

# 2015 Security

*Each year all Securitas divisions in North America recognize its Security Officers of the Year for Heroism and Performance. The 2015 recipients traveled to Parsippany, NJ where they were honored at a presentation and luncheon attended by the Division Management Group and all Region Presidents. They were also treated to dinner and a private tour of New York City.*

## Pauline Johnston

### Security Officer of the Year for Heroism



(left to right) COO Bill Barthelemy, President Securitas Canada Trevor Thompson, Pauline Johnston, President North America Santiago Galaz, Area Vice President Lance Kelly

This award recognizes a security officer who demonstrates courage, daring, professionalism and self-sacrifice while helping to protect people and property. The 2015 award winner is Pauline Johnston of the Calgary, Alberta, Canada branch office. She has been with the company for approximately one year and is assigned to Edon Management – Lethbridge.

Johnston protected a customer of the client facility by recognizing patterns in behavior of regular customers and acting on unusual breaks in those patterns to help save a man's life. On October 12<sup>th</sup> (approaching the Thanksgiving holiday in Canada), Johnston noticed that an elderly man (a customer of the client's site) had not been in the building since Oct 7<sup>th</sup>. This struck Johnston as unusual, as he had been in almost daily since the day that she began working at the Lethbridge Provincial Building.

He would come in to purchase a few snacks before going into the Alberta Works office to read the newspapers, and often stopped by the security desk to speak with Johnston. She thought that perhaps he was not visiting the site due to the cold weather. On October 13<sup>th</sup> Johnston mentioned to a social worker that he had not been around and perhaps something was wrong. The social worker dismissed this, saying the man could have gone away for Thanksgiving. The next day, in conversation with some clients of Alberta Supports, Johnston discovered that he had not been answering his phone. She then became very worried and asked the Alberta Supports staff to conduct a wellness check.

She knew that the man lived in the Haig Tower (a low income senior social housing high rise directly across the street from her job site), and asked that a social worker from the Housing Unit conduct a wellness check. The workers said that they would do this as soon as possible, and a short time later came to the security desk and informed Johnston that her concern was correct. The social worker had gone to the man's apartment and found him lying on the floor. The man had fallen about five or six days earlier and was unable to get up. EMS was called to transport the man to the hospital, where he recovered and returned to his apartment approximately two weeks later.

In December 2015, a celebration was held in Toronto, where the Country President, Area Vice Presidents, Area Operation Managers, and all Branch Managers attended. Area Vice President Lance Kelly said of Johnston, "This officer works in an environment where she performs heroic acts on a regular basis. The location is in a low socioeconomic area of the city and contains several agencies that would challenge the most skilled and patient security professional. Pauline takes great pride in knowing her clients and treating them with the respect they so richly need and deserve. We typically see officers winning this award for their actions or for what they see. This young lady is being recognized for noticing what was missing."

# Officers of the Year

At the ceremony held in Parsippany, Country President Trevor Thompson presented Johnston with a plaque and a check for \$5,000. He commented, "Pauline is amazing; she handles her post with grace and professionalism. She has a great attitude, and is very dedicated to her work. She is always vigilant and watches for anyone who may be in trouble or perhaps causing it."

Johnston said, "I am proud to be working with Securitas Canada and surprised that they recognize employees like me. I was just doing my job and trying to be helpful."

**Please join us in congratulating Pauline Johnston on being named the 2015 Security Officer of the Year for Heroism.**

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## Nicholas Watson

### Security Officer of the Year for Performance



(left to right) Region President Kelly Stone, Branch Manager John Larson, Nic Watson, President North America Santiago Galaz, COO Bill Barthelemy

Security Officer Nicholas (Nic) Watson of the North Central Region was recognized for consistently providing excellent service and outstanding performance. He has worked for Securitas USA for almost two years as a night shift supervisor at Corte Bella, a gated community in Phoenix, AZ.

Branch Manager John Larson stated, "Nic demonstrates enthusiasm, professional demeanor and attention to detail to his duties on a daily basis, and he is reliable, dedicated and eternally upbeat. He has gained positive recognition from management and the Board of Directors of the community he serves. He was also able to recognize a situation that was out of the ordinary in the community where he works and his persistence paid off."

In April 2015, Security Officer Watson arrived at his assigned post and proceeded to a resident's home for a welfare check. When he arrived, he knocked on the front door and rang the doorbell, but received no response. He then noticed both a red SUV parked in the garage and the resident's mailbox full of mail. Based on these observations, he notified the Sheriff's office and requested a welfare check, but was told by the operator that a previous welfare check had recently been canceled by the resident's daughter. Watson insisted on another welfare check over the advice of the operator, so an order was entered and the deputy sheriffs were notified. Deputy sheriff's officers, fire trucks and ambulances arrived and broke down the resident's front door. The resident, an elderly woman who lived alone, was found on the floor, unable to rise and call for assistance. The resident was transported to a local hospital where she was hospitalized for several days for treatment and recovery.

At the presentation held in Parsippany, Region President Kelly Stone presented Watson with a plaque and a check for \$5,000. He commented, "It is people like Nic who make me proud to be in this profession."

Watson said, "I want to thank everyone for this award; it means a lot to me and my family." Watson was also featured in the Corte Bella Community Magazine, has recently been promoted to Site Supervisor and is looking forward to continuing his career with Securitas USA. In addition to the award presented by Securitas USA, Watson was also named Security Officer of the Year for the local Phoenix ASIS Chapter.

**Please join us in congratulating Nic Watson on being named the 2015 Security Officer of the Year for Performance.**