



# CANPRO<sup>®</sup> GLOBAL

A Risk Mitigation Company



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## CANPRO<sup>®</sup> GLOBAL NEWS



### *PRESIDENT'S MESSAGE 2011*

**ROBERT BURNS  
PRESIDENT & CEO**

2010 was a fascinating year for our clients and risk partners, locally and globally. Emerging trends and economic concerns continued to challenge us all, and the concern for risks continues to be a top priority for corporations and governments in Canada and around the world.

2011 has so far proven no different, with the recent events of Egypt, emerging new changes in the Middle East, and the challenging environment in the Americas and beyond, raising significant concerns for human safety, overall security, and risks to assets, brands, and litigious activity. The ripple felt in every major industry has affected us all, globally.

Strong reliable information, insightful analysis, training, and mitigating strategies have emerged as key in successful organizations - from operations to the board room. The integration of all inter-related corporate divisions has emerged as the new defence to risks. Legal, IT, HR, Risk Management, Regulatory Compliance, Security and Safety all working closely to mitigate risks at various levels within an organization. Corporate divisions that were typically independent are now working far closer together with interdependence.

Canpro Global will continue to provide Canada's largest, most comprehensive suite of expert risk mitigation, human safety and security services to industries including oil, gas, mining, insurance, manufacturing and government. As well, we will continue to support those who support others, including the legal community, justice and law enforcement, health care, communications, and those who serve the resource industries. Simultaneously, we are forecasting and creating new ways of addressing emerging threats that pose risks to our clients, their staff and infrastructure and business systems, while incorporating corporate social responsibility and human rights standards.

Canpro is proud to serve you. It is the cumulative knowledge and real-time development of emerging trends from working with forward thinking, proactive people and organizations like yourselves that gives us the edge to serve all of you better.

### **GROWING APPREHENSION WITH OVERSEAS OPERATIONS & TRAVEL**

With concerns over civil disorder, terrorism, overseas street crime, kidnappings, and the security of computer and proprietary information, according to a recent survey conducted by Travel Guard North America, a major travel insurance provider, fifty percent of security and risk managers said, they were more apprehensive about their employees' overall safety when travelling internationally compared with five years ago. The survey found that forty-nine percent have conducted travel training or awareness seminars, thirty-nine percent have held international threat briefings for their overseas travelers and twenty-three percent instituted executive protection and business travel insurance plans.

Travel Guard's President, John Rose, explained that "there is growing duty of care obligation and an ever-increasing need for employers to proactively provide for the safety, security and well-being of their employees when travelling outside of the US and Canada." Recent events in Egypt and across several North African and Gulf states have highlighted the need for objective, insightful information that helps decision-makers identify and mitigate risks.

With the ever-increasing demand for international security, risk and threat information, Canpro Risk Solutions developed an enhanced International Risk Advisory service. Threat intelligence is gathered from across the globe and reported in a customized format for clients, whether to assist with personal or corporate travel, or oversight of overseas operations and assets. The information is provided daily, weekly or on demand and is customized to meet the unique needs and interests of each client and the locale they are interest in.

For more on Canpro International Risk Advisories, contact: [riskadvisory@canproglobal.com](mailto:riskadvisory@canproglobal.com) Source: ILSTV

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## INTERNATIONAL SECURITY OPERATIONS, OMAN

As a part of its planned international expansion, Canpro has signed an agreement with the Qurum Business Group (QBG) in the Sultanate of Oman.

QBG has a wide variety of business interests in Oman, the United Arab Emirates and the larger Gulf region. They have close ties to national security authorities and major industries in the region including security operations in the UAE.

In late 2010, Robert Burns, Canpro Global President & CEO, and Mark LaLonde were in the capital Muscat to finalize this agreement providing our new QBG partners with exclusive rights to promote and represent Canpro risk mitigation companies in the region.



Qurum Business Group (QBG)

This relationship quickly resulted in Canpro being asked to respond to a large security consulting project in Oman which will be the first time an international security firm has been approved to work in this Arab country. Risk Solutions and Training Resources visited Muscat in early January for further meetings with the Royal Omani Police, emergency services officials and critical infrastructure industries.



## HUMAN SAFETY & SECURITY, VIETNAM



Working with the United Nations Children's Fund (UNICEF), Canpro has been engaged in national police capacity development projects in Vietnam for the past five years.

Focusing on police responses to crimes involving children as victims, witnesses and offenders, Canpro has developed national training programs, operational standards and resources.

Past projects in Vietnam focused on child victimization, commercial sexual exploitation and trafficking of children and protocols for interviewing child victims.

Late 2010, Mark LaLonde returned to Vietnam delivering training in Hanoi and Ho Chi Minh City (formerly Saigon) on international police investigative standards and practices in cases of child sexual abuse. He also delivered training on international law and human rights to a joint class of police, prosecutors and judges.

In keeping with its holistic approach to human safety and security, Canpro has also recently worked on UN projects in Myanmar, Sudan and Ethiopia helping to enhance human rights and justice systems through training, standards development and consulting services.

## CANADIAN CRIMINAL RECORD CHECKS UPDATE

In August 2010 a Ministerial Directive was posted by the Canadian Federal Government requesting that the RCMP create an agreement with the Pre-Employment Screening industry.

Although the CPIC policy has been created, the industry is waiting for the RCMP's new MOU agreement. Canpro will advise when we have more information.

A Declaration form may be implemented that would allow an applicant to disclose details and the police will either "Confirm" or "Can Not Confirm" the disclosure information.

## FINGERPRINTING SERVICES

Canpro HRservices is accredited by the Canadian Criminal Real Time Identification Services (CCRTIS) branch of the Royal Canadian Mounted Police (RCMP) to provide fingerprint-based Criminal History Checks. Canpro has locations in Vancouver, Calgary & Edmonton, to conduct fingerprinting and assist individuals for employment, foreign worker permits, VISA, Citizenship & Immigration, adoption & Security Positions.

For further information contact via phone: +1.403.262.4207 or email: [fingerprinting@canproglobal.com](mailto:fingerprinting@canproglobal.com)

Visit **Canpro HRservices** online at: <http://www.canprohrservices.com/fingerprinting-services.php>





**KEN PORTH**  
CANPRO INVESTIGATIONS  
REGIONAL MANAGER – VANC.

Canpro Investigations' is pleased to welcome Ken Porth to our senior management team.

Ken's background consists of 12 years with the RCMP, as an investigator in major crime in Edmonton and Red Deer. He entered the private investigations sector with Canpro Pacific Services, the predecessor to Canpro Global before starting up an investigation consulting company of his own, which he operated for 15 years servicing the corporate and insurance industry in British Columbia. We are now fortunate to have Ken back under the Canpro banner as our newest member of Canpro Investigations.

As the Regional Manager of Canpro Investigations, Vancouver region, Ken will be responsible for operations management, business development and quality assurance. Ken will be working specifically with our corporate and legal client groups and will be expanding service offerings to fit our client needs.

Within the Investigations portfolio Ken's team handles covert surveillance, electronic surveillance sweeps, insurance and civil litigation support, corporate and investor due diligence, background investigations, witness statements and general investigations.

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## INTEGRATED CLAIMS MANAGEMENT

### 'A SCIENTIFIC APPROACH TO CHRONIC SUBJECTIVE INJURIES'

A major issue confronting liability, health, and disability insurers is persistent or Chronic Subjective Injury claims. **A Chronic Subjective Injury (CSI) is a descriptive medical condition where there is not an objective diagnostic test available to verify the severity, or even existence, of the alleged condition.**

What is required are more effective methods, implemented as part of a general claims handling program, that can contain the costs associated with Chronic Subjective Injury claims, and other types of behavioral disorders.

Integrated Claims Management seeks to discover how the subject sees the world, without taking the accuracy of the subject's view for granted. Rather than an all or nothing approach, objective injury or malingering, we consider the subject authoritative only about how things seem to him or her.

When we apply an objective injury assessment model, which first and foremost requires the claimant to prove that they are injured, we risk driving the claimant further and deeper into their illness role, sometimes irredeemably. Integrated Claims Management is therefore quite simply a program to design and implement validating experiments to prove if a claimant is credible.

*By Brad Nickerson, Canpro Investigations*



Read entire article in  
Claims Canada via:  
[www.canproinvestigations.com/](http://www.canproinvestigations.com/)



## RISK MANAGERS RISING IN IMPORTANCE

"Risk Managers are becoming more visible and active across their organizations and wielding more influence on strategic decisions" according to a senior executive at Marsh, the world's leading insurance broker and risk advisor.

Delegates at a recent Latin America Risk Management Conference heard Alex Moczarski say that recent events highlighted the need for a more enterprise-wide approach to risk Management.

"With companies focusing less on insurance and more on risk management, the role of the CRO (chief risk officer) within organizations has become more crucial. This is especially true since risk and governance issues became more prominent during the global financial crisis."

Boards of Directors, CEOs and risk professionals are now paying more attention to historically non-insurable strategic and operational risks – such as failure to comply with regulatory requirements as well as international norms and standards. In addition to such expanded responsibilities, the purview of the risk manager is also growing in divisions that have traditionally operated in silos including health and safety, business continuity, security, human resources, compliance and information technology.

*Source: ILSTV*



## TOXICOLOGY & GAS MONITOR TRAINING IN NIGERIA & GHANA

**December, 2010** - The Canpro OH&S Division was deployed to Africa to conduct Toxicology and Gas Monitor training for a gas company in the region.

The destinations were Badagary, Nigeria where two days of training was conducted. We continued on to Cotonou, Benin and Lome, Togo for more courses. Departed Nigeria, headed for Tema and Takoradi, Ghana. In Ghana we carried out the last of our training.

Overall, a very positive experience and first step for Canpro in the Niger Delta Region!



**CANPRO<sup>®</sup>**  
Training Resources  
Occupational Health & Safety  
and Industrial Rescue



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## CERTIFIED HEALTH & SAFETY CONSULTANT CERTIFICATION BY C.S.S.E.

Canadian Society of Safety Engineering (CSSE) announced that **Jason Hindson BSc. and Mark Pfeifer MB, Managing Partners of Canpro OH&S and Industrial Rescue**, have been awarded the Certified Health and Safety Consultant (CHSC) certification.

The certification was attained signifying competence in the application of technical and managerial knowledge within the context of health and safety consulting.

The CHSC professional certification provides an objective measure of an individual's knowledge and competency in professional internal and external consulting in the area of occupational health and safety. CHSC holders have successfully completed specialized training on law, ethics, the consulting process, and risk communication. They are CSSE members who have passed mandatory examinations, met prescribed academic and experience, and maintain professional liability protection.

## REDUCING OUR CARBON FOOTPRINT

Canpro Risk Solutions' Hybrid SUV utilized for Close Protection services.



## CALENDAR OF EVENTS

*'Canpro on the road'*

### January

16-18 Jan

*Canpro Risk Solutions & Canpro OH&S*  
Intersec Conference  
Dubai, UAE

### February

2-4 Feb

*Canpro HRservices*  
HRPA Conference  
Toronto, ON

### March

5 Mar

*Canpro Investigations*  
Alberta Association of Independent  
Adjusters Annual Ball [AAIA]  
Calgary, AB

10 Mar

*Canpro OH&S*  
British Columbia Ground Water  
Association Conference [BCWGA]  
Vancouver, BC

15-17 Mar

*Canpro Risk Solutions*  
World Heavy Congress Conference  
Nth America  
Edmonton, AB

20-22 Mar

*Canpro HRservices*  
Nth American Professional Background  
Screeners Conference [NAPBS]  
Denver, Colorado, USA

24-28 Mar

*Canpro Risk Solutions*  
Inter-American Developmental Bank  
Annual Meeting  
Calgary, AB

## PROFESSIONAL DEVELOPMENT LUNCH & LEARN PRESENTATIONS

For further information call  
Canpro at 1.800.661.9077