

**Special points of interest:**

- This Month's Theme: Security 10 Years Ago
- The Past and future of Security
- Review of the 2009 TriLateral Security Conference
- Annual Golf Tournament Information

## **Chair's Message**

By Sean A. Bolli CPP, Chapter Chair

Thankfully the weather has begun to cooperate as we look into the summer of 2009! This will end up being a unique year (as each one is) with its own specific trends, problems and issues. Some of the issues however will be the same as they have always been, whether its theft, insecure doors, fire alarms or property damage. Or have they changed? Over the last 10 years we have seen immense changes and we need to take a big step back to see those changes. In 1999 the big 'risk' was Y2K. The world was on the verge of collapse and there was no guaranteed that even if we dealt with all the possible meltdown scenarios that something could or would happen somewhere.

Terrorism, as we know it today was still a couple years out. The first major Denial-of-Service attack through DNS was itself a couple years out, an event that would kick start a whole new phase of IT Security, leading itself to 'convergence'.

Liability exposure, while already a major tool for Risk Managers throughout business, was finding its way more and more into mainstream security thinking, linking security with business more interminably than ever.

The majority of security departments were still deploying CCTV through analog VCR time lapse systems. 1999 was the year that the first viable commercial DVR came out and it would herald in a completely new era for CCTV for recording, storage, review and network architecture.

Employee theft of proprietary data was a matter of accessing the information and printing it off, the security risk posed by the USB 'Thumb Drive' was still a year out.

Overall when you look back, technology was (as it has been throughout history to varying degrees) a major catalyst in growth and changes to our industry. We still have many of the same threats facing us every day we come to work, but now it's not just a matter of the physical theft of a laptop and the data upon it, it's the theft of that same data directly through an organizations server.

The Security of yesteryear was always about dealing with things you could see, tomorrows security is about keeping track of those assets we can't see. But hasn't that always been the challenge? See the obstacles ahead in order to prevent them today.

I have a feeling we will be looking back from 2019 and feel the same way we do about 1999 today.

Sincerely,  
Sean Bolli, CPP

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## The Security Industry: Canada's Best Kept Secret

By Glen Kitteringham, M.Sc, CPP, F.Syl

The Calgary Herald ran a five day series on crime in the city in the winter of 2008. Interestingly, there was no mention of the security industry whatsoever. There was the standard stuff about the police and various community organizations but disappointingly, to the media and hence the so-called informed public, it seems that the security industry simply does not exist.

On a broader note, when the security industry is mentioned in the media, it is usually as the home of incompetent police 'wannabe's' who work in the uniformed guard industry. The entertainment industry has recently released two movies in the last year. Neither one are flattering to the uniformed guard industry nor specifically to those security personnel who work in the shopping mall environment. 'Paul Blart: Mall Cop' and 'Observe and Report' are just two of the latest movies that make a mockery of the uniformed guard industry and the security industry as a whole. I have to ask the question: why? Why is a multi-billion dollar industry that touches just about every aspect of society practically invisible to the public, except and often as an object of ridicule and derision? The government certainly knows about us. Several provinces across Canada have either recently rewritten their private investigators and security guard acts or are in the midst of re-writing them. However, to the general public and to the non-security industry media, we simply don't exist as a viable and capable entity.

I have given this a great deal of thought and have come up with a few reasons why this may be the case. First, as an industry, we are quite media adverse. Except for a few talking heads who claim to be security experts and are on speed dial when the media wants a 30 second sound bite about a bombing somewhere or some other major event, very few security professionals are either allowed to talk to reporters or quite frankly would rather not talk to them. I only know of one company that allows their security managers to talk to the media. Most organizations simply don't want their security staff chatting with the media and I am not surprised. I have personally seen the media get the facts wrong far too often for anyone to trust that they can get the story right. As a result, just about every self respecting security professional I know walk the other way when they see the media coming.

In addition, the media seems disinterested when given the opportunity to report on the security industry. Case in point was the 2009 Tri-Lateral Security Conference held in Calgary on June 18th and 19th. Several media representatives were present for the entire day and all that was reported by one organization, the Calgary Herald, was that our keynote speaker, Ralph Klein was opposed to the provincial deficit and to the Liberal party; hardly news at all. Herald reporters, along with the rest of the media, ignored the fact that there were dozens of security practitioner presenting from a variety of sectors and that over 175 security professionals from Alberta were in attendance.

It is surprising that for a multi-billion dollar industry, with thousands and thousands of highly trained and capable individuals who work across the broad spectrum of most, if not all the various sectors of the economy as well as all the service providers, many of which are significant institutions in their own right and who often trade on the stock exchange, we are not more well known or recognized.

Even the academic world seems to think we don't exist. A recently published book entitled 'Crime Prevention' written by Nick Tilley; a well known and respected criminological researcher in the U.K. barely mentions the private security industry. It seems we are invisible even to those who make a living researching crime prevention strategies. The question must be asked: Is everyone else blind to what we do or conversely, are security professionals delusional about the impact we can have on crime? I hold out that eventually society will recognize our role in protecting it. It may take many years but eventually it will happen.

Glen Kitteringham, M.Sc, CPP, F.Syl

**"the media seems disinterested when given the opportunity to report on the security industry"**

## LETTER FROM THE EDITOR: Creating Value in the Security World

By Gina Arbeau

10 Years ago I remember working with a team of security people that were eager to work and make changes. However, initially I remember being very bored. We sat in the lobby of a downtown building for 12 hours. Our duties were basically made up of sitting at a desk and greeting tenants and visitors as they came into the building. We had two 15 minute breaks, if we were lucky, and ½ hour for lunch. I would usually take about 10 minutes for a power nap because it would be so boring sitting at the desk continuously smiling as people passed by throughout the day.

Our eagerness took over and we started to plan and think out new ways to do things. First off the keys were in such disarray that we worked at putting together a key list and in the list we described what keys open what doors. We then moved on to exchanging areas where we worked to break up the monotony of sitting in the same place for twelve hours everyday. Between the 4 of us we worked at a desk, patrolled the building, exchanged lobbies and spotted each other's breaks. We made changes, created job descriptions, and enhanced our roles in the building. As a result, we began to create value for security and ultimately for the company we were contracted to.

In his article 'The Security Industry: Canada's Best Kept Se-

cret', Glen Kitteringham alluded to the security industry as being invisible in the eyes of the media and thus the general public unless it is being ridiculed or mocked. I have to agree with his conclusions based on the fact that I have experienced first hand judgment statements stating that security is nothing more than 'doughnut eaters, crossword puzzle solvers, overweight and useless'. 10 years ago the pay that accompanied the job reflected these statements as well.

Since 911 in 2001 almost 9 years ago the stigma about security has progressively changed. When I tell someone that I am the head of security for a large shopping facility many people are quite impressed and many see the value in the work that is required for such a position. At the same time, the security industry has placed a significant value on the learning that is needed to occupy these positions. The educational requirements that are now being stipulated as job requirements have increased the value of the security industry. University degrees and certifications through ASIS and other organizations such as the International Foundation for Protection Officers are now prerequisites for attaining security positions in the industry.

Glen is right when he says that '...society will recognize our role in protecting it.' And for the

most part society does. However, I believe the onus is on us; the professionals. We need to educate the public, we need to ensure our staff is educated, and we need to continue to educate ourselves. Stay current, get involved, and shed the light on what security is accountable for behind the scenes. Even if it is just to let people know that they should not call the dispatch office during a fire alarm because behind the scenes, someone is talking to the monitoring company and dispatching the fire trucks, someone is meeting the fire department, someone is reviewing and assessing the fire panel to locate the cause of the alarm, someone is investigating the area in alarm. We are all doing something behind the scenes and usually it is the most difficult position to be in; nevertheless we are there when it is most important and people need to know.

Gina Arbeau

**"Since 911 in 2001 almost 9 years ago the stigma about security has progressively changed"**

## 2009 Tri-Lateral Security Conference

By Glen Kitteringham, M.Sc, CPP, F.SyI

This year's conference was held June 18th and 19th and the theme was 'Critical Infrastructure Protection'.

The Tri-Lateral planning committee is comprised of members of the High-Technological Crime Investigator's Association, Security Professional's Information Exchange and our ASIS Calgary/Southern Alberta chapter. Fourteen volunteers from a wide variety of backgrounds and experiences sat on the planning committee from late October 2008 to right up until the conference. The com-



mittee collectively put several hundred hours into planning the event.

Preliminary feedback from attendees and presenters is that it is one of the better planned and

attended events that many have attended. Even with uncertain economic conditions prevailing, 180 people were in attendance for the two day conference. Next year's event is planned again to be at the Deerfoot Inn and Casino for June 17th and 18th.

Glen Kitteringham, M.Sc., CPP, F.SyI.

Assistant Regional Vice President

Region 50

## Memories of Times Past

By Vladimir Batinic CPO

**"They said that the electrical systems will fail and this will be followed by mass lootings and general anarchy"**



I got my first job in security exactly 10 years ago, in the summer of 1999. I worked for a company called Danfield Security as a security officer. They issued me with a high profile (blue pants, white shirt, tie) and a low profile (grey pants, blazer,

white shirt, tie) uniform. I filled shifts at a variety of sites while I waited for a permanent site to become available.

The pay was different from site to site but it hovered around \$6.50 and \$8.00 per hour if memory serves me well. Then the Columbine High School shooting took place in Colorado and I was posted at a school that ran summer classes. My pay jumped to new heights during this "special"[event]: \$9.00 per hour. I eventually got a permanent site at about \$7.00 to start with benefits after 6 months on site.

Towards the end of the year everyone was talking about the disasters that will take place on New Year's Eve because the

world's computer systems will get confused and will not know if the new millennium starts on January 01, 2000 or January 01, 2001. They said that the electrical systems will fail and this will be followed by mass lootings and general anarchy. Some suggested that buying a rifle and stocking one's basement with food was the best preparation strategy.

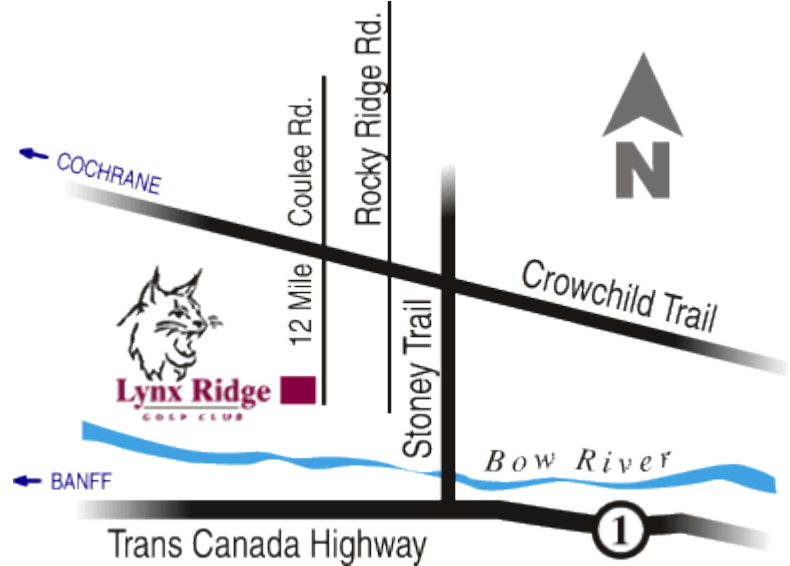
I never took part in any of the planning for "Y2K" as I resigned from my position and went back to school in the fall.

Vladimir Batinic, CPO

## 23rd Annual ASIS Chapter 162 Golf Tournament

- Date: Monday, August 17, 2009
- Time: 2:00 PM
- Location: Lynx Ridge Gold Club
- Registration: 12:30—1:30 PM
- Tee Off Time: Shot-Gun Start @ 2:00 PM
- Entry Fee for Golf and Dinner:
- \$160.00—ASIS Members who have paid 2009 Chapter Dues
- \$170.00—Non-Members
- Includes: Range Balls, Round of Golf, Dinner and Opportunity to win prizes!
- Fee for Dinner only: \$40.00

**They call it golf because all of the other four-letter words were taken.**  
~Raymond Floyd



## Reflections on Golf

Golf is a lot of walking, broken up by disappointment and bad arithmetic.

~Author Unknown

Eighteen holes of match or medal play will teach you more about your foe than will 18 years of dealing with him across a desk.

~Grantland Rice

I have a tip that can take five strokes off anyone's golf game: it's called an eraser.

~Arnold Palmer

I'm about five inches from being an outstanding golfer. That's the distance my left ear is from my right.

~Ben Crenshaw

The number of shots taken by an opponent who is out of sight is equal to the square root of the sum of the number of curses heard plus the number of swishes.

~Michael Green, *The Art of Coarse Golf*, 1975

I guess there is nothing that will get your mind off everything like golf. I have never been depressed enough to take up the game, but they say you get so sore at yourself you forget to hate your enemies.

~Will Rogers

The reason the pro tells you to keep your head down is so you can't see him laughing.

~Phyllis Diller

If you drink, don't drive. Don't even putt.

~Dean Martin

They're throw their clubs backwards, and that's wrong. You should always throw a club ahead of you so that you don't have to walk any extra distance to get it.

~Tommy Bolt, about the tempers of modern players

Drugs are very much a part of professional sports today, but when you think about it, golf is the only sport where the players aren't penalized for being on grass.

~Bob Hope

My handicap? Woods and irons.

~Chris Codiroli