CONDOR ASCENT

EXPERIENCE. QUALITY. DIFFERENCE.

The Technology Behind Security



APRIL 2021 I ISSUE # 16

TRAINING VERBAL JUDO LESSONS

PLUS + EMPLOYEE RECOGNITION AWARDS

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

FACING NEW CHALLENGES WITH A FORWARD-THINKING MINDSET

As we move past the one-year mark of the COVID-19 pandemic we have encountered many challenges and, thankfully, we were successful in moving past them with a professional mindset, all while adhering to mandated safety guidelines and practices.

We now have more tools and knowledge to deal with those challenges and have adopted new processes to become more efficient in supporting our staff members and the communities we serve. This has been reflected in many ways from our training methods, hiring practices, supervision, and how we provide our services day in and day out. Our training programs have migrated to an online platform with self-learning components and weekly training webinars in order to provide our staff with industry-leading knowledge.

Along with the immense knowledge and resources we acquired in the last year, we are cautiously learning how to prevail over COVID-19; of utmost importance among our tools against the virus, we now have the ability and privilege to be vaccinated, something that was not available to us before. I encourage everyone to take advantage of the vaccinations so we may all continue to keep ourselves and one another safe.

We want to wish everyone continued health and strength and we will get through this in anticipation of better days to come.

Ben Tabesh

Ben Tabesh, CPP, PSP, HBsc.
CEO



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> Never before in history has innovation offered promise of so much to so many in so short a time.
>
> — BILL GATES

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CONDOR SECURITY

CONDOR SECURITY
4610 Dufferin St Unit 1B,
North York, ON M3H 5S4

416.665.1500

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

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ON THE COVER

THE TECHNOLOGY BEHIND SECURITY

The security industry has always been a frontrunner in adopting sophisticated emerging technologies. Security technologies such as closed-circuit television (CCTV) have been used by security providers since the 1950s. Remember walkie-talkies? They are now swapped out for business mobiles loaded with advanced feature-rich software programs. High-tech motion lighting and complex modern alarm systems aid with on-the-ground home, business and institutional surveillance. As a security services provider in a connected community and smart city like Toronto and the GTA, we're watching these technology trends that enhance the security services we provide in 2021 and beyond.

ARTIFICIAL INTELLIGENCE AND SECURITY

Artificial intelligence (AI) has a variety of applications in many industries including, for example, healthcare and education. You have only to think of virtual facilitators and e-tutoring software as two prominent examples. The physical security sector is certainly seeing an uptick in collaboration with AI technology. Thanks to AI technology, there are vast opportunities for governments to detect global cybersecurity threats. On a community level, security providers use AI applications in neighbourhood crime prevention and to protect our homes, buildings and possessions. Here are some other ways that technology and security work together.



SECURITY CAMERAS / VIDEO MONITORING

CCTV (closed-circuit television) video monitoring and analysis has been a tool in physical security for many years. With enhanced AI capabilities, video monitoring becomes much more effective and insightful as real-time data can be analyzed through complex algorithms, and security cameras and video monitoring are now able to do more things with less manpower. From motion detection sensors to facial recognition software security cameras, AI gives surveillance cameras the "smarts" to analyze the live video data it captures and send alerts to the security provider's head office or to patrol supervisors. Video feeds captured on CCTV might even become searchable.

VIRTUAL CONCIERGE

"Alexa, where is the nearest authentic Italian restaurant that serves fabulous home-made pasta from Florence?" More and more hotels are employing an Alexa-like digital concierge services to direct guests to local restaurants, theatres, museums and make recommendations for visiting other points of interest. Frequent travellers have high expectations and, with stiff competition, hotels do their utmost to excel at providing the best guest experience. Once we're all back to regular travelling (instead of dreaming about beaches and destinations) of course.

In a front desk condominium and



Supervisors must track and maintain contact with their teams using patrol tracking and reporting software.

multi-residential setting, a virtual concierge can provide concierge and security services from an offsite location with access to multi-surveillance screens and are able to allow or deny visitor access, accept package deliveries, manage visitor parking and reports and much more. Because of the sophisticated technology supporting the virtual concierge, service levels are enhanced in many cases while costs are managed.

PATROL TRACKING AND REPORTING

Security providers manage both individuals and teams of guards in their ground force. It's necessary for supervisors to track and maintain contact with their teams and have the teams be able to send reports back to their supervisors. This becomes especially valuable when reporting a real-time incident and two-way communications is vital. Software that incorporates QR code scanning right into the security guard's hand-held mobile or business tablet can assist security providers in various ways that include can monitor for missed checkpoints on walking patrols and other tour management details.

ADVANTAGES

Robotics powered by AI, including drones, are smarter and able to monitor larger areas with fewer personnel thereby improving efficiencies in security services provided. An offsite virtual concierge can still keep residents safe but with less liability than an onsite concierge.

CONCLUSION

While we should welcome the decades-long collaboration between physical security and technology we have to ask ourselves: "Will a robot ever replace the eyes and ears of a human security professional?" No. There will always be a need for human interaction and spontaneous decision-making. The nature of the security guard's job function may change, but as stated at the beginning of this article, security providers and technology have collaborated in the most effective ways for decades. Proactive problem-solving and traditional customer service are skills that are best left to humans.

PROTECTION MEASURES FOR MPs ROLL OUT IN OTTAWA

If you spend any time on social media you know it can sometimes be a brutal place. Nameless and faceless accounts often spew out hurtful comments and dangerous threats that may even require police intervention. With political leaders and elected officials facing much of the rhetoric and harassment, it was time for a proactive approach from the House of Commons in Ottawa.





Parliament Hill overlooking the Ottawa River in the nation's capital.









AT ISSUE

In an article published by "The Hill Times", an Ottawa-based newspaper and website that covers the Canadian Parliament, details of some of the threats against Members of Parliament (MPs) were outlined. In response to these online verbal attacks, the House of Commons took a decision to increase security measures for MPs while they are outside Parliament Hill, including at their residences or other areas such as constituency offices.

Three initiatives were approved. First, residential security home assessments would be done to benefit from the approved funding. Second, MPs would begin to carry a mobile device that could trigger an alert to a third-party monitoring centre. Third, a new records management system would be implemented with an aim to improve communications with security partners.

MPs were thankful for the added security measures and the proactive approach undertaken by the House of Commons, especially those measures that impacted their personal residences.

The article went on to interview Condor Security's president and CEO Benjamin Tabesh.

Benjamin Tabesh, CEO of professional security firm Condor Security, said he "loves" all three security initiatives the House has undertaken.

"We would definitely endorse them."

While he said that there is endless room for improvement when it comes to residential security, making references to countersurveillance and zone alarm systems, the three programs are sufficient security, and "the government that put this together has done a very good job."

The pricing of the projects, which comes in at $5.5-million in one-time costs, and $1.2-million on an ongoing annual basis, also made sense to Mr. Tabesh.

"I think it does fall in line. You are talking about a volume of residential homes and sometimes in multiple residences that each MP might have," he said. "I don't think these numbers are unreasonable taken into account on the federal level."

TRAINING TOOLS

VERBAL JUDO
AN EMPATHETIC APPROACH TO DEALING WITH PEOPLE

Like a disciplined martial art, the Verbal Judo training program means skillfully using the right words, language and tone to defuse a potentially dangerous situation and ultimately encourage cooperation. The late George J. Thompson, Ph.D. created the internationally recognized training program and authored the bestselling book, "Verbal Judo: The Gentle Art of Persuasion."

Verbal Judo is a conflict resolution skill that can be learned through training and role-playing. It is especially valuable in the role of a security guard or a concierge where the concepts can be useful in de-escalating a potentially aggressive person or, during COVID-19 times, in encouraging a disgruntled resident to wear a mask in the elevator. The tactical skills learned through the Verbal Judo program are often employed by law enforcement and corrections officers in performing their jobs.



Condor employees attend on-site Verbal Judo education program to learn de-escalation skills.


4



Condor staff learn personal interaction skills from Verbal Judo.

Condor Security includes comprehensive education sessions for staff in mastering the Verbal Judo techniques. In fact, Condor is the first security company in Canada with the ability to instruct and certify its staff in the Verbal Judo system.

This past December, an in-house session was held for staff. Participants learned a variety of communication skills to help them be more empathetic and establish stronger client relations.

> Condor Security is the first company in Canada to be certified in Verbal Judo Instructor system as of 2011

CONDOR'S CSCR APPROACH

Tactical communication systems such as Verbal Judo and Condor's unique CSCR (Controlling Situations Through Client Relations) approach provides Condor Staff with a guide for how to manage resistive behaviour through empathy, emotional regulation and positivity. Condor's specific CSCR builds the foundation for eliminating liability by ensuring a calm, considered, polite



Condor's unique Controlling Situations Through Client Relations (CSCR) steps teach employees to manage negative behaviours they encounter.



Condor training manager, Eric Senior, is certified in internationally recognized Verbal Judo training system.

and respectful approach to situations. If security deems it appropriate to escalate their actions to the next level, all reasonable options would have been taken first, prior to escalating, and thereby reducing liability and increasing safety.

BENEFITS OF VERBAL JUDO TRAINING

Since implementing the Verbal Judo program as part of overall Condor training, benefits have been seen in the workplace as well as in daily personal interactions. Training improves safety and professionalism on the job, improves morale and reduces stress. Clients benefit from interactions that remain calm, increased professionalism on-site, greater self-confidence from service providers and fewer complaints.

Tactical Communication & Conflict Resolution Instructor: Verbal Judo Institute

The Verbal Judo training and system is outstanding! As a Training Manager I have been exposed to many different training programs. I would recommend Verbal Judo as an essential training program for all security and law enforcement personnel. The material and the information are relevant both for your professional and personal life. It was very easy to translate the material from theory to practical use. I encourage everyone to take advantage of this great opportunity to participate in this course. I want to thank the company for providing me with this great opportunity to become a Verbal Judo Instructor and to add Verbal Judo to my existing portfolio of training certifications.

Woosha!!

ERIC SENIOR,
TRAINING MANAGER

CONDOR IN THE NEWS

LEVEL 3 SECURITY GUARD PRUDENCIO AGDAN HONOURED FOR HEROISM

If you were faced with a split-second chance to avert a disaster or a life-altering event what would you do? How quickly could you think and react? Security guards are often faced with these types of situations on the job every day.

On the cold winter afternoon of December 9th, 2020, Senior Security Guard Prudencio Agdan demonstrated tremendous bravery and grace under pressure. He reacted quickly and decisively to ensure the safety of two students and a parent at a crosswalk just outside of the school grounds at which he worked.



Condor Security is extremely proud to recognize the quick-thinking heroism and professionalism displayed by our valued employee, Senior Security Guard Prudencio Agdan.




BIALIK HEBREW DAY SCHOOL
THE BEN AND EDITH HIMEL EDUCATION CENTRE
ON THE JOSEPH & WOLF LEBOVIC JEWISH COMMUNITY CAMPUS
CANADIAN SECURITY LIFESAVER
In Recognition of Unwavering Heroism
AWARDED TO
PRUDENCIO AGDAN
December 31, 2020



When a car ran a red light at the crosswalk, Prudencio reacted quickly, preventing a potentially fatal situation by keeping the pedestrians from walking into the path of the oncoming vehicle.

The incident took place just after classes let out in the late afternoon, as the students were heading home from school.

> "He saved [two children] and parent as they were crossing and a car ran through the red light, narrowly striking them as they were crossing. Luckily, he held the kids back," described a witness to the event.

Prudencio received Q4 2020 honours from the Canadian Security Lifesaver Association "In Recognition of Unwavering Heroism" in the line of duty for his actions during this frightening incident. The Canadian Security Lifesaver Association is a non-profit organization devoted to recognizing and awarding efforts made by the 140,000 licensed Canadian security guards that rise above and beyond the call of duty.

"Prudencio has been a dedicated, high-performing Condor employee for nearly a decade and we couldn't be happier to celebrate his brave conduct," says Benjamin Tabesh, CEO of Condor Security. "We are very grateful that his swift actions prevented a heartbreaking tragedy and applaud his recognition by the Canadian Security Lifesaver Association."

Prudencio has been with Condor Security since May 2012. Condor offers quality security training and takes pride in rigorously preparing our security guards to respond in stressful situations.



OUR PEOPLE

CONDOR SECURITY MILESTONES THROUGH THE YEARS

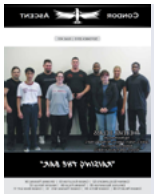
2000

Condor Security founded

2002

ASIS INTERNATIONAL member

2009



First Condor Ascent Issue



Condor Training Facility & Simulation Based Training Program

2010



Level 3 Advanced Training Program

2011

FIRST SECURITY COMPANY IN CANADA

Ceritified ASP Instructor Course

FIRST SECURITY COMPANY IN CANADA

Certified Verbal Judo Instructor

2014

Ceritified Quality Management System



COVID-19 PPE Drive

2018

Toronto Foundation for Student Success Breakfast Program

2019

Condorconcierge.ca established & operational

ThreeBest Rated® Achievement

2020

3 X Mobile Blood Drives: Canadian Blood Services

BROKE RECORDS FOR MOBILE CLINIC DONORS







International Heroism Award

Social Commitment: Show Kids You Care





OUR PEOPLE

OUTSTANDING EMPLOYEES

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

EMPLOYEE OF THE QUARTER – EKNOOR MALHOTRA



I am truly honoured and grateful for this recognition that Condor management has awarded. I am humbled by the support and trust that Mr. Tabesh and Mr. Senior have in me during my three-plus year journey with Condor Security. Whenever I look back, I always feel grateful for the wisdom and motivation Mr. Senior gave me during my early days with Condor otherwise I wouldn't have survived my initial six months with my current site where I ended becoming the Head Concierge. Condor Security has helped me to grow as a person. I have made many mistakes and got called out for them; management never lost faith in me. Again, I am thankful to Condor management for awarding me Employee of the Quarter, and, hopefully, my experience would be a good example for others to improve their ability and standing.

EKNOOR MALHOTRA

EMPLOYEE OF THE MONTH JANUARY



JATINDER KUMAR

Starting my career with Condor Security has been the greatest opportunity to learn, to grow and serve people for a safer community. It has been more than 8 months working with Condor and Condor management has provided me with my highest expectations. I want to thank our CEO Mr. Ben for providing us with his expertise in Verbal Judo, which helped me personally on a lot of occasions at work, as well as in personal life. My special thanks to my Site Supervisor Ms. Simran Kaur for being the most superior guide someone can ever have.

EMPLOYEE OF THE MONTH FEBRUARY



ASEESPAL SINGH

I am proud to be a part of Condor Security for just over two years now. I started my career as a part-time employee while studying and never thought at that time that I would reach this level. After graduating, Condor Security management gave me the honour of promoting me as an assistant supervisor. With the guidance and training of my Supervisor Simran Kaur, the MPS team and Condor management I was able to excel in my abilities at customer services and pursue my duties in a better way. I thank the Condor Security team for awarding me as an employee of the month. I recommend everyone to be a part of Condor Security who is looking to build their career in the security industry.

EMPLOYEE OF THE MONTH - MARCH



For as long as I can remember I have enjoyed helping people. Whether it was an extra hand doing yard work around the house or helping my neighbours plow their driveways in the winter, I knew I wanted to pursue a career that allowed me to continue providing this service, making peoples' days easier and this is what attracted me to Condor. At the Shangri-La, the team provides not just security but also peace of mind. When a resident has an issue and I know I can solve or assist with it, I will do anything in my abilities to help. Recently a resident from our site lost their wallet and feared it had fallen in with the garbage collection for the building. Without a second thought, I went to the property refuse room and began sorting through items. I did not expect much success but I wanted to tell the family my team and I did everything we could to help. Thanks to some good luck and a little determination I was able to successfully find the resident's wallet and return it to them good as new. Knowing I was able to help avoid further headaches for the residents (hassle of replacing cards, or fear of ramifications such as identity theft) was how I knew I completed a good day's work. The people are what make coming to work enjoyable and special, so I want them to know the Condor team has their back no matter how big or small the issue is.

ANDREW FONTAINE


Learn to run, stay fit and get all of your running needs at Running Room!
All Condor Security employees
Get 15% off regular-priced products*
and
10% off previously marked down products.*
when you show your employee ID at all Running Room locations.
*Applicable at Canadian locations. *Excludes electronics and nutrition. Excludes Proform, Elliptigo, and Theragun. *Excludes Brooks footwear and select Saucony footwear. *Cannot be used for previously purchased product. *Cannot be combined with any other promotional offer, coupon or discount. *Cannot be used on gift cards, training programs or event registration. *Only one coupon per customer. *Must present coupon to receive in-store discount. *Subject to on-hand inventory availability. *Offer(s) may not be redeemed for cash, sold, altered, duplicated or copied and will not be replaced if lost, stolen or corrupted. *Use of offer(s)/ promotional code(s) is acceptance of these terms. *Running Room reserves the right to cancel or modify offer(s) at any time. *Expires July 31, 2020, 11:59pm EST.

SOCIAL COMMITMENT

FIGHTING FOOD INSECURITY DURING COVID-19



SPONSORED BY

DUKA

CCI Toronto and Area Chapter

CONDOR SECURITY

People in our communities struggle with food insecurity frequently, and COVID-19 has compounded the problem for many.

CCI-Toronto and Area Chapter, Condor Security and Duka Property Management have joined together with a matching donation program.

For every donation you make, CCI-Toronto, Condor Security and Duka Property Management, will match that support up to $2,500 each. Financial contributions have also been made by GMALaw, Wilson Blanchard Management, McIntosh Perry and Park•Padz.

You will be able to increase your gift 4 times. Just think, if you give $25, a participating food bank will get $100!

Visit **ccitoronto.org/assets/food-bank-2021** to chip in. Thank you!.

WITH FINANCIAL CONTRIBUTIONS MADE BY

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