



Case study | Canadian Food Inspection Agency

The Canadian Food Inspection Agency (CFIA) has been with the Commissionaires, since the 1970's. In today's complex world, the CFIA faces new challenges which require a more flexible and best-in-class service. Before the incumbent's contract was reaching its end, the CFIA exhibited an open-minded approach and took the initiative to informally contact GardaWorld expressing a desire for change. The CFIA sought out GardaWorld's security services due to its national outreach and best-in-class service delivery.

The transition plan

As a first step, GardaWorld representatives thoroughly assessed CFIA's security specificities, conducted several meetings with the client to ensure flexibility, management support, timely responses, and a hands-on customer service approach were properly addressed. Both parties agreed on a service offering that best matched CFIA's needs while respecting their budget while still generating above average margins.

Best-in-class security professionals

The CFIA was primarily attracted by GardaWorld's training platform. Every year, the Career Development Centre provides 10,000+ students with a variety of courses, including continuous training programs enabling our security professionals to acquire new knowledge, skills and increased performances on an ongoing basis (e.g. Active Shooter Awareness, Raising Threat Awareness).

Advanced technology

The CFIA were also introduced to the capabilities of gTrack, our guard tour and real-time incident management system. Accessing reports anywhere at any time helps them streamline their operations and respond faster in case of an emergency.

Future business opportunities

Despite the Right of First Refusal (RFR) held by the Commissionaires, GardaWorld was awarded the contract, successfully entering a new market segment for private security providers. The CFIA was convinced that GardaWorld can adequately price the necessary scope of work, provide extreme competitive advantages and deliver a desired level of security when given the opportunity to comprehend specific business requirements.

Further, considering that a 3rd party service provider can be used for tasks, such as property management for example, as opposed to hiring from the Public Works and Government Services (PWGSC), other government-related services companies in the Ottawa region have already expressed the desire to change their security partner.

To learn more about our security services, contact your regional public security expert:

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