
Case Study | The Bow, Calgary, AB

Preventing emergency situations in The Bow office tower

H&R REIT's The Bow is Calgary's tallest office tower and is home to 2 million square feet of office space leased to Cenovus and Encana since 2012. On a daily basis, The Bow can have up to 5,900 people frequenting its office spaces and retail stores. With two million square feet and 5,900 people that require protection from emergency situations, GardaWorld took on the challenge to provide security services to The Bow in 2010.

These services to The Bow are carried out by a 60-person security team of supervisors, managers, front desk staff, loading dock officers, patrol guards, screeners, and control centre officers and include:

- Monitoring of over 800 security cameras, 45 elevators
- Controlling access for the entire building
- Patrolling the building day and night
- Screening people and their belongings

[Addressing potential threats in a highly vulnerable environment.](#)

Ensuring the safety of such a large and vulnerable environment is no easy feat. Office tower environments such as The Bow can be subject to various emergency situations: fire alarm, elevator entrapment, medical situation, theft, vandalism, trespassing, threat calls, and more.

These emergencies require protocols created by security experts with thorough knowledge of emergency procedures, and the ability to manage situations with vigilance. The level of responsibility is amplified and security personnel are required to use their better judgment when making decisions for the greater good of the tenants' safety. In such a large building, paying attention to detail and prioritizing decisions are imperative for not just security personnel, but all people who frequent the tower.

[Eliminating risk factors through robust screening efforts.](#)

In order to address this challenging environment and eliminate instances of emergency situations from the start, Tenants and their belongings are potentially required to be screened with the help of X-ray machines on a daily basis. Training for these complex pieces of equipment was scarce. There was also no long-term plan in place to keep screening skills fresh and ultimately prevent any emergency situations.

GardaWorld reached out to our internal experts who work within the Aviation Services team that provides pre-board screening services in 28 airports in Canada, in collaboration with CATSA, the Canadian Air Transport Security Authority. Highly-qualified and certified screening trainers delivered a course to our security professionals devoted to The Bow building. In addition to this, GardaWorld Aviation Services supervisors taught and mentored The Bow security supervisors.

Through a “training the trainer” concept, GardaWorld developed policies along with a retention program to resolve the challenge that came with such screening technology.

Security guards’ familiarity with various monitoring hardware and software such as alarm monitoring software, CCTV systems, fire panels, emergency response protocols and processes, Mass Notification System (MIR3), and Elevator Management System (EMS) also has helped them have a higher degree of control over the massive building in the event of an emergency.

“GardaWorld security staff exert a friendly, positive and overall professional image to our tenants, employees, supervisors, managers, and the general public.”
– Jody Reid, Security Manager, The Bow

Adapting to The Bow’s atmosphere while offering exceptional customer service.

Since The Bow is so large in size and stature with thousands of people flowing in and out of it on a daily basis, GardaWorld assigned candidates that possess above average customer service skills. It is imperative that guards be able to adapt their communications skills and interact with people on all different roles within the building. Strong interpersonal communications skills and the ability to solve problems and de-escalate situations in a helpful manner is what sets our guards apart. GardaWorld Career Development Centre has created a collection of training modules that keep standards high and provide the security teams with the skills they need to remain at their best.

The Bow’s management were highly satisfied with GardaWorld’s initiative to take responsibility for bringing the screening efforts to an even more secure level. With guards trained on a continuous basis, via refresher drills, the overall security of the building has been increased and continues to keep tenants safe.

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

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