



Case Study | North American Leaders' Summit, Ottawa, June 2016

Technology, equipment, and security expertise for a diplomatic event

On June 27, 28, and 29 2016, Prime Minister Justin Trudeau welcomed President of the United States, Barack Obama, and President of Mexico, Enrique Peña Nieto, to Ottawa for the 2016 North American Leaders' Summit (NALS). The “three amigos”, as they've been dubbed by the media, gathered together to discuss competitive efforts and job creation for middle-class citizens of all three countries, among other things. While this was taking place, GardaWorld and RCMP representatives were on duty protecting our leaders and the mass of curious people who spontaneously came to see these influential people. This high-visibility event required the use of advanced technology, screening equipment, and renowned security expertise to guarantee that North America's diplomats and their entourages were protected.

GardaWorld had the resources, both in terms of man and machines, to rapidly provide services efficiently and effectively and to exceed the organizers' expectations. Our massive pool of highly-qualified security personnel, our security managers' ability to both train a team and gather the necessary equipment, largely contributed to the success of the event.

[Expertise and preparation, the keys to a successful response plan](#)

In order to ensure participants' safety and the protection of the buildings, GardaWorld was asked to provide screening technology and equipment for all people who would frequent the five designated Summit sites.

GardaWorld's managers used their security experience and expertise to develop a solid security plan for an event of such a large scope. Our security experts assembled and trained a team of 150 security professionals to handle the 17 walk-through metal detectors, the 17 luggage X-ray machines, the 48 hand-held metal detectors, and other security screening equipment that ran throughout the entire duration of the Summit to ensure everyone's protection. They conducted site tours to assess the unique environment found within each location, and determined where the most strategic screening points would be. These preliminary tasks were essential in guaranteeing the maximum protection of the people and the environments.

Both Protective Services and Aviation Services security guards travelled from Gatineau and Montreal to join the team located in Ottawa. In fact, this collaboration reinforced our team spirit and allowed for everyone to benefit from the complementary experience and expertise. The security guards received complete training on greeting people, crowd control, and screening techniques for some of the world's most elite individuals. The level of extreme professionalism was demonstrated by all GardaWorld employees at all times.

Tailored screening methods based on each site's specific requirements

In addition to securing the complex environment, GardaWorld management staff created screening stations and installed all the necessary components to operate them including: tents, tables, power generators, electrical extensions, and line dividers. They also ensured that all security personnel had the proper clearance levels and accreditations to work on such a sensitive contract.

Meanwhile, our internal training instructors out of our Ottawa branch office elaborated on special screening techniques for the various visitor profiles given the cultural diversity of the crowd. This allowed for instructors to teach guards how to adapt their techniques based on the sociodemographic profile of the individual being searched. For example, there are different screening protocols when screening a man, a woman, or a child.

An active collaboration with competent authorities

GardaWorld, in collaboration with the RCMP representatives, provided screening and protective services with the use of machines, equipment, and trained security professionals specific to all five Summit sites. Despite the challenging weather conditions, involving a high level of humidity and rain, our team adapted to safeguard the electrical equipment.

Throughout the entire duration of the Summit, operations were conducted in a serious and proficient manner, and they ran smoothly without incident. This was made possible thanks to the ample preparation of our experts at each of the event's planning stages.

RCMP representatives expressed positive feedback towards our security professionals' performance. GardaWorld also collaborated with other authority groups in place with ease. As a leader in the Canadian security industry, we were honoured to have had the opportunity to support our North American diplomatic leaders.

**To learn more about our security services
or request a quote:**

- garda.com
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