

Ontario's security industry is regulated under the Private Security and Investigative Services Act, 2005 (PSISA) and enforced by the Ministry of the Solicitor General.

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Company Overview

Pro-Fence Security is a licensed Ontario-based private security firm providing physical guarding, mobile patrol, and event security services. We are committed to professionalism, safety, and integrity in safeguarding people and property.

Legal Compliance

All operations are governed by:

Private Security and Investigative Services Act, 2005 (PSISA)

Occupational Health and Safety Act (OHSA)

Criminal Code of Canada

PIPEDA and applicable privacy legislation

All employees must comply with these laws and company policies at all times.

Code of Conduct

Display professionalism, courtesy, and impartiality.

Do not engage in discriminatory or harassing behavior.

Maintain confidentiality and integrity at all times.

Follow all post orders and client site instructions.

Avoid unnecessary force or confrontation.

4. Licensing & Certification

All guards must be licensed by the Ministry of the Solicitor General.

Proof of valid license must be submitted before employment.

Guards must carry their license while on duty.

Licensing status will be reviewed annually.

5. Training & Development

Minimum 40-hour training including Emergency First Aid & CPR.

Mandatory annual refresher courses in:

Legal authorities

De-escalation and use of force

Emergency response

Site-specific training for new assignments

6. Use of Force Force is a last resort and must be reasonable and proportionate.

All force-related incidents must be documented and reported to supervisors and, if required, local authorities.

7. Incident Reporting

All incidents (theft, trespassing, threats, injuries, etc.) must be reported within 12 hours.

Use standardized Incident Report Forms.

Include date/time, persons involved, actions taken, and witnesses.

Notify emergency services if risk is imminent.

8. Privacy & Confidentiality

All client, staff, and public information must be treated as confidential.

Surveillance data, reports, or photos are only shared with authorized personnel.

Compliant with PIPEDA and internal data security protocols.

9. Patrol & Equipment Use

Guards are responsible for routine patrols and safety checks.

Log all patrols using assigned systems (e.g., NFC tags, GPS logs).

Check and maintain radios, flashlights, vehicles, and any body-worn cameras before and after each shift.

Report damaged or missing equipment immediately.

10. Mobile & Event Security Protocols

Mobile Patrol:

Follow designated patrol routes and schedules.

Complete mobile patrol reports at each location.

Never leave the vehicle unlocked or unattended while running.

Event Security:

Briefing prior to all assignments.

Crowd control training required.

Clear chain of command during operations.

Maintain high visibility and radio discipline.

11. Uniform & Professional Appearance

Uniforms must be clean, pressed, and worn in full.

Identification badges must be visible at all times.

Personal hygiene and grooming must reflect professionalism.

12. Health & Safety Policy

Follow OSHA guidelines and site-specific safety rules.

Use proper body mechanics when lifting or intervening physically.

Report all hazards and near-misses.

Access to first aid kits and emergency contacts must be available at all posts.

13. Harassment & Violence in the Workplace

Zero-tolerance policy toward harassment, discrimination, or violence.

Procedures for confidential complaint reporting and resolution.

Immediate action will be taken upon substantiated reports.

14. Employment, Discipline & Termination

Standard probation period is 90 days.

Grounds for disciplinary action include:

Breach of conduct or negligence

Absenteeism or tardiness

Insubordination

Terminations must follow a written review and HR procedure.

15. Emergency Procedures

Site-specific emergency action plans must be followed.

Guards must know:

Evacuation routes

First responder contact info

Assembly points

Notify supervisors and 911 when appropriate.

16. Recordkeeping & Documentation

All reports, patrol logs, and shift notes must be legible, accurate, and submitted promptly.

Records are stored securely and retained as per legal requirements.

17. Client Relations

Guards represent Pro-Fence Security and must maintain courteous interactions.

Follow client-specific instructions and respect confidentiality.

Escalate client issues to management, not addressed personally.

18. Technology Use & Surveillance

Use of company radios, phones, and surveillance equipment is limited to work functions.

Unauthorized audio/video recording is strictly prohibited.

All digital data must be protected using company protocols.

19. Ethics & Conflict of Interest

No acceptance of gifts, favors, or tips.

Avoid personal relationships with clients or vendors while on assignment.

Disclose any outside employment or affiliations that may create bias.

20. Policy Review and Updates

This manual is reviewed annually by management.

Updates are distributed to all staff; acknowledgment of receipt and review is mandatory.

Staff will be notified of any interim changes.

✓ Acknowledgment

All employees must sign a written acknowledgment confirming:

They have received and read the manual.

They understand and agree to comply with the policies.

Violations may lead to disciplinary action or termination.