

Case study | Canadian Tire

Protecting various functions at locations on a national scale

Founded in 1922, Canadian Tire Corporation has been providing Canadians with the tools they need throughout their everyday lives. Previously relying on multiple third-party security providers for the wide scope of services that a company of their size and stature requires, in 2014 Canadian Tire teamed up with GardaWorld for an adapted all-inclusive service offering that meets their needs on a national scale.

Securing Canadian Tire's operations from headquarters to distribution centres

GardaWorld employees perform approximately 4,000+ static guard hours nationally per week with up to 350 hours a week at a single location. Acting as a “one-stop-shop”, where services are vast and spread out across different functions, GardaWorld performs a wide range of services including:

- Gate house and control room monitoring;
- Guard services in financial buildings;
- Special event services (crowd control and VIP escorts);
- Transport trucks monitoring when offloading;
- Loss prevention and internal security within physical stores;
- Private investigators for protests;
- Personal protection for corporate services;
- Real estate services.

Distribution centres monitoring

Gate House: our security professionals perform 818 hours of access control per week in Canadian Tire's distribution centre gate house on 4 different sites. They verify the truck numbers and the merchandise that enters the premises in addition to conducting interior and exterior yard check patrols through the use of integrated management tools.

Control Room: a total of approximately 864 hours is spent in the distribution centre control rooms at 7 sites. They monitor 100+ cameras, control access, verify the identity of all employees and visitors, issue and monitor attrition of access cards, fire panel monitoring, alarm response and are in charge of manning the phones.

An extensive on-site training program of approximately 80 hours is given to all guards at the request of Canadian Tire. This shadowing and hands-on learning approach prepares guards for their line of duty and ensures that there is a distinct level of standardization amongst the security aspect of business. However, this training process requires a substantial amount of time and effort to complete and can render the use of the traditional bullpen of excess guards void. When guards are sick or require a replacement, there are fewer options of selection.

GardaWorld has implemented various initiatives to address any underlying issues associated to the partnership with Canadian Tire.

Adapting to fulfill various training requirements

The local mobile patrol contracts in close proximity to Canadian Tire sites allow for the possibility to cross-train guards, leading to a higher-qualified pool of talent for static guard replacements. GardaWorld has taken a proactive approach to resolve any scheduling challenges.

Security guards have an opportunity to receive additional courses from external accredited trainers on matters such as customer service skills, crisis management and response, active shooter survival, shoplifting and retail protection for tenants, non-violent crisis intervention, advanced security and life safety in a commercial property, and many more. By offering these courses in a classroom environment, GardaWorld security professionals are encouraged to actively participate in the learning experience via a “hands-on” approach with a qualified professional.

Other training topics that have contributed to our security success at Canadian Tire include retail focused defensive tactics, first aid, verbal judo, enhanced customer service and ongoing coaching from the account manager to reinforce an active customer service roll within a retail environment.

“We are very satisfied with the ability of GardaWorld personnel to respond in a timely manner. Our facilities present specific security requirements and GardaWorld has risen to these challenges.” – Geoff Lawson, Associate Vice President, Corporate Security DC Operations & System Design, Canadian Tire

Making the most of supervisory meetings

GardaWorld’s retail site supervisors and potential supervisors meet at least semi-annually to discuss the challenges of security in environments that are diverse and public. The need for information sharing between security professionals is integral in the successful protection of client assets.

Exposure of less experienced security guards to management level meetings decreases the likelihood of having to hire supervisors externally, and increases adoption of tried and truly successful security processes when they return to their sites. This also allows for communication and increases the connection between the front line security guards and those who are more experienced.

The account manager also plays an important role through quarterly Canadian Tire staff meetings at the GardaWorld office to review items such as client expectations or uniform requirements, and the discussion of any issues on site that require a resolution. Account managers hold individual coaching sessions with team leaders to guide them in the awareness process of client’s expectations and harness their problem-solving skills.

Relying on the expertise of store detectives

For clients in the retail sector, GardaWorld can provide a host of loss prevention services, including store detectives trained to spot suspicious behaviours – whether from customers or in-house employees.

Through this initiative, retail locations such as Canadian Tire can mitigate the financial impact of the present threat of internal theft. Store detectives are experts in the appropriate detection and intervention in cases of shoplifting and fraud, as well as interception and arrest of suspects in cases of criminal infraction; customer service; integrity testing for employment; mystery shoppers; shift-end checks; training services for retailers and their employees.

GardaWorld's loss prevention officers collaborate with clients to understand their specific pain points and challenges, and in doing so, we deliver benefits such as reduced costs, minimized losses, internal fraud prevention, improved inventory control, and improved access control during store openings and special sales.

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

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