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I missed my sign-up session date. What should I do?

Please email:
aviation.questions@ca.g4s.com.
 Instructions will be forthcoming.

A Very Big Thank You from the Sign-Up Sessions:

"I would like to take this opportunity to thank all of the employees across the Pacific Region for their assistance during the G4S Sign-Up Sessions. Your support made it easier for everyone involved. Everyone was courteous. The professionalism displayed by Screeners, Point Leads, Base Administrators, SDMs and Operational staff was outstanding.

Thank you all very much! I am truly looking forward to November 01"

Robert Bento, Regional Vice President
 G4S Secure Solutions (Canada)

"The Sign-Up Sessions was a resounding success; due for the most part to the professionalism of the employees. It started with the wonderful welcome we received at YVR and carried on to every airport we visited. From the banana bread and carrot muffins that were brought in by the staff at Sandspit, to the 'Munch and Crunch' that Reg gave me at Kelowna. The employees were very attentive during the presentations and truly embraced the G4S "Core Values". I can fully understand why CATSA considers the employees in the Pacific Region "the best in the country".... I wish great success for their future with G4S."

Ken Hanson, Regional Vice President
 G4S Secure Solutions (Canada)



Our Commitment to Customer Service

One of the strengths of G4S is our broad customer and geographic base. We have thousands of customers ranging from small local companies to some of the largest governments and global corporations in the world. We attribute much of our success to the fact that at G4S we pride ourselves on focusing on customer needs and delivering high quality customer services.

In the security industry, as with many industries, the term “customer” refers not only to the company with which you are contracted to provide service, but also the public, employees, partners, governments and others. With so many stakeholders involved, it is not surprising that we take customer service seriously. As with all G4S contracts, customer service will be a daily focus for everyone assigned to this contract with CATSA in the Pacific Region of Canada.

As airlines rely even more on the use of technology screening checkpoints are becoming the first point of contact for the travelling public. Screeners and their managers play a critical role in ensuring a positive experience for the public.

Both CATSA and G4S are committed to achieving the right balance between security and customer service.

We look to Screening Officers and Managers to help passengers comply with security requirements. By acting as facilitators of the screening process, and providing good customer service, Screening Officers re-enforce security objectives.

Air passengers have provided feedback to CATSA in the past. The following is an excerpt from the most recent CATSA Checkpoint publication:

“Hello. Too often we complain or criticize. Rare are occasions where we relay our satisfaction. The goal of this email is to highlight the excellent work that we experienced and the courtesy that your screening people shows to us when we were en route on January 2, between 6 and 8 a.m. Thank you for taking security to heart.”

Congratulations on a job well done!



Customer Focus

We have close, open relationships with our customers that generate trust and we work in partnership for the mutual benefit of our organisations.

BEST PEOPLE | TEAMWORK & COLLABORATION | CUSTOMER FOCUS | INTEGRITY | PERFORMANCE | EXPERTISE

Customer Service Training at G4S

There are many Screening Officers who understand and appreciate the role they play in facilitating passengers through the screening process. They have demonstrated their ability to balance customer service with screening requirements and appreciate the impact a positive attitude and customer-focused approach can have on the entire air travel experience. Similarly to CATSA, G4S would like to thank those Screening Officers. G4S intends to further encourage this service excellence through the use of many programs and tools, including Customer Service Training that will be made available to every Screening Officer in the Pacific Region of the CATSA contract with G4S.

Just some of the topics that will be covered in Customer Service training at G4S:

- Categories of Customers
- Why Customer Service is Important
- Customer Service Characteristics
- Projecting a Positive Image
- Verbal Skills
- Active Listening
- Body Language
- Serving Challenging Customers
- Problem Solving
- Ethics

There will be more to come on the Training Programs available at G4S in future issues of G4S Transition News.

Contacting G4S



Toll Free Phone:

1-888-717-4447

Press "0" for assistance

For questions email:

aviation.questions@ca.g4s.com

G4S Careers Web Site:

<http://www.g4s.ca/en-ca/Careers/> (English)

<http://www.g4s.ca/fr-ca/Careers/> (français)

G4S Canada Web Site:

www.g4s.ca

To send resumes email:

aviation.resumes@ca.g4s.com