



CANPRO[®] GLOBAL

A Risk Mitigation Company



ISSUE 4, FALL 2010



CANPRO[®] GLOBAL NEWS



WE SUPPORT

PARTICIPATION IN THE UNITED NATIONS GLOBAL COMPACT

Canpro Global is the first Canadian risk & security company to formally participate in the United Nations Global Compact. Robert Burns, President & CEO, said "We are extremely proud to be the first Canadian security and risk mitigation company to formally participate and support the UN Global Compact. Our focus now is to better align our national and international work and that of our clients' and vendors', to fully support the ten principles of the Global Compact." He went on to say, "This is a proud moment for us as we join 8,000 businesses and

and NGO's around the world in working to enhance our approach to corporate social responsibility to help make the world that our children will grow up in, a better place."

"Based on past experience working with energy and extractive industry clients in such places as Afghanistan, Iraq, Vietnam, Chile, UAE, Sudan, Uganda, Central America and most recently our new venture in Oman, Canpro was searching for a way to more publicly proclaim it's support for the principles of security and fundamental human rights" said Burns. "This led the Board of Directors to unanimously endorse our participation in the United Nations Global Compact."

This approach to corporate social responsibility builds on the work Canpro already does through their charitable foundation, which continues to raise funds in support of UNICEF's Haiti earthquake relief fund, working with the United Nations in South East Asia and East Africa, in support of human security and criminal justice capacity building.

STATE FARM DECISION

In a significant ruling, the Court found that an insurance company investigation performed in defence of a lawsuit against an insured was not "commercial activity." A threshold for the application of PIPEDA, thus PIPEDA does not apply.

The case arose from a car accident in New Brunswick. In anticipation of a lawsuit, State Farm hired counsel for their insured and hired private investigators to do video surveillance of the person who was expected to sue. Before suing, the plaintiff asked State Farm, pursuant to PIPEDA, for all personal information it had about him, including any surveillance. State Farm refused on the ground that PIPEDA did not apply. The plaintiff complained to the Privacy Commissioner. State Farm said that the defence of civil litigation was not a commercial activity, a prerequisite to the application of PIPEDA, and that its application to State Farm was unconstitutional, as it is provincially regulated. The Attorney General for Canada intervened to defend the constitutional issue and the issues of "Commercial Activity", both issues were dismissed.

State Farm disagreed with the findings, saying that the defence of civil litigation, including the activities of a defendant's agents, including State Farm and the private investigators, is not commercial activity. The Federal Court agreed with State Farm.

The Court held that since the primary activity was the defence to a civil tort claim, it was not a commercial activity contemplated by PIPEDA. The primary activity was the dominant factor, not the incidental relationship between insured and insurer, or attorney and client. The Court observed that this approach is consistent with how other privacy regimes deal with evidence collected for civil litigation. Notably, the Court also observed that this ruling did not necessarily mean the Privacy Commissioner had no authority to investigate to test the *bona fides* of the exemption. However, since the requested information was the subject of a claim of privilege, the Privacy Commissioner's investigative authority was very limited. The Privacy Commissioner had not taken the steps required to challenge privilege claims made in an investigation.

Given its ruling on commercial activity, the Court concluded that it was unnecessary to decide the constitutional issue. However, among other things, the Attorney General submitted that national regulation was necessary because the effectiveness of any provincial law protecting an individual's information is undermined once personal information flows out of the province.

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“ORGANIZATIONAL RESILIENCE WORKSHOP” - FORT McMURRAY

“Your organization’s resilience could determine its success. Having the capability to bounce back from a hardship-whether it’s natural disasters, fire, accidents, financial problems or terrorism depends on how well prepared you are to deal with the event.”

This is what participants learned in a half-day complimentary workshop offered by Canpro, in conjunction with the 2010 Oil Sands Tradeshow & Conference in Ft. McMurray.

Canpro Risk Solutions’ Dennis Shepp and Tim Houghton, shared information on how leaders in resilient companies try to understand their vulnerabilities and threats to prepare for the worst, that means understanding one of the several facets of resilience, preparedness. Threat, vulnerability and risk assessments are integral when establishing routines to improvise rapid and appropriate responses to incidents. If you understand the potential for problems or issues, you can better resolve defining moments.

Canpro participated in the Oil Sands trade show as an exhibitor, profiling the various services offered in Canada and internationally to help organizations mitigate risk and become more resilient businesses. The workshop provided a better understanding of the basic principles of risk assessments, how they relate to an organization’s resilience and:

- Several risk-based approaches toward standards and guidelines for industry compliance
- Software-based tools to assist with assessments, decision-making and categorization
- Risk models and matrixes commonly used in assessments
- Best practices
- How to improve the effectiveness of an organization’s security program

For more information on organizational resilience - dennis.shepp@canproglobal.com

SERVICES EXPAND INTO MANITOBA

Canpro is continuing to expand into key geographic markets. “As a company that has grown rapidly in BC and Alberta over the past few years and has undertaken ongoing operations around the world we feel solidifying our position in Western Canada is strategic to our continued growth,” says Ken Cahoon, Director and Managing Partner.

Over the past 3 years Canpro has made four significant acquisitions in both Alberta and British Columbia becoming western Canada’s largest consolidator of risk mitigation services including consulting, training, investigation and security services. Cahoon adds, “The move into Manitoba was a natural progression for us and for our clients. We organically migrate to areas of opportunity and to areas where clients express a need for our presence, this move is in response to both of those factors”.

The Manitoba expansion is being led locally by Bob Fowle who has spent his professional career in the Manitoba market and is keenly attuned to the local needs and marketplace.

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BOB FOWLE
REGIONAL MANAGER, MANITOBA



Bob joins Canpro Global as the Regional Manager, Manitoba, focused on the business development for all five of the Canpro subsidiaries: Investigations, HRservices, Risk Solutions, Training Resources and Labour Risk Management.

Bob brings with him over 28 years of experience in the security, loss prevention and investigative areas. Most recently he was the senior security consultant for the largest security consulting and investigation company in Manitoba. Bob has an extensive history in senior consulting positions in the Winnipeg security industry.

Bob is an active member of The American Society of Industrial Security (ASIS) and he is an executive member of their Prairie Chapter. He is also an Associate Member of Human Resources Management Association of Manitoba (HRMAM).

Bob brings a hands-on approach in advising clients regarding solutions to reduce risks and to prevent losses having worked at all levels in the security consulting industry.

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PROTECTING YOUR CORPORATE INTELLIGENCE

Risk and security managers are becoming increasingly aware and concerned with corporate espionage wherein foreign and domestic parties steal technical plans, trade secrets, R&D work and other intellectual property.

Such strategic information is often an organization's most valuable asset.

To protect the propriety of such intellectual property including confidential meetings and sensitive negotiations, Canpro provides technical surveillance countermeasures (TSCM) services or sweeps. The proliferation of firms selling sophisticated eavesdropping devices in local spy stores and over the internet has raised alarm bells among some clients.

Our professionally trained technicians use the latest TSCM equipment available and over time have developed and honed the skills necessary to recognize the radio frequencies and irregularities that come into play when an environment has been compromised.

We recommend that sweeps for eavesdropping devices be conducted regularly and certainly before sensitive meetings. **These sweeps are an important adjunct to a facility security review and threat risk assessment.**

Our comprehensive reports identify shortcomings with the premise's physical security including solutions for target hardening and specific recommendations to reduce future threats.

For more information contact:

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IS YOUR BUSINESS AT RISK?

Canpro Investigations undertakes a number of diverse and challenging cases every year. We provide assistance to corporate clients and many law firms, to develop investigative strategies and gather accurate information and evidence to serve our client's needs.

In one case, we assisted an international businessman by identifying individuals attempting to extort money from him by threatening to destroy his reputation.

Once the suspects were identified we were able to alert the police and consequently defuse the extortion plot.

For a corporate client, we conducted an in-depth investigation into an accident which happened in relation to their operational business processes. We were able to establish a detailed analysis of the chain of causality. With this information, the client was better able to assess their level of liability exposure and make well informed decisions to manage risk and the likelihood of future incidents.

In another case for a client in the legal community we assisted in the development of a sophisticated technical internet search plan. This plan was designed to identify and secure evidence in support of a multi-million dollar civil action for theft of copyright materials and intellectual property. Significant evidence was secured and presented as court-ready to support this ongoing action.

These are only a few examples of where Canpro investigators worked closely with clients as part of a problem-solving team. We are focused on meeting the client's needs by bringing a high level of investigational skill and experience.



DID YOU KNOW?

**Insurers expose over
2,300 fraudulent claims every WEEK!**

Insurers in the United Kingdom are detecting more fraudulent insurance claims than ever. In 2009 over 2,000 dishonest insurance claims were uncovered worth more than **£16 million** (\$25.6 Canadian) **per week**. This is *up 14% from 2008*.

Association of British Insurers

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RIMS CANADA 2010

Edmonton hosted 1,200 delegates, exhibitors and speakers for the **Risk and Insurance Management Society's Annual Conference** in late September.

Canpro Global was again proud to be an exhibitor and to meet with the risk management and insurance professionals from key corporate sectors across Canada.

Our Managing Director, Ken Cahoon, was impressed with the knowledgeable and energetic delegates who networked with many of our team of exhibitors. "We all came away with an even better sense of how Canadian risk and insurance managers' responsibilities have grown in scope and complexity in just a few short years."

The conference was also an opportunity for us to hear some of the real challenges these risk professionals are facing and to explore ways our diverse group of experts can support them in mitigating current and emerging issues.

We at Global tip our hats to the RIMS executive and the organizers on an incredible show and look forward to meeting these enthusiastic delegates again next September in Ottawa.



CANPRO OUT & ABOUT....



ROBERT BURNS
PRESIDENT & CEO

RUNNER UP

ERNST & YOUNG
ENTREPRENEUR OF
THE YEAR 2010



CALENDAR OF EVENTS

'Canpro on the road'

October

1 Oct

Canpro Investigations

Canadian Defence Lawyers - LA Law
Vancouver, BC

7 Oct

Canpro Risk Solutions

Alberta Security & Strategic
Intelligence Support Team [ASSIST]
Edmonton, AB

12-15 Oct

Canpro Risk Solutions

ASIS International Conference
Dallas, Texas, USA

26 Oct

Canpro Investigations

BCPA Fall Dinner Event
Vancouver, BC

26 & 27 Oct

Canpro HRservices

HRMA Manitoba Conference
Winnipeg, MB

27 & 28 Oct

Canpro Risk Solutions

TSA International Pipeline Security Forum
Philadelphia, Pennsylvania, USA

November

4 - 7 Nov

Canpro OH&S and Industrial Rescue

ITRS Conference
Golden, Colorado, USA

5 Nov

Canpro Investigations

LOMA Conference
Toronto, ON

**CANPRO INVESTIGATIONS
PROFESSIONAL DEVELOPMENT
LUNCH & LEARN PRESENTATIONS**

For further information call
Canpro at 1.800.661.9077 or visit:
www.canproinvestigations.com/lunch&learn

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