

Ladies and Gentlemen:

I want to thank you for allowing me the time to speak to you about the Security Contract for the National Trade Centre. My name is George Shepherd and I am the owner and President of Eastlea Security and Show Services Inc., who are the current provider of Security Services at the National Trade Centre.

When Eastlea was recently requested to bid on the Security Services at the National Trade Centre, I contacted the Manager of the Fair Wage and Labour Trades Office for the City of Toronto. I was informed at that time that the fair wage for the job of security guard at the National Trade Centre was \$10.50 per hour, plus 4% for vacation pay, plus \$.30 for benefits, based on a forty-four hour work week. No additional information was provided at that time. The process of determining fair wages comes into question, based on the training that is required to successfully perform the job. Section A of the REQUEST FOR PROPOSAL, under Sub-section 4.4 specifies that the requirements for the position of security guard at the N.T.C. are such that the employee must be trained in basic First Aid and C.P.R., basic fire suppression and fire prevention activities, plus W.H.M.I.S. and propane training certification.

When we received information that Trillium Security Services had been recommended by the N.T.C., and because their bid proposal was lower than the fair wage quoted to us, we immediately contacted the Manager of the Fair Wages and Labour Trades Office and asked him to provide us with a letter stating the exact information he had given us previously, and upon which we had based our proposal. Such a letter was not sent to us. In its place, we received a fair wage schedule, General Classification, dated 1995-1997, December 1, long before the N.T.C. opened for business — you have a copy of that document before you.

This document poses many questions:

- (i) Who gets paid \$8.50 and who gets paid \$10.50? According To the recommendation you were given, page 2, paragraph 3, everyone will receive \$10.50 per hour.
- (ii) Based on the Trillium bid, they must intend to pay their loading dock Personnel \$8.50 per hour or \$9.14, including vacation and benefits or, They are doing the job at a loss (\$11.21).
- (iii) Why didn't all companies receive the total accurate information package?
- (iv) Why is the Fair Wage Schedule two years out of date?

You may not be aware that Eastlea Security was the security company of choice during the construction phase of the N.T.C. When the building was completed, P.C.L., the contractor, informed us that our services would no longer be required after March 15, 1997. It was at that time that O. and Y. selected Group IV to provide Security Services at the N.T.C. with a charge-back cost of \$13.00 per hour for a security guard, and \$14.00 per hour for a supervisor. At that juncture, other companies were not given the opportunity to be considered to provide Security Services.

In August of 1997, during the annual C.N.E., Mr. John Sellers, and Mr. Joe Walker, approached me to ask if I could provide Security Services within the building as they were not pleased with the current company. We commenced Security Services in the N.T.C. on September 8, 1997 at the same level of cost as Group IV. Shortly after commencing these services, I approached Mr. John Sellers about the turmoil that was occurring at the loading docks during the load-in and load-out of Trade Shows. He asked me to submit a proposal about systemizing this operation,

which I did the following day. We have been organizing the loading docks for all shows since January, 1998.

My major concern is that complete and adequate information was not provided to all companies wishing to bid on this proposal. In my opinion, the total process is deeply flawed and the entire process needs to be totally revamped. One of the participants, who was a member of the recommendation committee, told me that the bottom line was money. I would suggest to that individual that he lacks any understanding of the level of responsibility and the complexity of the position of security guard in the N.T.C. To provide adequate security and safety in the building requires responsible staff who must be paid a decent wage for accepting that level of responsibility. I would also suggest that the people at the Fair Wage and Labour Trades Office for the City of Toronto are completely out of touch with what transpires in the N.T.C., if indeed they even know where the building is located.

For the information of the Board of Governors, this summer will be my thirty-second consecutive year as a part-time employee at Exhibition Place. For a number of years (16) I was employed in the Sports Department of the C.N.E. When they were having difficulties with the people-movers during the Annual Fair, I was contacted to clean up an unsavoury situation. For a number of years I was responsible for the processing and distribution of work-orders for the Annual Exhibition. As event Supervisor in the Stadium for twenty years, I provided all of the ushers, ticket-takers and building security for athletic events and Grandstand Shows. For the last twelve years, I have provided the ticket-takers and ushers for the Molson Indy. Again this year, Eastlea will provide security for the CHIN Picnic. For the past five years, we have provided security for the Portuguese Festival in Trinity Bellwoods Park. I spend

from two to four hours each day at the N.T.C. to ensure that the loading docks are functioning efficiently and that the level of security in the building that is required is being provided, at no cost to the N.T.C. I often work shifts in the building so that I know how it functions at all times. As you are aware, Eastlea has just been contracted by Exhibition Place to provide Superintendents, Supervisors and ticket-takers at the entrance gates for this year's Annual C.N.E. Surely Eastlea must warrant strong consideration for continuing to provide security at the N.T.C., with factors other than money being addressed.

I would like to thank you for your consideration of this matter. A year ago this same proposal was shelved due to inadequate investigation of the requirements for the various facets of the job. I would suggest that you return the recommendation to the Committee and ask that they issue a new Request for Proposal (not a tender) which precisely lists the various areas of responsibility, e.g. supervisor, security guard, loading dock personnel, etc. Using an R.F.P. rather than a tender will give you more latitude in choosing the best company to perform the duties at the N.T.C.

I thank you for your time, and I would be pleased to answer any questions you may have.



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FAIR WAGE SCHEDULE

1995-97

GENERAL CLASSIFICATIONS

<u>CLASSIFICATION</u>	<u>EFFECTIVE DATE</u>	<u>HOURLY RATES & FRINGE BENEFITS</u>	<u>VACATION PAY</u>	<u>WEEKLY HOURS OF WORK</u>
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SECURITY GUARDS

Security Guards (Basic & Night Watchperson)	Dec 1/95	8.50 + .30	4%	44
Security Guards (Alarms, CCTV Control, etc.)	Dec 1/95	10.50 + .30	4%	44
Security Guards (Armed)	Dec 1/95	12.92 - 13.29 + .30	4%	44
Security Guards K-9 Unit	Dec 1/95	11.50 - 12.70 + .30	4%	44

BUILDING CLEANING & MAINTENANCE

Carpet Cleaner (Lead Hand)	Dec 1/95	10.50	4%	44
Carpet Cleaner (Machine Operated)	Dec 1/95	9.65	4%	44
Cleaner - (Heavy Duty)	Dec 1/95	9.00	4%	40
Cleaner - (Light Duty)	Dec 1/95	7.30	4%	40