



The GARDAs

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Garda Experts in the News

“They want to have someone be the answer person and have a plan.”

> MARK FAIR, Director of Executive Protection and Training for GardaWorld, explaining private security at the U.S. Presidential Inauguration to The Washington Post, January 12, 2009.

“There is no mystery to sound security. It requires a methodical approach, careful selection and close cooperation to be a partner. Doing so makes for good security and good business.”

> Senior Vice President ALLAN BENTLEY, writing about how to achieve good security in Canadian Facilities Management & Design magazine, July 2008.

“Canadian companies face the growing risk of being targeted as terrorists seek softer targets... if we don't get our act together and get security up in those places we become targets.”

> LOUIS LAFRAMBOISE, Garda Senior Managing Director for Consulting and Investigation, commenting to the Canadian Press about the terrorist attack on SNC in Algeria. August 20, 2008.

Partnering in Loss Prevention Reduces Risks for All

The bank teller was harried in the late morning rush of customers, the new trainee required constant monitoring, and two tellers were out sick. When the Garda Cash Logistics messenger arrived for the usual Wednesday pickup, she didn't notice that he was an hour early.

Barely glancing at the man's uniform, she saw what appeared to be a Garda logo and thrust the bag over the counter. Taking the receipt, she put it aside to assist another customer. Looking up, she saw that the messenger was gone.

So was the money. The teller and her bank were the latest victims of an expanding wave of armored car imposters who deceive busy bank personnel into surrendering cash.

Contrast that with the eagle-eyed teller who noticed two men outside his bank acting suspiciously, walking back and forth between the street and the bank's parking lot. The teller alerted his manager who called the police. They arrived, the suspects were gone and the Garda delivery was uneventful. A false alarm? Perhaps, but if the loiterers had criminal intent, they now know to avoid that particular branch.

In the current economic climate, with increased use of cash and both retailers and financial institutions striving to reduce personnel and operating costs, the unwary are easy prey for criminals. This is the ideal time to fully review loss prevention and security procedures with your employees and encourage constant vigilance.

“At Garda, we are constantly working to improve our loss prevention procedures,” says Chief Security Officer Guy Cote. “We distribute Signature Lists to all customers that contain the name, description and employee number of all Garda personnel who may service a branch. Effective loss prevention is a joint endeavor between Garda and its customers. Working together, we can reduce our risks and ensure the safety of our personnel and customers.”

“At Garda, we are constantly working to improve our loss prevention procedures”

Our Safety Starts with You!

In 2009, the security of information is a priority for us. As a team, we must take all the possible measures in order to keep data and information well protected. Our role is to demystify your **Beliefs**, to modify your **Behaviors** and to encourage you to adopt a proactive **Attitude**.



Guy Cote, CSO

Simple actions make the difference:

- Do not leave confidential documents in the photocopiers or on shared networks

- Do not reveal your user names and/or your passwords
- Make a careful and diligent use of Internet sites

The human factor is an essential component in the success of this project. We encourage you to always use good safety practices. We will also be launching a security awareness program soon across the company with mentions of honor. The company's safety starts with you!

Tell us what you think!

Please click on the following link to give us your opinion about The Garda.

[The Garda Survey](#)



Garda Kudos

- > To **Charles Clark** and **James Hayes**, security officers assigned to the NASDAQ Stock Market in New York City for preventing a man armed with a knife from entering the facility.
- > To **Kathy Ann Niles, Jaswinder Natt, Dennis Katchur** and **Shawn Chmilar**, screening officers at Edmonton International Airport who were nominated for the "You are Welcome Edmonton" Award, which recognizes outstanding performance in the tourism and hospitality industry in Edmonton. Officer Natt made it to the finals in the competition.
- > To **Garda's Toronto Office** for its printer cartridge recycling program in support of the Canadian Diabetes Association.
- > To Security Officers **Ryan Hankewich, Barry Smith** and their team **Marrisa Shipston, Nik Klanke, Georgi Petrov, Don Rankin** for earning high praise from the Diplomatic Security Service of the Prime Minister's office for support during his visit to the Delta Center Suite Hotel at the Edmonton City Center Mall.



Prompt Advice Following Pakistan Bombing Keeps Clients Safe & Wins Praise for GardaWorld Team


The Luna Caprese restaurant in Islamabad Pakistan is well-known as a popular dining spot for foreigners and, as such, is at high risk for terrorist attacks. That is exactly what happened one night in March 2008 when an explosion ripped through the back patio area, killing a Turkish aid worker and injuring 12 others, including four U.S. FBI agents in the capital to assist Pakistani officials deal with a rising tide of terrorist attacks.

Within hours, GardaWorld's Crisis Response & Risk Analysis Group prepared and distributed a detailed, three-page "Incident Assessment" to its clients in Pakistan. Using a combination of information from Pakistani officials and its own sources in the capital city, GardaWorld quickly rejected the theory that a suicide bomber was responsible for the attack and advised it was part of a planned campaign in the further deterioration of security in the country.

"Excellent assessment and information we will put to use in our Pakistan planning"

Based on meticulous analysis of past incidents, the GardaWorld team realized it was the latest incident in a calculated surge in violence toward expatriates in and around Islamabad. The Incident Assessment described the attack as premeditated with foreigners as the intended targets. The restaurant was a "soft target" for terrorists with weak security, making it easy for the explosive device to be tossed over the patio wall or hidden in the garden area.

The GardaWorld team recommended to clients that they raise their level of alertness, increase their personal security, and maintain a low profile by avoiding public areas where Westerners are known to congregate. Clients were further advised to avoid local restaurants lacking in adequate security measures.

"Excellent assessment and information we will put to use in our Pakistan planning," one client wrote, while another praised the "comprehensive assessment" and "practicable recommendations." 

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2008 Supplier Recognition

Highlights for Recognition:

Garda CL southwest Inc. has provided Armored Car service to our stores for many years. In our recent bidding effort they provided very competitive pricing. By building reputation through great customer service and by offering a very competitive price they have significantly increased the service awards to their company.

Additionally, their JCPenney account representative works hard to provide service in our non-metropolitan/remote locations.

Garda is the only supplier out of 4 major suppliers that has found subcontractors to handle our business requirements and manage that relationship for us.

The staff at Garda is always very responsive to our requests and they're quick to address any issues we bring to their attention. Their eagerness to provide the service we expect at JCPenney is always apparent and appreciated. 



Bottom row-left to right is Tracy Vowell (Sr. Procurement Agent) (JCP), Roxie Rydl (Garda) & Shelly Perlman (Garda). Middle row-left to right is Patty Oakley (Administrative Detail Assistant) (JCP) & Kelly Rodery (Procurement Specialist) (JCP). Top row-left to right is Gary Lundberg (Manager of Procurement Group) (JCP) and Dennis Miller (Sr. Vice President) (JCP).

Would you like to write an article about your role at Garda or about any other topic?



Send us your ideas at: suggestions@garda.ca

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