are watching and recording the activities and making trespassers beware. Make it known to everyone that you are 'onto them.' Some crimes are very calculated and planned as we see with some car thefts, but most times they are crimes of opportunity. A simple sign can help deter these crimes from occurring.

FOLLOWING ARE FIVE BEST PRACTICES WE PROMOTED TO OUR CLIENTS TO COMBAT TRESPASSING AND THEFT:

1) Tighten your access control. Limit entry doors into the premises, ask your community members

to report tailgating in the garage, make sure doors are always locked and patrols are being conducted regularly;

2) Make sure your security company is using a property patrol verification CV Before After system when they are conducting their patrols so patrols routes can be established, traced and ultimately create the sense of accountability with staff;

3) Many times security staff will deal with these situations alone, in the middle of the night. To ensure their safety they must be able to effectively deal with such incidents. We do not expect security staff to get physical, especially not with COVID-19, so make sure that your staff receive proper training in conflict resolution to generate voluntary cooperation;

4) Make sure staff have a support line to call during such emergencies. This can be through the management companies or their own companies. Ensure someone is available during off hours to assist. This can sometimes be the superintendent who may live on the premises; and

5) Ensure you contact police, but be prepared when police do not show up. Crime is increasing and they will prioritize the calls to respond to them accordingly. So, be aware the trespasser call may be deprioritized over the shooting incident.

Security must be adaptable and resourceful

Maintaining a safe community for everyone is just one of the responsibilities of security. This task has not been easy and ultimately changed the framework by which security is provided during COVID-19. Respecting best practices throughout the pandemic helped security staff manage difficult situations during challenging times.




CONDOR
SECURITY
SECURITY


SCHOOL BUS
ATTRIDGE



Condor staff and CEO Ben Tabesh taking a break from training.

TRAINING

FIRESAFE: KEEPING COMMUNITIES SAFE

When an emergency situation occurs at a client's site, it's the role of the security guard to remain calm, alert building management and other authorities, and give residents and tenants accurate and wise direction as needed. Often, these decisions must be made in split seconds. This is when the guard's specialized training kicks in.

One of several hands-on training courses Condor offers its employees focuses on fire safety. Led by qualified instructors from Firewise Training and Consulting, employees are put through specific fire drills that include fire extinguisher training, learning more about onsite fire safety systems and mechanical functions including a building's infrastructure, and how to react when under stress and adrenaline.

"We put a lot of focus on hands-on realistic training programs," explains Ben Tabesh, Condor CEO. "Courses like FireSafe give our staff all the tools they will need to deal with emergency situations. FireSafe training is a real confidence builder. Clients recognize the added value of these training courses too."

Property management is responsible for ensuring that their property has a Fire Safety plan in place. This is legally mandated by the Ontario Fire Marshall's office under the Ontario Fire Code.

Condor ensures that its onsite security staff complete comprehensive fire safety training to safeguard their clients' property, its residents, tenants and guests. Expert training can potentially change the outcome of the emergency.



TRAINING IN ACTION

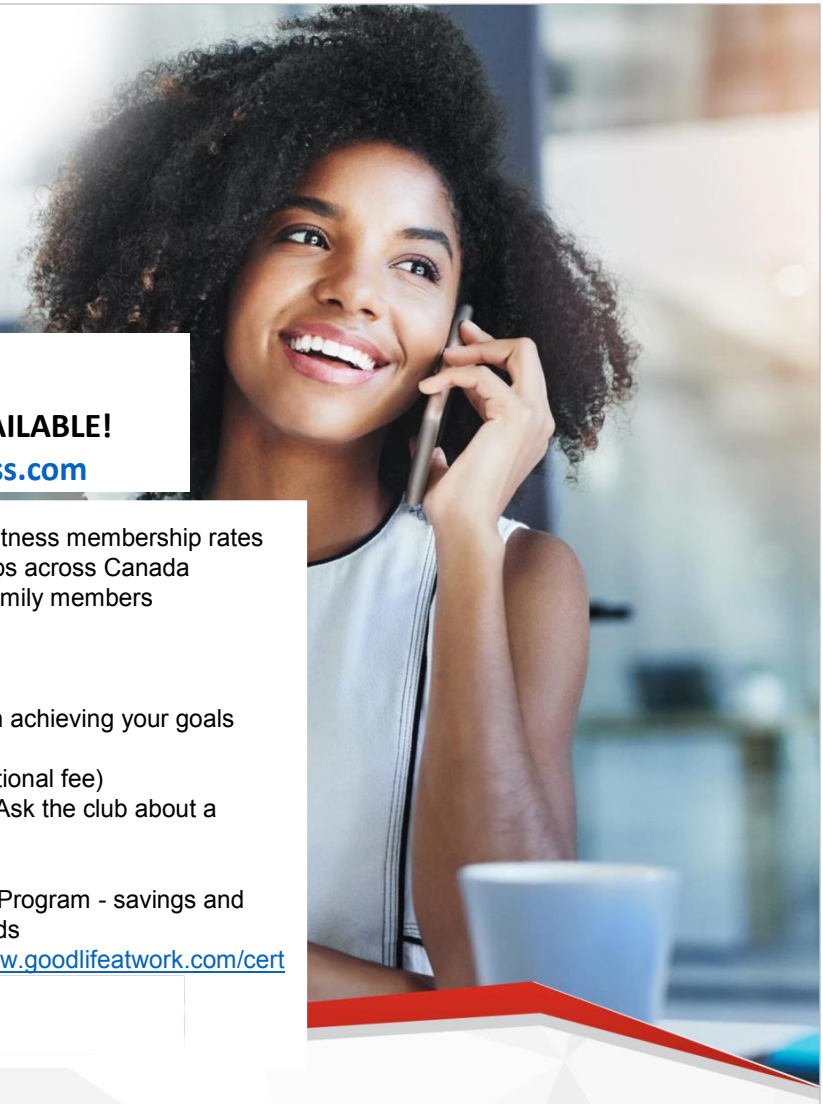
Case in point, in April 2020, just one month after completing FireSafe training, Condor security supervisor Vipasha Sharma was faced with four real-life incidents while on the job, including a domestic dispute, a fire, a flood, and the death of a resident in a unit affected by the fire.

Sharma credits her Condor Security training for her performance, noting that it taught her how to strategically prioritize situations. "I differentiated the incidents and applied what I was trained for," she explained. "I followed the procedure for domestic dispute, then flooding and the fire procedure all at once." Her calm demeanour and quick thinking helped her in separating the domestic dispute victim and attacker prior to the arrival of law enforcement, coordinating with first responders and firefighters, and managing resident evacuation.

For this Vipasha was awarded with the 2020 ASIS International's Ralph Day Memorial Security Officer Heroism Award.



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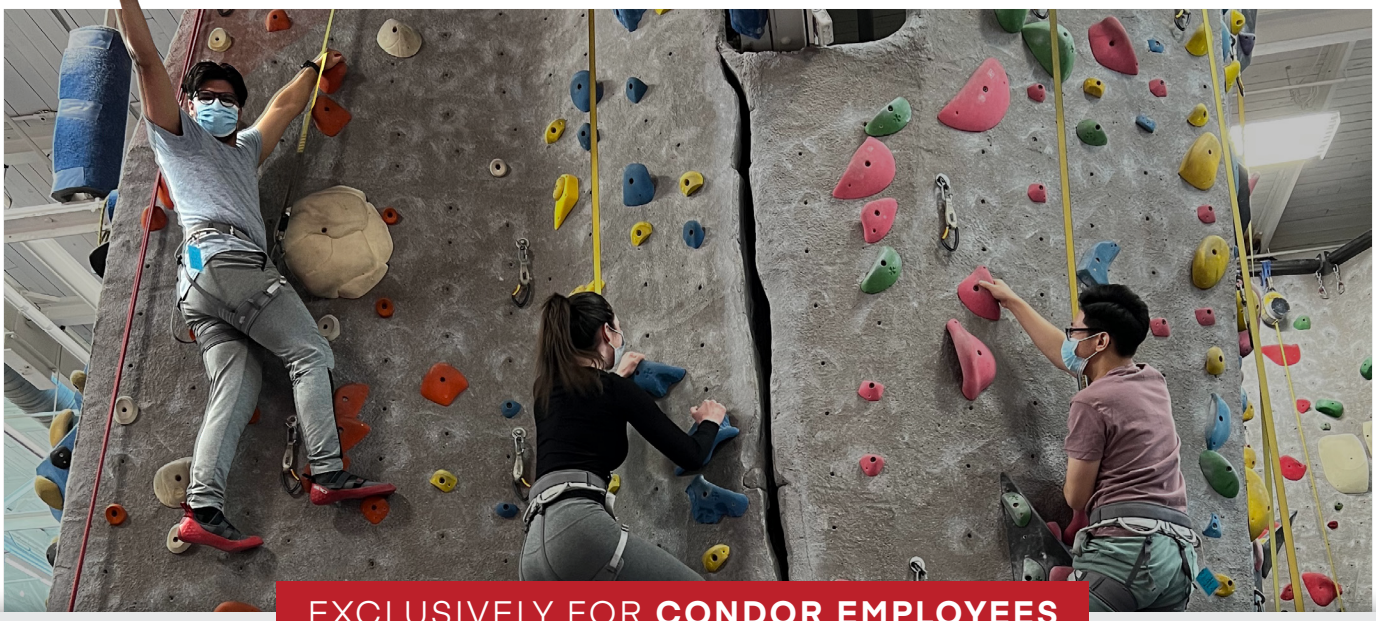
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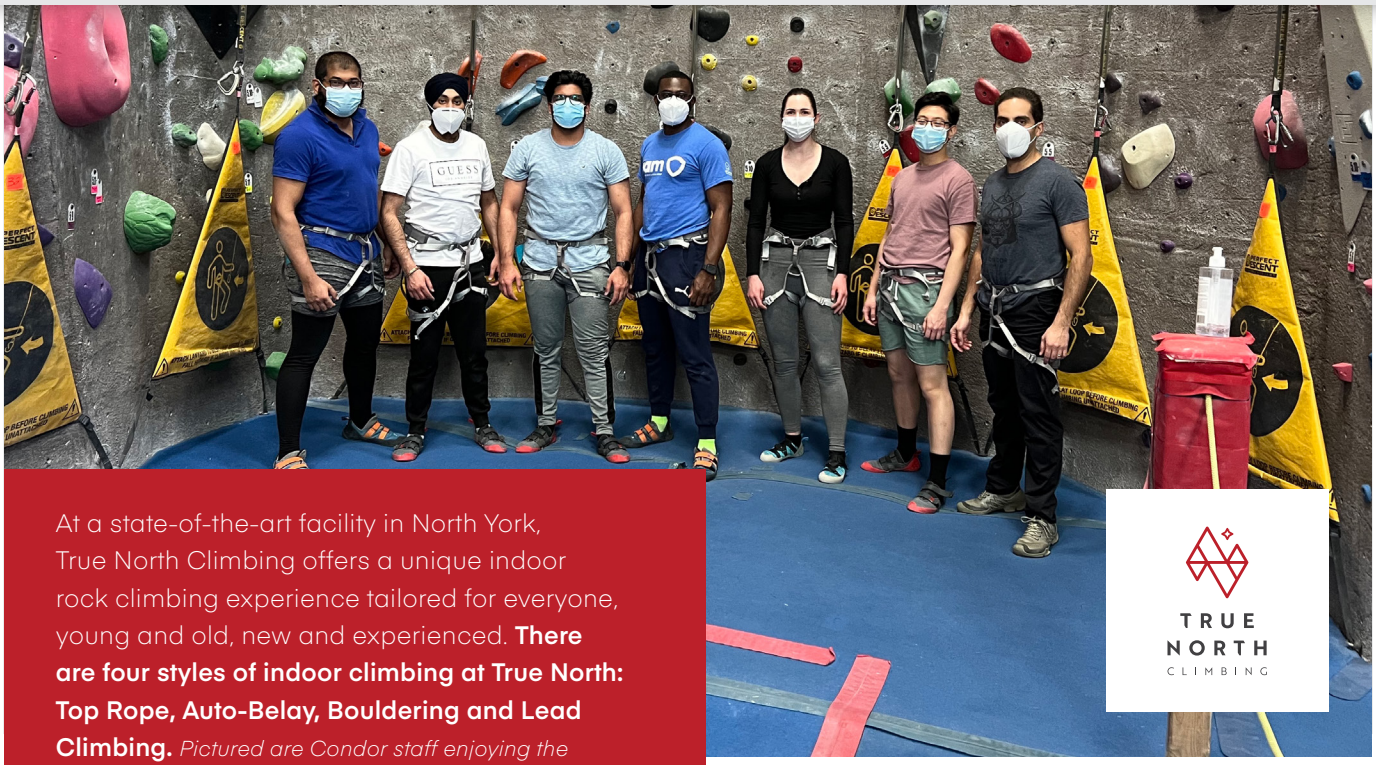
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OUR PEOPLE

OUTSTANDING EMPLOYEES

Join us in congratulating our employee of the month, for the quarter and for the year.

EMPLOYEE OF THE MONTH – NICHOLAS IGHOVOYIVWI



"I would like to thank the Condor Security management team for recognizing me as employee of the month. In a short four months, I have learned to admire the company's ideologies and principles with regard to setting high standards. It has given me the confidence to perform at my very best on a daily basis. That being said, I am honoured to be selected and proud to be part of a company that recognizes levels of achievement... Thank you Condor Management."

NICHOLAS IGHOVOYIVWI

EMPLOYEE OF THE QUARTER – CARLOS CARDOSO



"When I arrived in Canada almost three years ago, Condor was the first company to place their trust in me, and hire me. I had the pleasure to begin working for this amazing company where I can do what I enjoy, which is customer service. At the Shangri-La, every member of the team provides not just a service, but also peace of mind to the condominium residents. When a resident has an issue, we are more than qualified to solve or assist with it thanks to the different training programs that we get from Condor, ranging from customer service to emergencies procedures.

Throughout my time with Condor, I have always felt supported by my teammates at this company. This support means that I am confident in my work at the Shangri-La, which helps to build good, supportive relationships with the residents there.

Like Steve Jobs said, "the only way to do great work is to love what you do," and this is exactly what I feel at the Shangri-La and Condor."

CARLOS CARDOSO

EMPLOYEE OF THE YEAR – PIERRE JUSTIN SOLANO



"My journey and career with Condor Security overall has been an amazing adventure. To be surrounded by people who also have the same passion, wanting to help others in any way possible. For me, coming into this field of work, all I want is to change at least one person's life.

There were some tough and rough times throughout my year and a half working with Condor but nonetheless I always go back to their training and guidelines that were provided to me from day one. If I still have trouble in a situation, I can always call MPs or head office for support. They are there for you 24/7"

Overall, working with Condor created a second family for me. To have a family that encourages each other, supports each other, pushes each other to be better, and to help us grow to reach our full potential. I am grateful to say I work with Condor Security and always will be thankful for everything Condor has done for me."

PIERRE JUSTIN SOLANO

CONDOR CREW SPECIAL

(EXPIRES SEPT. 30, 2022)



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