



# CANPRO<sup>®</sup> GLOBAL

A Risk Mitigation Company



ISSUE 1, FALL 2009



## CANPRO<sup>®</sup> GLOBAL NEWS



A message from:

### ROBERT BURNS

President & CEO, Canpro Global

Launching client initiatives has been a continual source of pride for Canpro Global since our corporate re-branding in 2008.

Introducing this newsletter is particularly gratifying as it affords the opportunity for me to acknowledge and thank our clients for their interesting and challenging assignments and their ongoing business. Your support has helped us become the leading risk mitigation company in Western Canada. Our profile is growing increasingly in both Canada and abroad.

Canpro Global News is published quarterly alerting present and prospective clients to topical risk mitigation and security issues in an increasingly uncertain business world.

I trust you will find this and future issues of Canpro Global News interesting personally and professionally.

## CANPRO OLYMPIC OPPORTUNITIES

"Vancouver is ready for 2010", said René Fasel, Chairman of the International Olympic Committee's (IOC) at his ninth and final visit to view Vancouver's preparations for the Olympic Winter Games.

"With the Olympic flame getting ready to travel across the great nation of Canada, as we enter the home stretch, people around the globe are watching and waiting for you to deliver a great Winter Games not just for Canada but the world."

Canpro Global's head office is in Vancouver where the energy and excitement is building as British Columbia prepares to welcome the world.



Vancouver British Columbia, Canada

Canpro Risk Solutions is now hiring 200 personnel for part and full time positions. Personnel will support our contracts with several corporate and government clients before and during the Games. Employment durations will vary from four to sixteen weeks.

Canpro's primary focus will be to assist national and international clients and Olympic sponsors mitigate their risks, enhance human safety and provide logistical support at several competition and non-competition venues.

Positions to be filled include: drivers, security personnel, logistical support, communications, concierge services, VIP hosts/guides, close protection professionals, supervisors and managers.

If your company requires these important services, contact our Operations Manager, Jim McKenzie at 604.517.4545 ext 2629.

If you are personally interested in being part of the Canpro Team or know others who may be, please visit our website: [www.canproglobal.com/files/careers.php](http://www.canproglobal.com/files/careers.php) for more information and to apply online.

As a Canadian-owned and operated company, Canpro Global proudly supports the games and especially our Canadian home team of Olympians, coaches, officials and spectators.

### **Fast Facts:**

**10 Days of Paralympics Events: Mar 12-21**

**17 Days of Olympic Games Events: Feb 12-28**

**80+ Countries Participating**

**86 Olympic Medal Events**

**5,500 Olympic Athletes and Officials**

**10,000 Media Representatives**

**3 Billion Television Viewers Worldwide**

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## CANPRO GLOBAL ENTERS JOINT VENTURE WITH GI SECURITY OF INDIA

GI Security of India and Canpro Global have come together in a joint venture to set up security guard training institutes throughout India.

GI Security of India, realizing the need for world-class training of security guards to combat increasing modern day terrorism recognized *Canpro Global* as the partner of choice in security training providers.

This is a first of its kind training joint venture in India and the new company **Canpro GI Security**, will set up approximately 50 modern, well-equipped security training institutes all over the country.

“As industry leaders in our respective fields, we are forming a comprehensive, integrated solution to the security training needs in India,” says Robert Burns, Canpro Global President and CEO.

The first training centers are scheduled to be operational in early October at

Kolkata and New Delhi with subsequent centers to open through 2009 - 2011.



Canpro GI Security  
Uniformed Guards



Robert Burns and Ashit Luthra  
Canpro Global GI Security

By 2012, Canpro GI Security aims to train tens of thousands of students as exceptional security personnel through its 50 dedicated training centers across the country.

Ashit Luthra, Director of GI Security says; “Ours will be the first security training course in India that will be completely web-based and beamed to classrooms, nationwide. Though, each classroom will have a trainer present, the lessons will be broadcast through a central server,”

Demonstrating that transferring knowledge into effective action can be achieved, Canpro Global has previously set the standard for customized security training in both Canada and the UAE.

For Canpro news as it happens, visit:  
<http://www.canproglobal.com>

## CLEARRISK™

Canpro<sup>®</sup> Global and ClearRisk™ have formalized a strategic partnership launched at the recent Canadian Risk and Insurance Management Society’s (CRIMS) Annual Convention in St. John’s New Foundland.

Canpro identified ClearRisk as an obvious strategic fit for our clients. **ClearRisk is an easy to use, low-cost online risk management solution.** “As a risk mitigation company Canpro is constantly seeking out innovative new partners that can augment our suite of services and add value to our client deliverables.” Says Ken Cahoon, Director of Strategic Development “our partnership ensures that our clients have access to all the ClearRisk tools at a significantly reduced cost”

ClearRisk was conceptualized and lead by Craig Rowe who has spent 20 years in the risk and insurance industry. In 2001, Craig wrote a book entitled “Insurance Premiums Are Killing My Business: Controlling Insurance and Claims Costs for Small to Mid-Sized Business. He was also featured as the cover story of the October 2004 issue of Risk and Insurance Magazine as an emerging leader in Risk Management.

In 2006 Craig co-founded ClearRisk with Dave d’Entremont who brought a background in information technology into the mix. ClearRisk has taken Craig’s user friendly approach to risk management and created a web based solution that anyone can use to save their organization significant time and money.

For more information about ClearRisk visit their website at [www.clearrisk.com](http://www.clearrisk.com)



## WHAT DO THE NEW OPC GUIDELINES ON SURVEILLANCE REALLY MEAN?

In guidelines published by the Office of the Privacy Commissioner of Canada (OPC) on their website in May [http://www.priv.gc.ca/index\\_e.cfm](http://www.priv.gc.ca/index_e.cfm) the OPC has seemingly stepped on a carrier's ability to investigate and document claims using covert video surveillance in the private sector.

Since the publication Investigators are reporting to their associations that insurers are already raising concerns about the need to comply with the new OPC Guidelines.

As a result, the Canadian Association of Private Investigators (CAPI) and the Council of Private Investigators – Ontario (CPIO), along with the Canadian Association of Special Investigation Units (CASIU), have commissioned the article attached by Norman Groot.

We submit that OPC's guidelines are vague, open to interpretation, and without legal authority to require strict compliance. With this article, we provide insurers with the background on the OPC Guidelines, and some recommendations on handling investigations going forward.

*Norman Groot is a litigator with Investigation Counsel Professional Corporation, a law firm that focuses on fraud litigation and investigation law matters. Groot is also counsel to CAPI, the CPIO and CASIU.*

Download Norm's Article:  
[Norm Groot - One Eve Shut.pdf](#)

## BENEFITS OF WORKPLACE MONITORING

The mainstay of workplace monitoring continues to be the insertion of undercover operatives into troubled areas of the business.

A properly set up and managed investigation **allows the client access to a steady stream of first hand information**; that when used properly, can assist the client make positive decisions regarding company operations.

Workplace monitoring by way of undercover operative is **utilized for many reasons; the most common being theft**. Hand-picked operatives are hired to be part of the general work pool or to a nearby division where thefts are happening.

**Canadian retailers lose over \$3 billion annually to crime (shrinkage).  
Employee theft is the largest loss area at 34% with shop theft rated at 32%**

*Retail Council of Canada – PriceWaterhouseCoopers Survey  
September, 2009*

Operatives require some time to get used to the work environment and staff. It could take 2 days to one month for some staff to open up to the operative.

The information flow starts immediately during the hiring and training process and continues while the operative concentrates on the target area.

The operative reports on activities on each shift. This fresh, unbiased information is used by the client and forms part of Canpro's overall investigation.

Once the file manager and client have enough to act on, they decide how to conclude the investigation and determine the operative's exit strategy.

A properly run undercover investigation used in conjunction with other

investigative means, can route out and eliminate the problem and leave staff operating in a more efficient and friendly environment.

Discreet and confidential workplace monitoring gives employers **an effective set of tools to assist them in maintaining a successful company**.

Workplace monitoring services include: questionable or suspect workers' compensation claims, vandalism or sabotage investigations, external monitoring (surveillance), physical site penetration testing, overt & covert video systems, GPS tracking and more.



*Jim McKenzie,  
Operations Manager*

Visit Canpro LRM online at:  
<http://www.canproglobal.com/files/labour-risk-management.php>

Visit Canpro Investigations online at:  
<http://www.canproglobal.com/files/investigations.php>



## MITIGATE OR LITIGATE: *RISK ANALYSIS & POLICY*

When we think of workplace “safety”, thoughts normally go to everyday OH&S topics such as falls, safety clothing and the presence of toxic chemicals. With increasingly stringent regulatory requirements, civil law decisions and insurance restrictions, companies are required to **think more broadly about the type of risks that could threaten their workplaces, and what reasonably can be done to mitigate those risks.** Failure to do so, in addition to injuries or death, can result in costly litigation, staff turnover, higher insurance premiums, and loss of corporate reputation.

A mistake in hiring,  
just like a mistake in termination,  
can cost a year's salary  
or more for that position

The first step in mitigation is an assessment of the broader range of risks that threaten a company or workplace. Here are some examples of risks not often assessed: does your alcohol and drug policy include random testing for all, including senior management? While you may not think it warranted, **what do your shareholders and clients expect?**

A workplace violence policy, and accompanying procedures, may seek to protect workers from violent customers, but statistics show that women in the workplace who are victims of workplace violence are far more likely to be attacked by a current or former intimate partner than a colleague or stranger.

Has this been taken into account in your workplace? Have you updated your bullying policy? Is your privacy policy up to date and properly monitored?



Today's workplaces need to carefully consider, create and implement comprehensive policies that span all aspects of their relationships with their employees, from pre-employment through to termination.

**Policies have to be fair, transparent, and defensible.** Policies and procedures should not sit on Intranet sites or in dusty binders to be accessed only in emergencies.

The policies need to be outlined in employee handbooks, and supervisors and managers need **training in how to identify emerging or existing risks, and how to implement all policies.** Employees are part of the risk management equation, and they need to know and understand their role and the behavioural expectations and standards of their employer.

If you need assistance with workplace risk assessment and mitigation, Canpro Global can help.



**CANPRO<sup>®</sup>**  
Training Resources

Mark LaLonde,  
Managing Partner

Visit Canpro Training Resources online at:  
<http://www.canproglobal.com/files/training-resources.php>

## CALENDAR OF EVENTS

*'Canpro on the road'*

### September

13 – 15 Sept

BC Municipal Safety Assoc.  
Whistler, BC

13 – 16 Sept

Risk Insurance Managers Society  
'Charting the Course, Navigating Your Risk'  
St. John's, NF

16 Sept

Canadian Defence Lawyers  
'The Best Defence'  
Vancouver, BC

20 – 23 Sept

Canadian Society of Safety Engineering  
Calgary, AB

21 – 24 Sept

American Society of Industrial Security  
Anaheim, CA, USA

22 – 23 Sept

Oil Sands Tradeshow & Conference  
Edmonton, AB

30 Sep – 1 Oct

Union of BC Municipalities  
Vancouver, BC

### October

Client Focused Events

### November

3 – 6 Nov

Alberta Urban Municipalities Assoc.  
Calgary, AB

6 Nov

Life Office Management Association  
Toronto, ON

