



# Chapter #162

## Calgary / Southern Alberta

### WIT AND WISDOM

October 2006

Welcome from the Chair,

Fall 2006

*Calgary/Southern Alberta Chapter 162, Message from the Chair*

Doug Durant, CPP  
G4S Security Services (Canada) Ltd.

**Large Representation of Canadians at Annual Seminar**

The 52<sup>nd</sup> Annual ASIS International Seminar was held in San Diego California September 25 – 28. Once again it showed how popular and important this annual event is with over 23,000 attendees.

Part of that group, was a large representation from Canada. Both the public and private sectors were well represented with attendees from right across Canada. Convergence was an underlying theme to many presentations, focusing on how IT and physical security have and our coming together to form comprehensive protection programs.

The annual “Canada Night” was held again on the Sunday evening where several hundred Canadians or Adopted Canadians met and enjoyed some delicious food and spirits.

This evening has truly become the second largest unofficial event at the Seminar each year.

Several of our local chapter members presented educational sessions and they were well received. This list included Glen Kitteringham, Kathy Macdonald & Bernie Bedard

On Sunday September 24, the AGM was held for all Canadian Chapters. This was an opportunity to meet with other chapter executive to exchange and share information about each others chapter activities. New ideas and best practices were discussed with one another with a common goal as providing all chapter members more interest and value at the local chapter level.

For those that have not had the opportunity to attend one of the Annual Seminars, make plans for next years Seminar as it will be held in Las Vegas, Nevada.

Best Regards,

Doug Durant, CPP  
Chapter Chair

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## Editors Notes:

Blaine Gillam, CD  
The Banff Centre

### **Emergency Response**

Inherent to every business is certain unforeseen events that may create an emergency situation. A carefully considered plan of response can reduce or prevent injuries, minimize damage to property and contribute to the credibility of the organization.

While minimizing injuries and damage is the primary objective during an emergency, it must also be recognized that good corporate citizenship requires cooperation with the media and sensitivity to family members of accident or crisis victims.

Every corporate organization should have a public relations person, or person designated as such, to respond to any media or other persons inquiring into the cause, results or other information surrounding an emergency or crisis.

A crisis could be any situation which causes, or is likely to cause a threat of injury to anyone, the loss of human life, unsafe conditions, personal injury or any event that causes workplace disruption or extensive damage to property and requires immediate response.

Below are a couple great links with emergency response information.

<http://www.psepc.gc.ca/prg/em/gds/genprep-en.asp>

<http://www.safecanada.com>

## CPP Representative Report:

Glen Kitteringham, M.Sc., CPP  
Brookfield Properties

### **2007 CPP Study Group**

I have created a 2007 CPP study schedule with the first class starting January 10th. The last class will be ending April 28th. As of August 31<sup>st</sup>, 2006, there are 7 people committed to the study group. Anyone interested in adding their names to the list can email me at [gkitteringham@brookfieldproperties.com](mailto:gkitteringham@brookfieldproperties.com). Our 2006 study group started with 22 registrants. By the last class, we were down to about a dozen regulars. By all accounts, the group thought we had a successful time and many expressed how impressed they were with the quality of the guest speakers. I plan on having many of the same high quality presenters in 2007. The registration fee will be \$75.00. We are scheduling 2 practice exams, the same as last time around. We will again be focusing on all 4 of the Protection of Assets Manuals, the Handbook of Crime Prevention and Loss Prevention, 4<sup>th</sup> Edition and A Security Professional's Practical Guide to the Law, written by the Chapter's own Dave Ray. As in 2006, study sessions will be held at Fifth Avenue Place in the conference facility Wednesday evenings from 5-8 pm.

I am looking for an accurate count if possible so I can order up to date copies of the CPP Study guide which will be available at a cost approximately of \$105.00. In addition, the Chapter will be purchasing a CD of all 9 video taped study sessions by some of ASIS International leading CPP experts.

I am looking forward to again coordinating this upcoming study session and would like to hear from as many interested people as possible.



## Treasurer

Gina Arbeau, CPO, CSS  
Market Mall  
Executive Professional Centre

### Security Training – Responsibility & Liability

Recently, and over the last 2 years, violence and use of weapons has increased in the Calgary area. Drive by shootings, shoot outs, bank robberies, and assaults are some of the issues that society and security are facing today.

Many security officers are not prepared mentally or physically for the challenges these incidents present. For example, if an on duty officer happens to walk into a situation where a weapon is being used how would he/she respond?

It is important to go over these scenarios with the team to ensure they are prepared and proactive in their response. Table Top Drills that discuss violent situations where the results could be a serious injury or death need to be addressed monthly.

It is equally as important for the team to be adequately trained. Training such as Close Quarter Combat, Counter move techniques, and Conflict Resolution are all vital teachings considering the rise in criminal activity.

If an officer comes across someone who has a weapon, a serious injury could be avoided if the officer is trained to disarm or counteract a move that may be lethal.

Without proper training and instruction the results may be detrimental to the company, the team, and the officer on duty. Preparation and training is three-quarters the battle. However, security can only respond with as much technique as he/she is trained for and the rest is sometimes timing.

Responsibility rests with management, and it is imperative that we as a security community take recent incidents seriously and respond proactively by reviewing our training and teachings. We need to keep up with the changes of an expanding city that now has a population reaching over one million citizens.

Now is the time to put into action the necessary training. It's too late if we wait until an incident occurs and someone gets seriously injured. If we wait, the repercussions are just too great.

## **Member profile of Gina Arbeau, CPO, CSS By Glen Kitteringham, M.Sc., CPP**

Gina Arbeau, Chapter Treasurer, has been working in the security industry for the past 12 years. Currently, she is the Manager of Security & Life Safety at Market Mall for Cadillac Fairview. She has been in this present capacity for just under 1 year. Previously, Gina has worked for G4S Security Services (Canada) Ltd in the capacity of Human Resources Manager. Before that, she worked with Brookfield Properties for several years in a variety of positions, culminating with a Security & Life Safety Manager's position at Gulf Canada Square.

Augmenting her years of practical experience is a Criminology Diploma from Mount Royal College and a Security Management Certificate from the University of Calgary. She has also attained her Certified Protection Officer and Certified Security Supervisor designations from the International Foundation for Protection Officers. Gina is currently studying for her Human Resource Certificate from the University of Calgary.

Gina has been involved in the Executive for just over three years, all in the capacity of Treasurer. She volunteers for the experience, to network in the community, to stay in touch with current issues in the security industry and to build relationships within other professionals. Her long-term professional aspirations are to obtain her CPP, then pursue a certification in OH & S to better understand the importance of compliance in safety standards that apply to the security field. Eventually Gina would like to teach in the security field.

When asked about what she enjoys about the security industry, this is what Gina had to say: –

“Security has stereotypically been seen as an industry filled with 'warm bodies' to sit in front of cameras eating donuts and doing crossword puzzles. Over the last 10 years that perception has been changing. I am proud to say that I have been a part of that change squashing the typecast of the role security plays in today's world. Today, professionals recognize the essential existence of security and are changing the standards necessary to be a part of this growing business”. No longer are security personnel seen as 'warm bodies' content to sit around and let the world go by. They absolutely can not. They are the professionals moving the industry forward through higher standards of education and industry related requirements. The challenges now are to ensure the safety of those on the front lines. Further challenges are to adequately train those who will be first contact to the rise of criminal activity within our communities and to protect those who are

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vulnerable to the threats of terrorism and the fear of attack that is pervasive in today's world. Unstinted training and education is the challenge of the next generation of security.

Gina Arbeau, CPO, CSS  
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Market Mall  
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### **2006 Canadian Security Pioneer Award**

It is with great pleasure that we announce this year's recipient of the 2006 Canadian Security Pioneer Award:  
Roger Maslen, CPP.

The Canadian Region "L" Security Pioneer Award is presented to the Canadian ASIS Security Professional who has consistently worked for the betterment of the security industry over an extended period.

Roger has been a member of ASIS International since 1988, first as a member of the Toronto Chapter, where he spent 2 years on the executive.

He joined the Calgary Chapter in 1994 and immediately took an active role. To date Roger has served in all 4 elected positions on the Calgary executive, including 2 years as Chapter chair.

Roger has also served for the past 10 years as the Chapter Golf committee Chairman which has become a major event for the chapter. This occasion serves as a significant fund raising opportunity with several thousands of dollars being donated each year to worthy causes such as the Canadian Legion Veterans food bank and latterly, Calgary Crime Stoppers.

He spent 3 years as Region 50 RVP and was awarded the Alexander Smart Award as International RVP of the year in 2002.

His last appointment was 3 years as the Group 12 SRVP, (this included task force work in developing the PCI exam)

Roger is tireless in his promotion of ASIS International, at home and abroad, and has been a significant source of encouragement to those embarking on professional certification. He has recently resigned the position of SRVP in order to take up a well-deserved appointment with the Professional Certification Board.

Congratulations Roger!!!

Doug Durrant, CPP



## Physical and IT Security Converge at Tri-Lateral Security Conferences

*Launch event sells out in Calgary*

Three of Calgary's professional security organizations worked together earlier this year to address the growing need for information technology and physical security to converge. The aim? To help security and law enforcement professionals achieve a holistic approach to addressing gaps vulnerable to terrorism and theft risks.

The local chapter of ASIS International and the High Tech Crime Investigation Association (HTCIA), along with the Security Professional Information Exchange (SPIE), organized a one-day focus on the "Anatomy of a 21<sup>st</sup>-Century Crime" as part of the Tri-Lateral Security Conferences initiative. Held on June 28<sup>th</sup> at Bankers Hall in Calgary, the conference sold out quickly, clearly demonstrating the need for this level of professional development.

The conference featured recognized keynote speakers from Canada and the United States, including **Dr. Tom Keenan** from the University of Calgary's Centre for Information Security & Cryptography, who presented the keynote opening address by highlighting how easily information assets can be exploited; **Keith Daniels**, of SEARCH Group Inc. in California, who livened up lunch focusing on Google as an Investigative Tool; and **Tom Musselwhite** from the U.S. Secret Service, who closed the conference with a session on corporate partnerships with law enforcement.

Additional topics included Mobile and Cell Phone Forensics; E-Discovery and Electronic Document Production; Laptop Thefts – A Case Study; Real Time Forensics; and How to Spam, Make Millions, and Not Get Caught.

ASIS member **Howard Moster**, CPP, of Practical Protection Associates, travelled from Edmonton to present a session on Physical Security and RFID Technology. Howard began by highlighting advances in radio frequency identification technology, explaining that typically passive access control cards that are "read only," and smart cards that may contain some personal data, have been joined by technology such as active tags.

These can now accurately read in the 100-yard range, for example capturing 24 cards in a passenger van going through a checkpoint at 60 kilometres per hour. Such tags used in conjunction with a checkpoint system can have strong benefits when used to control such high-value assets as laptops.

Howard also emphasized the need for the concepts of detection, delay and response to work in conjunction with each other, noting that we often base our security systems on detection alone, and that we need to address delay and response equally.

Feedback from conference attendees was very positive, and all three organizations are looking forward to applying lessons learned to the next Tri-Lateral Security Conferences.

For further information on Calgary's professional security organizations, click on the below links:

<http://asiscalgary.org/>

<http://www.spie.ca/>

<http://www.htcia.ca/>

# Chapter #162 Calgary / Southern Alberta

## Executive Members

	Executive's Name	Employment	E-mail Address	Work Number
Chair	<b>Doug Durant, CPP</b>	G4S Security Services	<a href="mailto:doug.durant@ca.g4s.com">doug.durant@ca.g4s.com</a>	403-735-1141
Past Chair	<b>Glen Kitteringham, CPP</b> <b>Sean Bolli</b>	Brookfield Properties	<a href="mailto:gkitteringham@brookfieldproperties.com">gkitteringham@brookfieldproperties.com</a>	403-620-8114
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CPP Chair	<b>Glen Kitteringham</b>	Brookfield Properties	<a href="mailto:gkitteringham@brookfieldproperties.com">gkitteringham@brookfieldproperties.com</a>	403-620-8114
Treasurer	<b>Gina Arbeau</b>	Cadillac Fairview	<a href="mailto:Gina.Arbeau@cadillacfairview.com">Gina.Arbeau@cadillacfairview.com</a>	403-202-4434
Secretary	<b>James Sanford</b>	SimplexGrinnell	<a href="mailto:jsanford@tycoint.com">jsanford@tycoint.com</a>	403-444-3234
Webmaster	<b>Sean Bolli</b>	Brookfield Properties	<a href="mailto:sbolli@brookfieldproperties.com">sbolli@brookfieldproperties.com</a>	403- 941-4441
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Legislative Chair	<b>Ray McPhee</b>	Brookfield Properties	<a href="mailto:rmcpee@brookfieldproperties.com">rmcpee@brookfieldproperties.com</a>	403-371-4983
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