



SECURE SHIELD
SECURITY
We Guard. We Protect. We Secure.

+1(226-919-4894)
+1(226-989-6802)

 info@seureshieldsecurity.ca

 1339 Industrial Road Unit A, Cambridge, ON N3H 4W3

Legal Name of Supplier: Secure Shield Security

Business Address: 1339 Industrial Rd Unit A Cambridge, ON,
N3H4W3

Contact Person:

Harvy Khaira

Director of Marketing

Ph: +1 (437) 994-7550

E-mail: harvy@seureshieldsecurity.ca

Business Website: <https://seureshieldsecurity.ca/>



SECURE SHIELD SECURITY

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info@securesheildsecurity.ca

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Brief Description of Proponents

Secure Shield Security is a prominent leader in the security industry, leveraging extensive experience to set new standards of excellence in security solutions. Founded by Vishal Anand, a visionary with over 10 years of personal security expertise, **Secure Shield Security** has become synonymous with trust, reliability, and superior service. Under Vishal's dynamic leadership, SSS has expanded its operations from the Greater Toronto Area comprehensive security solutions across the Greater Toronto Area (GTA) and other parts in Ontario. driven by his deep domain knowledge and active involvement in shaping the company's robust policies and refined security strategies. Secure Shield Security offers a comprehensive range of services, including corporate security solutions with office building protection and executive safeguarding, residential security systems and community patrols, and specialized event security management with crowd control and surveillance.

We provide retail security services focused on loss prevention and on-site guard services, as well as specialized risk assessment and cybersecurity solutions to address both physical and digital threats. Secure Shield Security 's commitment to excellence is demonstrated through continuous investment in cutting-edge technologies and rigorous training programs for its personnel, ensuring they remain at the forefront of the evolving security landscape. This client- centric approach ensures that each service is tailored to meet the unique needs of its diverse clientele, providing unmatched protection and peace of mind across various sectors and regions

Legal Structure of the Company:

Secure Shield Security is structured as a corporation, led by Vishal Anand, the President and Founder. Vishal brings over 10 years of extensive experience and expertise in the security industry, providing strong leadership and a profound understanding of client needs. Since its inception, there have been no changes in ownership or key principles. Vishal has been committed to the company's growth and success from the very beginning.

Office Locations and Contact Details

Office's locations -

Head Office:1339 Industrial Road Unit A, Cambridge, ON N3H 4W3
Etobicoke, Kitchener, Toronto, Ottawa, Windsor, Hamilton **Contact**
No.

+1(226-919-4894)

+1(226-989-6802)

Email: Secure Sheild Security: info@securesheilsecurity.ca

Visit Secure Sheild Security at: www.securesheilsecurity.ca

Few Achievements to Demonstrate:

In the past 11 months, SSS has achieved significant bidding milestones, securing five noteworthy contracts that underscore our expertise and reliability.



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1. Prica Group Construction Management (2023):

SSS secured a prestigious contract from the Corporation of the Prica Group to provide comprehensive security services showcasing our commitment to excellence.

2. Transdev Canada Inc- (2023)

SSS with a contract for Security Patrols & Security Response Services for its sites, recognizing our expertise and reliability.

▪ **Van Horne (2023)**

SSS was chosen by Van Horne to provide top-tier security services for special events at it sites, highlighting our adaptability and excellence in diverse security environments.

Services Provided by Secure Shield Security:

· Concierge / Residential Services	· Parking Reinforcement Services
· Gated Parking Solution Loss	· Prevention Security Services
· Access Control	· Construction Security
· Emergency Response	· Event Security Services
· Security/Site Assessment	· CCTV Surveillance
· Yard Security	· Alarm Response
· On-Site and Off-Site Video Surveillance	· Tactical Guards
· On Foot /Mobile Patrol	· Patient Watch/Hospital Security
· Smart Parking Solution	· Neighborhood Watch
· Security Technology Integration	



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A standardized escalation process is in place for security guards to follow in case of such

Security Shield Security Policy on Accessibility, Diversity, and Inclusion:

Security Sheild Security is committed to fostering a culture of accessibility, diversity, equity, and inclusion. The company adheres to the Accessibility for Ontarians with Disabilities Act (AODA) and has implemented policies and practices to ensure equal access to services for individuals with disabilities. **Security Sheild Security** provides its security guards with comprehensive training on AODA requirements, enabling effective communication and interaction with individuals with disabilities. The company embraces and encourages diversity in all its forms, promoting a non-discrimination policy that prohibits discrimination or harassment. Through these efforts, **Security Shield Security** aims to provide exceptional security services while building strong relationships with clients and communities.

Number of employees and their positions

Our dedicated team consists of Approx. 400 highly trained security guards, and 60 experienced supervisors. Each member plays a crucial role in ensuring the safety and security of our clients' events

SSS Point of contact

(Booking and Customer Service Concerns)
Business Development Department - **+1 (226) 978-7406**

Secure Shield Security dispatch process and escalation procedure for service concerns or queries and documentation to support positive safety record

Secure Shield Security has a 24/7 dedicated number for dispatch / Emergency Response and after-hours support for field staff and clients **+1 (226) 978-7406** Mobile is dispatched to sites when required. Service concerns or queries are communicated to mobile supervisors by site guards. If not resolved, then mobile supervisors escalate the issue to the Operations Manager.

Secure Sheild Security Response to protocol

Secure Sheild Security provides guards with emergency repose guidelines and SOP for all emergency events such as Fires, floods, bomb threats, violence, natural disasters, etc. emergencies. A site-specific emergency contact list is provided to the guard which includes contact information for emergency contacts at the site, emergency contacts at andy@securesheildsecurity.ca as well as all the contacts for local emergency services (Police department, fire department, Paramedic services, etc...)

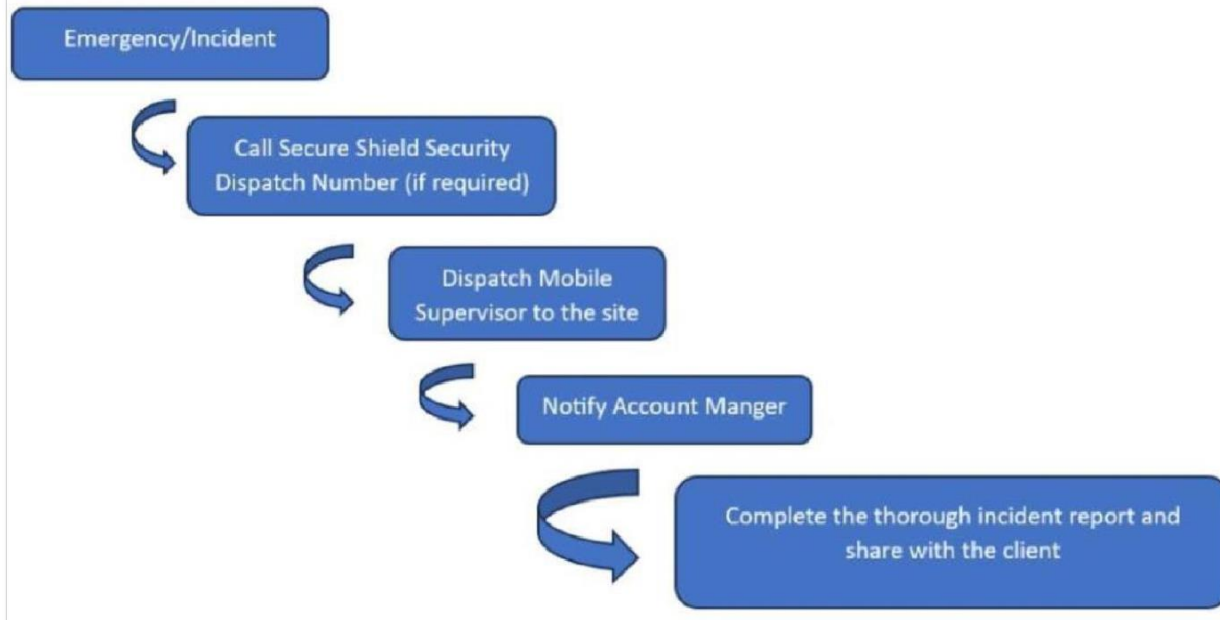


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Association/Membership



Resources used by Guard for real-time incident documentation and tracking (ex: notebooks, technology, etc.)

Secure Sheild Security Guards use Novagems' application for all their daily activity and incident reports documentation. Guards' reports are then saved in the database and can be accessed anytime. Guards are also required to utilize hard copies of Daily Occurrence Reports (DORs) and hard copies of incident reports in addition to the guard's memo books provided by SSS.

License and Compliance:

Secure Sheild Security adheres to comprehensive licensing requirements, meeting Ontario's security services standards. Additionally, we fulfill the licensing prerequisites for running a business with specific Security Service License No 1000598676 All our security guards are fully licensed, ensuring compliance with the regulatory frameworks in Ontario, Etobicoke, Kitchener, Toronto, Ottawa, Windsor, Hamilton

SSS is well entrenched in the communities and the market segments it serves as supported by its active participation in the following associations:

- Airport Management Council of Ontario (AMCO)
- Toronto Construction Association (TCA)
- Association of Condominium Managers of Ontario (ACMO)
- Canadian Condominium Institute (CCI)

- Better Business Bureau (BBB)

Value or Quantity of Assignments/Contracts:

On average, SSS completes multiple assignments or contracts annually, amounting to approximately \$2 M per year. This consistent track record reflects our commitment to excellence and our clients' trust in us.

Summary of Key Members Assigned to the Deliverable

Operations Team (for all operational/service requirements, inquiries, and concerns). The teams below would be assigned to the deliverable outlined: Operations Team (for all Operations and Operational concerns)

Operations Manager:

Name: Harvy Khaira

Email: harvy@seureshieldsecurity.ca

Contact No. +1 437-994-7550

Designated Account Manager

Name: Andy@seureshieldsecurity.c

Email: andy@seureshieldsecurity.ca

Contact No. +1 437-994-7550



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Secure Sheild Security Reporting Capabilities:

1. **Live Reporting:** Secure Sheild Security employs the live reporting feature of Novagems to deliver real-time updates on activities and incidents occurring at **Ottawa Community Housing Corporation** . This ensures that **Ottawa Community Housing Corporation** receives immediate information regarding **FIRE AND ELEVATOR WATCH**, allowing for prompt response and intervention when necessary.
2. **Auto Reporting with Picture Option:** Through Novagems, our security personnel can generate auto reports complete with accompanying pictures, facilitating efficient documentation of incidents, issues, or unusual activities on-site at the campgrounds. This streamlined reporting process ensures that all incidents are accurately recorded and promptly communicated to the appropriate authorities.
3. **Client Reporting:** Leveraging Novagems, we can produce client-specific reports tailored to the Client's reporting requirements. These reports provide detailed insights into daily activities, incidents, and security observations at the campgrounds, enabling informed decision-making and ongoing optimization of security protocols.
4. **Time Sheets, Site Invoices, and Staff Profile Management:**
 - Time Sheets: Novagems' simplifies time tracking for our security staff, generating accurate time sheets and streamlining payroll processes. This ensures precise recording of work hours and facilitates efficient payroll management.
 - **Site Invoices: Utilizing Novagems**, we can create site-specific invoices, ensuring that the HPL receives clear and organized billing statements for security services rendered at the campgrounds. This transparent invoicing process enhances accountability and fosters trust between our agency.
 - **Staff Profile Management:** Novagems enables us to efficiently manage staff profiles, ensuring that all security personnel's information, certifications, and qualifications are up to date and compliant with the **client's** requirements for campground security services. This comprehensive staff profile management system enhances operational efficiency and ensures that our team remains fully prepared to fulfill their duties effectively.

In summary, our reporting procedures are enhanced by the advanced features of the Novagems application, enabling us to provide the **client's** with precise, real-time, and comprehensive data regarding security operations within their boundaries and fire protection areas covered in Mono ship. This proactive approach upholds transparency, accountability, and the highest standards of security services, ensuring the safety and well-being of residents, visitors, and facilities security solutions perfectly attuned to the needs of the **client**. Here is an outline of the qualifications and experience of our support structure:

Secure Shield Security Internal Processes

SSS has well-defined internal processes to ensure the smooth execution of the deliverable. Our recruitment and selection process is rigorous, ensuring that we deploy qualified and experienced personnel for the project. Proposed supervisory personnel bring extensive experience and qualifications to their roles, ensuring effective oversight and management of security operations. Our conflict resolution policy emphasizes proactive communication and collaborative problem-solving to address any issues that may arise during the contract period.



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Qualifications, Recruitment, and Training:

Secure Sheild Security places a high value on qualifications, recruitment strategies, and training programs to ensure that our staff are well-prepared to handle all aspects of security services relevant to the **client** needs. We have a rigorous recruitment process to select individuals who possess the necessary skills, experience, and professionalism required for the role.

Additionally, our training programs cover a wide range of topics, including conflict resolution, customer service, and emergency response protocols, tailored specifically to meet the demands of beach security services.

Below are the details of additional training that **Secure Sheild Security** is providing to its Security Staff.

Experience & Qualifications of Staff Team & Resources

At **Secure Sheild Security**, we understand the critical role that security personnel play in maintaining a safe and secure environment within healthcare facilities. Our security guard qualifications align with the specific requirements outlined in the RFP:

- 1. Basic Security Guard:** Our entry-level security personnel meet or exceed the qualifications specified in the RFP. These guards have a minimum of 6 months to 1 year of experience in security roles. They possess a valid Security Guard License as mandated by the Private Security and Investigative Services Act in Ontario and are certified in First Aid and CPR. They undergo comprehensive training in security protocols, including healthcare-specific procedures, and customer service to ensure a safe and respectful environment for patients and staff.
- 2. Intermediate Security Guard:** Our intermediate-level security personnel have a minimum of 1-2 years of experience in security, including healthcare security roles. They hold advanced certifications such as First Aid, CPR, and Use of Force. These guards have demonstrated proficiency in handling various security situations commonly encountered in healthcare settings. They receive specialized training in healthcare-specific security procedures, further enhancing their capabilities.
- 3. Senior Security Guard:** At SSS we employ highly experienced senior security personnel who meet or exceed the RFP requirements. Our senior guards have a minimum of 2-3 years of experience and are highly skilled in security operations. They have received advanced training in de-escalation techniques, crisis management, and conflict resolution tailored to healthcare settings. In addition to First Aid, CPR, and Use of Force certifications, they are Smart Serve certified and have completed Mental Health awareness training.



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These are senior used to guard assess often various serve qualities, a team

leaders such as and integrity, mentors commitment, for junior security selflessness, personnel, ensuring a cohesive and proficient security team.

Selection procedures for hiring qualified security personnel:

To hire qualified security personnel, **Secure Sheild Security** follows a rigorous selection process. This includes conducting thorough background checks, and medical checkups, verifying licenses and certifications, and assessing candidates based on their experience, communication skills, and problem-solving abilities. Successful candidates must demonstrate a commitment to **Secure Sheild Security**

Security's values and client-centric approach. Please refer to the below steps for hiring the candidate.

Points of Consideration:

- a) Analysis of the tasks required by the client.
- b) Identification of applicants.
- c) Verification of applicant's personal data.
- d) Pre-qualification according to compulsory criteria.
- e) Analysis of applicant's specific competencies
- f) Applicant's criminal record
- g) Review of applicant's references, contacting previous employers
- h) Medical clearance
- i) Aptitude and behavior test, assessment interview.
- j) Final decision by the Operations Branch.

Verification of Qualifications:

1. Will carry out various background checks to verify the qualifications as well as criminal records of applicants. At any cost, we will not accept an ex-convict as security guards or as an employee in our Company.
2. Contact the local police for a background criminal check. If any applicant is found to have tendered false or misleading information about their qualifications and past, such applications are weeded off immediately.

Interview:

- a) During the recruitment process, applicants are interviewed extensively by the Operation Branch. The interview is aimed at testing the confidence and communication skills as well as other qualities that are of interest to the Company.
- b) During the interview, applicants are asked important questions that will help the interviewers make the right choice. Answers given by the applicants during the interview professionalism, respect for others, loyalty, and so on.

Medical Check:



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Graphical Representation of the Secure Sheild Security Hiring Process (on next

If required, the applicants will be requested to submit the results of specified medical tests, such as drug and alcohol screening and tuberculosis.

Final Selection:

Using the results of the screening tests, medical checks (if the site requires them), and background and reference investigation, selection will be completed for several applicants (depending on the number of available slots) who successfully met the requirements for the position. After the selection, successful applicants are contacted and given further instructions on their impending duties, roles, and responsibilities. Despite their previous experience, a newly enlisted security guard will receive a full week (40 hours) of training from the Company. During the training, the newly enlisted security guards are kept educated about the Company as well as the facilities they would guard. They are given every piece of information that they need for them to perform their duties, roles, and tasks efficiently.

Secure Sheild Security Ethical Sourcing Policy:

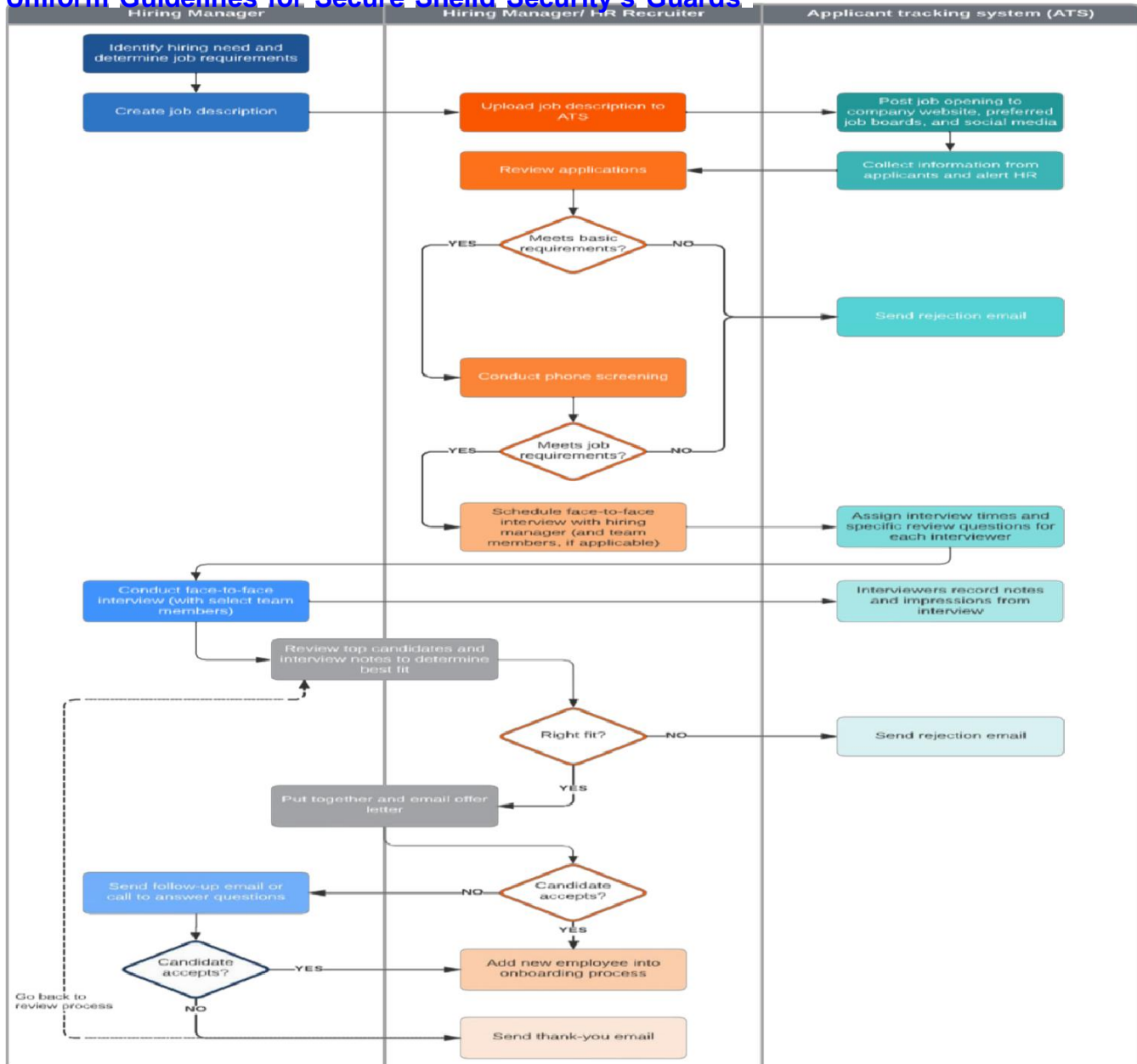
The Company has adopted the following ethical sourcing policy:

- a) Prevent employment of children below 18 years of age.
- b) Workers will be paid a fair, living wage for the type of work they undertake. (As per the wage board provisions). Deduction of wages as a disciplinary measure shall not be permitted.
- c) Workers shall not be required to work more than 12 hours/Day. All overtime must be voluntary.
- d) Harsh or inhumane treatment or abuse whether physical, sexual, or verbal is prohibited and unacceptable.
- e) Discrimination in hiring based on race, caste, religion, disability, gender, age, sex, orientation, or political affiliation is unacceptable.

Note: Please refer to the below picture graphical representation of the HR Process for more clarity and information.

page)

Uniform Guidelines for Secure Sheild Security's Guards



The Secure Sheild Security uniform portrays authority and professionalism, creating an environment of order and uniformity. In the security industry, our employees' image mirrors our professionalism, and maintaining a polished appearance is of utmost importance. To assist you in achieving this standard, please adhere to the following guidelines.

Uniforms:

- Black/Grey shirt (short or long sleeve) fully buttoned and neatly tucked into pants.



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- Mandatory tie for both men and women, impeccably fastened around the collar.
- Black pants worn at the waist, secured with a belt.
- Service belts can be worn within the waistband or attached with removable waistbands.
- Dark socks (black or navy blue).
- Black shoes and boots, closed and appropriate for the uniform, always kept thoroughly polished.

Winter Attire:

- Pilot-type jacket.
- Tuque (winter hat).

Concierge Uniform:

- Black/Gray full-button-down shirt, meticulously ironed and tucked into pants.
- Black blazer and pants, clean and well-pressed.
- Wearing a tie, belt, and visible nametag is essential.
- Closed black shoes, both clean and polished.

Event Security Uniform:

- Black/grey expertly pressed and tucked into pants.
 - Black pants, well-pressed and clean.
 - Wearing a belt and badge is mandatory.
- Closed black shoes, thoroughly cleaned and polished

NOTE: For visual reference, please find the photographs showcasing the prescribed attire that our uniformed guards are expected to wear throughout their service at last page

Training Provided to Secure Shield Security:

Our commitment to excellence in security aligns with the requirements outlined by HPL in the RFP for security guard services. We shall tailor our comprehensive training programs to address the specific needs of providing security services within the HPL boundaries and landfill area. Our guards are trained/will get the following training tailored to the requirements of the client.

1. **Legal Compliance and Licensing:** Guards will undergo training to ensure compliance with the Private Security and Investigative Services Act, 2005, and possess all necessary licenses.
2. **Emergency Response and Fire Safety:** Our security personnel are trained in emergency response protocols, including fire safety procedures and fire scene management.



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3. **Conflict DE- Escalation and Crisis Management:** Our guards receive training in handling difficult or aggressive situations with diplomacy and professionalism, ensuring the safety of all involved parties.
4. **Patrol and Access Control:** Our training encompasses patrolling techniques, access control procedures, and maintaining scene continuity as required by the client.
5. **Customer Service and Communication:** Our guards are trained in customer service skills to interact effectively with patrons and address their needs while maintaining security protocols.
6. **Health and Safety Compliance:** Our training programs include health and safety protocols ensuring compliance with regulations and promoting a safe environment.
7. **Risk Assessment and Management:** Our guards are equipped to assess and mitigate security risks contributing to proactive security measures.
8. **Report Writing and Documentation:** Our guards undergo training in maintaining accurate incident reports, and adhering to the 's documentation and reporting standards.
9. **Crisis Intervention and First Aid:** Our all-security personnel are certified in emergency first aid and CPR, ensuring prompt and effective responses to medical emergencies.
10. **Vendor Code of Conduct:** Our guards and supervisors will be subjected to the Vendor Code of Conduct, ensuring professionalism and accountability in service delivery.

At Secure Sheild Security, we are committed to providing a highly qualified and professional security team that meets and exceeds the specific requirements outlined in the RFP for security guard services. Our customized training programs ensure that our personnel are well-prepared to uphold the highest standards of security and contribute to the safety and well-being of residents, visitors, and facilities within the boundaries.

Secure Sheild Security Additional Training List

Course Name	Training Format	Duration
Leadership	Instructor Led & E-Learning	12 Hours
First Aid	Instructor Led	8 Hours
Regulatory Compliance	E-Learning	16 Hours
Basic Health & Safety	E-Learning	4 Hours
WHMIS - GHS	E-Learning	4 Hours



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WHVD - Workplace Violence & Harassment	E-Learning	4 Hours
Communicable Diseases (Covid 19)	E-Learning	4 Hours
On-Boarding	E-Learning	16 Hours
Threshold Knowledge Test	E-Learning	Questionnaire
Remedial Training	E-Learning	Self-Learning
OHRC - AODA - IASR (Human Rights Site)	E-Learning	4 Hours
Regulatory Compliance	E-Learning	12 Hours
Fire System Training	E-Learning	16 Hours
Fire Training Simulator	Instructor Led	4 Hours
Use of Force - Self-Defense & Handcuffing	E-Learning	12 Hours
Use of Force - Self Defense & Handcuffing	Instructor Led	8 Hours
Use of Force - Baton	E-Learning	12 Hours
Use of Force - Baton	Instructor Led	8 Hours
Healthcare Security - NVCPI - Hands On	E-Learning	12 Hours
Healthcare Security -NVCPI - Hands On	Instructor Led	8 Hours
Mental Health First Aid	E-Learning & Instructor Led	20 Hours
Patient Watch	E-Learning	4 hours
Predictive Profiling - Counter Crime	Instructor Led	12 Hours
Construction Security	Instructor Led	4 Hours
Guard Tour Assignment/Patrol	Instructor Led	4 Hours
By - Law Enforcement	E-Learning & Instructor Led	8 Hours

Secure Sheild Security dispatch process and escalation procedure for service concerns or queries and documentation to support positive safety record



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includes contact information for emergency contacts at the site, emergency contacts at Secure Shield Security has a **24/7** dedicated number for dispatch / Emergency Response and after-hours support for field staff and clients **+12269787406** Mobile is dispatched to sites when required. Service concerns or queries are communicated to mobile supervisors by site guards. If not resolved, then mobile supervisors escalate the issue to the Operations Manager.

In the event of emergencies, including fires, floods, bomb threats, violence, natural disasters, etc., our guards are equipped with emergency response guidelines and SOPs. Our standardized escalation process ensures timely and effective responses, as outlined below:

1. **Emergency/incident:** Guards call 24/7 dispatch and emergency services. If required, emergency services are dispatched.
2. **Mobile Supervisor:** A mobile supervisor is dispatched to the site.
3. **Account/Operations Manager:** The issue is escalated to the account or operations manager.
4. **Incident Report:** A thorough report is completed and shared with the client.

Our guards utilize Novagems' application for all daily activity and incident report documentation, ensuring real-time incident documentation and tracking.

Additionally, guards utilize hard copies of Daily Occurrence Reports (DORs) and incident reports, as well as guard memo books provided by clients.

Recognizing the critical nature of uninterrupted security services for the client, our contingency plan for unexpected staff shortages ensures continuous and effective security coverage through rapid deployment, cross-training, collaboration with industry partners, and proactive staffing monitoring.

Secure Shield Security General Applicable Response to Protocol

Secure Shield Security provides guards with emergency response guidelines and SOP for all emergency events such as Fires, floods, bomb threats, violence, natural disasters, etc.

A standardized escalation process is in place for security guards to follow in case of such emergencies. A site-specific emergency contact list is provided to the guard which Secure Shield Security as well as all the contacts for local emergency services (Police department, fire department, Paramedic services, etc...)

Types of Reports and Sample Daily Activity Report:

We employ Novagems for electronic reporting, facilitating efficient and organized documentation of daily activities as per the requirements outlined in the RFP. The Daily Operations Report (DOR) is submitted to the daily and encompasses detailed information such as incident details, maintenance requirements, patrol summaries, and relevant photographs. Here's an overview of the components included in the DOR:



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- **Incident Resolution Time:** Average time taken to resolve incidents.
- **Incident Details:** A comprehensive description of incidents, including date, time, location, individuals involved, and actions taken.
- **Maintenance Requirements:** Detailed account of any maintenance issues encountered, actions taken, and follow-up actions required, accompanied by photographs and precise locations.
- **Patrol Summaries:** Thorough overview of patrol routes, timestamps of patrol checkpoints, observations made during patrols, and identification of any unusual activities.
- **Photographs:** Relevant visual documentation capturing incidents or maintenance issues. Additionally, we offer a manual reporting format along with the proposal, serving as a supplementary reporting method for our clients.
- **Communication** can expect to receive the Daily Operations Report (DOR) electronically through Novagems. The report will be shared as an attachment via email or through a dedicated online platform daily at the end of each shift, adhering to the specified reporting requirements in the RFP. In urgent situations, such as safety hazards or security breaches, immediate communication will be initiated via phone call or text message to ensure prompt response and action from our client.

Key Performance Indicators (KPIs) and Measurement Tools:

Our organization utilizes Novagems for tracking and monitoring key performance indicators (KPIs) relevant to security services, aligning with the performance measurement criteria outlined in the RFP. Some of the KPIs we measure include:

- **Response Time:** Average time taken to respond to incidents.

- **Number of Incidents:** Total incidents reported within a specific period.
- **Patrol Effectiveness:** Evaluation of patrol coverage and adherence to designated routes. These KPIs are meticulously tracked and analyzed through Novagems, providing real-time insights into the performance of our security operations. Furthermore, sample KPI reports can be provided upon request, demonstrating our commitment to transparency in service delivery and showcasing our performance metrics in alignment with of the **clients** expectations.

Employee Retention:

Secure Sheild Security employs various strategies to ensure the retention of its staff and maintain a standard level of workforce. These strategies include:



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- **Competitive Compensation:** Offering competitive wages and benefits helps attract and retain talented security personnel.
- **Training and Development:** Providing ongoing training and development opportunities not only enhances the skills and knowledge of security personnel but also demonstrates a commitment to their professional growth, increasing job satisfaction and retention.
- **Recognition and Rewards:** Recognizing and rewarding outstanding performance, dedication, and loyalty encourage staff to continue delivering high-quality service and promote a positive work environment.
- **Employee Engagement:** Actively involving employees in decision-making processes, seeking their feedback, and addressing their concerns helps boost morale and promote a sense of ownership and loyalty.
- **Work-Life Balance:** Promoting a healthy work-life balance by offering flexible schedules, paid time off, and opportunities for advancement helps improve job satisfaction and reduces turnover.
- **Supportive Leadership:** Providing strong and supportive leadership fosters a positive work culture and encourages staff to remain committed to the organization.
- **Career Advancement Opportunities:** Offering clear paths for career advancement within the organization motivates employees to stay long-term, as they see opportunities for growth and progression in their roles.
- **Flexible Work Arrangements:** Providing options for flexible work arrangements, such as remote work or alternative schedules, accommodates employees' personal needs and promotes work-life balance, contributing to job satisfaction and retention.
- **Employee Wellness Programs:** Implementing wellness programs that focus on physical health, mental well-being, and stress management shows that the organization values the holistic health of its employees, leading to higher job satisfaction and retention rates.
- **Transparent Communication:** Maintaining open and transparent communication channels between management and staff fosters trust, encourages collaboration, and ensures that employees feel heard and valued within the organization.
- **Achievements awards:** Regularly recognizing and celebrating employees' achievements, milestones, and contributions reinforces positive behaviors, boosts morale, and strengthens the sense of belonging and loyalty to the company by promoting within the organization.



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1. **President and Founder - Vishal Anand:** With over 10 years in the security industry and

- **Work Environment Improvement:** Creating a safe, comfortable, and inclusive work environment where employees feel respected, supported, and empowered fosters a positive organizational culture and encourages long-term commitment.

By incorporating these additional strategies, Secure Sheild Security enhances its employee retention efforts and maintains a standard staff, ultimately leading to improved service delivery and organizational success.

Section 3: Resources

Account Manager:

Designated Account Manager

Name: andy@secureshieldsecurity.ca

Email: harvy@secureshieldsecurity.ca

Contact No. +1 437-994-7550

Operations Manager:

Name: Harvy Khaira

Email: harvy@secureshieldsecurity.ca

Contact No. +1 437-994-7550

four years at SSS, Vishal Anand possesses invaluable expertise in security management, contract oversight, and leadership.

2. **Operations Manager** - Harvy Khaira boasts over 10 years of security management experience, including four years at SSS. His diverse expertise spans various industries, contract management, and comprehensive security evaluations.
3. **Field Manager - Andy** has accumulated over six years of experience in security operations, with 2 ½ years at SSS. He excels in after-hours leadership, overseeing standard procedures, and effectively managing crises.
4. **Mobile Supervisor - Jay Kang** brings over five years of experience in mobile security operations, including 2 ½ years at SSS. He is known for his prompt and efficient incident response, strong communication skills, and adeptness with security technology.



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5. **Site Supervisor - Gurpreet Singh** has more than five years of experience in site security management, with 11 months at SSS. He demonstrates exemplary leadership in managing security programs, leading teams, and upholding site protocols.

With this experienced team at our helm, **Secure Sheild Security** is well-equipped to meet and exceed the security needs of **our clients** and ensure the safety and security of its premises.

key personnel

Secure Sheild Security's support structure involves an operations Manager overseeing service delivery, Field Managers as after-hours representatives, Mobile Supervisors responding to incidents, and Site Supervisors leading exclusive site security programs. Below is the resume of the staff who will be assigned to support the project. **i. Operations Manager**
- Harvy Khaira

Responsibilities:

- Oversee SSS service delivery across diverse industries.
- Assume full responsibility for industry-specific security plans.
- Collaborate with stakeholders to minimize security risks.
- Conduct comprehensive evaluations of Security Guards.

Qualifications:

- 15+ years of security management experience.
- Certified Security Professional (CSP).
- First Aid and CPR Certificate.
- MLEO Certified (Toronto, Mississauga, Pickering).
- Microsoft server, Active Directory, Win Genius (Toronto).
- Police Foundation Course, Centennial College, Toronto.
- 4 years with Secure Sheild Security.

Expertise:

- Security plan development across diverse industries.
- Management of security teams in various settings.
- Contract management in healthcare, senior care, commercial, industrial, educational, and government sectors.
- Threat assessments for site and personnel safety.
- Positive client relationships and maintaining high service quality. **II. Field Managers - Andy**

Responsibilities:



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- After-hours leadership, standard procedure oversight.
- Act as a mobile resource for on-the-ground support.
- Coordinate after-hours security incidents.
- Develop and maintain emergency response plans.
- Interface with clients during non-business hours.

Qualifications:

- 6+ years of security operations experience.
- Mental Health First Aid, Crisis and De-Escalation Training.
- Traffic Control Training, CPR & First Aid.
- 2 ½ years with Secure Sheild Security.

Expertise:

- Strong leadership and problem-solving skills.
- Knowledge of standard security procedures.
- Excellent communication skills.
- Associate Degree in Security Administration.

III. Mobile Supervisors - Gurpreet Singh Responsibilities:

Regular patrols and alarm response in various facilities.

- Thorough inspections and identification of security vulnerabilities.
- Prompt response to alarms and coordination with law enforcement.
- Complaint handling, investigations, and incident reporting.
- Oversight of a security team on multiple locations.

Qualifications:

- 5+ years in mobile security operations.
- Mental Health First Aid, Crisis and De-Escalation Training.
- Traffic Control Training, CPR & First Aid.
- 2 ½ years with Secure Sheild Security.

Expertise:

- Quick and effective response to incidents.
- Excellent communication and coordination skills.
- Strong observational and problem-solving skills.
- Identification of security risks.
- Certification in Emergency Management.



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Expertise:

IV. Site Supervisors - Jay Kang

Responsibilities:

- Head the security program at an exclusively assigned site.
- Ensure exceptional service from security professionals.
- Train new staff and monitor access control.
- Write reports of daily activities and irregularities.

Qualifications:

- 5+ years in site security management.
- Mental Health First Aid, Crisis and De-Escalation Training.
- Traffic Control Training, CPR & First Aid.
- 11 months with Secure Sheild Security.
- Knowledge of site security protocols.
- Leadership and motivation of security teams.
- Observational and problem-solving skills.
- Identification of security risks.
- Excellent communication skills.
- Proficiency in using security technology

Services Supervision through Geo fencing:

Staff Starting and Ending Duty on Site: Novagems allows us to track the precise start and end times of our security staff's duties through Geofencing. This feature ensures that security personnel are present at their designated posts when their shifts begin and end. This means the staff can only check in when they are in a specific radius. It also notifies to supervisor and operations center, when a guard leaves the duty area.

Patrol Verification: We use Geofencing to verify that security staff conduct patrols as required. Any deviations from established patrol routes or locations trigger alerts, allowing us to promptly address any discrepancies.

Staff Alerts and Safety Check-Ins: Novagems enables staff to send alerts and check in for safety directly through the application. In case of any concerns or emergencies, our security personnel can quickly communicate their status and request assistance if necessary.

Scheduling:

Avoiding Scheduling Conflicts: Novagems assists us in creating conflict-free schedules by considering staff availability and notifying all team members of their assigned shifts. This



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- **General Telephone Security:** For non-Shield's-urgent communication, of these security District service staff required can in email the proactive approach ensures that all shifts are adequately staffed, minimizing scheduling conflicts.

Automatic Schedule Notifications and Reminders: The application automatically notifies our security personnel of their upcoming shifts, reducing the risk of missed assignments.

Schedule reminders help our team members stay organized and punctual.

Request for Proposal (RFP), it is essential to provide a detailed and comprehensive overview that addresses the specific needs outlined. This includes the necessity for 24/7 staffing and the professional appearance of on-site security guards. Below is a structured response covering all pertinent points. Shield Security understands the importance of efficient communication for both urgent and non-urgent matters. We have established specific methods and response times to ensure prompt and effective handling of all issues.

Urgent Matters

For urgent issues such as security breaches, alarms, or other emergencies, District staff should utilize the following methods to ensure immediate attention:

- **24/7 Emergency Hotline:** This dedicated phone line is available at all times for emergencies. District staff can expect an immediate response when calling this number. The emergency hotline ensures that critical situations are addressed without delay.
- **Direct Contact with On-Duty Supervisor:** Each shift has a designated supervisor who can be contacted directly for urgent matters. The on-duty supervisor's phone number is provided to ensure that any immediate concerns are handled swiftly and efficiently. The expected response time is within minutes during patrol hours.
- **Emergency Email:** For situations that may require written communication or additional documentation, District staff can send an email to andy@secureshieldsecurity.ca. This email account is monitored continuously, and responses are typically provided within minutes.

Non-Urgent Matters

For non-urgent issues such as routine inquiries, scheduling, or general information, District staff should use the following methods to ensure their concerns are addressed promptly:

- **Office Phone Line:** District staff can call the office phone line **+1(226-989-6802)** during business hours, which are 24/7. This line is staffed by our administrative team, who can assist with various inquiries. The expected response time is within 24 hours. andy@secureshieldsecurity.ca. This email address is checked regularly, and responses are typically provided within 24 hours. This method is ideal for inquiries that do not require immediate attention but still need to be documented.



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Secure Shield Security currently employs a complement of over 100 security guards. This

- **Additional Information:** To facilitate efficient communication, we encourage District staff to provide detailed information when contacting us. For urgent matters, please include the nature of the emergency, the specific location, and any immediate actions taken. For non-urgent matters, detailed descriptions and relevant context will help us address the concerns more effectively.

By utilizing these communication methods, **Secure Shield Security** ensures that all matters are handled with the appropriate level of urgency and attention, maintaining the highest standards of security and service.

Contact Information

For any further inquiries or to establish direct lines of communication, **please contact:**

First Contact -Operations Manager:

Operations Manager:

Name: Harvy Khaira

Email: harvy@secureshieldsecurity.ca

Contact No. +1 437-994-7550

i. Number of management support staff available for coverage

Secure Shield Security will allocate 10 management support staff for this contract. We will provide a detailed staff roster with names, roles, and contact information, alongside comprehensive staff profiles that highlight qualifications, certifications, and relevant experience. An organizational chart will illustrate the management structure specific to this contract, ensuring clear oversight and accountability. Additionally, historical attendance records will verify the availability and reliability of our management support staff. This comprehensive approach guarantees effective management and support for the security services required by this contract.

ii. Current complement of Security Guards

robust workforce ensures we have ample personnel to meet the diverse security needs of our clients. Our guards are highly trained and experienced, allowing us to provide reliable and effective security services across various locations and situation **iii. 24/7 availability of management and supervision.**

Secure Shield Security is dedicated to providing continuous monitoring and oversight to ensure optimal security services around the clock. We utilize a rotating shift schedule designed to facilitate smooth transitions between shifts, ensuring no lapse in supervision. Each shift is overseen by a designated supervisor supported by a team of highly qualified security officers.



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A standardized escalation process is established for guards to follow in the event of an

Our company is equipped with a state-of-the-art communication infrastructure that includes mobile phones, radios, and an integrated dispatch system, ensuring immediate and reliable communication with management at all times. In the event of an incident, our emergency response protocols ensure that a member of the management team is promptly notified and involved in the decision-making process, leading to swift and effective resolutions.

Moreover, Secure Shield Security leverages the advanced capabilities of the Novagems program to enhance our reporting systems. This technology enables us to provide our clients with real-time updates and detailed reports on every incident, 24/7. By integrating these comprehensive measures, we guarantee a high level of security service and responsiveness to meet all client needs.

Secure Shield Security provides a 24/7 dedicated dispatch and emergency response number for after-hours support for field staff and clients: +1 (226) 978-7406. This mobile service is dispatched to sites as needed. Service concerns or queries raised by site guards are communicated to mobile supervisors. If the issue cannot be resolved at this level, mobile supervisors escalate it to the Operations Manager, ensuring prompt and effective resolution **(Escalation process already included)**

Respond to emergencies

Secure Shield Security equips guards with comprehensive emergency response guidelines and Standard Operating Procedures (SOPs) tailored to various emergency events, including fires, floods, bomb threats, violence, natural disasters, and more. These guidelines ensure that guards are well-prepared to handle any emergency situation effectively. emergency. This process provides clear steps for escalating the situation and seeking appropriate assistance promptly.

Additionally, guards are provided with a site-specific emergency contact list. This list includes contact information for emergency contacts at the site, as well as within Secure Shield Security. Furthermore, it includes the contact details for local emergency services such as the police department, fire department, paramedic services, and other relevant agencies. This ensures that guards have access to essential resources and support to manage emergencies efficiently and effectively.

Current scheduling practices, how customer service is managed.

Secure Shield Security ensures that its guards are proficient in customer service skills, enabling them to interact effectively with patrons while upholding security protocols. With a dedicated business development department and 24/7 dispatch and emergency response support, we prioritize client satisfaction. We maintain open channels of communication to promptly address any service concerns or queries that may arise. Additionally, our guards receive specialized customer service training, equipping them with the necessary interpersonal skills for positive interactions with hospital staff, patients, and visitors. Integration with NOVA GEM scheduling further enhances our ability to manage staffing efficiently and ensure seamless service delivery.



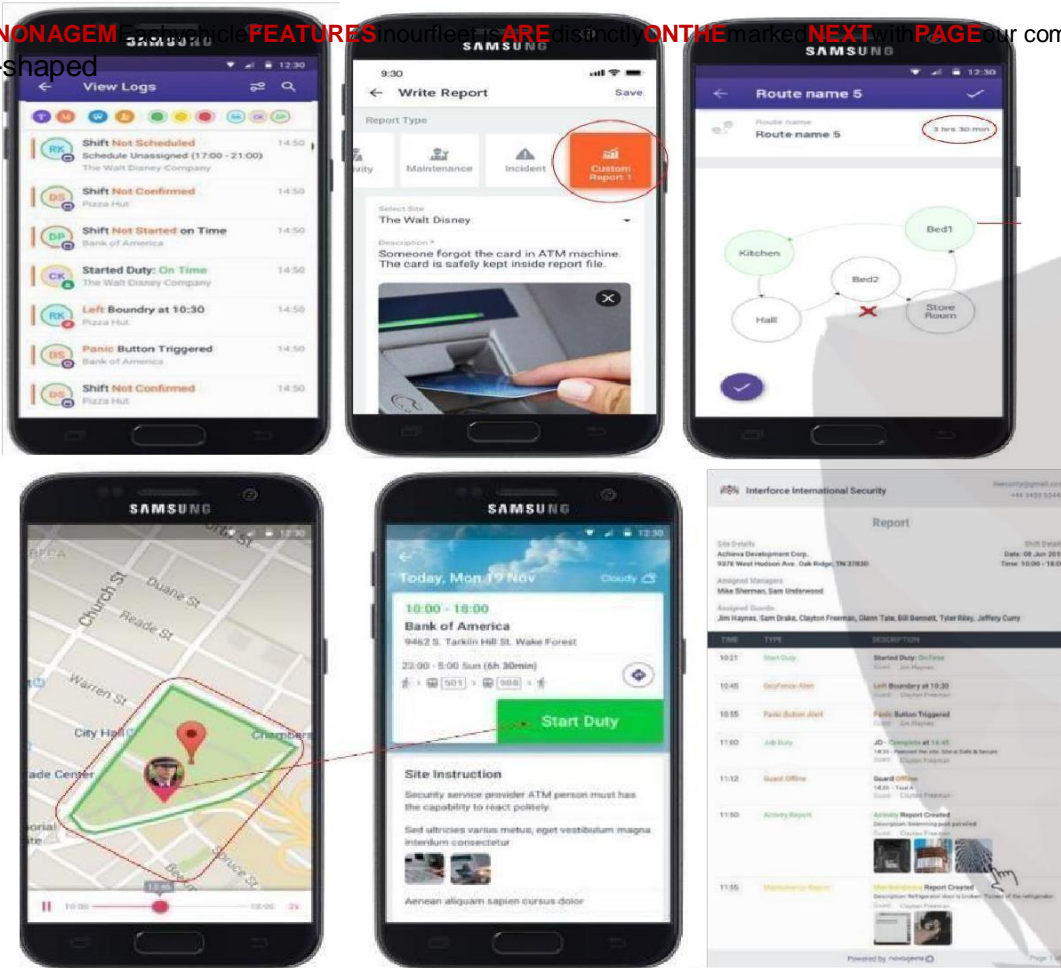
SECURITY
We Guard. We Protect. We Secure.

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NONAGEN mobile FEATURES are distinctly ON THE marked NEXT with PAGE our company logo, featuring a round-shaped



Our fleet of vehicles, specifically designated for staff fulfilling Level 3 Mobile Security Guard and Level 4 Mobile Security Guard Supervisor roles, comprises a selection of ex-police vehicles, sedan and SUV, including models such as the Dodge Charger, Ford Taurus, and Ford Explorer, manufactured between 2015 and 2023. These vehicles are chosen for their exceptional performance, reliability, and versatility, ensuring they meet the diverse operational needs inherent in security service delivery.

design in a grey color scheme. The logo prominently showcases the silhouette of a falcon, symbolizing strength and vigilance, which is applied to both sides of the vehicle as well as the rear screen. This design ensures consistent and recognizable branding across our fleet.

In addition to the logo, our company vehicles prominently display the word "Security" through visible labeling, clearly communicating their purpose to the public. Each vehicle also features a



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1. Internal Communication:

unique security vehicle number, strategically positioned for easy identification and enhanced public awareness.

Our commitment to professionalism and public safety is further underscored by the meticulous presentation of our marked vehicles. We prioritize a cohesive and recognizable appearance to instill confidence in our clients and the public, reinforcing our dedication to providing exceptional security services in Hamilton

Section 4: Training

Secure Shield Security is committed to ensuring that our staff are fully prepared to respond to emergencies as outlined in the Terms of Reference. Our comprehensive emergency response plan encompasses training, communication protocols, coordination with local authorities, and continuous improvement measures to ensure the highest level of safety and security. Below are the detailed components of our emergency response plan:

Training and Preparedness

1. Initial Training:

• **Emergency Response Procedures:**

All security guards receive extensive training on emergency response procedures specific to the HPL, including fire evacuations, medical emergencies, active shooter situations, and natural disasters.

- **Scenario-Based Drills:** Guards participate in regular scenario-based drills to practice their response to various emergencies, ensuring they can act swiftly and effectively under pressure.

2. Ongoing Training:

- **Refresher Courses:** Regular refresher courses are conducted to keep security personnel up-to-date with the latest emergency response protocols and techniques.
- **Advanced Training:** Guards are offered advanced training opportunities, such as crisis intervention, conflict de-escalation, and advanced first aid, to enhance their emergency response capabilities.

Communication Protocols

- **Chain of Command:** A clear chain of command is established to ensure efficient communication during emergencies. Security guards know whom to report to and how to escalate issues appropriately.
- **Emergency Contact List:** An updated emergency contact list is maintained, including key HPL personnel, local emergency services, and Secure Shield Security management.

2. External Communication:



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- **Resource Allocation:** Stockpiling of essential supplies (water, food, emergency blankets)
- **Local Authorities Coordination:** Pre-established communication channels with local law enforcement, fire departments, and medical services ensure prompt coordination and assistance during emergencies.
- **Notification Systems:** Utilization of advanced notification systems, such as mass SMS alerts and public address systems, to quickly inform HPL staff and visitors of emergency situations and required actions.

Response Procedures

1. Fire Emergencies:

- **Evacuation Plans:** Detailed evacuation plans are developed for each HPL location, with clearly marked exits and designated assembly points. Security guards are trained to guide and assist patrons to safety.
- **Fire Drills:** Regular fire drills are conducted to ensure preparedness and to familiarize both security personnel and HPL staff with evacuation procedures.

2. Medical Emergencies:

- **First Aid Training:** All security guards are trained in first aid and CPR, with some personnel holding advanced first aid certifications.
- **Medical Equipment:** Automated External Defibrillators (AEDs) and first aid kits are strategically placed throughout HPL locations. Guards are trained in the use of this equipment.
- **Emergency Medical Services (EMS) Coordination:** Guards are trained to quickly assess medical emergencies, provide initial care, and coordinate with EMS for rapid response.

3. Active Shooter Situations:

- **Active Shooter Protocols:** Security guards receive specialized training in active shooter response, including lockdown procedures, safe escape routes, and techniques for neutralizing threats.
- **Collaboration with Law Enforcement:** Regular coordination and joint drills with local law enforcement agencies to ensure a cohesive and effective response.

4. Natural Disasters:

- **Disaster Preparedness:** Guards are trained in response protocols for natural disasters such as earthquakes, tornadoes, and floods. This includes evacuation procedures, shelter-in-place directives, and communication plans. and ensuring accessibility to emergency kits.
- **Post-Incident Analysis:** After any emergency, a thorough after-action review is conducted to evaluate the response effectiveness, identify strengths and weaknesses, and implement improvements.
- **Feedback Loop:** Incorporating feedback from security personnel, HPL staff, and emergency responders to refine and enhance emergency procedures.



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2. Regular Audits:

- **Compliance Checks:** Regular audits are conducted to ensure all emergency equipment is functional, and all protocols are up-to-date and compliant with local regulations.
- **Drill Evaluations:** Continuous evaluation of drills to ensure realistic and effective practice scenarios.

By implementing these comprehensive measures, Secure Shield Security ensures that our staff are well-equipped to respond efficiently and effectively to any emergency, providing a safe and secure environment for the Hamilton Public Library.

Secure Shield Security Briefly explained here employs a comprehensive approach to ensure that the training and certifications of all security guards remain current and validated. Our methods include:

Continuous Training and Recertification

Ongoing Professional Development: Security guards participate in regular training sessions that cover the latest security protocols, de-escalation techniques, and first aid. These sessions are designed to keep guards updated with the newest practices and regulations.

Mandatory Recertification Programs: Guards are enrolled in mandatory recertification programs to maintain their skills and compliance with industry standards. These programs include refresher courses and assessments to ensure their knowledge remains current.

Management Tools for Documentation and Alerts

Centralized Management System: We utilize a robust centralized management system to document all training and certification records. This system stores comprehensive information about each guard's credentials, including dates of completion and expiration.

Automated Alerts and Notifications: The management system is equipped with automated alerts and notifications that provide warnings of upcoming expiry dates for training recertification's and security guard licenses. These alerts are sent to both the individual guards and the management team, ensuring timely renewals.

Compliance Tracking: The system includes compliance tracking features that monitor the status of each guard's certifications and licenses, ensuring that all personnel are in full compliance with the Ministry's requirements.

Reporting and Auditing: Regular reports are generated to review the status of certifications and training. These reports are used for internal audits and to ensure that all guards meet the required standards without lapses.



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Retirement Savings Plans: In addition to immediate benefits, we support our Security Guards through these methods and tools. Secure Shield Security ensures that all security guards maintain current and valid training and certifications, providing reliable and compliant security services.

Section 5: Compensation

Secure Field Security prioritizes being an employer of choice, aiming to provide a comprehensive total compensation package designed to support the well-being and security of our Security Guards. Our commitment extends beyond competitive wages to encompass an array of benefits tailored to meet the diverse needs of our employees:

Competitive Wages: We offer competitive compensation reflective of our Security Guards' skills, experience, and responsibilities, ensuring fair remuneration for their valuable contributions.

Extended Health Benefits: Our benefits package includes extensive health coverage, encompassing medical services, prescription drugs, paramedical services (such as physiotherapy, chiropractic care, and massage therapy), and vision care. We prioritize preventive care to promote overall health and well-being.

Life Insurance: To provide financial security for our Security Guards and their loved ones, we offer life insurance coverage. In the event of an unfortunate circumstance, this benefit ensures beneficiaries receive a lump-sum payment, offering peace of mind during challenging times.

Disability Insurance: Recognizing the potential impact of unforeseen events, we provide disability insurance to offer income replacement if a Security Guard becomes unable to work due to injury or illness. This coverage helps mitigate financial strain during periods of incapacity. Guards' long-term financial security through retirement savings plans. We offer contributions or matching programs to help them build a solid financial foundation for the future.

Employee Assistance Programs (EAP): Mental health and well-being are integral to overall wellness. Our EAP provides confidential counseling and support services to assist Security Guards and their families with various personal and work-related challenges.

Training and Development Opportunities: We invest in our employees' professional growth by offering training and development programs. These initiatives enhance skills, expand knowledge, and empower career advancement, fostering a culture of continuous learning and improvement.

We provide a comprehensive total compensation package that includes extended health benefits, life insurance, dental insurance, disability insurance, retirement savings plans, employee assistance programs, and training opportunities, Secure Shield Security



SECURITY
We Guard. We Protect. We Secure.

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Demonstrates our commitment to prioritizing the holistic well-being and security of our Security Guards. These benefits not only attract top talent but also cultivate a supportive and thriving work environment where employees feel secure and safe in log terms.



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www.secureshieldsecurity.ca

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“Secure Shield Security”

Requirement Details:

Date: November 18, 2024

Requirement Details:

Client Name: SALANDRIA LTD.

Email: larrya@salandria.com

Name: Larry Artan

Phone: 416-561-0311

SECURE SHIELD SECURITY				
Estimated Cost - Demolition Project : 51 Panorama Crt Toronto				
Type of Guard	Weekly Hours	Pay Rate	Monthly Hours	Monthly Cost
Guard with Marked Vehicle	84	\$27.95	364	\$10,174
Guard without Vehicle	84	\$22.95	364	\$8,354
Monthly Cost				\$18,528
<u>HST@13%</u>				\$2,408.64
Monthly Cost with HST				\$20,936.64

Security Guards Rates		
Type of Guard	Hourly Rate	Statutory
Guard With Marked Vehicle	\$27.95	\$41.93
Guard Without Vehicle	\$22.95	\$34.43



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Our Guards:

