



CASE STUDY: SECURITY SOLUTIONS

“Commissionaires are doing everything they can to respond to our requests for security professionals that can not only safeguard, but also blend in with our unique university culture. Overall, the service has been very good.”

Mr. Garry Appleton

MANAGER SECURITY & PARKING
CAMPUS SECURITY—UBC OKANAGAN



OKANAGAN

UBC OKANAGAN OVERVIEW

- > Student Population: About 5,400
- > Faculty and Staff: About 700
- > Faculties: 7
- > Campus Housing: 1,100 single-student spaces
- > Size of Campus: 260 acres (105 hectares)
- > Buildings: 46,400 sq. m (0.5 million sq. ft.) in 2005, expanding to 139,000 sq. m. (1.5 million sq. ft.) by 2010



<http://web.ubc.ca/okanagan>

UBC OKANAGAN

UBC Okanagan welcomed its first students in 2005—in direct response to the academic, economic, social and cultural needs of a growing region and to facilitate access to the internationally recognized UBC degree. Today, UBC Okanagan (UBC O) is recognized as a valuable, respected centre of learning and research. The university aims to support the post-secondary needs of about 7,500 students from the Okanagan Valley, around the province, across Canada and other countries.

UBC O faculties and schools include: the Irving K. Barber School of Arts and Sciences, Creative and Critical Studies, Education, Engineering, Graduate Studies, Health and Social Development, and Management. Building upon its strength as “an intimate learning community”, UBC Okanagan is committed to small class sizes, experiential learning, community involvement, and direct access to research activity.

CHALLENGE

UBC Okanagan is constantly evolving and expanding to meet demand. To this end, significant financial contributions from the provincial government and private donors are funding the development of new programs, research centres and major construction projects.

Garry Appleton, Manager Security & Parking, Campus Security, says, “UBC Okanagan is dedicated to ensuring a safe and secure environment for all students, faculty and staff. To achieve this, we recognize that security is far more than just opening and closing doors. We need to be progressive with our security technologies and programs. The men and women who are recruited to our security team must be willing to embrace a ‘New Age Generation’ of security—one that requires them to be forward-thinking and willing to change.”

Appleton continues, “There is also an element of community relations in the sense that we need to be able to integrate ourselves into a very distinct campus culture. A university environment attracts people from all walks of life—students, staff and faculty who express or act on a full spectrum of ideals, goals and causes. Anyone who is part of the UBC O security team must be able to respond to a wide range of personalities and ever-increasing expectations. Anyone sent here to work who doesn’t fit in, doesn’t last.”

“Our university is going through a huge construction phase right now,” says Appleton. “We are actively preparing to accommodate thousands more students within the next few years. UBC O is booming and there is much to plan for and do. When outsourcing, it is imperative for us to work with reliable, adaptable teams of professionals who will help us meet these and other challenges.”

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SOLUTION

According to Appleton, about 15 years ago there were only about three security companies serving the area. Now there are more than a dozen of them competing for contracts. UBC O used a bid system to hire a private security company. This bid included considerations related to services requested, options and other security-related requirements. Appleton says, “Although Commissionaires wasn’t the cheapest, they had the best overall proposal and won the bid.”

Today, a small detachment of commissionaires provides First Response First Aid (Level 2), access control, and support for parking enforcement initiatives in conjunction with their routine patrols. Other duties could have them patrolling the construction sites and providing additional support to students, faculty and staff for the Walk Safe program. Commissionaires are also called on when and as needed to fulfill other special security assignments.

Darrel O’Shaughnessy, Commissionaires Manager Southern Interior, says, “Our primary objective is to help safeguard UBC O’s people, property and information. As First Responders, commissionaires are trained to national standards—whether it’s investigating suspicious behaviour, responding to a medical emergency, monitoring a demonstration, or patrolling construction sites. In our commitment to ensure our services are relevant to our client’s priorities, we continue to find ways to collaborate. For example, when replacing a Site Supervisor, we invited a representative from UBC O to sit in on the Board’s interview process. Our client got a flavour for all eight candidates as well as our Board’s commitment to match the best candidate to their security needs and campus culture. We value our working relationship with UBC O and are proud to be a contributing partner to their growth and success.”



RESULTS

Appleton says, “Commissionaires have contributed to our security needs since 2006 so they are witnessing first-hand just how much the UBC O campus—and surrounding community—are growing and changing. In my experience, commissionaires are receptive to suggestions. They have also managed to integrate their operational policies with ours and shown flexibility by being able to work with other security companies. From the top on down, I have found commissionaires to be open, frank and very responsive. They are truly dedicated.”

Appleton adds, “Commissionaires are doing a very good job at UBC Okanagan and I will continue to extend their contract option.”