

PAGE	ACCEPTED FOR INVESTIGATION	INVESTIGATION COMPLETED
2	NO	N/A
4	YES	YES
6	YES	YES
7	YES	YES
9	YES	YES
12	YES	YES
14	YES	YES
17	YES	YES
18	YES	YES
20	YES	YES
24	YES	YES
28	YES	YES
30	YES	YES
34	YES	YES
38	YES	YES
40	YES	YES
43	YES	YES
45	YES	YES
45	YES	YES
50	YES	YES
61	YES	YES
76	YES	YES
80	NO	N/A
82	YES	YES
83	YES	YES
105	NO	N/A
107	YES	YES
108	NO	N/A
125	YES	YES
133	YES	YES
136	YES	YES
141	YES	YES
143	YES	YES
147	NO	N/A
156	YES	YES
158	YES	YES
160	YES	YES

PAGE	ACCEPTED FOR INVESTIGATION	INVESTIGATION COMPLETED
162	YES	YES
169	NO	N/A
171	NO	N/A
173	YES	YES
183	YES	YES
190	NO	N/A
194	YES	YES
199	YES	YES
201	YES	YES
203	NO	N/A
205	NO	N/A
209	NO	N/A
215	YES	YES
216	NO	N/A
217	YES	YES
218	YES	YES
221	YES	YES
226	YES	YES
229	YES	YES
231	YES	YES
233	NO	N/A
234	YES	YES
236	YES	YES
247	YES	YES
250	YES	YES
254	YES	YES
257	NO	N/A
259	YES	YES
260	YES	YES
261	YES	YES
262	YES	YES
263	YES	YES
265	YES	YES
267	NO	N/A
269	YES	YES
271	YES	YES
273	YES	YES

PAGE	ACCEPTED FOR INVESTIGATION	INVESTIGATION COMPLETED
275	YES	YES
275	YES	YES
278	YES	YES
281	YES	YES
283	YES	YES
287	YES	YES
289	NO	N/A
292	YES	YES
294	YES	NO
297	YES	YES
298	YES	YES
300	YES	YES
307	YES	YES
308	YES	YES
310	NO	N/A
313	YES	YES
314	YES	YES
317	YES	YES



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) WHITWORTH (Given) GREGORY (Middle) ERNEST

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address 1400 GUILDFORD TOWNE CENTRE City/Town: SURREY Province: BC Postal Code: V3R 7B7

1. Phone: (604) 634-1027 ☐ home ☒ work ☐ cell ☐ pager
2. Phone s.22 ☐ home ☐ work ☒ cell ☐ pager
3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: (_____) _____ (optional)
5. E-mail: greg.whitworth (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 8:30am to 5:00pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number s.22
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

s.22

- 3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: s.22

Other information such as address, phone number, type of business:

- 4) Particulars of the incident:

Date of Incident: (year/month/day) 2011-10-2011 Time incident occurred: 2:00 ☐ a.m. ☒ p.m. Where it happened:

Zellers Inc. Metrotown Centre Security Office.

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Thursday, July 18, 2013 4:42 PM
To: Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: Security worker charged and convicted
Attachments: spd0512-complaint.pdf

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: Whitworth, Greg [<mailto:greg.whitworth@hbc.com>]
Sent: Thursday, July 18, 2013 4:09 PM
To: SPD Security Services SG:EX
Cc: Whitworth, Greg
Subject: Security worker charged and convicted

The attached form is in regards to a Loss Prevention Office who was just found guilty in BC provincial court. His Security license should be reviewed.

GREG WHITWORTH
REGIONAL INTERNAL INVESTIGATOR
E GREG.WHITWORTH@HBC.COM
O 604-634-1027
M s.22
F 604-634-1028

HUDSON'S BAY
1400 GUILDFORD TOWN CENTRE, SURREY BC V3R-7B7

This message (including attachments, if any) is confidential, may be privileged and is intended for the above-named recipient(s) only. If you are not the intended recipient of this message please notify me by return email and delete this message from your system. Any unauthorized use or disclosure of this message is strictly prohibited.

Ce message (ainsi que les pièces jointes, le cas échéant) est confidentiel, peut être protégé et est émis à l'intention exclusive du ou des destinataires susnommés. Si vous n'êtes pas le destinataire de ce message, veuillez m'en avvertir en me retournant le courriel et l'effacer de votre ordinateur. Toute utilisation non autorisée ou divulgation du contenu de ce message est strictement interdite.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address s.15 Province: B Postal Code: s.15

1. Phone: (_____) s.15 ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) (optional)

5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number (s.15)

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Walmart Loss Prevention Officers

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

LPO Walmart
- LPO Walmart

4) Particulars of the incident:

Date of incident: (year/month/day) 2012/09/28 Time incident occurred: 1520 ☐ a.m. ☒ p.m. Where it happened:

Walmart - Lougheed Town Centre

(There have been several arrests I have witnessed)

5) Describe the incident (what happened, who was there, etc.):

Walmart Loss Prevention consistently 'arrest' people seen stealing, are brought to the back office, searched, bags searched, then released.

On this occasion, ^{s.22} was arrested handcuffed, searched, and released after having products taken from his backpack.

No charges are laid. No charter read to the subjects. (ever)

On this date

^{s.15} 'this same conduct happens every time though.

6) Why do you believe the actions of the business or the worker were unfair?

The arrests are proper + lawful but the LPO's do not call the police or notify the parents of juveniles. Therefore making it improper. The use of handcuffs, making it worse.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

^{s.22} I spoke to the LPO's and questioned them. said it's too much trouble and nothing ever happens to the subjects anyway. They say its Walmart's policy not to charge.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Site Security Supervisor. - Joel Bell.

s.15

Complainant's Signature:

s.22

Date Signed: 2018-09-29
year/month/day

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Sunday, November 4, 2012 6:01 AM
To: Trytten, Terrance MEM:EX
Cc: Webb, Tony JAG:EX; Lock, Angie JAG:EX
Subject: Re: Unlicensed security in Tofino and Ucluelet

Thanks Terrance
We will look into both those places.
Cheers
Stephen

Stephen Hitchcock
Manager Compliance and Enforcement
Security Programs Division
Ministry of Justice
Direct: 250.387.2658
Cel: 250.213.5629

On 2012-11-04, at 5:46 AM, "Trytten, Terrance MEM:EX" <Terrance.Trytten@gov.bc.ca> wrote:

> Hi Stephen. I am now working a new area out of Nanaimo which includes Tofino. My findings to date are that there is only one licensed security guard in Tofino. That Jack's pub has unlicensed security and I suspect that Officials in Ucluelet is the same. I have advised the Legion and Jack's about this and that I would be contacting you as well.

>
> Terrance Trytten, SPC
> Liquor Inspector #086
> Liquor Control and Licensing Branch
> 460 Selby Street
> Nanaimo, BC V9R 2R7
> Phone: 250-741-3625
> Fax: 250-741-3654
> Licensing: 1-866-209-2111
> website: <http://www.pssg.gov.bc.ca/lclb>
>
>
>

Roberts, Jared JAG:EX

From: SPD Security Services SG:EX
Sent: Friday, January 4, 2013 4:22 PM
To: Lock, Angie JAG:EX
Cc: Roberts, Jared JAG:EX
Subject: FW: security company red owl security/ black arrow security ltd.

Joshua Huska
Senior Licensing Agent
Security Programs Division
Ministry of Justice

Toll Free: 1-855-587-0185
Fax: 250 387 4454

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From: s.15
Sent: Friday, January 4, 2013 11:28 AM
To: SPD Security Services SG:EX
Subject: security company red owl security/ black arrow security ltd.

TO WHOM IT MAY CONCERN:

Please can you look into the following
security company red owl security Inc.
also BLACK ARROW SECURITY LTD.

I think this company is running BLACK ARROW SECURITY LTD.
without a security lic. in province of B.C. also running Red owl security inc. from location not as reg.
with security programs. 7991 rosewood st. burnaby, B.C.
has office in Burnaby 5500 kingsway ON 2ND FLOOR of this building.....please look into security
guards that work for this company some... don't have lic.

thank you

s.15

Angie CR - Running

Page 8 redacted for the following reason:

s. 3

Lock, Angie JAG:EX

*Steph - please review
& advise.*

From: SPD Security Services SG:EX
Sent: Wednesday, January 2, 2013 8:27 AM
To: Lock, Angie JAG:EX
Subject: FW: Mandrake Security - Dishonesty and Unsafe work conditions

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Friday, December 28, 2012 4:13 PM
To: SPD Security Services SG:EX
Subject: Mandrake Security - Dishonesty and Unsafe work conditions

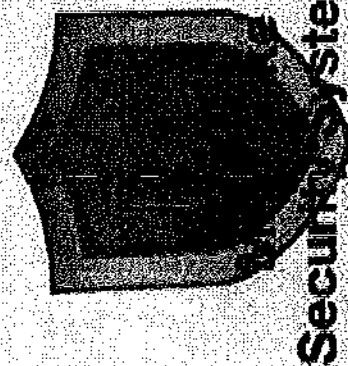
Dear Sir/Madam,

I am writing in regards to a serious business dishonesty, misconduct and my injury that followed as a result of it. I am hoping that this will be brought to the attention of the attorney general and that serious action will be taken.

s.15

Page 10 redacted for the following reason:

s.15



Mandrake Security Systems

31050 St Johns St
Port Moody, BC, V3H 4T4

Mike Henry



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) s.15 _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt./# _____ Street Address s.15 _____ City/Town: s.15 _____ Province: BC Postal Code: s.15 _____

1. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager
2. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager
3. Phone: (s.15 _____) ☐ neighbour ☒ relative ☐ friend ☐ cell ☐ pager
4. Fax: (_____) (optional)
5. E-mail s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 8:30am to 4:30pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number: s.15 _____
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)
- Commissioned Security Services Inc.

s.22

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

13257 78A Avenue
Surrey, BC V3W 7B6
604 543-0788 604 613-8000

- 4) Particulars of the Incident:

Date of incident: (year/month/day) 2012 s.15 _____ Time incident occurred: 11:00 ☒ a.m. ☐ p.m. Where it happened:

s.15

FORM #SPD0512
PSSG10-007 (09/2012)

Ministry of Justice
Policing and Security Programs Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Phone: 1-855-587-0185 Fax: (250) 387-4454 E-mail: sgspdsoc@gov.bc.ca
Security Industry and Licensing website: www.pssg.gov.bc.ca/securityindustry

Page 12
JAG-2014-00163

5) Describe the incident (what happened, who was there, etc.):

On s.15 2012 security guards from Commissioned Security Services Inc. showed up at
s.15 They were not hired by our company s.15
s.15, s.22 They told me that they had a legal right to be there. I disagree and please
correct me if I am wrong. I don't think somebody has a right to hire a security firm to watch a
business they have no connection to.

What I would like is a letter from Commissioned Security Services Inc. explaining to me who
hired them and why. Also I would like to have any notes or reports that were taken by the
security guards while they were watching our premises.

There were company documents taken from our office while Commissioned Security Services
Inc. was there and any help in locating these documents would be helpful.

6) Why do you believe the actions of the business or the worker were unfair?

Basically Commissioned Security Services Inc. was watching the employees and customers
of a business s.15 without the consent of the business. s.15, s.22
s.15, s.22 and having security guards there was disruptive to business.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signatur

s.15

Date Signed: 2013/01/07

yes/monday

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will
comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 358-1501.

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Friday, January 11, 2013 9:50 AM
To: Lock, Angie JAG:EX
Subject: FW: Complaint against Island Communications
Attachments: admin@ s.15 20130111_092024.pdf

Hi Angie:

Please conduct Corporate Search and assign investigation to Tony.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.15
Sent: Friday, January 11, 2013 9:40 AM
To: Hitchcock, Stephen JAG:EX
Subject: Island Communications

Hi Steve,

Per our earlier conversation, see the attached letter from Laird Wheaton saying they have awarded the contract to Island communications for the installation of CCTV and DVR. As far as I can tell, they are not licensed to do this work.

Can you please investigate the matter. Island communications (also DBA Cercom) is located at 2540 Bowen Road.

s.15

s.15

We had previously sent a letter of complaint as they had also bid on the RCMP renovation project. This apparently did not make it to your office.

I have been unable to find the owners name as it is not listed on any web information for Island Communications or Cercom.

Cheers

s.15

Accounting and Administration

s.15

Cherene Shea

From: s.15
Sent: Thursday, January 10, 2013 3:52 PM
To: s.15
Subject: FW: CCTV system

From: Gordon [mailto:gord@lairdwheaton.com]
Sent: January 10, 2013 3:19 PM
To: s.15
Subject: CCTV system

s.15

As I thought might happen, we have now awarded the contract for CCTV cameras and DVR installation to Island Communications. I appreciate the time that you spent on this quote and as I mentioned to you earlier today, s.15 and relatively close in price to that of Island Communications. s.15
Thanks again.

Gord

Gordon McNaughton

Secretary-Treasurer

Wheaton Pontiac Buick GMC (Nanaimo)Ltd. dba

Laird Wheaton GM

Chevrolet - Buick - Cadillac - Corvette - GMC



GMC



Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Saturday, January 12, 2013 8:38 AM
To: Lock, Angie JAG:EX
Subject: FW: my s.22 was assaulted

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Friday, January 11, 2013 10:36 PM
To: SPD Security Services SG:EX; XT:Mollard, Murray GCPE:IN; info@bchrcoalition.org; info@pivotlegal.org
Subject: my s.22

s.22 was assaulted by bouncers at the Penticton Lakeside Resort.

They handcuffed him and then when on ground repeatedly kicked him!

Handcuffing by security is illegal

<http://www.securityandyou.ca/files/documents/BrochureSecurityAndYou091207.pdf>

" For example, licensed guards are not allowed to carry hand-cuffs in BC, they are not allowed to hold themselves out to be police officers, and they must produce their security license and ID card upon request. Licensed firms can only employ licensed guards. "

RCMP put him in the drunk tank and refused him medical attention, without investigation, as he was not drunk (2 beers) Apparently The Penticton Lakeside Resort is owned by an Ex RCMP, which is why employees are allowed to break the law.

s.22 is non violent and did nothing, apparently one of these bouncers, used to bully s.22 and continues this bullying!

**I desperately need to know how to get the security video of this assault, and the events leading up to it !
To facilitate private citizen prosecutions.**

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) s.15 _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address s.15 _____ City/Town: s.15 _____ Province: BC Postal Code s.15 _____

1. Phone s.15 _____ ☐ home ☐ work ☐ cell ☐ pager
 2. Phone s.15 _____ ☐ home ☐ work ☐ cell ☐ pager
 3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
 4. Fax: (_____) _____ (optional)
 5. E-mail s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 10AM to 4 PM
- If we have trouble reaching you, may we leave a message at a particular phone number?
☐ Yes, at phone number s.15 _____
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☐ unsure
 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

ADT - Canada
 Telemarketing department manager
 named William Called from 604-504-3469

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

I dialed *69 and was given this #
 604-504-3469

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2013/01/13 Time incident occurred: 2:30 ☐ a.m. ☐ p.m. Where it happened:

I received a call today from a telemarketing company representing ADT Security Canada.

5) Describe the incident (what happened, who was there, etc.):

The caller represented himself falsely as calling from our current house alarm monitoring company. The caller started to ask some personal information. I insisted to know what company the caller who identified himself as William was working for. He indicated ADT CANADA. I told him I do not deal with ADT CANADA and to remove my number from their call list immediately.

6) Why do you believe the actions of the business or the worker were unfair?

The telemarketing company is ~~po~~ falsely leading the homeowner to ~~believe~~ believe the call is originating from current alarm co.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Twice in the past I have formally asked this company to remove our phone number from their call list. I did so again today.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

CRTC - I filed a formal complaint online as our house phone ~~not~~ number is also on the National Do NOT CALL LIST

s.15

Complainant's Signature:

Date Signed:

2013/01/13
year/month/day



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe) s.15

Complainant's Residential Address:

Apt. s.15 Street Address s.15 City/Town VANCOUVER Province BC Postal Code s.15

1. Phone: () s.15 ☐ home ☐ work ☐ cell ☐ pager
2. Phone: () ☐ home ☐ work ☐ cell ☐ pager
3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: () (optional)
5. E-mail: (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? SAME OFFICE HOURS
- If we have trouble reaching you, may we leave a message at a particular phone number?
☐ Yes, at phone number s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☐ unsure
2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

COLIN EVANS - VANCOUVER MOBILE
LOCKSMITH LTD. 778-887-4162

- 3) Provide the following information if you have been able to get it: (It will help us identify the business or worker)

Business licence number: Worker licence number:

Other information such as address, phone number, type of business:

1108 - 1068 West Broadway, Vancouver, BC, V6H
0A7; info@vancouvermobilelocksmith.com

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2012, s.15 Time incident occurred: 10-12 ☐ a.m. ☐ p.m. Where it happened:

This happened while he was providing services to the company I work for,

s.15

5) Describe the incident (what happened, who was there, etc.):

We had issues with the lock of our main entrance and as Senior Management was away, I needed to deal with it so that the office would be protected. I was not able to find the business card to the regular Locksmith and thus, I researched online for an alternative. Colin's website is very proper and I appreciated the fact that I phoned around the holidays and he picked up. He sent in one of his workers just as we had arranged, on the s.15 a young gentleman named s.22 came who investigated the issue and let me know he must change the lock. The whole thing came to \$300 plus \$36 tax.

The problem is that whatever s.22 did was not good enough because the next day, the lock was faulty again. I phoned Mr. Evans up to let him know and he was extremely rude to me. I passed the phone to a male colleague ("to let men talk to each other") and he was incredibly unprofessional repeating that we do not know how to use the lock and that if he has to come back, he has to charge again. My co-worker gave up so I took a deep breath and politely insisted that he send s.22 back who, no shocker here, had a hard time fixing the lock and who at no point blamed us, said anything rude or felt an extra charge was necessary. I commend s.22 then, for his patience in dealing with the lock.

Unfortunately, today, s.15 2013, the lock had issues yet again but this time around, having the initial Locksmith's contact information, I reached out to him. The work required came to \$199 plus tax, and it turns out that a piece that was not working properly should have been changed; moreover, in his work, he has come across many customers that had just as bad an experience with Colin's attitude as me. My understanding is that he is also not licensed with the Security Program as he should be. I cannot turn back time now but I hope that this complaint will help subsequent customers. Colin seems to have the Marketing strategy down very well, with a fancy website and a wireless debit/credit machine, but apparently he over-charges and is incredibly rude to customers.

6) Why do you believe the actions of the business or the worker were unfair?

I would like you to follow up for three main reasons: a) to ensure that the business does a good job; b) to ensure that the business charges the proper amount rather than taking advantage of clients' little knowledge in the field and c) that Colin treats his customers with respect, as any business man should. s.15 here, imagine how poorly we would do if we treated our consultants and clients like that - we'd probably not exist after a couple of months.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

There is not much I can do in terms of my interaction and transaction with him, this complaint is being filed so that it helps other customers. Also, I don't really want to get into something like this with him personally as his attitude... might not get us very far.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

As I mentioned, I brought this up with the Locksmith who came today and he educated me about ripoffreport.com (where he is featured) and also, about your website. He said that he has a story similar to mine from about 5-6 customers this year.

Complainant's Signature: _____

s.15

Date Signed: January 17th, 2013
year/month/day

DISCLOSURE: An information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-356-1501.

Hitchcock, Stephen JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, January 22, 2013 11:01 AM
To: s.15
Subject: Complaint re: Colin Evans and Vancouver Mobile Locksmith Ltd

PID # 107799

January 22, 2013

s.15

Thank you for your complaint received January 17, 2013 regarding Colin Evans operating Vancouver Mobile Locksmith Ltd.

Please be advised that Colin Evans does not possess a security worker licence and as well is operating an unlicensed locksmith business Vancouver Mobile Locksmith Ltd. As a result of Mr. Evans operating unlicensed, he and his corporation are currently under investigation by this office. The information provided within your complaint shall be included within our records.

Yours sincerely,

Stephen Hitchcock

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.15
Sent: Thursday, January 17, 2013 2:30 PM
To: SPD Security Services SG:EX
Subject: Complaint

Hi there,

Please see attach for a Complaint I would like to file regarding a company called Vancouver Mobile Locksmith, ran by Colin Evans.

Thanks,

s.15

s.15

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Thursday, January 17, 2013 4:59 PM
To: Lock, Angie JAG:EX
Subject: FW: SPD Complaint - s.22
Attachments: SPD Complaint - s.22 .pdf

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Thursday, January 17, 2013 10:37 AM
To: SPD Security Services SG:EX
Cc: s.15
Subject: SPD Complaint - s.22

Good morning,

I am filing two complaints against guards

s.15

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☒ other (describe): s.15

Complainant's Residential Address:

Apt.# _____ Street Address s.15 City/Town: _____ Province: BC Postal Code: _____

1. Phone: s.15 ☐ home ☒ work ☐ cell ☐ pager

2. Phone: ☐ home ☐ work ☒ cell ☐ pager

3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: () (optional)

5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? 10:30 to 4:30

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number: s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

s.22

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: s.22

Other information such as address, phone number, type of business:

s.22

4) Particulars of the incident:

Date of Incident: (year/month/day) 2012 s.15 Time incident occurred: 22:15 ☐ a.m. ☐ p.m. Where it happened:

s.15

5) Describe the incident (what happened, who was there, etc.):

On Wed s.15 at around 2215hrs, I stopped by s.15 to check-up on site guard and make sure everything is going well. When I arrived onsite I found that there was no guard onsite and I waited about 5-10mins because guard might be using the washroom across the street at a 24hr gym. I decided to call s.22 who was scheduled to be onsite and to see where she was. I asked s.22 how the site was coming along and if they were any current issues, also reminded her to make sure that the lights are on and that she patrols every hour, ensuring the doors and windows are locked and secured. She confirmed that everything was ok at the site and she is currently doing all her patrols as instructed. I asked her several other site related questions and was now on the phone with her for about 20mins. I then told her that I am currently onsite and she is nowhere to be found, I also told her that I have been onsite now for 30-40mins and she was not here as she claims she was in our conversation.

She then told me she went down the street to Canada Post to use the washroom, I told her there is a 24hr Gym across the street we could access for washroom breaks. I also mentioned to her that Canada Post is a Federal facility and she would not be able to access it after hours to use the washroom.

She then admitted that she was at another site where s.22 works and she was covering for her because she didn't want to work the site anymore.

I told s.22 that I need her to come to the site s.15 ASAP as I need to speak to her in person. s.15 arrived after 10-15mins wearing not a single piece of company issued uniform, but instead wearing dress pants high heels and a fancy going out shirt. I asked her why she wasn't in her uniform and she had no answer. She started to explain her story to me one more time, I told s.22 that I would have to inform s.15 of what had just happened.

I called s.15 at around 2300hrs and s.15 instructed me to send s.22 home and find replacement guards for both s.15 where s.22 was scheduled to work.

*** We do not know how long this had been going on for and when either employee last worked at the site they were scheduled to work at and were being paid to work.

6) Why do you believe the actions of the business or the worker were unfair?

Both s.22 were claiming to be at work on their scheduled site and getting paid while they were not at either location.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Both employees have been terminated

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

With the employer and office staff at s.15

Complainant's Signature: _____ s.15

Date Signed: JAN 17 2013
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Friday, January 18, 2013 4:33 PM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: security licence s.22 tq holder for MUSTAFA HOLDINGS LTD.COBA C.S.S alarms.

FYI – deb

There isn't a TQ holder working for this business according to s.22

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.22
Sent: Friday, January 18, 2013 4:27 PM
To: SPD Security Services SG:EX
Subject: security licence s.22 tq holder for MUSTAFA HOLDINGS LTD.COBA C.S.S alarms.

Attention Debbie

Re. security licence Business B5442 tq holder for MUSTAFA HOLDINGS LTD. COBA C.S.S alarms.

as per our conversation January 18th 2013 please be advised that i am no longer associated with C.S.S.Alarms.
as s.22

Regards

s.15
security Worker licence s.22

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, January 22, 2013 1:42 PM
To: Lock, Angie JAG:EX
Subject: FW: security licence s.22 tq holder for MUSTAFA HOLDINGS LTD.COBA C.S.S alarms.

Please assign to Arliss as a follow up inspection to determine if they have a valid AS tech on staff.

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: SPD Security Services SG:EX
Sent: Friday, January 18, 2013 4:33 PM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: security licence s.22 tq holder for MUSTAFA HOLDINGS LTD.COBA C.S.S alarms.

FYI – deb

There isn't a TQ holder working for this business according to s.22

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.22
Sent: Friday, January 18, 2013 4:27 PM
To: SPD Security Services SG:EX
Subject: security licence s.22 tq holder for MUSTAFA HOLDINGS LTD.COBA C.S.S alarms.

Attention Debbie

Re. security licence Business B5442 tq holder for MUSTAFA HOLDINGS LTD. COBA C.S.S alarms.
as per our conversation January 18th 2013 please be advised that i am no longer associated with C.S.S.Alarms.
as their s.22

Regards

s.22

security Worker licence s.22

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, January 22, 2013 2:25 PM
To: Lock, Angie JAG:EX
Cc: Rikhia, Nidhan JAG:EX
Subject: FW: s.15 - Property Use Violations

Hi Angie

Please assign to Nidhan as code of conduct investigation. If the business is found to be operating contrary to Surrey by-law, Fraser may consider sec 28 licence eligibility review.

Nidhan..please call me on this one.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Hitchcock, Stephen JAG:EX
Sent: Wednesday, January 16, 2013 4:45 PM
To: lsaxton@surrey.ca
Cc: Warren-Davies, Stacey JAG:EX; Lock, Angie JAG:EX; Backlund, Debbie JAG:EX; Rikhia, Nidhan JAG:EX; Marshall, Fraser JAG:EX
Subject: Fwd: s.15 - Property Use Violations

Hi Lauralene

The Security Services Act mandates that licensed security businesses be in compliance with all municipal, provincial and federal laws. As such, I will discuss with the Deputy Registrar tomorrow and will call you.

Regards

Stephen

Stephen Hitchcock
Manager Compliance and Enforcement
Security Programs Division
Ministry of Justice
Direct: 250.387.2658
Cel: 250.213.5629

Begin forwarded message:

From: "SPD Security Services SG:EX" <SGSPDSEC@gov.bc.ca>
Date: 16 January, 2013 4:39:44 PM PST
To: "Warren-Davies, Stacey JAG:EX" <Stacey.WarrenDavies@gov.bc.ca>, "Hitchcock, Stephen JAG:EX"

<Stephen.Hitchcock@gov.bc.ca>, "Lock, Angie JAG:EX" <Angie.Lock@gov.bc.ca>
Cc: "Rikhia, Nidhan JAG:EX" <Nidhan.Rikhia@gov.bc.ca>
Subject: FW: s.15 - Property Use Violations

Pls read msg below from City of Surrey by-law:

PLEASE NOTE BELOW:

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: Saxton, Lauralene [<mailto:LSaxton@surrey.ca>]

Sent: Wednesday, January 16, 2013 4:00 PM

To: SPD Security Services SG:EX

Cc: MacLeod, Ron ALC:EX

Subject: s.15 - Property Use Violations

Debbie

I am currently investigating the above property for multi violations under the City of Surrey By-laws. One of the businesses the owner has been operating is a Security Business and Training School which under the current zoning does not permit this usage. The owners have been given several warnings to cease and desist and have failed to do so. The City of Surrey and the Agricultural Land Commission will be moving forward towards a Supreme Court Order.

Is it possible to have a copy of the s.15 email to
lsaxton@surrey.ca

For your information the owners do not live on the Property, the Property is Agricultural and located in the Agricultural Land Reserve.

See below report on the company as well.

s.15

Thank you

Lauralene Saxton

By-law Enforcement/Conservation Officer



Legal Services Division
Bylaw & Licensing Section
14245 - 56 Ave, Surrey, BC, Canada V3X 3A2
T 604.591-4636 | F 604.591-4465 | C 604.968-8704 www.surrey.ca

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Wednesday, January 16, 2013 4:40 PM
To: Warren-Davies, Stacey JAG:EX; Hitchcock, Stephen JAG:EX; Lock, Angie JAG:EX
Cc: Rikhia, Nidhan JAG:EX
Subject: FW: s.15 - Property Use Violations

Pls read msg below from City of Surrey by-law:

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: Saxton, Lauralene [<mailto:L.Saxton@surrey.ca>]
Sent: Wednesday, January 16, 2013 4:00 PM
To: SPD Security Services SG:EX
Cc: MacLeod, Ron ALC:EX
Subject: s.15 - Property Use Violations

Debbie

I am currently investigating the above property for multi violations under the City of Surrey By-laws. One of the businesses the owner has been operating is a Security Business and Training School which under the current zoning does not permit this usage. The owners have been given several warnings to cease and desist and have failed to do so. The City of Surrey and the Agricultural Land Commission will be moving forward towards a Supreme Court Order.

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lsaxton@surrey.ca

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See below report on the company as well.

s.15

Thank you

Lauralene Saxton

By-law Enforcement/Conservation Officer



Legal Services Division

Bylaw & Licensing Section
14245 - 56 Ave, Surrey, BC, Canada V3X 3A2
T 604.591-4636 | F 604.591-4465 | C 604.968-8704 www.surrey.ca

Please consider the environment before printing this email

January 17, 2013

Ministry of Justice
Policing and Community Safety Branch,
Security Programs and Police Technology Division
PO Box 9217 Stn Prov Govt
Victoria, BC
V8W 9J1

Attention: Registrar

Reference: Ministry File **SID 446090**
Scot Filer, President
Lions Gate Investigation Group
Complaint by s.15

On **November 23, 2012**, I submitted a complaint of an incident, which involved Mr. Scot Filer, President of Lions Gate Investigations Group. See attached **Appendix A**, a copy of my complaint submission.

In late November – early December, I received a telephone call from one of the Compliance and Enforcement Investigators at Security Programs Division, whose name I was uncertain of at the time and can only assume it was Daryl Watson. The assumption is based on a letter responding to my initial complaint subsequently received by me from Mr. Hitchcock, which was cc'd to Mr. Watson. During the phone call, Mr. Watson had informed me that an investigation into my complaint had been completed. He added that he was not able to offer me the result of his findings at that time, which would follow later by way of letter to me. He did tell me that Mr. Filer had admitted his transgression and that he believed I would be very happy with the result of his investigative efforts and conclusion. When I did not receive that letter within a week, I called Security Programs back and was transferred to an administrative assistant. I asked her for the status of the letter and she told me it would be mailed within a couple of days.

I then received a letter dated **December 18, 2012** from Mr. Stephen Hitchcock, Manager Compliance and Enforcement Security Programs Division. Within this letter he advised that Scot Filer was issued a ticket for a violation of Section 5 (4) (b) "fail to comply with worker licensed condition" of the Security Services Act. The ticket was written specifically for section (J) of the Code of Conduct "must respect the privacy of others by complying with privacy legislation and treating all information received while working as confidential, unless disclosure is required as part of such work or by law". Refer to attached **Appendix B**, a copy of the letter written to me by Mr. Stephen Hitchcock.

When **not satisfied** with Mr. Hitchcock's findings, I telephoned the Registrar's office and left a message for Mr. Hitchcock to call me. I then received a call from Mr. Hitchcock on approximately **Dec. 27, 2012** at which time I expressed to him my displeasure over the fact that

Mr. Filer had only received a **\$100 fine** for his part within a Criminal Breach of Trust Offence committed by a police officer. Mr. Hitchcock informed me that I had received my response letter too early and that the investigation file still needed to be closed by the Deputy Registrar. Mr. Hitchcock also said that it would be the Deputy Registrar who would send me a final response letter. Mr. Hitchcock then asked me to email him expressing my concerns which I did not do for a variety of reasons. One reason was that I believed that doing so would be pointless. Since that time, I have had no correspondence of any sort with anyone from your office.

At the time I had made the complaint, I expected that your office would have conducted a proper follow up investigation in relation to my complaint which should have included on either Mr. Hitchcock or Mr. Watson's part, a phone call to the RCMP in order to determine the extent of the situation and to determine who breached the police computer system. When I asked Mr. Hitchcock whether or not he had contacted the RCMP, he told me that he had not because he did not know which police officer or agency was involved because I had not mentioned that information within my complaint. Apparently, Mr. Filer did not tell either Mr. Watson or Mr. Hitchcock who it was and it appears that neither of them asked him unless they did and Mr. Filer refused to provide this information.

Not Responsive

Due to the fact that I had in the first instance provided Security Programs the license plate in question, the date, approximate time, and the information that was obtained there from, I believe that Mr. Watson and Mr. Hitchcock should have known that the officer and agency in question could be very easily determined by way of computer backtrack from the plate number. However, for some reason it had been decided that they simply not do that and merely issued the violation ticket, which interestingly still does not show up on the Security Programs web site.

Not Responsive

I ask you to consider the question: "How can your agency expect to control private investigators use of private and personal information if the only consequence of complicity to illegal behavior is to have to pay a mere fine of \$100?" There are times within the scope of working our files that require us to expend many days of effort at trying to locate a specific person because Privacy Law prohibits our abilities to access personal information from Police and any Crown computer databases. In the meantime, Mr. Filer, and possibly other PIs choose to conduct their business in a criminal manner by determining the information with a telephone call to a police buddy. It is my belief that a harsher penalty is required in order to maintain proper control. An Administrative Penalty such as license suspension could and should have been the penalty for this serious offence.

Not Responsive

In light of the fact that Mr. Watson and Mr. Hitchcock did not do what I believe was their duty to do, which was to conduct a proper investigation including notification to the police, I spoke to

s.22

who then took it upon himself to report this matter to the RCMP. His initial contact with the RCMP in this regard took place on s.22 at which time he spoke to Coquitlam RCMP Watch Commander Sgt. Meredith-Milne and advised her of the foregoing

Not Responsive

including the fact that I was in possession of evidence of the infraction committed by Mr. Filer. This information was also included in my initial complaint to Security Programs.

Sgt. Meredith-Milne phoned s.22 back on **January 5, 2013** and advised that she had confirmed that there was a police member who had inappropriately run the license plate in question and added that someone from the RCMP Compliance Division would be making contact for further disposition.

On s.22 received a phone call from the RCMP Compliance NCO Sgt. Farid Siddiqui. He also confirmed that the license plate in question had been inappropriately run, however not by an RCMP member. It was in fact a police member from the New Westminister Police Department, a department which Mr. Filer's right hand man, s.22 used to be a member of. Sgt. Siddiqui informed s.22 that there was no need for him to contact the New Westminister Police Department because he would do that himself. Sgt. Siddiqui added that s.22 should then be hearing from a New Westminister Police Compliance Officer within short order.

On s.22 telephoned Sgt Siddiqui in relation to another aspect associated to this situation. During that conversation Sgt. Siddiqui advised that the report he had written regarding all of the above was now in the hands of New Westminister Police. In that light we expect communication from that police department from here on in. As to when, I venture to guess will depend on the extent of the wrong-doing that took place there.

Both RCMP Watch Commander Sgt. Meredith-Milne and RCMP Compliance NCO Sgt. Farid Siddiqui have strongly indicated their complete displeasure with the actions of the offending police person at New Westminister and believe that their Compliance Division shall treat this incident with the measure of attention it deserves. They have also expressed the fact that Mr. Filer, having compromised a police member by requesting and receiving privileged information, and only receiving a \$100 fine while the New Westminister police member is likely to lose his job is ridiculous at best. As a matter of interest I would like to draw your attention to how Mr. Filer has sold himself and his firm to the public via a BC Business Magazine article within which he clearly explains that the action he has committed is illegal and unacceptable. The magazine article amongst other things quotes Mr. Filer as follows:

"Filer agrees that many cops lack the wherewithal for private sector work. "As a PI, you don't have the luxury of teamwork, resources, access to police databases;

For reference, please see the attached **Appendix C "Watching Vancouver's Private Investigators** written by Danielle Egan on July 7, 2010" or go to <http://www.bcbusiness.ca/careers/watching-vancouvers-private-investigators>

Furthermore, I am aware that Lions Gate Investigation Group is involved with the Simon Fraser University Criminology program and is listed there for students to sign up with that firm to do their practicum. This is done so that students can get experience in the field as part of their degree. Mr. Filer is responsible for mentoring and training the next generation of PI's. I know this because s.15 on the day Mr. Filer committed this infraction. Her name s.22 an "Under Supervision" PI. She was working as a trainee while enrolled at SFU and was to begin her practicum with Lions Gate Investigations in s.22 The gravity of this is such that this SFU student is seeing first hand that what Mr. Filer is doing is illegal but done anyway.

Lastly, I am very concerned that Mr. Watson or Mr. Hitchcock did not interview me at any point. If they had, they would have had a more clear perspective of the situation, perhaps causing them to do the proper thing in their investigation and get to the bottom of exactly what happened. In the process, they possibly could have determined that Mr. Filer has built a business by breaking the law on more than one occasion. Now thanks to the inclusion of The New Westminster Police Compliance Division and their subsequent investigation into this matter, we should get a better perspective on this point, something Mr. Daryl Watson, and/or Mr. Hitchcock should have done.

Now that you have full awareness of what has transpired I expect that you shall conduct a review of Security Program's investigation and consider an administrative suspension of both Mr. Filer's PI License and that of s.22 if found later to also be involved. Furthermore, suspension of Lions Gate Investigation Group's business license as a deterrent to other PI firms who decide to break the law while working in the province of BC should also be considered. Anything less would set a precedent that this type of activity is ok and the governing body can be bought off for \$100. I shudder to think how the general public would react to the knowledge that a PI can request a policeman to run an individual's personal information on police computers and only be fined \$100 when caught doing so.

Thank you in advance for your attention to and consideration of my request.

Sincerely

s.15

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Thursday, January 24, 2013 12:25 PM
To: Lock, Angie JAG:EX
Subject: FW: Unlicensed locksmithing

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Wednesday, January 23, 2013 4:34 PM
To: SPD Security Services SG:EX
Subject: Unlicensed locksmithing

Hi There,

I would like to make a complaint about a non-licensed company advertising Locksmithing Services (re-keying locks) in our local news paper flyers. Their company details are:

Logan's Hardware Ltd.
9360 Mill St.
Chilliwack
BC
604-792-1219

This latest complaint is specifically regarding an advertisement in the local newspaper flyer advertising that, "we re-key locks".

I have made numerous complaints over the years about this company violating the legal requirement to hold a security license while performing locksmithing activities and I am getting very frustrated that you continue to do nothing but sending them a letter asking them to stop. As a recap, I have, in the past, made complaints about this company regarding the following:

- 1) Cutting keys marked "DO NOT COPY" (3 or 4 complaints made over the years)
- 2) Performing service calls to apartments and condominiums to rekey exterior common area locks and suites and supplying keys marked, "DO NOT COPY" on those same jobs
- 3) Lending lockpicks out to civilian volunteers at our local Community Policing Access Center to assist them in opening a locked file cabinet in order to avoid paying a locksmith to do the job.

4) Advertising in the local newspaper flyer that they re-key locks (current complaint)

Surely, the laws of British Columbia must allow for a real punishment, especially for those who continually choose to disregard the law. If my memory is correct, there are fines issued to security businesses that perform security services outside their licensing.

If this blatant disregard for the law will yet again go unpunished, I am compelled to ask why you even bother with security licensing? Why do we need to be licensed if others do not? If there is no punishment, there is no reason for these companies to stop offending.

I would also like to know what is being done to stop the unlicensed "Scammer Locksmiths" from advertising their services in our Province? One Scammer site that is local to me is www.chilliwack604locksmith.ca They advertise that they are licensed but they are not. They advertise that they are local but, they are not. What is being done to combat this epidemic? And yes, it has become an epidemic across North America.

Thanks and I look forward to your speedy response.

s.15



FREE Animations for your email

Click Here!

RECEIVED
SECURITY PRO

13 FEB -1 11 1.48

Ministry of Public Safety
and Solicitor General

PIVOT
equality lifts everyone

January 29, 2013

Reply to: Katrina Pacey
Direct Line: 604.729.7849
E-mail: katrina@pivotlegal.org

Contemporary Security Canada (CSC)
106-480 Smithe Street
Vancouver, British Columbia
V6B 5E4

Attention: Stephen Mirabile, President

sent via mail

Dear Mr. Mirabile:

Re: Contemporary Security Canada's Activities in the Downtown Eastside of Vancouver

Please be advised that we represent s.22 in regards to her mistreatment by Contemporary Security Canada ("CSC") guards. s.22 and a number of other female residents of the Downtown Eastside of Vancouver have advised Pivot Legal Society of their concerns regarding the conduct of CSC guards. This letter is to advise you of these concerns and remind you of your company's legal and human rights obligations.

A number of residents and services providers in the Downtown Eastside neighbourhood have informed Pivot that CSC security guards have engaged in the following unlawful and/or detrimental conduct:

1. telling women who are standing or walking in public to "move along" and then remaining in the area to make sure those women comply with this directive;
2. driving very slowly by women who are standing or walking in public, staring at women in an intimidating way and/or following them;
3. taking notes, videos or photos of women who are standing or walking in public. When asked why they are taking videos or photos, we are advised that, in one case, the guards indicated it was "in case they turned up dead, it would be easier to identify them";
4. making derogatory comments towards female residents of the Downtown Eastside;
5. waking up a woman who was sleeping on a public sidewalk and was not impeding any pedestrian traffic and, despite her indication that she wishes to be left alone, insisting she move along; and

121 Heatley Avenue
Vancouver, BC V6A 3E9
tel.: 604.255.9700 / fax: 604.255.1552

6. interfering with women residents who are engaged in outreach services by directing them to move along despite the fact that they are on public property and are engaged in a very important health and safety service.

The conduct described above is unlawful in a number of regards. As I am sure you are aware, private security guards have no more power than the regular citizen when on public property. It is unlawful for a private security guard to detain an individual in public (unless they are conducting a citizen's arrest) and to misrepresent your authority on public property by holding out that you have the legal authority to move people along. Our client's experience, as corroborated by a number of other people in the community, indicates that your guards are targeting and harassing women while they are in public space, which is completely unacceptable and unlawful.

Given that all security guards in British Columbia must be licensed, we can only assume that all of the guards you employ have completed the requisite training and are award of the Code of Conduct that is a condition of their licence. The following provision of the Code of Conduct, as set out in s. 14 of the Security Services Regulation, is particularly relevant in light of the experiences of our client:

(f) must treat all persons equally, without discrimination based on a person's race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, sex, sexual orientation, age or economic or social status,

(g) must not use profane, abusive or insulting language or actions,

o) must not misrepresent to any person the type or conditions of his or her licence or the nature of his or her authority under the law.

Further, our client wishes to make you aware of the harms caused by the above noted conduct. The impact of harassing, surveilling and directing women to move along is very significant. I am sure you are aware of the tragic history of missing and murdered women from the DTES whose vulnerability to violence has been directly correlated with enforcement and displacement by police. The recent report of the Missing Women Commission of Inquiry found a clear connection between law enforcement strategies of displacement and containment of the sex trade to under-populated and unsafe areas and the violence perpetrated against these vulnerable women. Further, this type of enforcement activity, whether by police or security guards, clearly undermines the ability of women to go to these institutions for assistance. We assume that, in light of the extreme vulnerabilities of women from this area, CSC Security guards are interested in offering assistance to women who are in danger. However, we are advised that the conduct of your staff has created an environment of fear and distrust between female residents of the DTES and your staff, eliminating the possibility that they would feel safe asking a CSC security guard for help.

In addition to contributing to a climate of fear, contrary to s. 8 of BC's *Human Rights Code*, CSC security guards appear to be discriminating against female residents of the DTES with respect to a service customarily available to the public, namely, access to public space, such as sidewalks,

121 Heatley Avenue
Vancouver, BC V6A 3E9
tel.: 604.255.9700 / fax: 604.255.1552

alleyways, alcoves, and parks. Our client alleges that this discrimination is on the basis of gender, colour, ancestry, physical and mental disability and economic or social status. Again, we reiterate the importance of ensuring that your program is compliant with these human rights obligations.

We request a letter outlining the steps you are taking to rectify this situation, which should include the issuance of a written reminder to your guards about the extent of their authority and their obligations as per their license. We are also asking that your client, the Strathcona Business Improvement Association, acknowledge their understanding that they cannot request that your company's staff overstep the bounds of their authority on public property. Finally, we are requesting that the Security Programs Division of the Ministry of Justice acknowledge receipt of this letter and any action that has been undertaken as a result.

Yours truly,

PIVOT LEGAL SOCIETY

per:



Katrina Pacey
Barrister & Solicitor

cc Joji Kumagai – Executive Director, BIA (via email)
 Toby Barazzuol – Chair, BIA Board of Directors (via email)
 Ministry of Justice – Security Programs and Police Technology Division (via mail)
 Client

121 Heatley Avenue
Vancouver, BC V6A 3E9
tel.: 604.255.9700 / fax: 604.255.1552

Lock, Angie JAG:EX

From: s.15
Sent: Friday, February 8, 2013 12:13 PM
To: Marshall, Fraser JAG:EX
Cc: Lock, Angie JAG:EX
Subject: RE: Flagging of

Thanks for the quick response – it is much appreciated.

Thank you

JB

From: Marshall, Fraser JAG:EX [<mailto:Fraser.Marshall@gov.bc.ca>]
Sent: Friday, February 8, 2013 11:50 AM
To: s.15
Cc: Lock, Angie JAG:EX
Subject: RE: Flagging of

Hi s.15

I appreciate this. We do not need a criminal charge to take action. One of our investigators will most likely contact you to get any documentation you have on this.

Fraser

From: s.15
Sent: Friday, February 8, 2013 11:44 AM
To: Marshall, Fraser JAG:EX
Cc: Lock, Angie JAG:EX
Subject: Flagging of
Importance: High

Hello Fraser,

Just wanted to quickly reach out and let you know that as a result of an internal investigation we have terminated an employee s.22 who was caught committing theft of client property while on duty. This offense was being committed over a period of time. Charges will not be laid by the other party, however, being a position of trust and integrity he was holding I find it necessary to bring this to attention of your office and request that his security worker license be reviewed and hopefully revoked.

Should you require additional information, please do not hesitate to contact me directly.

Thanks

s.15

CONFIDENTIALITY NOTE: The information outlined in this facsimile/Email is legally privileged and confidential information intended only for the use of the individual or entity named above. If you have received this e-mail in error, please notify our office immediately. If you are not the intended recipient, you are hereby notified that any use, dissemination, distribution or copy of this e-mail or any attachments is strictly prohibited.

 Please consider the environment before printing this email

Lock, Angie JAG:EX

From: Berrow, Brad JAG:EX
Sent: Wednesday, January 30, 2013 12:50 PM
To: Lock, Angie JAG:EX
Subject: FW: Un-Licensed Companies in Kelowna BC

Angie can you guys please review and either assign to me or send letters to these two businesses. I have responded to the complainant and informed him that we sent letters to most medium and large electrical businesses in the central Okanagan and informed them of the SSA requirements. Brad

From: s.15
Sent: Tuesday, January 29, 2013 4:30 PM
To: Berrow, Brad JAG:EX
Subject: Un-Licensed Companies in Kelowna BC

Hello Brad,

I am writing you to make another complaint on unlicensed companies doing security work in the Kelowna area.

The 1st company being Can-Nor Electric installing HAI Security Alarm panels. I have previously emailed you alarm panels with their decals on them.

2nd Being Krueger Electric. They have installed a camera system and recent expansion to The Centuria Building on Gordon and Bernard. And now they have been approved to install the CCTV camera system, security system, and access control system for the new Sheraton Four Points by the Kelowna Airport. Argus s.15 have chosen Krueger to provide and install there Security systems. They are not listed as a licensed security company.

s.15 unqualified and unlicensed electrical companies who feel they are above the law.

Please escalate this to what you feel needs to be done.

This is a formal complaint.

s.22

Thank You,

s.15

KRUEGER



ELECTRICAL

Dear Sir/Madame,

As per the copy of attached letter dated August 22, 2011, Krueger Electrical Ltd does not operate or install closed circuit TV or electronic locking devices.

Sincerely,

Katie Byrne
Krueger Electrical Ltd.

14-09-11 09:11 PSSS-SPD



August 22, 2011

Kruger Electrical
100-1027 Trench Place
Kelowna, BC V1Y 9Y4

RECEIVED SEP 01 2011

Dear Owner/ Manager:

I have received information that you may be operating a security business "Kruger Electrical " involving Close Circuit Television or Electronic Locking Device services. Our records indicate the business "Kruger Electrical " does not hold a security business licence as required by the *Security Services Act*.

Please find enclosed, a letter issued January 30, 2009 advising the Close Circuit Television and Electronic Locking Device Industry of the Security Services Act and Security Services Regulation licensing requirements.

The duties for Close Circuit Television Installers or Electronic Locking Device Installers defined by the Security Services Regulations as follows:

Closed circuit television installer	Selling, supplying, providing advice on, servicing or installing any closed circuit television equipment, device or system
Electronic locking device installer	All of the following:
	(a) selling, supplying, providing advice on, servicing or installing an electronic locking device;

14-09-11 0911 PSSG-SPB

Ministry of Public Safety
and Solicitor General

Policing and Security
Programs Branch

Security Programs Division

Website:
www.pssg.gov.bc.ca/securityindustry/

Mailing Address:

P.O. Box 9217 Stn Prov Gov't
Victoria, BC V8W 9J1
Telephone: (250) 387-6981
Facsimile: (250) 387-4454

(cont...)

	(b) coding or recoding an electronic locking device;
	(c) making, selling or otherwise providing a lock-operating device for an electronic locking device


The appropriate application forms for the business are found on the web site located at <http://www.pssg.gov.bc.ca/securityindustry/>.

Should it be found that you are providing the above Closed Circuit Television or Electronic Locking Device services and you continue to operate without the necessary licence, you will be committing an Offence as noted in Section 44 of the *Security Services Act*.

Your immediate attention to this matter is requested to avoid any further action. I look forward to your response before September 26, 2011.

Please contact our licensing department at 250-387-6981 or Compliance and Enforcement Investigator Brad Berrow at 250-861-7670 if you have any questions or concerns.

Sincerely,


Fraser Marshall
Deputy Registrar
Security Services Act

cc: Compliance and Enforcement Investigator, Brad Berrow

Page 049

Withheld pursuant to/removed as

Copyright

Roberts, Jared JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Friday, January 25, 2013 1:53 PM
To: Roberts, Jared JAG:EX
Subject: contact info

Hi Jared

Regarding the compliant we received last week against
s.15 called in his contact phone number

HARASEMOW the complainant

s.15

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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o give ~~me~~ call
↳ confirm name. - last

s.15

↳ summons to appear to Tuesday
↳ Notes to him + photo copies of harassment.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) s.15 _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt./# s.15 _____ Street Address s.15 _____ City/Town s.15 _____ Province: B.C. Postal Code s.15 _____

1. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager
2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager
3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: (_____) _____ (optional)
5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? _____
- If we have trouble reaching you, may we leave a message at a particular phone number?
☐ Yes, at phone number (_____) s.15 _____
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Darryll Harasemow

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Private investigator, possibly harasemow global ventures, pacific coast investigations. Also former employee of c.p.a. investigations. c.p.a. can be reached at 17782782711.

- 4) Particulars of the incident:

Date of incident: (year/month/day) s.15 2012 Time incident occurred: 2 _____ ☐ a.m. ☒ p.m. Where it happened:

Via text to cell phone number s.15 _____ from Darryll's phone s.22 _____

5) Describe the incident (what happened, who was there, etc.):

Threats and attempts of extortion for cash and drugs.

6) Why do you believe the actions of the business or the worker were unfair?

The actions are criminal,

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes
If yes, what steps have you taken?

I filed a criminal complaint with the Victoria police department. File number s.15 That number contains all the info.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes
If yes, provide names and contact information and also the file number or reference number if one was provided.

Tom
same as above. Staff Sergeant Sawyer. 1-250-995-7654. file s.15

Complainant's Signature

s.15

Date Signed:

2013 Jan 21

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

February 1, 2013-

s.15

I received a call from s.15 in regards to his complaint (received in our office Jan 23/13).

s.15 advised he has further information, he advised Daryl Harasemow has fabricated a story and Daryl now has a peace bond against s.15 would like to fax over information regarding Daryl Harasemow in which he (Daryl Harasemow) states to the Police he asked s.15 to provide him with pharmaceutical drugs to pay off an outstanding debt.

I advised s.15 if he wished to provide further information he could fax it to 387-1911 and that I would verify the fax had been received. I tried to call s.15 at 1:35, the phone rang 5-8 times and then only a busy signal.

1:47 s.15 called and said he had been at his defense attorneys and had been unable to fax the info prior to 1:30. He also said he has the signed statement from Daryl Harasemow stating that the drugs he was trying to extort from s.15 were to be used by Daryl and by his (Daryl's) friends. I asked s.15 to call when he has sent the fax so that I could verify we have received.

s.15 called and said he was having difficulties faxing and was there any other way for him to get this information to our office. I advised he should wait until Monday and I would discuss with the Manager of Compliance and Enforcement on how we might be able to assist him in getting the info to the office.

s.15 called again and advised he was at Mayfair Mall and that Japan Camera said that he could fax from their location. The fax arrived, I verified the number of pages sent and said that we would be in contact with him Monday.

February 04, 2013

s.15 called and said that he had time to read the full report regarding Daryl Harasemow and there was even more evidence that Daryl had fabricated his story. I said the Manager of Compliance was reviewing the complaint and that the Compliance and Enforcement Coordinator who originally called him (Jared) would be in contact with him tomorrow.

Jan 27/12 - Harassment - Numerous files over past few years.

- file is still open.

Pages 54 through 60 redacted for the following reasons:

s.15, s.16. s.22



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) s.15 _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apartment s.15 _____ Street Address s.15 _____ City/Town s.15 _____ Province: BC Postal Code s.15 _____

1. Phone: s.15 _____ ☐ home ☐ work ☐ cell ☐ pager
 2. Phone: s.15 _____ ☐ home ☐ work ☐ cell ☐ pager
 3. Phone: () _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
 4. Fax: () _____ (optional)
 5. E-mail s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☐ Yes, at phone number () at either number above
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Vancouver Locksmith and 24/7 Locksmith.com

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: unknown Worker licence number: unknown

Other information such as address, phone number, type of business:

Vancouver Locksmith is at www.locksmithinvancover.ca, 604 800-3372 and 24/7 Locksmith is at 247vancouverlocksmith.com, 804 800-3305. I believe these are the same people since the receptionist is the same for both companies. Everybody I spoke with had a Russian accent. One of the actual technicians who did the work has a cell s.22 David, the "supervisor" at Vancouver Locksmith, said a land line I could reach him at is 604 710-0926. I have not tried the number since he is not willing to replace the damaged door or the inferior lock. I will send a separate email with photos and other info.

- 4) Particulars of the Incident: 0-yr + 0-yr

Date of Incident: (year/month/day) 2013 s.15 &2013 s.15 Time incident occurred: _____ ☐ a.m. ☐ p.m. Where it happened:

s.15

Vancouver

5) Describe the incident (what happened, who was there, etc.):

I live at the address above on
vacation in

s.15

We were on

s.22 over to mind the place and dog sit. She lost the key to our
suite and called a locksmith on s.15 evening. He came over. He
could not pick the high security lock so he had to "drill" it out. He damaged the
door quite noticeably in the process. The next day another locksmith came back
and put on a metal plate to cover some, but not all, of the damage. The high
security lock was replaced by a generic deadbolt despite s.22 inquiring and
questioning the fellow. I will include her written info and pictures of the door etc
in a separate email.

6) Why do you believe the actions of the business or the worker were unfair?

I called Accurate locksmiths on my return from vacation and they told me that drilling a lock out should not damage the door. They also said
that there should have been no reason not to have replaced the high security lock with another high security lock versus the cheapo
deadbolt the fellow used. He said there have been problems with mobile locksmith companies, and they may have a call centre out of the
USA for example, and it may be a "fly by night" company.

s.22 said she also called a nice guy called s.22 at Mr. Locksmith for a second opinion after the fact, and he told her the door should not
have been damaged etc and how she could report these guys and file a complaint.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

s.15

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

s.22

I will forward photos + emails
to ogspdsec@gov.bc.ca

Complainant's Signature:

s.15

Date Signed:

Feb. 21/13
year/month/day

TRANSMISSION VERIFICATION REPORT

TIME : 02/21/2013 09:57
NAME :
FAX : s.15
TEL :
SER. # : 000000004040

DATE, TIME
FAX NO. /NAME
DURATION
PAGE(S)
RESULT
MODE

02/21 09:56
012503874454
00:00:29
02
NG
STANDARD
ECM

NG: POOR LINE CONDITION

TO:

Ministry of Justice

Policing and Security Programs Branch, Security Programs Division

Phone 1 - 855-587-0185

Fax 250 387-4454

From:

s.15

Re: locksmith complaint for work done at
Complaint Form

s.15

Vancouver

TO:

Ministry of Justice

Polling and Security Programs Branch, Security Programs Division

Phone 1 – 855-587-0185

Fax 250 387-4454

From:

s.15

Re: locksmith complaint for work done at
Complaint Form

s.15

Vancouver

Roberts, Jared JAG:EX

From: s.15
Sent: Wednesday, February 20, 2013 9:47 PM
To: SPD Security Services SG:EX
Subject: written complaint about a locksmith

Hello,

I will fax your COMPLAINT on an Incident Involving a Security Business or Security Worker form, but thought I would follow up in writing because the font on the form is microscopic in places.

I live at s.22 in Vancouver. s.15 Both phones have voice mail where you may leave a message and you may contact me at work during office hours or on my cel in the evening.

My name is s.15
We went on s.15 over to take care of the place and our little dog.

Per s.22, she lost the key to the suite on s.15 in the early evening and she had to call a locksmith. The locksmith arrived and could not pick the lock. It apparently was a high security deadbolt lock. He had to "drill" out the lock. The entry door to our suite, which is fire rated, was badly damaged in the process. The high security lock was replaced with a generic deadbolt. The locksmith installed a metal plate to cover the damage but this does not cover all of the damage and it does not match the other suite apartment doors in the building. In short, the door will need to be repaired or replace as well as the lock. I believe the work and materials were sub standard. The company seemed shady when I followed up which I find very concerning.

I got a big run around when I contacted the locksmith company s.22 to express my concerns. To explain, I called Vancouver Locksmith 604 800-3372. I spoke with a female receptionist with a Russian accent. She denied that her company even did the job and asked what company name was on the receipt. There was no company name on the receipt but I persisted and provided what scant info was available to me from the receipt, i.e. my address, the amount \$340, the date, etc. She said if it was her company "247" would be on the receipt. I was a bit confused since I'd called Vancouver Locksmith. I gave her the cel number of the actual locksmith guy that came out to do the job. She said that cel number wasn't one of theirs. I asked to speak to her supervisor and/or the owner. She would not put me through. She said he would only have the same system to look up the info that she did and there was no record of it. I replied that their record keeping, or lack of, was not my concern and would she put me through to the supervisor or owner and what was his name. "Simon". She still would not put me through. She would not supply me with his full name.

I called one of the actual technicians who had come out to do the job. He said he was a locksmith when I asked. He had a Russian accent. I asked who he worked for and he said Vancouver Locksmith. I asked what his employer's phone number was and he said he didn't know and would I hang on and then I was cut off.

I called another company, 247 Locksmith, at 604 800-3305, thinking that perhaps I was mistaken somehow, and got the same Russian female receptionist who said "You just called here".

I reverted to Vancouver Locksmith and called again to 604 800-3372 and again told the receptionist that I had called the individual locksmith technician and he said he worked for Vancouver Locksmith, her company, and that I knew they did the work because I had received these tel numbers for his cel from my dog sitter s.22 and she had a record of the calls in her cel phone log and I was now starting to think about a lawsuit. I asked to speak to the owner. She put me through. A man answered and then I was cut off. I called back. Eventually a

fellow called "David" called me. He also had a Russian accent. He said they did do the work. He said he was a "supervisor" of the technicians and the fellow I spoke to was a "sub-contractor". I replied that his company should be responsible for the subcontractors they hire. He would not provide his last name when I asked for it.

He said they did do the job, and the reason for the difficulty in tracking it down was because the bill was paid in two segments, s.15 He said that he would not pay for the damaged door or replace the lock with a high security lock. He said if a door is drilled there will be damage and he indicated that this was to be expected and not unusual, and it didn't matter that I'd spoken to other locksmith companies who told me because they were inaccurate. He said they did not replace the deadbolt with a high security deadbolt because there is a "master key" and they're not allowed to. (This is not the case in our situation. The property manager off site for the owner of the suite has a key but there is no 'master key'). He essentially refused to pay for a better lock or any door damage. He gave me a land line 604 710-0925 to call him back, although I am not exactly clear what he was offering to do to rectify the situation since it does not involve paying for the door or a better lock. I noticed his cel phone was from an "unknown caller" on my phone log. I have not called him back because I do not want this same company doing any further work at this point.

There is no mailing address on either website.

I called Accurate Locks, a member of BBB, and the fellow I spoke with said that there should not be damage if a lock is drilled out. He said the 'master key' business doesn't make any sense. He said the mobile lock service may have a call centre in the USA for example, and they may be "fly by night" company. The house sitter s.22 said she also called for a second opinion after the fact, to a s.22 at Mr. Locksmith, and he said there should not be damage and if there was the locksmith should be responsible for the same and she could report them to a government site. My insurance agent said the same thing, that the locksmith is responsible for the damage.

I will forward s.22 emails and photos to you as well.

thanks,

s.15

February 19, 2013

Phone call log:

Feb 10, 2013 8:01pm 778 320 8941 feb 11 2013 9:15am 778 318 8305 10:43 am 778 318 8305

s.15

2013

5:45pm I leave with key to the apartment in my jean pocket and take s.22 the dog on a nice long walk. Around 6:30pm we arrive back at the apartment and I realize I don't have the key to the apartment anymore. I have yet to feed the dog and my purse, keys to my own house are locked in the house. I also have to go to work by 11:00pm. I retrace my steps twice, and once with a flashlight. I call the building manager in hopes that he has an extra key, he is not in as it is a Sunday. I have no access to the emergency numbers s.15 left me as they are locked in the apartment on a piece of paper with instructions on them. I called my friend s.22 for help and he suggested that I call a locksmith and he texted me a number which was 604-800-3372. I reached a woman who was the operator and she took my name and number and said someone would call me back right away. Around 8:01pm a fellow with a very strong Russian accent called me back, and told me his name and which I couldn't understand, from the number 778-320-8941. He told me he would meet me at the apartment in 10 minutes. I waited in the apartment building foyer for him. Around 8:30 he arrived and I took is up to the apartment. He took a look at the lock and told me it was a high security lock and that he wasn't sure he could get it open by only picking it. He told me it was going to cost me around \$500 if he had to drill. He tried to pick it open first for about 15 minutes, but he couldn't get it open. He turned to me and told me that he was going to have to drill it. I took him downstairs so that he could grab his drill. We went back upstairs and he began to drill the lock. I asked him if he was going to put the same kind of lock on like the original and he said no, that the owners would have to put a higher security lock on there because they would need to have a master key and need to have it for insurance reasons. It sounded like he knew what he was talking about, but I thought that because he was charging me \$500 for changing the lock, he would be putting a quality lock on. I questioned him again and he said that he could not put on a higher quality lock because they owners would need to get one for insurance reasons. I let it go thinking he probably knew what he was talking about. It took until 9:30 for him to get the lock out. I was watching him the whole time and he appeared to look like he knew what he was doing, but I didn't have anything to reference as I have never used a locksmith before. However, when he finally got the door open the door was damaged pretty badly. He must have know he messed up because he said "fuck" loudly when he saw the damage. He quickly put the new long on and when he left he said he put on a higher security lock. I paid him s.22 telling him I would pay the rest when he came back to fix the door the next day. He told me he wasn't going to charge me for the metal plate he was putting on the door (to secure the door frame) because of the damage. He did not give me a receipt and I did not think of asking for one because at that time it was 10:00pm and I need to feed and walk the dog and go to work at 11. When he left he said that he would be back around in the early morning, which was around the time I would be home from work. When I arrived at work I discussed my situation with my co-workers and I talked to a friend on facebook who has had experience and they all informed me that they are responsible for replacing the damaged door and an adequate lock. They told me to make sure I get a

receipt and take pictures of the damaged door. They suggested I record the conversation if I could, but I had no way of doing that.

s.15 2013 10:43am

Another Russian fellow calls to say that he will be coming over in an hour. The number is 778 318 8305. I could not understand his name his accent was very thick and his English was very broken. He arrived at 12:00pm. He put a metal plate on the door. I asked him if he fixed the door and he didn't understand me, he said it was good. I asked what would happen if the owners wanted to take the plate off and get a better lock and he said that it was find, he kept repeating "It's high security lock, you don't take metal off." I didn't seem to be going anywhere so I asked him for a receipt and he made a phone call and spoke in Russian and said that he would be back and he went to his car. After several minutes he was back in the apartment and he handed me a receipt and he took a picture of the door and left.

Roberts, Jared JAG:EX

From: s.15
Sent: Wednesday, February 20, 2013 10:01 PM
To: SPD Security Services SG:EX
Subject: written complaint locksmith "Door Damage 130217"

Hello again,

s.15

Vancouver

Here are the photos of the damaged door and the metal plate via drop box.
The keys are the old keys to the high security lock.
There is no name on the current deadbolt that was installed by the locksmith.

s.22 let me know that she asked for the company address but they said they didn't have one because they were a mobile service.

s.15

----- Forwarded message -----

From: Dropbox <no-reply@dropbox.com>
Date: Mon, Feb 18, 2013 at 12:05 PM
Subject: s.22 shared "Door Damage 130217" with you
To: s.15

From s.22

"Hi Aubrey,
This folder contains pictures that you requested.

s.22

[Click here to view Door Damage 130217](#)

s.22 shared these files using Dropbox. Enjoy!)

© 2013 Dropbox

Roberts, Jared JAG:EX

From: s.15
Sent: Wednesday, February 20, 2013 9:50 PM
To: SPD Security Services SG:EX
Subject: Fwd: 02112013021.jpg
Attachments: 02112013021.jpg; 02112013020.jpg; 02112013019.jpg

Here are the photos of the damaged door that s.22 took before the metal plate was installed.

s.15

----- Forwarded message -----

From: s.22
Date: Tue, Feb 19, 2013 at 5:03 PM
Subject: Fwd: 02112013021.jpg
To: lisa mayberry s.15

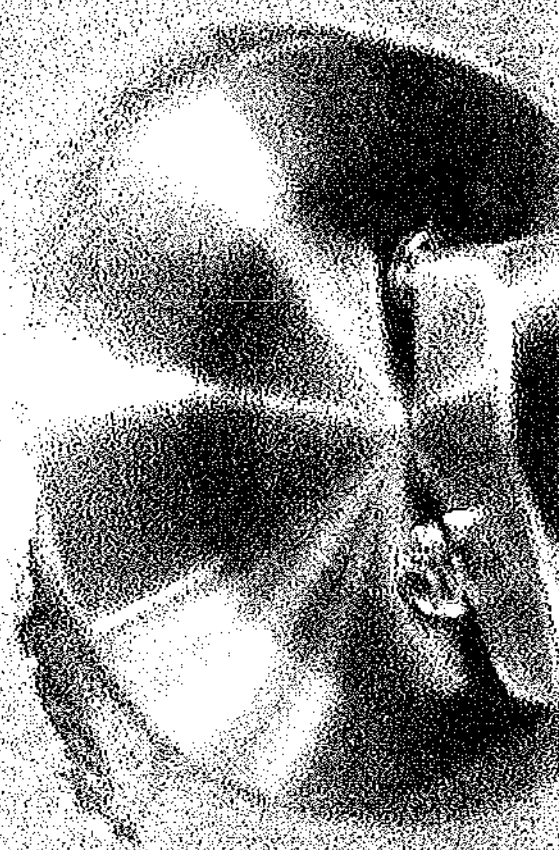
I figured out how to send an email from my phone with the attached photos. I did not have a chance to work on the document last night as s.22. I will work on it tonight and tomorrow, it should be done and sent to you tomorrow night. Glad you found where to complain. Did you still want me to get in contact with that s.22 fellow?

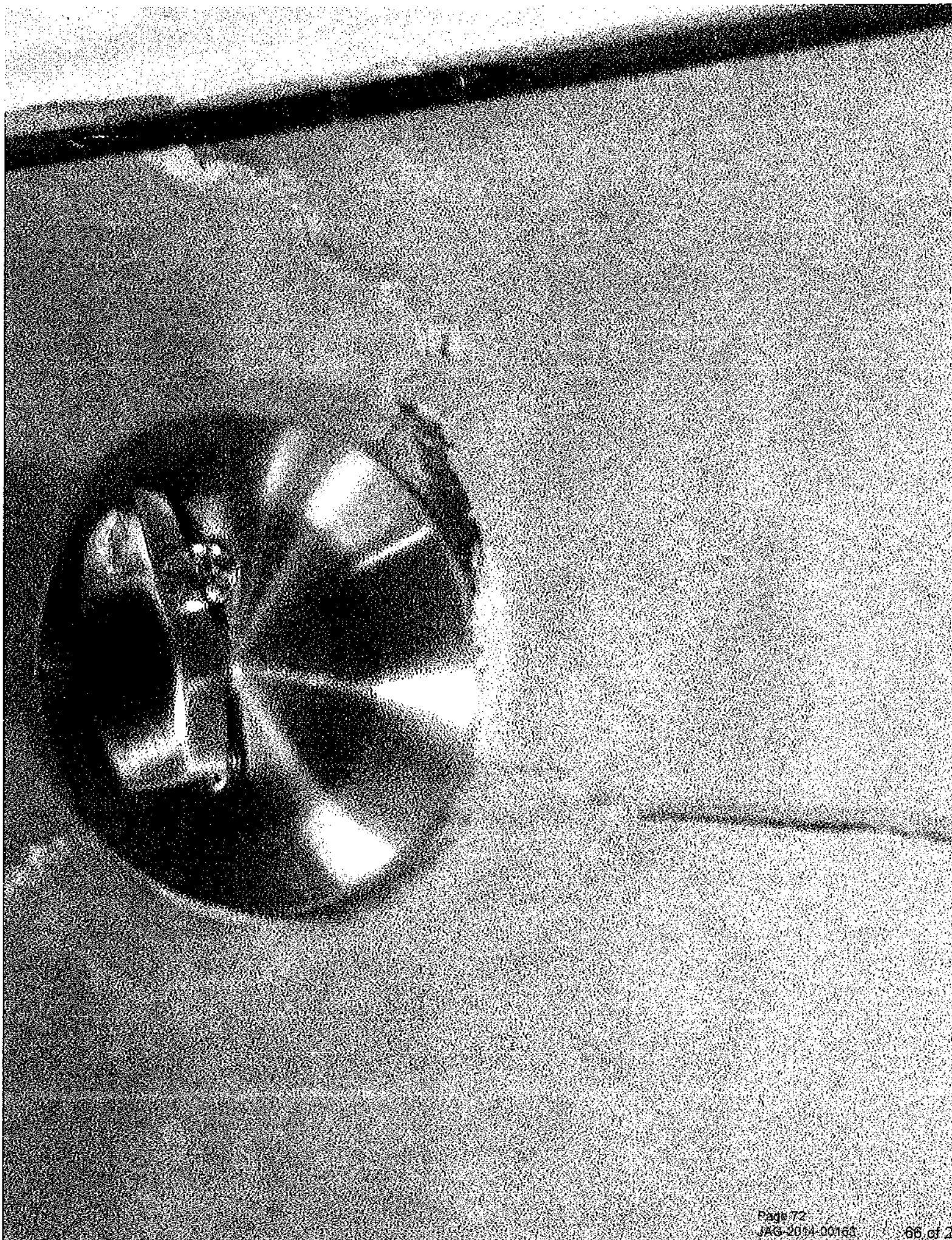
Take Care,

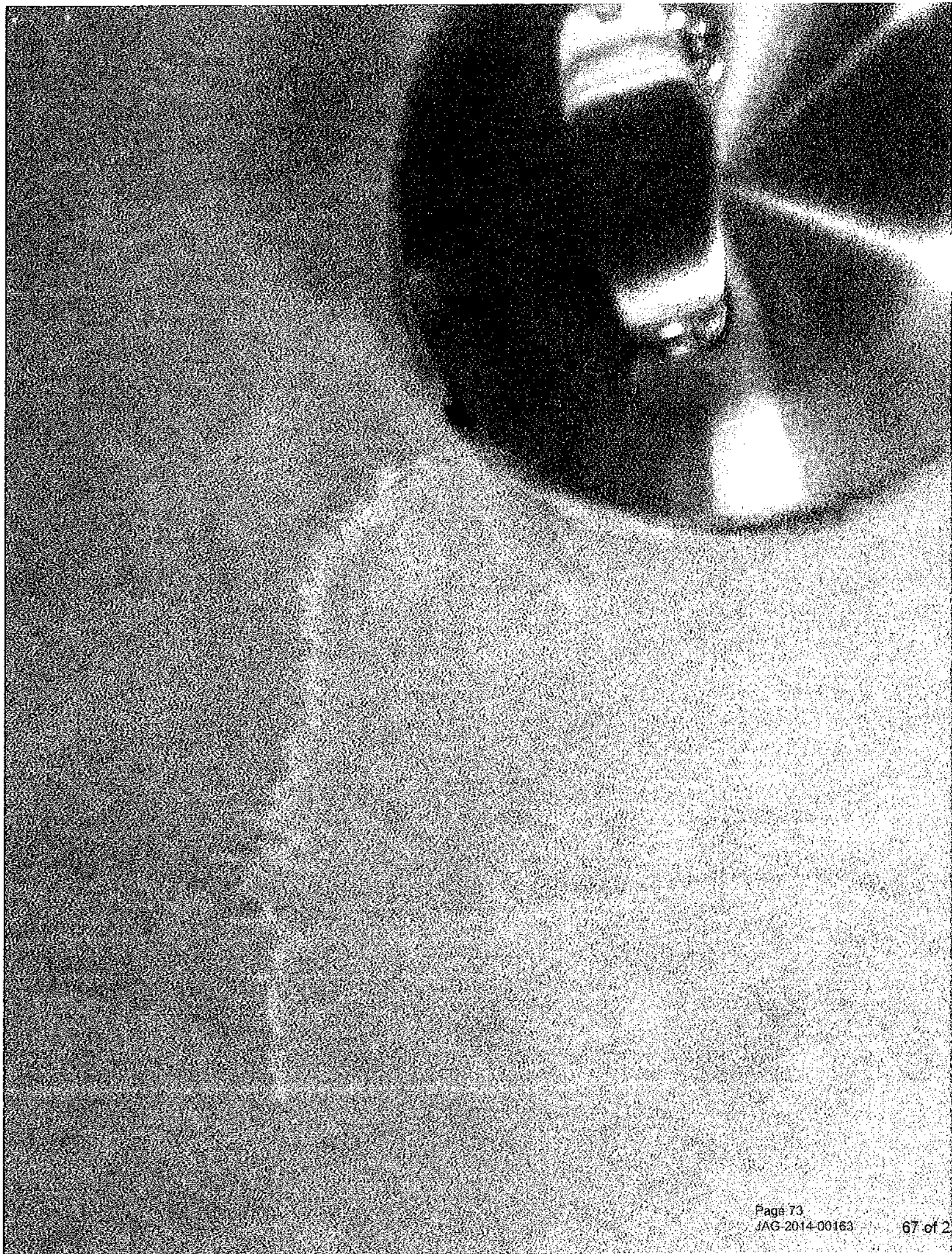
s.22

----- Forwarded message -----

From: s.22
Date: 19 February 2013 11:20
Subject: 02112013021.jpg
To: s.22







Roberts, Jared JAG:EX

From: s.15
Sent: Wednesday, February 20, 2013 9:49 PM
To: SPD Security Services SG:EX
Subject: written complaint additional info
Attachments: 2013_02_20_21_44_51.pdf

Here is a copy of the invoice that Vancouver Locksmith provided to s.22 on s.15 13.

thanks, s.15 Vancouver

Pages 76 through 79 redacted for the following reasons:

s.15

Roberts, Jared JAG:EX

PID: 154056

From: MacLean, Miranda JAG:EX
Sent: Thursday, November 7, 2013 9:49 AM
To: Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: FW: The Pint, Abbot Street, Vancouver

Complaint below.

Miranda | A/Senior Licensing Agent | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

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Please note: Credit Card payments will not be processed if emailed to this office.

From: SPD Security Services SG:EX
Sent: Thursday, November 7, 2013 9:49 AM
To: s.15
Subject: RE: The Pint, Abbot Street, Vancouver

Helic s.15

Thank you for your e-mail. Your e-mail has been forwarded to the Compliance and Enforcement Coordinator for response.

The Compliance and Enforcement Coordinator will respond to your e-mail within **30** days of receipt, indicating whether the complaint is accepted for investigation. If the matter is accepted for investigation, an employee of the division will investigate.

If you have not received a response within **30** days, please call our office at 1-855-587-0185 and ask to be transferred to the Compliance and Enforcement Coordinator.

Thank you,

Miranda | A/Senior Licensing Agent | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.

Please note: Credit Card payments will not be processed if emailed to this office.

From: s.15
Sent: Wednesday, November 6, 2013 8:12 PM
To: SPD Security Services SG:EX
Subject: The Pint, Abbot Street, Vancouver

To whom it may concern,

I am writing to inform you of my terrible experience at this establishment.

s.15

event with a party of 8. The door staff were incredibly rude and over aggressive to both men and women in our party who had gone there with the expectation of having a safe, fun evening, without any trouble. In fact, one girl ended up

s.22

after one bouncer pushed her down whilst she held a glass, and another girl was yelled at in her face for innocently 'using the wrong door' to re-enter after going outside. Most disgustingly of all, two men from our party (after being unprovokingly punched by drunks on the dance-floor) were dragged outside, handcuffed, then repeatedly punched in the head by these people who are supposedly there to keep the customers safe. These doormen were needlessly violent and in no way seemed to have patrons' best interests at heart, more their own mindless interests of exerting violence upon innocent members of the public.

I previously contacted the area inspector Marilyn Lowden at the Ministry of Justice who, in turn gave me your details. I sincerely hope this matter be dealt with in the interests of any future patrons' safety. Please do not hesitate to contact me for any further information.

Kind regards,

s.15

①

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Thursday, February 28, 2013 4:22 PM
To: Lock, Angie JAG:EX
Cc: Roberts, Jared JAG:EX
Subject: FW: Complaint Copy Cat "Mr. Locksmith"

Joshua Huska
Senior Licensing Agent
Security Programs Division
Ministry of Justice

Toll Free: 1-855-587-0185
Fax: 250 387 4454

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From: s.15
Sent: Thursday, February 28, 2013 3:59 PM
To: SPD Security Services SG:EX
Cc: ian.mclellian@gov.bc.ca
Subject: Complaint Copy Cat "Mr. Locksmith"

A "John Doe" locksmith company has been misrepresenting themselves as "Mr. Locksmith"

In some instances their ads point to www.mrlocksmith.com website but their online ads display the "John Doe" Locksmith companies telephone number 604-229-1941. Attempts to contact "John Doe" locksmith company has resulted in a string of profanities. The phone number appears to be answered from a distance call centre. However, the locksmith(s) showing up to do the work are in unmarked vehicles and appear to be unlicensed locksmiths.

As quick as I get the fake online listings removed they reappear.

A small sample of the ads are as follows:

MR Locksmith (google places)

6222 Rumble St Burnaby, BC V5J 2C7

(604) 229-1941

<http://www.weblocal.ca/mr-locksmith-burnaby-bc.html>

Mr. Locksmith

6222 Rumble St, Burnaby, BC V5J 2C7

604-229-1941

Mr. Locksmith (online Yellow Pages)

6222 Rumble St, Burnaby, BC V5J 2C7

[Get directions](#)

604-229-1941

Bottom Line: Can you investigate my complaint?

If yes, can we co-ordinate with the local RCMP, Crown Prosecutors office and my lawyer?

I would like to pursue charges (Provincial, criminal or civil).

Please contact me.

Sincerely,

s.15

Roberts, Jared JAG:EX

From: SPD Security Services SG:EX
Sent: Monday, March 11, 2013 9:35 AM
To: Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: FW: ASSAULT BY "FLOORWALKER" s.22 AT FAIRWAYS GORGE/TILlicum
Attachments: P1000179.JPG; P1000180.JPG; P1000181.JPG; P1000182.JPG; P1000183.JPG; P1000184.JPG; P1000185.JPG; goon abuse assault fairways.rtf

Joshua Huska
A/Policy and Program Analyst
Security Programs Division
Ministry of Justice
250-387-4640

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From: s.15
Sent: Friday, March 8, 2013 2:24 AM
To: SPD Security Services SG:EX
Subject: Fwd: ASSAULT BY "FLOORWALKER" s.22 AT FAIRWAYS GORGE/TILlicum

COMPLAINT

on an Incident

Involving a Security Business or Security Worker

Complainant's Name:

(Surname) s.15 _____ (Given) s.15 _____ (Middle)

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the

complainant?

q friend q relative q neighbour q other (describe): NA

Complainant's Residential Address:

Apt.# s.15 Street Address s.15 City/Town:
Province: BC Postal Code: s.15

1. Phone: (_ s.15 _____) WORK/

cell

2. Phone: (_____) _____ SAME _____

q home q work q cell q pager

3. Phone: (_ s.15 _____)

q neighbour q relative q friend q cell q pager

4. Fax: (_____) _____ NA _____ (optional)

5. E-mail: _ s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? _____ **EARLY MORNING AS POSSIBLE...** s.15 **CAN EMAIL TOO**
PLEASE _____

• If we have trouble reaching you, may we leave a message at a particular phone number?

q

Yes, at phone number s.15 _____

q

No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered

closed and no further action will be taken.

1) Does this complaint involve a licensed security business or licensed security worker?

YES (NAME: s.22 _____ , LOSS PREVENTION OFFICER, MANAGER OF SOURCE SECURITY IN VICTORIA BC, THERE WAS ANOTHER GUARD INVOLVED AS WELL WHO UNLAWFULLY CONFINED ME, AT LEAST s.22 _____ AT THE TIME)

2) Name the business or worker you are submitting a complaint about:

SOURCE INDUSTRY MANAGEMENT SERVICES / LOSS PREVENTION

3) Provide the following information if you have been able to get it:

(it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____ I DONT KNOW, ILL TRY TO FIND OUT _____

Other information such as address, phone number, type of business: SOURCE SECURITY IS AT 930 MASON STREET THEY OPERATE OUT OF A BUILDING THAT WAS A FORMER YOUTH SHELTER (IE THE PEOPLE THEY LIKE TO PERSECUTE AND BEAT UP) AT FIRST METROPOLITAN CHURCH PROPERTY. APPARENTLY THEY GET FREE RENT FOR PATROLLING THE AREA. I DONT KNOW IF THAT'S ETHICAL EVEN.

4) Particulars of the incident:

Date of incident:

(year/month/day) _____ s.15 2012 _____ Time incident occurred: _____ AROUND 1730
(5:30PM) _____ q a.m. q p.m.

Where it happened: FAIRWAY MARKETS 272 GORGE RD EAST

Ministry of Justice

Policing and Security Programs Branch, Security Programs Division

PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1

Phone: 1-855-587-0185 Fax: (250) 387-4454 E-mail: sgspj/sec@gov.bc.ca

Security Industry and Licensing website: www.pssp.gov.bc.ca/securityindustry

FORM #SPD0512

PSSG10-007 (09/2012)

Complainant's Signature: _____ s.15 _____ (I GIVE FULL CONSENT TO ANY
DISCLOSURE OF INFORMATION OR SHARING OF
INFORMATION _____ Date Signed: MARCH 07,
2013 _____

DISCLOSURE:

All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

5) Describe the incident

(what happened, who was there, etc.): PLEASE SEE ATTACHED

6) Why do you believe the actions of the business or the worker were unfair? PLEASE SEE ATTACHED

7) Have you taken steps to resolve this problem with the business or the worker? YES MULTIPLE STEPS = WASTING MY TIME

s.15

Pages 87 through 104 redacted for the following reasons:

s.15

s.15, s.22

Roberts, Jared JAG:EX

From: SPD Security Services SG:EX
Sent: Tuesday, March 5, 2013 3:40 PM
To: Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: FW: Breaking all Laws. FALCON SECURITY

Joshua Huska
Senior Licensing Agent
Security Programs Division
Ministry of Justice

Toll Free: 1-855-587-0185
Fax: 250 387 4454

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-----Original Message-----

From: s.15
Sent: Tuesday, March 5, 2013 3:27 PM
To: SPD Security Services SG:EX
Subject: Breaking all Laws. FALCON SECURITY

Dear Sir,

I will like to complain about Falcon Securities operated by Mr.Sharma.

s.15, s.22 and other employess have been working for this guy 12hrs shift with no overtime pay.Deplorable WINTER CONDITIONS.

Workers are paid cash below minimum wage.There is no support when a worker gets injured on site s.15, s.22

I have spoken to several workers who are simply afraid or need the money.

Please do put a stop to this practices.It damages the reputation of good companies.

Owner does not even care.His web page is not original.The people in it are from another company.Another fraud.

I am positive he is also fraudulently filing false statements both in his income tax and company's forms.

I urgently request an inspector to review this company.It has been going on too long,since it's inception.

My initial complain to the company was ignored.

I wish to remain anonymous so as not to upset s.15, s.22 who needs the money.

yours most sincerely,

s.15

PSSG Security Services Complaints SG:EX

From: PSSG Security Services Complaints SG:EX
Sent: Friday, March 15, 2013 11:32 AM
To: s.15
Subject: Breaking all Laws. Falcon Security

Dear s.15

Thank you for your complaint received March 05, 2013 regarding Falcon Security Inc. You allege that Falcon Security Inc has s.15, s.22 and other Security workers working 12 hour shifts without overtime and are being paid below minimum wage. You allege that there is no support when a worker gets injured while at work. You also allege that the owner of Falcon Security Inc makes false statements when filing his income tax.

Please be advised that none of your allegations fall within this office's authority to investigate as they are not regulated under the *Security Services Act*. Issues of wages and overtime are regulated under the provincial *Employment Standards Act* regulated by the Ministry of Labour and Citizens Services, Employment Standards Branch. Working conditions are regulated under the provincial *Workers Compensation Act* and regulated by WorkSafe BC. Income tax is regulated by the federal *Income Tax Act* and regulated by Revenue Canada. Therefore your individual allegations must be presented to the applicable authority.

You may contact the Employment Standards Branch toll free at 1(800)663-3316, WorkSafe BC at 1(800) 663-7593 and Revenue Canada at 1(866) 809-6841.

Thank you for taking the time to write to this office regarding your concerns.

Yours truly

Stephen Hitchcock

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBy: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

----Notice Regarding Confidentiality----

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PSSG SPD Risk Assessment SG:EX

From: SPD Security Services SG:EX
Sent: Monday, March 4, 2013 11:40 AM
To: PSSG SPD Risk Assessment SG:EX
Cc: PSSG Security Services Complaints SG:EX
Subject: FW: Mental stability assessments (private and confidential to the ministry of justice and SPD)

Joshua Huska
Senior Licensing Agent
Security Programs Division
Ministry of Justice

Toll Free: 1-855-587-0185
Fax: 250 387 4454

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From: s.15
Sent: Friday, March 1, 2013 7:02 PM
To: SPD Security Services SG:EX
Subject: Mental stability assessments (private and confidential to the ministry of justice and SPD)

Good evening. I have a question relating to the 2 employees I work with . They both display signs of mental instability that could result in a clear safety issue for themselves and the public . I have personally assessed these two guards behavioral patterns over a time period of 1 month and have seen that these two guards have both displayed signs of aggressive tendencies towards homeless or drug addicted persons which we deal with on a daily basis . s.15 and am vary analytical when it comes to behavioral patterns . I have reported these two people to my supervisor and company and nothing is being done, I have been Told that these two have been kicked out of other sites for acting in a verbally and physically unstable way resulting in use of force . I can also tell you that I have witnessed first hand that when one of them recently reported the use of force to the our office and the guard in question lied to them . I seen the CCTV footage and have spoken to the guard in question . I really think that the these two guards need to be assessed by the ministry of justice as I am concerned for the safety of my team , themselves, and the public . My question is . Is their anything that can be done . The supervisor on site has even told me these two guards have a mental conditions . I need my name and personal information kept private and confidential to protect my job and identity . Thanks.

s.15

Guards in Question are :

s.22 - fusion security
fusion security

Page 082 to/à Page 083

Withheld pursuant to/removed as

Copyright

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Wednesday, March 20, 2013 2:09 PM
To: Lock, Angie JAG:EX
Subject: FW: s.15 Complaint additional information Fwd:

FYI – deb

Angie, the following emails are all from s.15 They seem repetitive and there appears to be some info missing.

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Monday, March 18, 2013 10:49 AM
To: SPD Security Services SG:EX
Subject: s.15 Complaint additional information Fwd:

Here is additional information regarding this matter

Regards

s.15

----- Forwarded message -----

From: s.22
Date: Mar 15, 2013
Subject:
To: s.15

Hello s.15

Here is one of the messages that I most recently received. My email and IP left for this comment

s.22

As I said, it was left as a comment on a blog post for my Etsy shop, in which I do business through. I found it odd that I was receiving such a message through a blog post.

s.22 I work for s.15 We are a PI firm located in the lower mainland who specialize in various private investigations and security services. We were provided with information regarding your ex boyfriend stealing off several sources who were disenchanted with him. Some time ago, one of our people was subsequently employed as a bouncer while s.22 The plan was genius in nature because s.22 actually interviewed him. Through him and other co-operating employees working there, we were able to discover that s.22 was involved in a large amount of theft. Steps were taken to make sure that the information we had was meticulous and accurate in detail. Only when we had ascertained that there definitely was substantial wrong doing from s.22 and no doubt from us did we proceed with what followed. We also discovered that when questioned about his wealth and living beyond his means s.22 told our man inside (and many others over time) about the trust fund. We were able to verify in no time at all that this was a fabrication; a cover story to explain his behavior and lifestyle.

It was decided by others outside of my circle that we would not go to the police because it was seen as a waste of time. S.22 can consider himself extremely lucky that he got away with such a small slap on the wrist. As I said before, I truly believe apart from the high standard of financial benefit you were obviously accustomed to while this was going on, you are better off alone. I don't think this behavior that he displayed in relation to these incidents is an appropriate example to S.22. I hope everyone involved has learnt a lesson from this, it is hard when you are disappointed by someone you trust especially because they are an expert manipulator.

S.22 exhibited poor moral fiber in regards to the decisions he made, he later lied and claimed it was a set up and from what was seen displayed poor character many times over. He was deceitful and despite his claims was caught being what he is, a dishonest thief. It will be interesting to see what he tells prospective employers about the last few years of his employment and his reason for no longer working there. I am cynical in my belief that it won't be the truth. I hope he grows up, gains some maturity and becomes the upstanding man that he had others falsely believing he was for the last few years.

By treating others poorly, it has come back to bite him hopefully in the future he will treat others with respect. I ask that you demand that he stop masquerading as S.22. I believe he does this to gain credibility as an upstanding person of high moral values when this is clearly not the case. We definitely do not need people of his ilk demonstrating this kind of behavior under the guise of S.22.

If I have been wrong in my thorough inquiries into him being S.22 and he is not profane then please inform me of the lodge that he attends. I will personally go to the lodge and file S.22 charges against him for S.22 conduct with the intention of getting him permanently expelled (excommunicated) from the fraternity. S.22

Also if in the future, S.22 finds work please pass on his employers details on to me via S.15

This is a chance for you to prove that you are a person of good standing. I will contact whatever employer he is working for and ask them the name of the place he worked and the reason why he is no longer there. If they answer the truth then I will leave it at that, satisfied that perhaps S.22 is turning over a new leaf and living a better life.

If you wish to talk to me regarding this matter I am available at the above email. It was not my intention to cause you any distress, I created the profile as him to gather information safely from others on facebook by hiding in plain sight. Kind regards, S.15

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Wednesday, March 20, 2013 2:09 PM
To: Lock, Angie JAG:EX
Subject: FW: s.15 Complaint additional information (Fwd: facebook posts)
Attachments: fbpost1.PNG; fbpost2.PNG; fbpost3.PNG; fbpost4.PNG; fbpost5.PNG; fbpost6.PNG; fbpost7.PNG; fbprofile.PNG; fbprofile2.PNG; fbprofile3.PNG; blog message.png

Importance: High

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Monday, March 18, 2013 10:46 AM
To: SPD Security Services SG:EX
Subject: s.15 Complaint additional information (Fwd: facebook posts)
Importance: High

To whom It May Concern:

Here is some additional information about someone falsely using my company as a place of their employment to gain information and harrass s.22

Regards

s.15

----- Forwarded message -----

From: s.22
Date: Mar 15, 2013
Subject: facebook posts
To: s.15

So these are the screen shots of the facebook post that was created posing as s.22 It doesn't mention your company name in this one, only in the blog post was the first time I had received mention of it, but they do mention a firm in Surrey.

I am just waiting to get the name of the bouncer that was hired, that was supposedly from your company. It was originally created in mid August and deleted the same day, and then recently re-activated in mid february. s.22 doesn't even have a Facebook account, so that is why this was odd. Also when this facebook post was made, it showed the location posted as s.22

These are screen shots from my phone, so that is why there are so many, my apologies. I tried to number them for easier reading.

I have also sent you the actual screen shot of the blog post in which your company is mentioned, as it is a bit more concrete than a copy and paste.

s.22

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Wednesday, March 20, 2013 2:10 PM
To: Lock, Angie JAG:EX
Subject: FW: s.15 Complaint additional information (Fwd: facebook posts)
Attachments: fbpost1.PNG; fbpost2.PNG; fbpost3.PNG; fbpost4.PNG; fbpost5.PNG; fbpost6.PNG; fbpost7.PNG; fbprofile.PNG; fbprofile2.PNG; fbprofile3.PNG; blog message.png

FYI - deb

PLEASE NOTE BELOW:

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Monday, March 18, 2013 10:44 AM
To: SPD Security Services SG:EX
Subject: s.15 Complaint additional information (Fwd: facebook posts)

----- Forwarded message -----

From: s.22
Date: Mar 15, 2013
Subject: facebook posts
To: s.15

So these are the screen shots of the facebook post that was created posing as s.22 It doesn't mention your company name in this one, only in the blog post was the first time I had received mention of it, but they do mention a firm in Surrey.

I am just waiting to get the name of the bouncer that was hired, that was supposedly from your company. It was originally created in mid August and deleted the same day, and then recently re-activated in mid february. s.22 doesn't even have a Facebook account, so that is why this was odd. Also when this facebook post was made, it showed the location posted as s.22

These are screen shots from my phone, so that is why there are so many, my apologies. I tried to number them for easier reading.

I have also sent you the actual screen shot of the blog post in which your company is mentioned, as it is a bit more concrete than a copy and paste.

s.22

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Wednesday, March 20, 2013 2:10 PM
To: Lock, Angie JAG:EX
Subject: FW: s.15 Complaint additional information

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Monday, March 18, 2013 10:43 AM
To: SPD Security Services SG:EX
Subject: s.15 Complaint additional information

This is one of the emails received by another individual falsely using s.15 to gain information and harass this lady who contacted me.

Regards

s.15

----- Forwarded message -----

From: s.22
Date: Mar 17, 2013
Subject: s.22
To: s.15

• Conversation started March 8

s.22

9:54am

s.22
Hello, I was asked by the person who set up the facade profile of s.22 to contact you as that account has now been disabled we presume due to complaints from either yourself or other friends of s.22. Anyway, that is neither here nor there. The person involved had spoken to you previously and felt that you were owed an explanation of I guess- who he is so he has provided me with the following text to pass onto you. -

s.22 I work for s.15 We are a PI firm located in the lower mainland who specialize in various private investigations and security services. We were provided with information regarding your ex boyfriend stealing off several sources who were disenchanted with him. Some time ago, one of our people was subsequently employed as a bouncer while s.22 was s.22 The plan was genius in nature because s.22 actually interviewed him. Through him and other co-operating employees working there, we were able to discover that s.22 was involved in a large amount of theft. Steps were taken to make sure that the information we had was meticulous and accurate in detail. Only when we had ascertained that there definitely was substantial wrong doing from s.22 and no doubt from us did we proceed with what followed. We also discovered that when questioned about his wealth and living beyond his means s.22 told our man inside (and many others over time) about the trust fund. We were able to verify in no time at all that this was a fabrication; a cover story to explain his behavior and lifestyle. It was decided by others outside of my circle that we would not go to the police because it was seen as a waste of time. s.22 can consider himself extremely lucky that he got away with such a small slap on the wrist. As I said before, I truly believe apart from the high standard of financial benefit you were obviously accustomed to while this was going on, you are better off alone. I don't

think this behavior that he displayed in relation to these incidents is an appropriate example s.22 I hope everyone involved has learnt a lesson from this, it is hard when you are disappointed by someone you trust especially because they are an expert manipulator.

s.22 exhibited poor moral fiber in regards to the decisions he made, he later lied and claimed it was a set up and from what was seen displayed poor character many times over. He was deceitful and despite his claims was caught being what he is, a dishonest thief. It will be interesting to see what he tells prospective employers about the last few years of his employment and his reason for no longer working there. I am cynical in my belief that it won't be the truth. I hope he grows up, gains some maturity and becomes the upstanding man that he had others falsely believing he was for the last few years.

By treating others poorly, it has come back to bite him hopefully in the future he will treat others with respect. I ask that you demand that he stop masquerading as s.22 I believe he does this to gain credibility as an upstanding person of high moral values when this is clearly not the case. We definitely do not need people of his ilk demonstrating this kind of behavior under the guise of s.22 If I have been wrong in my thorough inquiries into him being a mason and he is not profane then please inform me of s.22 I will personally go to the s.22

s.22 and file s.22 charges against him for s.22 conduct with the intention of getting him permanently expelled (excommunicated) from the fraternity.

Also if in the future, s.22 finds work please pass on his employers details on to me via s.15

This is a chance for you to prove that you are a person of good standing. I will contact whatever employer he is working for and ask them the name of the place he worked and the reason why he is no longer there. If they answer the truth then I will leave it at that, satisfied that perhaps s.22 is turning over a new leaf and living a better life.

If you have any problems in the future with not receiving child support etc then s.22 is a fantastic law reference and while his specialty is not family law he is very good. He will be able to at least point you in the right direction, I wish you all the best in the future, if you wish to talk to me regarding this matter I am available at the above email. It was not my intention to cause you any distress, I created the profile as him to gather information safely from others on facebook by hiding in plain sight. Kind regards, s.15

Page 091 to/à Page 098

Withheld pursuant to/removed as

Copyright

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Monday, April 8, 2013 8:13 AM
To: Trenholm, Arliss JAG:EX
Cc: Lock, Angie JAG:EX; Marshall, Fraser JAG:EX; Skinner, Shera JAG:EX
Subject: FW: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Good morning Arliss

I have asked Angie to assign this investigation to you as a Code of Conduct for follow up with Concord. We will be initiating a section 29 suspension of his license and a sec 28 hearing from this end. Please discuss with Concord to see if they are going to report to police. As well, please get copies of any internal investigation reports or other notes that concord may have on the incident and their follow up. Lastly, you will need to get statements from s.22

Thanks so much!

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Marshall, Fraser JAG:EX
Sent: Friday, April 5, 2013 4:07 PM
To: Hitchcock, Stephen JAG:EX
Cc: Skinner, Shera JAG:EX
Subject: RE: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

I would say this is a clear 'character and repute' issue. I would also advise Concord that they need to report to police as this kind of weapon is not legal in Canada. I think we can write to the fellow saying that we are Section 29, suspension pending a review under Section 28, based on this incident, and that he needs to speak to it. Arliss may want to get more info from Concord on the incident.

Fraser

From: Hitchcock, Stephen JAG:EX
Sent: Thursday, April 4, 2013 3:55 PM
To: Marshall, Fraser JAG:EX
Cc: Skinner, Shera JAG:EX
Subject: FW: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Hi Fraser/Shera

Reference:

s.22

who is alleged to have pointed an air-soft replica pistol at co-worker on job site and discharged same air-soft pistol that struck a co-worker. Subsequently fired by Concord

s.22

Please find below information sent to Iain from Concord. As Concord is in Arliss' region, Iain sent to her and she sent to Angie.

It does not appear Concord advised police of the incident. We would need to do CPIC and Prime to confirm.

I am not 100% sure if there is a criminal offence in this incident and only the police may pursue charges through Crown on a criminal offence. However, I have included below for your information, some definitions from the CC as well as some charge provisions.

We may wish to do an RA on the guy and possibly advise police of the incident just to ensure due diligence. The only code of conduct violation that could apply is 14(i) Regulation "*must not engage in behavior that is prohibited by law*" but may only apply if he was charged? As such, we may only be able to look at him from section 28 (1) of the Act (below); specifically relative to section 4 of the Act (below).

SSA

Licence cancellation or suspension

28 (1) *The registrar may cancel, or suspend for a period of time, a licence for any of the reasons under section 4 [refusal of security worker licences] or 15 [refusal of security business licences].*

(2) *The registrar must*

- (a) hold a hearing before making a decision under subsection (1), and*
- (b) provide the licensee with written reasons for a decision under subsection (1).*

Refusal of security worker licences

4 (1) *The registrar may refuse to issue or renew a security worker licence if any of the following apply:*

- (a) the applicant or licensee fails in any way to comply with or does not meet the requirements of section 3 [applying for security worker licence];*
- (b) the registrar considers that the applicant's or licensee's conduct, education, training, experience, skill, mental condition, character or repute makes it undesirable that he or she be licensed;*
- (c) the registrar considers that it is not in the public interest that the applicant or licensee be licensed;*
- (d) the registrar is satisfied that the licensee has done something that*
 - (i) justifies refusal to renew a licence to the licensee,*
 - (ii) contravenes a provision of this Act or the regulations, or*
 - (iii) contravenes a condition of the licence;*
- (e) the applicant or licensee is charged with or convicted of a crime;*
- (f) the applicant is a peace officer.*

- (2) The registrar may hold a hearing before making a decision under subsection (1).
(3) The registrar must give the applicant or licensee written reasons for a decision under subsection (1).

Criminal Code

"replica firearm"

"replica firearm" means any device that is designed or intended to exactly resemble, or to resemble with near precision, a firearm, and that itself is not a firearm, but does not include any such device that is designed or intended to exactly resemble, or to resemble with near precision, an antique firearm;

"prohibited device" means

- (a) any component or part of a weapon, or any accessory for use with a weapon, that is prescribed to be a prohibited device,
(b) a handgun barrel that is equal to or less than 105 mm in length, but does not include any such handgun barrel that is prescribed, where the handgun barrel is for use in international sporting competitions governed by the rules of the International Shooting Union,
(c) a device or contrivance designed or intended to muffle or stop the sound or report of a firearm,
(d) a cartridge magazine that is prescribed to be a prohibited device, or
(e) a replica firearm;

"imitation firearm"

"imitation firearm" means any thing that imitates a firearm, and includes a replica firearm;

Pointing a firearm

87. (1) Every person commits an offence who, without lawful excuse, points a firearm at another person, whether the firearm is loaded or unloaded.

Marginal note: Punishment

- (2) Every person who commits an offence under subsection (1)
(a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding five years; or
(b) is guilty of an offence punishable on summary conviction.

POSSESSION OFFENCES

Marginal note: Possession of weapon for dangerous purpose

88. (1) Every person commits an offence who carries or possesses a weapon, an imitation of a weapon, a prohibited device or any ammunition or prohibited ammunition for a purpose dangerous to the public peace or for the purpose of committing an offence.

Marginal note: Punishment

- (2) Every person who commits an offence under subsection (1)
(a) is guilty of an indictable offence and liable to imprisonment for a term not exceeding ten years; or
(b) is guilty of an offence punishable on summary conviction.

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Lock, Angie JAG:EX
Sent: Thursday, April 4, 2013 2:16 PM
To: Hitchcock, Stephen JAG:EX
Subject: FW: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Forwarding for your review.

Thanks

Angie

From: Trenholm, Arliss JAG:EX
Sent: Tuesday, April 2, 2013 2:05 PM
To: Lock, Angie JAG:EX
Subject: FW: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Hi Angie,

As discussed, here is the email that Concord sent Iain who subsequently forwarded to me on March 6th. Iain and I met with both Concord's HR & Risk Assessment department on March 28th to obtain further information.

There are a couple of issues here;

#1) the "whistler blower service" that is referred to in the following email is a West Vancouver company that does not appear to be licensed. Their website is listed below and they may fall outside of the SSA. It is an interesting company.
<http://www.whistleblowersecurity.com/>

#2) there are no dates to when these "airsoft" incidents occurred. All of the people stated it occurred sometime in April. Concord is currently obtaining statements from all the individuals regarding each of the situations. They should be ready tomorrow.

#3) Apparently, s.22 keeps the "airsoft" in his truck during his shift (and may all of the time). Once his shift is over, on occasion he has taken it out (while still in uniform and on site) and shown it to various people. There are three occurrences that we are aware of:

- a) While showing the item to fellow guard, s.22 it went off and s.22 was struck.
- b) s.22 purposely discharged the pistol on site. He had befriended two young teenagers that would frequent the site. Witnessed by fellow guard s.22
- c) Brought it into the office and pointed it at a fellow guard s.22

It should be noted that none of the above reported these incidents to Concord until fellow guard s.15 utilized the anonymous reporting services of "Whistleblower".

Apparently the "airsoft" in question is a black berretta M9 spring loaded pistol. I was unable to determine if this gun is legal in Canada or not. I am sure Stephen would know.

I think that is all for now. I will pass along the written statements upon receipt.

It should be noted that:

- s.22
-
- There is no CCTV capturing any of the incidents.

I think that is it for now.

Arliss Trenholm | Compliance & Enforcement Investigator
SECURITY PROGRAMS DIVISION/ MINISTRY OF JUSTICE
Unit #2021 - 7445 132nd Street | Surrey | BC | V3W 1J8
(T) 604-572-8623 | (F) 604-572-8649 | (E) Arliss.Trenholm@gov.bc.ca

Division website: <http://www.pssg.gov.bc.ca/securityindustry/>

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From: McLellan, Iain JAG:EX
Sent: Wednesday, March 6, 2013 2:16 PM
To: Trenholm, Arliss JAG:EX
Subject: Fwd: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Sent from my iPhone

Begin forwarded message:

From: Ken Cackler <KCackler@concordsecurity.com>
Date: 6 March, 2013 2:14:39 PM PST
To: "McLellan, Iain JAG:EX" <Iain.McLellan@gov.bc.ca>
Subject: RE: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

We never saw the weapon in question - he did state that it was spring loaded (unconfirmed) and a pistol (confirmed by others), but we don't feel that he was being fully truthful in our interview with him.

Ken Cackler
Assistant Manager
Human Resources
T: 604.630.3909
C: 778.838.9143
E: kcackler@concordsecurity.com

Concord Security Corporation
#925 - 4710 Kingsway
Burnaby BC V5H 4M2
<http://www.concordsecurity.com>

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-----Original Message-----

From: McLellan, Iain JAG:EX [<mailto:Iain.McLellan@gov.bc.ca>]

Sent: March-06-13 2:13 PM

To: Ken Cackler

Subject: Re: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Btw was it a pistol or a carbine. Co2, spring loaded? Thanks.

Sent from my iPhone

On 2013-03-06, at 2:10 PM, "Ken Cackler" <KCackler@concordsecurity.com> wrote:

No worries, Iain.

Thanks for the quick response.

Ken Cackler

Assistant Manager

Human Resources

T: 604.630.3909

C: 778.838.9143

E: kcackler@concordsecurity.com

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-----Original Message-----

From: McLellan, Iain JAG:EX [mailto:Iain.McLellan@gov.bc.ca]

Sent: March-06-13 2:07 PM

To: Ken Cackler

Subject: Re: Notification Of Concord (former) Security Guard in possession of "Airsoft" weapon and discharging it on site

Thanks for the information Ken. I will pass this on to Inspector Trenholm who is the Burnaby inspector.

Iain

Sent from my iPhone

On 2013-03-06, at 1:37 PM, "Ken Cackler"

<KCackler@concordsecurity.com<mailto:KCackler@concordsecurity.com>>
wrote:

Iain,

We were informed on Monday morning via our "Whistleblower" service that an employee of ours was found brandishing and discharging an "airsoft" style gun while on site. After interview, the employee states that it was never utilized while on duty, but our investigation shows otherwise.

We made the employee aware that we would have to notify the SolGen office in regards to the matter, regardless, as he was in possession of said weapon while on Concord Security serviced property. This employee has since been terminated from the company.

The employee is:

s.22

Any further questions, please do not hesitate to be in contact.

Ken

Ken Cackler
Assistant Manager
Human Resources
T: 604.630.3909
C: 778.838.9143
F: kcackler@concordsecurity.com<<mailto:kcackler@concordsecurity.com>>

<image8dd94a.jpg@e4a9ed55.56ad4c1d<<mailto:image8dd94a.jpg@e4a9ed55.56ad4c1d>>>

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<[imageac498f.png@3ffe9acc.98154d82](http://www.facebook.com/concordwedomore)><<http://www.facebook.com/concordwedomore>>

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Roberts, Jared JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Friday, April 5, 2013 11:30 AM
To: 'kmcintosh@squamish.ca'
Cc: Watson, Daryl J JAG:EX; Trenholm, Arliss JAG:EX; Lock, Angie JAG:EX; Roberts, Jared JAG:EX; Rikhia, Nidhan JAG:EX
Subject: RE:^{s.22} Squamish BC Security Company

Hi Kellie

We stand corrected. Daryl Watson has confirmed that ^{s.22}
has never used the name Day Night Security.

Further investigation has found that a corporation called Day Night Security Services Ltd out of Surrey (our file PID 129253) had applied to us in 2010 for a security business license but it was never issued as the business failed to meet eligibility requirements; specifically liability insurance. As such, we have now assigned this to our inspector Nidhan Rikhia who is responsible for Surrey.

Regards

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Hitchcock, Stephen JAG:EX
Sent: Friday, April 5, 2013 9:56 AM
To: 'kmcintosh@squamish.ca'
Cc: Watson, Daryl J JAG:EX; Trenholm, Arliss JAG:EX; Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: FW: ^{s.22} Squamish BC Security Company

Hi Kellie

Day Night Security is a former trade name of a currently licensed sole proprietor security guard business out of Port Moody called ^{s.22}

In light of the use of the trade name that is not reflected on the business license and the security worker not having a license, we will assign this as an investigation to our inspector Daryl Watson responsible for Port Moody who will follow up with ^{s.22}

If it turns out that this guard is not his employee, we will then re-assign to our inspector for Squamish, Arliss Trenholm to look into at your end. You will be contacted by one of them to discuss. As well, we will be contacting with ^{s.22} from Garibaldi Lock and Safe for his statement.

Were you able to ID the unlicensed worker who was unable to communicate well in English?

Thank you so much for the information. Very much appreciated. We will advise you of our findings upon conclusion.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Kellie McIntosh [mailto:kmcintosh@squamish.ca]
Sent: Friday, April 5, 2013 8:36 AM
To: Hitchcock, Stephen JAG:EX
Subject: FW: ^{s.22} Squamish BC Security Company

Ooops forgot the picture on the first email.

From: Kellie McIntosh
Sent: Friday, April 05, 2013 8:35 AM
To: 'Stephen Hitchcock (stephen.hitchcock@gov.bc.ca)'
Subject: ^{s.22} Squamish BC Security Company

Good morning Stephen,

Kellie from District of Squamish Bylaw here. Wanted to let you know of a Security Company possibly operating without the proper licensing. Yesterday 04APR2013 around 1319 hours, I noted a sign (please see attached picture) at the end of the driveway of ^{s.22}

Day Night Security- We called the number on the sign 604-783-8111 and advised the gentleman he must apply for and obtain a Business License with the District of Squamish, there was a language barrier. We then entered the property and attempted to speak with a gentleman wearing a orange Vest with the Day Night Security name on the vest- When we requested he provide us with his security license card, we noted a language barrier. We asked the gentleman to show us his ID. He was not able to understand, he pointed down the road- I asked the gentleman to lead the way- He lead us to a house at ^{s.22}

The owner of Garibaldi Lock and safe (Security number **GARIBALDI LOCK & SAFE LTD.** Licence Number **B3433** License status **Valid**- was able to translate for us. We were advised the gentleman that was working the security at ^{s.22}

^{s.22} does not have a Security License nor a driver's license- Simply a passport. We called the number on the Day Night Security sign -604-783-8111- The male on the phone spoke broken English- We had ^{s.22} speak for us, the male that answered the phone (name unknown) stated he had left only for a couple of hours for a Doctor appointment. We then ran the security company through the Security Licence Status verification and were not able to locate anything. Let me know if you need anything else .

Regards,





COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle)

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe):

Complainant's Residential Address:

Apt. s.15 Street Address s.15 City/Town: s.15 Province: BC Postal Code: s.15

1. Phone: s.15 ☐ home ☐ work ☒ cell ☐ pager
2. Phone: ☐ home ☐ work ☒ cell ☐ pager
3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: () (optional)
5. E-mail: (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? After 12 pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number (s.15)
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Imperial Security Group Ltd

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: B2345 Worker licence number:

Other information such as address, phone number, type of business:

#2255- 4871 Shell Rd, Richmond BC.
604-231-9973

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2013/ s.15 Time incident occurred: 12:00 ☐ a.m. ☒ p.m. Where it happened:

Everywhere Imperial has sites that they patrol.

5) Describe the incident (what happened, who was there, etc.):

s.15

6) Why do you believe the actions of the business or the worker were unfair?

I do not believe that Imperial Security should be able to especially
since I never committed an offence while employed by them or otherwise. There is no legal
basis for s.15

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Bob was asked if I could be on sites

s.15

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature: _

s.15

Date Signed: 2013/04/03
year/month/day

Lock, Angie JAG:EX

From: Blazkova, Hana JAG:EX
Sent: Thursday, April 4, 2013 1:52 PM
To: Lock, Angie JAG:EX
Cc: Roberts, Jared JAG:EX
Subject: FW: Complaint Against Security Business
Attachments: spd0512-complaint-1.pdf; spd0512-complaint-2.pdf

Hi Angie,

See attached PDFs.

Thank you,
Hana

From: SPD Security Services SG:EX
Sent: Thursday, April 4, 2013 1:14 PM
To: Blazkova, Hana JAG:EX
Subject: FW: Complaint Against Security Business

From: s.15
Sent: Wednesday, April 3, 2013 4:54 PM
To: SPD Security Services SG:EX
Subject: Complaint Against Security Business

Please find complaint forms attached to this email.

Sincerely,

s.15

JAG Security Services Complaints JAG:EX

From: JAG Security Services Complaints JAG:EX
Sent: Wednesday, April 3, 2013 2:05 PM
To: s.22
Subject: Can a security company ban someone from all their sites

Dear s.22

I am writing to acknowledge your e-mail in which you ask if a security company is legally entitled to ban s.22 from a security site and is this grounds for a formal complaint. Please ask s.22 to fill out the complaint form located on the following web site: <http://www.pssg.gov.bc.ca/securityindustry/complaint/index.htm> . When the completed complaint has been received and reviewed by this office , your husband will be advised as to whether an investigation will be assigned.

If you have any questions or concerns please contact our office at 1-855-587-0185.

Sincerely,

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Tuesday, March 26, 2013 11:38 AM
To: Lock, Angie JAG:EX
Subject: FW: Can a security company ban someone from all their sites?

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will NOT be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.22
Sent: Wednesday, March 20, 2013 3:58 PM
To: SPD Security Services SG:EX
Subject: Can a security company ban someone from all their sites?

Good afternoon;

s.22

Is this security company legally entitled to do this? If not, is this grounds for a formal complaint?

Thank you in advance for your time!

s.22

Angie

please respond advising
that s.22 may complete and
submit the complaint form and we
will then review and advise if we are
going to investigate. attach link to form
Charles
Stephen
Apr 3/13

Lock, Angie JAG:EX

From: MacKinnon, Georgina JAG:EX
Sent: Friday, April 26, 2013 3:42 PM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: Guard action s.22
Attachments: s.22 Evidence.pdf

FYI - more a compliance issue

Gina MacKinnon
Risk Assessment Co-ordinator
Security Programs Division - Ministry of Justice
Tel: (250) - 387-2681
Fax: (250) 387-5687

-----Original Message-----

From: SPD Security Services SG:EX
Sent: Friday, April 26, 2013 3:06 PM
To: MacKinnon, Georgina JAG:EX
Subject: FW: Guard action s.22

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will NOT be processed if scanned and/or emailed to this office.

Ministry of Justice
Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

-----Original Message-----

From: s.15
Sent: Thursday, April 25, 2013 2:30 PM
To: SPD Security Services SG:EX
Cc: s.15
Subject: Guard action s.22

s.22

Please advise as to the steps we are to follow to have his license either temporarily suspended or revoked.
You can contact myself or s.15

s.15

s.15, s.22

April 25, 2013

s.15

Lock, Angie JAG:EX

From: McLellan, Iain JAG:EX
Sent: Monday, April 29, 2013 2:11 PM
To: Lock, Angie JAG:EX
Subject: FW s.22 License
Attachments: s.22 License.jpg

ex 2011-11-23
SG

From: s.15
Sent: Monday, April 29, 2013 1:23 PM
To: McLellan, Iain JAG:EX
Subject: RE: s.22 License

Let's try again...

s.22

From: McLellan, Iain JAG:EX [mailto:Iain.McLellan@gov.bc.ca]
Sent: Monday, April 29, 2013 1:16 PM
To: s.15
Subject: RE: s.22 License

The image you sent didn't show.

Did you get my email?

From: s.15
Sent: Monday, April 29, 2013 1:13 PM
To: McLellan, Iain JAG:EX
Subject: FW: s.22 License

Hi Iain,

This was the email that s.22 my supervisor, s.22

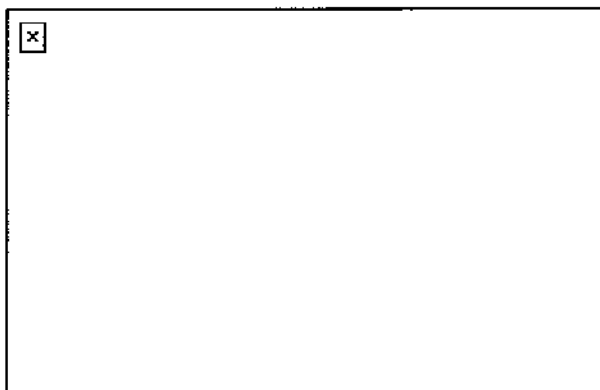
Ken

From: s.15
Sent: Monday, April 29, 2013 1:04 PM
To: 'Ken'
Subject: FW: s.22 License

From: s.22
Sent: Sunday, April 28, 2013 6:14 PM
To: s.15
Subject: Fwd: s.22 License

Begin forwarded message:

From: s.22
Date: 26 April, 2013 3:42:02 PM PDT
To: s.15
Subject: s.22 License



Lock, Angie JAG:EX

From: McLellan, Iain JAG:EX
Sent: Monday, April 29, 2013 2:48 PM
To: s.15
Cc: Lock, Angie JAG:EX; Hitchcock, Stephen JAG:EX
Subject: RE: s.22 Fingerprints

Ken:
It sounds like he didn't admit anything until he was caught. Everything is dated today. Make sure he doesn't work until this matter is resolved (read: in possession of a valid security worker licence). Please confirm. I will need to know how many days he worked for ICM while his licence was expired. We will also need to retrieve the altered "new" licence if you can get it.

Thanks

Iain McLellan | Compliance & Enforcement Investigator

SECURITY PROGRAMS DIVISION/ MINISTRY OF JUSTICE
Unit #2021 - 7445 132nd Street | Surrey | BC | V3W 1J8
(T) 604-572-8437 | (F) 604-572-8649 | (E) Iain.McLellan@gov.bc.ca

Division website: <http://www.pssg.gov.bc.ca/securityindustry/>

IMPORTANT CONFIDENTIAL INFORMATION:

This e-mail message is confidential and is intended only for the individual(s) named as it may contain privileged information. If you are not the named addressee(s) you should not disseminate, distribute or copy any of the enclosed information. Any unauthorized disclosure is prohibited. If you receive this e-mail in error, please notify the sender immediately and delete this e-mail from your system.

From: s.15
Sent: Monday, April 29, 2013 2:35 PM
To: McLellan, Iain JAG:EX
Cc: s.22
Subject: FW: s.22 Fingerprints

Hi Iain,

It seems that s.22 was not 100 % on the truth scale. After I talked with him, he decided to come clean in a text with s.22 While he did not admit to changing his ID, he did say he should not have sent a copy of his "new " license to our office. He is sending his info to your office for a new license as we speak. He told s.22 he needed the money and did not want to take any time off.

The staff in our office stated he was a good guy and a great worker, but does not hide the fact that he erred in judgment.

Thanks again for your help,

s.15

From: s.22
Sent: Monday, April 29, 2013 2:10 PM
To: 'Ken'
Subject: FW: s.22 Fingerprints

From: s.22
Sent: Monday, April 29, 2013 2:07 PM
To: s.22
Subject: s.22 Fingerprints

Hitchcock, Stephen JAG:EX

From:

s.22

Sent:

Sunday, April 7, 2013 10:43 PM

To:

Hitchcock, Stephen JAG:EX

Subject:

Re: FW: Regarding the arbitrary exclusion of employment of
Security Industry

s.22

into the

s.22

To Mr. Stephen Hitchcock and SPD Security Services SG:EX

May 7, 2013.

I understand why it is in the interest of public safety have hearing in regards to my past charges and breaches. I was never invited physically to attend any such hearings regarding the status of my application. Each of my applications were through the office security employers and not once did was I given my licence. The privilege it does seem goes to those who make the profits in the industry because I was not once given a phone call or an email up until this email. I Have written a letter to the attorney general about the matters involving one of the assault charges and as for the others they were dismissed and or I was found not guilty in light of the evidence. My history and involvement with the criminal justice system is representative of my character , however, I can tell you that each and every incidence

s.22

I accept the full responsibility of my involvement in each incident but will not allow these event to go misrepresented towards the defamation of my character.

s.22

My career aspirations have been foreshadowed by

It has been a long and treacherous journey for me to even find comfort or security in my life. I have always hoped that an education and trying to live a decent life would bring me closer to living a decent life.

s.22

I definitely could see these how the consequence's of my past actions are affecting me today.

s.22

On Fri, Apr 5, 2013 at 4:14 PM, Hitchcock, Stephen JAG:EX <Stephen.Hitchcock@gov.bc.ca> wrote:

Dear

s.22

Thank you for your email inquiry regarding your previous applications for a security employee/worker license. A review of our records shows that you held a security employee license in the category of security patrol under the former *Private Investigator and Security Agencies Act* (PISA) from

s.22

Our records also show that on September 9, 2006 you submitted an application to renew your security employee license. Your license eligibility was placed under review by the Deputy Registrar and on September 20, 2006 you were requested to provide information related to a

s.22

On November 15, 2006 this office again wrote to you by certified mail requesting you make a submission by November 29, 2006 regarding s.22 On February 2, 2007 Canada Post returned our letter to you of November 15, 2006 marked "unclaimed".

On July 18, 2008 you submitted an application for a security employee license in the category of security patrol. On July 30, 2008 this office wrote to you by certified mail to the address of s.22

On August 8, 2008 Canada Post returned our letter to you of July 30, 2008 marked "address incomplete". On August 14, 2008 this office again wrote to you by certified mail to s.22 On September 10, 2008 Canada Post returned our letter to you of August 14, 2008 marked "unclaimed".

The *Security Services Act* (SSA) came into force on August 1, 2008 replacing the PISA. On September 21, 2010 you made application for a security worker license in the category of security guard. On October 4, 2010 this office advised you that the Deputy Registrar s.22

full details of your involvement and any other information you would like to have considered. In our letter to you of October 4, 2010, you were required to respond by November 4, 2010. As you did not respond by the deadline of November 4, 2010 your application was deemed abandoned.

Please be advised that should you wish to re-apply, s.22

eligibility of applicants

mandate of the legislation and applies equally to all applicants.

The review of license is an integral part of the public safety

Regarding your email below which also is addressed to Paladin Security by s.22
he will need to address his is directly with Paladi. The issue of ing practices are not within
the mandate of this office to pursue.

Yours truly,

Stephen Hitchcock

Manager Compliance and Enforcement

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |

Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.22
Sent: Tuesday, April 2, 2013 1:14 PM
To: SPD Security Services SG:EX
Subject: Regarding the arbitrary exclusion of employment

s.22

into the Security Industry

Recent Applicant for Palladin Security

Regarding: No response from Hiring Staff.

I am writing this letter in regards to my recent application with palladin security. I am concerned for reasons that are directly related to my employability; which I feel may be discriminatory and in violation of ethical hiring practices. s.22 who has worked for several companies in the security industry and feel that the normative around security culture has a negative impact on the employability of indigenous peoples. I believe that Paladin security is supposed to work under the practices of being an equal opportunity employer in the province of British Columbia. I would like to bring light to these issues through the process of Paladin securities codes of conduct. I believe that cultural sensitivity and understanding should not be interpreted by mono-causal explanations, which only perpetuate segregation. I would like to hear back from Paladin Securities Human Resources Departments regarding my application. I really hope that barriers of cultural exclusivity can be broken in your company and the inclusion of Indigenous peoples of British Columbia become a part of your corporate mandate.

s.22

Forward:SPD Security Services SG:EX

In the forwarding of this letter to this office I would appreciate a legal reasons why for the past few years I have been unable to obtain a security licence. I have been asked to provide a letter regarding s.22 and I find this unconstitutional as it violates my rights. I have no criminal record and feel that I am being highlighted to my status If I was equal in citizenry then why would I have to write a letter for a process that I have already righted. I believe as stated in the latter is maltreatment in the light of discriminatory practices. I have respect for the law and the services provided to protect British Columbian; so much so that I am My education has given me the ability to realize, that when I am being stereotyped, i must seek reasons why I am being put through this experience.

I hope to hear back from the SPD Security Services SG:EX regarding this concern.

Sincerely,

s.22

s.22

From: Hitchcock, Stephen JAG:EX
Sent: Friday, April 5, 2013 4:14 PM
To: s.22
Subject: FW: Regarding the arbitrary exclusion of employment
Security Industry

into the

s.22

Thank you for your email inquiry regarding your previous applications for a security employee/worker license. A review of our records shows that you held a security employee license in the category of security patrol under the former *Private Investigator and Security Agencies Act* (PISA) from

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On January 23, 2007 Canada Post returned our letter to you of September 20, 2006 marked "unclaimed".

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our letter to you of October 4, 2010, you were required to respond by November 4, 2010. As you did not respond by the deadline of November 4, 2010 your application was deemed abandoned.

Please be advised that should you wish to re-apply, you will again be required to participate in the The review of license eligibility of applicants is an integral part of the public safety mandate of the legislation and applies equally to all applicants.

Regarding your email below which also is addressed to Paladin Security by s.22 he will need to address his issue directly with Paladi. The issue of hiring practices are not within the mandate of this office to pursue.

Yours truly,

Stephen Hitchcock
Manager Compliance and Enforcement

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.22
Sent: Tuesday, April 2, 2013 1:14 PM
To: SPD Security Services SG:EX
Subject: Regarding the arbitrary exclusion of employment of s.22 into the Security Industry

s.22

Recent Applicant for Palladin Security

Regarding: No response from Hiring Staff.

I am writing this letter in regards to my recent application with palladin security. I am concerned for reasons that are directly related to my employability; which I feel may be discriminatory and in violation of ethical hiring practices. I am s.22 man who has worked for several companies in the security industry and feel that the normative around security culture has a negative impact on the employability of indigenous peoples. I believe that Paladin security is supposed to work under the practices of being an equal opportunity employer in the province of British Columbia. I would like to bring light to these issues through the process of Paladin securities codes of conduct. I believe that cultural sensitivity and understanding should not be interpreted by mono-causal explanations, which only perpetuate segregation. I would like to hear back from Paladin Securities Human Resources Departments regarding my application. I really hope that barriers of cultural exclusivity can be broken in your company and the inclusion of Indigenous peoples of British Columbia become a part of your corporate mandate.

s.22

Forward:SPD Security Services SG:EX

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s.22

and feel that I am being highlighted to my status as

s.22

s.22
152
2014-00163

126 of 278

equal in citizenry then why would I have to write a letter for a process that I have already righted s.22

I believe as stated in the letter to maltreatment in the light of discriminatory practices. I have respect for the law and the services provided to protect British Columbian; so much so that I am s.22 My education has given me the ability to realize, that when I am being stereotyped, i must seek reasons why I am being put through this experience.

I hope to hear back from the SPD Security Services SG:EX regarding this concern.

Sincerely,

s.22

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Thursday, April 4, 2013 4:07 PM
To: Lock, Angie JAG:EX
Subject: FW: Regarding the arbitrary exclusion of employment of s.22 into the Security Industry

Pls see top msg

PLEASE NOTE BELOW:

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.22
Sent: Tuesday, April 2, 2013 1:14 PM
To: SPD Security Services SG:EX
Subject: Regarding the arbitrary exclusion of employment of s.22 into the Security Industry

s.22

Recent Applicant for Palladin Security

Regarding: No response from Hiring Staff.

I am writing this letter in regards to my recent application with palladin security. I am concerned for reasons that are directly related to my employability; which I feel may be discriminatory and in violation of ethical hiring practices. I am who has worked for several companies in the security industry and feel that the normative around security culture has a negative impact on the employability of indigenous peoples. I believe that Paladin security is supposed to work under the practices of being an equal opportunity employer in the province of British Columbia. I would like to bring light to these issues through the process of Paladin securities codes of conduct. I believe that cultural sensitivity and understanding should not be interpreted by mono-causal explanations, which only perpetuate segregation. I would like to hear back from Paladin Securities Human Resources Departments regarding my application. I really hope that barriers of cultural exclusivity can be broken in your company and the inclusion of Indigenous peoples of British Columbia become a part of your corporate mandate.

s.22

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s.22 and feel that I am being highlighted to my status : s.22 If I was equal in citizenry then why would I have to write a letter for a process that I have already righted s.22

I believe as stated in the latter is maltreatment in the light of discriminatory practices. I have respect for the law and the services provided to protect British Columbian; so

much so that I am

s.22

My education nas given me the ability to realize, that when I am being stereotyped, i must seek reasons why I am being put through this experience.

I hope to hear back from the SPD Security Services SG:EX regarding this concern.

Sincerely,

s.22



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Given) s.15 (Surname) s.15 (Address)

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe):

Complainant's Residential Address:

Appt. s.15 Street Address s.15 City/Town s.15 Province: BC Postal Code

1. Phone: s.15 ☐ home ☐ work ☒ cell ☐ pager s.15

2. Phone: () ☐ home ☐ work ☐ cell ☐ pager

3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: () (optional)

5. Email: (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? weekdays 10-2
- If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

s.22 - Vancouver Mobile Locksmiths

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: ?? Worker licence number: ??

Other information such as address, phone number, type of business:

<http://vancouvermobilelocksmith.com>

604-887-4165

4) Particulars of the incident:

Date of incident: (year/month/day) numerous over time Time incident occurred: ☐ a.m. ☐ p.m. Where it happened:

hired to fix and change locks - stole cash, personal identity documents - stole and used all of our credit card data, personal identity - never finished work

FORM #SPC0312
PRG116-007 (02/2012)

Ministry of Justice
Policing and Security Programs Branch, Security Programs Division
P.O. Box 6217, St. John's, Nfld. A1B 4X6
Phone: 1-855-587-4165 Fax: (254) 387-4464 Email: sps@justice.gc.ca
Security Industry and Licensing website: www.sic.gc.ca/securityindustry

5) Describe the incident (what happened, who was there, etc.):

see above - Police File for Identity Fraud now open VA18-53099

6) Why do you believe the actions of the business or the worker were unfair?

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

VPD - File VA13-53099

s.15

Complainant's Signature

Date Signed: 2013-17-04

DISCLOSURE: All information regarding this incident and the investigation will be used for that purpose. The use of this information will comply with the Freedom of Information Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-326-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe):

Complainant's Residential Address:

Apt.# Street Address s.15 City/Town: s.15 Province: BC Postal Code: s.15

1. Phone: s.15 ☐ home ☐ work ☒ cell ☐ pager
 2. Phone: () ☐ home ☐ work ☐ cell ☐ pager
 3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
 4. Fax: () (optional)
 5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 8-5 pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number: s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Brian R Goldstone CEO Griffin Investigation & Security
 Gary Steeds CFO Griffin Investigation & Security

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: B4807 Worker licence number:

Other information such as address, phone number, type of business:

103-46167 Yale Road
 Chilliwack BC

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2012-2013 Time incident occurred: ☐ a.m. ☐ p.m. Where it happened:

Chilliwack BC

FORM #SPD0612
 PSSG10-007 (09/2012)

Ministry of Justice
 Policing and Security Programs Branch, Security Programs Division
 PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
 Phone: 1-855-587-0105 Fax: (250) 387-4454 E-mail: agspdesec@gov.bc.ca
 Security Industry and Licensing website: www.pessg.gov.bc.ca/securityindustry

5) Describe the incident (what happened, who was there, etc.):

s.15

6) Why do you believe the actions of the business or the worker were unfair?

They are suppose to act with accordance with the Code of Conduct and not use profane language or bully staff or employees, must act with honesty and Integrity, must not use unnecessary force, must not wilfully make a false statement or claim

s.15

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

s.15

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

s.15

Complainant's Si

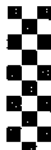
s.15

Date Signed: 2013/05/08

yes/initials/void

DISCLOSURE: All information
comply with the Freedom of Information and Privacy Act and the Personal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-358-1501.

not and its Regulations and will be used for that purpose. The use of this information will
questions regarding the collection or use of this information, please contact 250-358-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname s.15 _____) (Given s.15 _____) (Middle s.15 _____)

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apartment _____ Street Address s.15 _____ City/Town s.15 _____ Province: BC Postal Code s.15 _____

1. Phone: s.15 _____ ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? 9am-4pm

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number s.15 _____

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

s.22

Barking Parrot Bouncer

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

21W Lakeshore Dr. Penticton B.C. V2A 7M5
250-493-8221

4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 _____ Time incident occurred: approx. 2:15 ☒ a.m. ☐ p.m. Where it happened:

Outside of Hotel. Near front door to hotel, and in the parking lot of the lakeside hotel

5) Describe the incident (what happened, who was there, etc.):

s.15

6) Why do you believe the actions of the business or the worker were unfair?

This s.22 guy definitely used excessive force against me. He taunted my friends and I to get a reaction out of us. He is supposed to be protecting patrons from trouble, not starting trouble. I am suffering from injuries I should not have got. s.15, s.22 he did not need to man handle me, tackle me, and kneel on me with all his weight. He needs to be retrained or loose his job all together. I am in fear of going to that establishment now because of his actions towards me.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I talked to David Prestay, owner of the Penticton Lakeside Casino and Resort. He said he would get back to me but has not yet. s.22 IN THE

LAKESIDE & HE SAID HE TALKED TO s.22

LYNDA ADSHEAD FROM VICTIM SERVICES GAVE ME YOUR CARD

GOT AWAY WITH THIS BECAUSE THE POLICE WEREN'T GOING TO HELP. s.22

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

- I spoke to constable Wigglesworth and Covasovick when they arrived on the scene. I said I would like to press assault charges and they wouldn't. They refused a breathalyzer as well, I wanted to prove I was not drunk.

- LYNDA ADSHEAD s.22 250 770 4713
- THE FILE

s.15

Complainant's Signature: .

Date Signed: 2013/05/02



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address s.15 City/Town: s.15 Province: BC Postal Code s.15

1. Phone: s.15 ☒ home ☐ work ☐ cell ☐ pager
2. Phone: ☐ home ☐ work ☒ cell ☐ pager
3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: () (optional)
5. E-mail s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 10-4
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (s.15)
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

The person is s.22 who sub-contracts for Scott Security Systems.
s.22 cell phone # s.22 Tim told me his company is registered as Universal Security Systems. He has been contracting for over a year and s.22

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Scott Security Systems is located at #104 - 8988 Fraser Court Burnaby BC. V5J 6H8.
604-451-0300

Carlos del Aguila manager (6045668331)(6047784078) s.22
s.22 was manager (6049686503) s.22
s.22 was manager

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 12.00 ☐ a.m. ☒ p.m. Where it happened:

At Tri-ed alarm distributors Burnaby s.15 Tri-ed
should not be selling to him if he has no Security Business Licence. I couldn't find the
company name s.22 gave me on the website licence search.

5) Describe the incident (what happened, who was there, etc.):

s.15, s.22

6) Why do you believe the actions of the business or the worker were unfair?

See above, it things look right to you then I speechless. I am so shocked that people that stole, got caught doing drugs, tested systems from, home, etc or even screwed up so bad, but they are still working there. These people are going into other peoples houses and businesses It infuriates me. I have no proof but I am told by s.22 before coming to Canada. They all told me at different times and I have no reason not to believe them. He had the option of the gold or the gun I was told. It all kind of rolls together its weird. Carlos has broken the employment standards law blatantly, managing the company licence and failed, sending out un qualified techs. Carlos keeps showing he is not suitable to control a security business. The proof is all there, and I think things run alot deeper. Sometimes being in security sucks, you have to be a bit of a rat at times. Even though I am s.15 I still feel the need to document and report.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

The company restructured as Carlos said to me and he s.15 Then I never heard from him again. s.15, s.22
 Am thinking of telling the media. Will talk to a lawyer soon for s.15, s.22
 for them now, I just wanted to see if Carlos would follow through this time. He proved me right once again Not that I would ever go work but not doing so. In the next 2 weeks or so I am planing to actively pursue these issues. s.22 has 2 jobs and didn't get laid off.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

s.15

Complainant's Signature: _____

Date Signed: 2013, 05, 12
year/month/day

and Scott Security Systems

s.15

s.15

s.15

Page 141 to/à Page 142

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Copyright

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Thursday, April 25, 2013 3:37 PM
To: Lock, Angie JAG:EX
Cc: Trenholm, Arliss JAG:EX
Subject: Fwd: Another Webbased LS company

Thanks Arliss we will create a pod

Stephen Hitchcock
Manager Compliance and Enforcement
Security Programs Division
Ministry of Justice
Direct: 250.387.2658
Cel: 250.213.5629

Begin forwarded message:

From: "Trenholm, Arliss JAG:EX" <Arliss.Trenholm@gov.bc.ca>
Date: 25 April, 2013 3:35:45 PM PDT
To: "Hitchcock, Stephen JAG:EX" <Stephen.Hitchcock@gov.bc.ca>
Subject: Another Webbased LS company

Hi Stephen,

As discussed earlier today, I received this email from licenced locksmith, s.15
regarding unlicensed company, Andy's Locksmith Services
(North Vancouver).

<http://www.yellowpages.ca/bus/British-Columbia/North-Vancouver-District/Andy-s-Locksmith-Services/7211212.html>

<http://www.weblocal.ca/andys-locksmith-services-north-vancouver-bc.html>

http://www.ivancouver.ca/listings/7211212/v7h1a8/andys_locksmith_services?w=Coquitlam,%20BC;Locksmiths,%20locks%20and%20keys

I drove by the address today which turned out to be non-existent (the numbers go from 2255 to 2433).
In any event, s.15 I am not sure if I am the
only one getting these complaints but we have to do something.

On Wednesday's conference call, maybe ask the inspectors if they would enjoy working on this as a special project or just assign it to a couple of people. I see that Daryl and Shaun are caught up on inspections so maybe they would like to take this on as something different to do. I prefer not to be involved as I am still on 2009's (11 more to go and then I can start on my 2010's) and am behind the rest of the group (55 on work queue). I have had a lot of non-compliance issues since the beginning of this year and it really bogged me down.

Please lets do this sooner than later. Thanks for listening.

Arliss Trenholm | Compliance & Enforcement Investigator
SECURITY PROGRAMS DIVISION/ MINISTRY OF JUSTICE

Division website: <http://www.pssg.gov.bc.ca/securityindustry/>

IMPORTANT CONFIDENTIAL INFORMATION:

This e-mail message is confidential and is intended only for the individual(s) named as it may contain privileged information. If you are not the named addressee(s) you should not disseminate, distribute or copy any of the enclosed information. Any unauthorized disclosure is prohibited. If you receive this e-mail in error, please notify the sender immediately and delete this e-mail from your system.

From: s.15
Sent: Sunday, April 21, 2013 11:41 AM
To: Trenholm, Arliss JAG:EX
Subject: s.15

Hi Arliss,

I want to bring to your attention a lock company that I believe ripped off a customer. The locksmith name is Andy's Locksmith on Dollarton highway in north vancouver, this is what the customer told me, the guy came out to their house to open up their

s.15

She got Andy's locksmiths to come out and open up her lock, she was quoted \$40.00, he arrived before he did any work she gave him \$40.00. He said its not enough money," I said its\$140.00" she said thats not what you quoted over the phone, I would not have had you come here if you said \$140.00 I don't have that kind of money. Andy took the \$40.00, did not do any work and left.

s.15

I did the job for less than what I quoted them of \$85.00. I came out and did the job for \$60.00 . I felt sorry for them , to think any lock company could do that made me angry. I wanted to do the right thing for all the honest locksmiths out there. Can you please look into this company see if they have a license and let them know that they have been reported. Also, I have never heard of Andy's locksmiths in north Vancouver

s.15, s.22

call me please, thanks,

s.15

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Wednesday, May 29, 2013 2:37 PM
To: Watson, Daryl J JAG:EX
Cc: Lock, Angie JAG:EX
Subject: Global Energy Electric Ltd possible unlicensed business

http://www.globalenergyelectric.com/en/contact_us.html

Hi Daryl

Angie will create PID and assign inspection service to you. This is an electrical company in Delta that is advertising they install CCTV and security cameras.

They contacted BBB who contacted me as BBB asked them about their licensing because of their advertising and they then told the BBB rep they sub-contract their security work.

Their advertising on their web page under Products and Services - other services states:

We offer a great deal of services pertaining to safety and communication. We install security systems at your home and office while also being able to install new cable and phone lines. Whatever your job needs are, we can provide the right service for you. Some examples are,

- Security Cameras
- Video Surveillance Systems
- Low Voltage Wiring
- New Data / Cable Installations
- Telephone / Fax Lines
- And Much More

This can be an educational visit by you with them to ensure they are aware of their licensing requirements if they are sub-contracting. See section 11 (1)(b) SSA definition.

Regards

Stephen

Page 146

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COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt# s.15 Street Address s.15 City/Town: s.15 Province: BC Postal Code: s.15

1. Phone: ☐ home ☒ work ☐ cell ☐ pager
 2. Phone: () ☐ home ☐ work ☐ cell ☐ pager
 3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
 4. Fax: () (optional)
 5. E-mail: s.14 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 08:30-16:30
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

s.22

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: Worker licence number:

Other information such as address, phone number, type of business:

s.22

- 4) Particulars of the Incident:

Date of Incident: (year/month/day) April 2013 Time incident occurred: N/A ☐ a.m. ☐ p.m. Where it happened:

A stop payment cheque cashed by an employee

FORM #SPD0512
PSSG10-007 (09/2012)

Ministry of Justice
Policing and Security Programs Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Phone: 1-855-587-0185 Fax: (250) 387-4454 E-mail: sgspdsec@gov.bc.ca
Security Industry and Licensing website: www.pssg.gov.bc.ca/securityindustry

5) Describe the incident (what happened, who was there, etc.):

On March 25, 2013, s.22 called the office and informed that he did not get his paycheque. We did a stop payment on the cheque which was issued to him and re-issue a new cheque. s.22 kept the ^{old} cheque which was stop payment and cashed in April 2013 from Money Mart. (Copies attached)

6) Why do you believe the actions of the business or the worker were unfair?

It was fraud to the company.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Called s.22 and advise him to pay Money Mart.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature: _____

s.15

Date Signed: May 24, 2013
your month/day/

DISCLOSURE: All information regarding this comply with the Freedom of Information and

ations and will be used for that purpose. The use of this information will Jing the collection or use of this information, please contact 250 356-1501.

Stop Payment

Your stop payment request has been submitted

Your reference number is s.21 You will receive a confirmation in your My Messages - My Requests folder when it is complete. Requests are normally processed within 24 hours. We will contact you within 72 hours if we are not able to accept your request.

Account: s.21

Cheque Number: 16003

Amount: \$880.30

Payee Name: s.22

Date on Cheque: Mar 15, 2013

Estimated Cost: \$12.50

s.15

CHEQUE NO.

16003

DATE

1 5 0 3 2 0 1 3

D D M M Y Y Y Y

**Eight Hundred Eighty and 30/100

\$**880.30

s.22

s.15

s.22

s.15

s.22

Re-issued

s.15

CHEQUE NO.

16096

DATE

1 5 0 3 2 0 1 3

D D M M Y Y Y Y

**Eight Hundred Eighty and 30/100

\$**880.30

s.22

s.15

s.22

s.15

s.22

TALKS AND COULDN'T DOPLER AND SECURITY FEATURES

3.15

Mr. Frank W. W.
1952
7 Feb 1952

BMO Bank of Montreal

016003

CLEARBROOK
32112 SOUTH FRASER WAY
ABBOTSFORD, B.C. V3G 0W6 NO.
TEL: 604-853-8151

16003

DATE

1 5 0 3 2 0 1 3

DDMMYYYY

PAY

*Eight Hundred Eighty and 30/100

\$880.30**

TO THE
ORDER
OF

§. 22

CRUSADE SECURITY INC.

654

५१३

016003N 107490E 0011

3.21

10000084030

Back

Deposited with the Criminal
Judicial Vendors Company

Canadian Deposit
Corp ID 10000 Div# 200
Circle 0241

[illegible]

07864-001 2010-10-10
BANK OF MONTREAL
UNIVERSITY OF SERVICE CIR
50000

s.22

Endorsement: Signature & Stamp

BACKENDS

PRINTER ID: NO. 1004

SECONDARY FEATURES

ALL INFORMATION CONTAINED HEREIN IS UNCLASSIFIED
DATE 08-21-2001 BY 60322 UCBAW

44-38861-1B 1-20-68 3-21-68 87

PROFESSOR OF POLITICAL SCIENCE

STATIONING 130+00 TO 130+50

以海城、瓦房店、庄河、普兰店、长岭等县为试点，全面开展“三查”工作。

STATIONARY STATE

YOUTH FOR PEACE

[illegible]

1. The first step in the process is to identify the problem. This involves gathering information about the situation and understanding the needs of the stakeholders involved.

For questions or inquiries regarding this cheque, please visit your branch or call the Customer Contact Centre at 1 877 262-5907.

s.22

s.15



Debt Recovery Department
2595 Commercial Dr, Vancouver, BC V5N 4C1

877-660-3201

11/04/2013

s.15

FIRST REQUEST

Attention: s.15

Re: Cheque(s) # 6003 Amount(s): \$880.30,
Issued by s.15 payable to s.22

File s.15

Please be advised that s.15 issued the above mentioned cheque(s), which Money Mart deposited with our financial institution, and has subsequently been dishonored. Therefore, s.15 is liable to Money Mart, pursuant to Section 73 of the Bills of Exchange Act, for the full amount of this cheque plus a return cheque charge of \$40.00 per item.

TOTAL BALANCE DUE AS OF 11/04/2013 of \$920.30.

Payment can be made via mail to the address indicated on this letter or in person at any Money Mart location in Canada. Only your prompt reimbursement of \$920.30 will prevent us from taking further action against you.

To make alternate payment arrangements, please do not hesitate to call the Branch Manager at the phone number listed above. If you have already paid this account in full, thank you and please disregard this notice.

National Money Mart

ST C M 1



Please borrow responsibly

Visit www.moneymart.ca/education to read our personal finance guidance



Debt Recovery Department
2595 Commercial Dr, Vancouver, BC V5N 4C1
(604) 708-3412

24/04/2013

s.15

SECOND REQUEST

Attention; s.15

NOTICE OF OUTSTANDING DEBT IN THE AMOUNT OF: \$920.30

File s.15

Further to our previous correspondence requesting payment, Money Mart has yet to receive payment in full on this account. Money Mart has tried to be fair and has shown patience that exceeds reasonable business practices, however, unless payment of **\$920.30** is forthcoming within 10 days, the matter will be forwarded to our Collection Centre. This may affect your credit reputation with Money Mart and Money Mart or a 3rd Party Collection Agency may report the debt to a Credit Bureau. Further collection actions may result in additional liabilities, which may include court, legal costs, and any other compensation due Money Mart allowable under the law.

Payment can be made via mail to the address indicated on this letter or in person at any Money Mart location in Canada. Only your prompt reimbursement of **\$920.30** will prevent us from taking further action against you

To make alternate payment arrangements, please do not hesitate to call the Branch Manager at the phone number listed above. If you have already paid this account in full, thank you and please disregard this notice.

Debt Recovery Department
National Money Mart

STCM2



Please borrow responsibly

Visit www.moneymart.ca/education to read our personal finance guidance



NATIONAL MONEY MART

s.15

10/05/2013

NOTICE OF INTENT

Attention; s.15

Re: **OUTSTANDING DEBT IN THE AMOUNT OF \$920.30**
File s.15

Several attempts made by mail and telephone to collect this debt have been unsuccessful. Be advised that your file is now with the National Collection Centre for Money Mart. Should this account not be resolved immediately, we may look for settlement in this matter through the Civil Division of the Provincial Court. Upon filing for Judgment, all additional costs will be added to our claim against you.

Take Notice that on obtaining such Judgment, we may proceed with any or all of the following:

1. **Garnishee of bank accounts, wages, etc.**
2. **Execution against Goods and Chattels**
3. **Examination in the Courts as to assets and the ability to pay**

To avoid such action, additional costs, and potential damage to your credit rating, please forward payment immediately to the National Money Mart Collection Centre to the address indicated below or in person at any Money Mart location in Canada. This account can also be paid via online banking. Please call for details.

To make alternate arrangements, please contact the National Collection Centre toll free at **1-877-660-3201**, otherwise further action will be taken. If you have already paid this account in full, thank you and we look forward to doing business with you in the future.

NCC C PA

Collections Dept.
1-877-660-3201

2399 Eglinton Ave E, Toronto, Ontario M1K 2M5 Toll Free # 1-877-660-3201 Fax # 1-416-491-1205



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____

s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Col

Apt.#

s.15

1. Phone: _____

☐ home ☒ work ☐ cell ☐ pager

2. Phone: (_____) _____

☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____

☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____

International

5. E-mail: _____

s.15

_____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 0830-1630
- If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number _____

s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

[Handwritten signature]

s.22

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

s.22

4) Particulars of the incident:

Date of incident: (year/month/day) _____

s.15

2013

Time incident occurred: 1059 ☒ a.m. ☐ p.m. Where it happened: _____

s.15

PLEASE SEE ATTACHED INCIDENT REPORT WRITTEN BY

s.22

FORM #SPD6512
PSSG10-007 (09/2012)

Ministry of Justice
Policing and Security Programs Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Phone: 1-855-587-0185 Fax: (250) 387-4454 E-mail: sgspdsec@gov.bc.ca
Security Industry and Licensing website: www.pssg.gov.bc.ca/securityindustry

5) Describe the incident (what happened, who was there, etc.):

SEC REPORT.

6) Why do you believe the actions of the business or the worker were unfair?

Yes.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

ONCE WE COMPLETED OUR INVESTIGATION WE TERMINATED.
SECURITY PROGRAMS MAY WANT TO REVIEW THE INCIDENT.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature:

s.15

Date Signed: 2013/05/21

DISCLOSURE: All information regarding this application will be handled in accordance with the Freedom of Information and Privacy Act.

and its Regulations and will be used for that purpose. The use of this information will be subject to the collection or use of this information, please contact 250-356-1501.

Pages 185 through 189 redacted for the following reasons:

s.15, s.22

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Tuesday, June 4, 2013 5:19 PM
To: Lock, Angie JAG:EX
Subject: FW: security co in bc canada

FYI - deb

PLEASE NOTE BELOW:

CREDIT CARD payments will **NOT** be processed if scanned and/or emailed to this office.

Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Monday, June 3, 2013 10:21 PM
To: SPD Security Services SG:EX
Subject: security co in bc canada

we just got screwed. our Vancouver office in bc has been around for 20+ years, but UPS bought us out 8 Yrs ago. and now refuses to pay us because they are in CTO stat, with Alberta securities com. HELP we have always given the best of service, above and beyond. now my co workers are in trouble.

As you know we were not paid on may 31/13. hopefully you can help us out.

this is from there site.

#1

United Protection Security Group Inc. - Resignation of a Director

United Protection Security Group Inc. - Resignation of a Director

(TSX - V: UZZ)

EDMONTON, May 15, 2013 /CNW/ - United Protection Security Group Inc. (the "Company") announces that Mr. Leonard Jaroszuk has resigned as a Director of the Company, effective May 13, 2013.

#2

United Protection Security Group Inc. - Notice of Late Filing

United Protection Security Group Inc. - Notice of Late Filing

(TSX - V: UZZ)

EDMONTON, May 6, 2013 /CNW/ - United Protection Security Group Inc. (the "Company") announces that, further to its news release of April 25, 2013, it failed to file its audited financial statements, and corresponding Management Discussion & Analysis, for the period ended December 31, 2012 by the filing deadline of April 30, 2013 and, as a result, the Alberta Securities Commission issued cease trade order (CTO) against the Company.

The Company still anticipates being able to file these financial statements by about May 10, 2013, at which time it will apply to revoke

the CTO.

s.15

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Monday, June 10, 2013 1:34 PM
To: s.15
Subject: your email of June 3, 2013

Dear s.15

Thank you for your email of June 3, 2013 regarding United Protection Security Group (UPS) and payroll of UPS employees. Please be advised that there is no mandate under the *Security Services Act* to investigate matters of employer/employee relations including matters of payroll. You may wish to address your concerns to the Employment Standards Branch of the Ministry of Jobs, Tourism and Skills Training and Responsible for Labour. The Ministry may be contacted at 1-800-663-3316.

Yours truly,

Stephen Hitchcock

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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Page 193 redacted for the following reason:

s. 3

Lock, Angie JAG:EX

Subject: FW: Home Valet Security Services Ads
Attachments: IMG-20130607-00673.jpg

-----Original Message-----

From: Berrow, Brad JAG:EX
Sent: Tuesday, June 11, 2013 11:55 AM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: Home Valet Security Services Ads

Angie I have 2 home check business that I need to deal with based out of the Columbia Valley. The first is Home Valet sent as a complaint to me from ^{s.15} as the attached photo indicates. The second business, Home Check Invermere operated by Jason & Leah Brainard ph: 250 342 7270, ran an ad in the Columbia Valley Pioneer May 17, 2013. Both businesses have websites and offer home security and alarm response. If these are assigned as investigations can you please conduct Registry of Companies checks and forward the info to me. Thanks Brad

-----Original Message-----

From: ^{s.15}
Sent: Friday, June 7, 2013 4:25 PM
To: Berrow, Brad JAG:EX
Subject: Home Valet Security Services Ads

Hi Brad,

Can you please contact the following company and look into their "security services". I have attached a photo of their ad which appears in the local newspaper (The Pioneer). Looks like their ad and website both have security services on it.
Home Valet - www.homevalet.ca 250.409.4900

Thanks,

s.15

Sent on the TELUS Mobility network with BlackBerry

Home Valet

• Home • To Home

• Cleaning • Security

• Maintenance

• Concierge

www.homevalet.ca

info@homevalet.ca

250-409-4900

Page 166 to/à Page 167

Withheld pursuant to/removed as

Copyright

Lock, Angie JAG:EX

Subject: FW: Home Valet Security Services Ads
Attachments: IMG-20130607-00673.jpg

-----Original Message-----

From: Berrow, Brad JAG:EX
Sent: Tuesday, June 11, 2013 11:55 AM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: FW: Home Valet Security Services Ads

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-----Original Message-----

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To: Berrow, Brad JAG:EX
Subject: Home Valet Security Services Ads

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Home Valet - www.homevalet.ca 250.409.4900

Thanks,

s.15

Sent on the TELUS Mobility network with BlackBerry

Burt

Stephen

Lewis

☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Appl:

s.15

Province: BC Postal Code: s.15

1. Phone: (

s.15

☒ home ☐ work ☐ cell ☐ pager

2. Phone: (

☐ home ☐ work ☒ cell ☐ pager

3. Phone: (

☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (

(optional)

5. E-mail:

s.15

(optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? Any
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☐ Yes, at phone number () _____
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

- 1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure
- 2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

The business is View Towers and the person being reported is s.22 the night/duty manager who is not licensed and yet manages and directs the security guards from Security Group as their boss monitoring the security cameras in the building from the security office.

- 3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*
- Business licence number: _____ Worker licence number: _____
- Other information such as address, phone number, type of business:

The address is 1147 Quadra Street and the phone number is 250-383-2269.
When we phoned DOJ we talked to Angie.

- 4) Particulars of the incident:

Date of incident: (year/month/day) s.15 2013 Time incident occurred: 8-9 ☐ a.m. ☒ p.m. Where it happened:

In the View Street "lobby" of the View Towers

- 5) Describe the incident (what happened, who was there, etc.):

s.15

- 6) Why do you believe the actions of the business or the worker were unfair?

Apart from being an invasion of privacy the matter if it were a real problem should have been reported to the police to deal with.

This was a simple matter of over enforcing a rule that the building management has been told is illegal.

- 7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I have talked to the management before about this issue and the security guards who said that thought that it was outside the province of their authority and they had not been trying to do that.

The management also demands to know where a guest is going so that there is a record for the fire department and yet when the fire department was asked said they did not demand that at all.

- 8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

This matter flared up several months ago and after complaints was suspended for a while but is back again.

The basic problem is that the management all the way to the top don't give a damn about the tenants at all and would like to see everyone go so that they can jack the rates up and to those ends have been working to make life unpleasant.

s.15

June 11 2013

year/month/day

COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential:

Apt # _____

Street Address _____ s.15

1. Phone: _____

s.15

☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____

☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____

☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____

5. E-mail: _____

s.15

(optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? Any
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number (_____) _____ s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

_____ s.22

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____ s.22

Other information such as address, phone number, type of business:

Outside Roses water front Pub in Kelowna

- 4) Particulars of the Incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: Approx 12 ☒ a.m. ☐ p.m. Where it happened:

outside of Roses on the board walk

5) Describe the Incident (what happened, who was there, etc.): (There is not enough space for my full statement)

s.15

6) Why do you believe the actions of the business or the worker were unfair?

s.15

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I spoke with a manager at Ruses the next morning. His name is Andrew Neville and he told me that he has cameras everywhere and that the footage is backed up.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

I contacted the police immediately after the incident and am waiting for them to take my statement.

s.15

Complainant's Signature: _____

Date Signed: 2013/06/17
Year/Mo: 2013/06

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-356-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☒ other (describe): s.15

Complainant's Residential Address:

Apt.# Street Address s.15 Province: BC Postal Code s.15

1. Phn: s.15 ☒ home ☐ work ☒ cell ☐ pager
2. Phn: ☐ home ☒ work ☐ cell ☐ pager
3. Phn: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fac: () (optional)
5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 9:00 am to 4 pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number () s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

CITY WIDE SECURITY SYSTEMS
P O BOX 3158 MISSION BC V2V 4J4

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: Worker licence number:

Other information such as address, phone number, type of business:

CITY WIDE SECURITY SYSTEMS
P O BOX 3158 MISSION BC V2V 4J4

Security Alarm System

- 4) Particulars of the incident:

Date of incident: (year/month/day) Time incident occurred: a.m. p.m. Where it happened:

Letters attached

5) Describe the incident (what happened, who was there, etc.):

s.15

Since they have not any reason to claim this is merely harassment and injustice.
Necessary action to be taken to resolve the dispute. All the correspondence is attached here with.

6) Why do you believe the actions of the business or the worker were unfair?

They are claiming the money without any reason and are not listening to us.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

We have made correspondence and phone calls.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature: _____

s.15

Date Signed

MAY 29/2013

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, July 2, 2013 12:01 PM
To: Lock, Angie JAG:EX
Subject: FW: Phone message/call return request

FYI

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Marshall, Fraser JAG:EX
Sent: Thursday, June 27, 2013 1:31 PM
To: Hitchcock, Stephen JAG:EX
Subject: RE: Phone message/call return request

Here's my take.

We have an Alberta company operating in BC. If they are advertising and getting BC business, they would need a BC license. That's the issue. If they are just doing Alberta contracts that may take them to BC, then it isn't an issue. And was she advised that we could keep their identities confidential and still investigate?

In the end, we will consider the complaint withdrawn, but I certainly wouldn't call it frivolous or vexatious. An unlicensed security company is a real issue.

Fraser

From: Hitchcock, Stephen JAG:EX
Sent: Thursday, June 27, 2013 1:23 PM
To: Marshall, Fraser JAG:EX
Subject: RE: Phone message/call return request

Hi Fraser

I spoke to the complainant s.15 She did not provide her last name or address or email address to the ADM's office. She also stated to me she wanted to remain anonymous as well as her husband. s.15, s.22 and that he previously held a BC security worker license that is now expired. She assumed that all Brinks guards working in Alberta would require a BC security license when operating in BC.

I advised her that we do not regulate Brinks in Alberta as they are located outside BC. That the company may feed ATMs or pick up or drop off cash in BC would not necessarily be considered as security work requiring a BC license. To determine if licensing was required we would need to investigate. I told her that before we could consider investigating her complaint and pursuant to the *Security Services Act* and the Registrar's complaints policy we would need to confirm her

identification, her husband's identification, their contact information and interview them as part of the investigative process.

s.15, s.22

She

then stated that she did not want to participate in the process and now wished to withdraw her complaint.

Absent of any further information including her contact information and absent of a written complaint as specified in the Registrar's Complaints Process, I recommend no further action in this matter is necessary. I believe that this complaint was initiated by her as more of a frivolous or vexatious basis. Neither her or her husband appear to be victims of an offence regulated under the SSA and as her husband has a remedy available to him s.22 which is outside our mandate) this matter does not require further investigation.

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Marshall, Fraser JAG:EX
Sent: Thursday, June 20, 2013 3:44 PM
To: Hitchcock, Stephen JAG:EX
Cc: Lock, Angie JAG:EX
Subject: RE: Phone message/call return request

No problem. There is no particular rush on this. Just want to look into it though. We can discuss the best investigative approach.

From: Hitchcock, Stephen JAG:EX
Sent: Thursday, June 20, 2013 3:42 PM
To: Marshall, Fraser JAG:EX
Cc: Lock, Angie JAG:EX
Subject: Re: Phone message/call return request

Hi sir

We will need to liaise with Alberta registrar counterpart and Alberta CFO as Brinks in Grand Prairie AB are under another jurisdiction and we do not approach armoured cars and guards who are working. Tony is responsible for Dawson Creek. So I will look into this on Monday. Is that ok?

Stephen

Stephen Hitchcock
Manager Compliance and Enforcement
Security Programs Division
Ministry of Justice
Direct: 250.387.2658
Cel: 250.213.5629

On 2013-06-20, at 3:34 PM, "Marshall, Fraser JAG:EX" <Fraser.Marshall@gov.bc.ca> wrote:

Hi Angie,

Can you log as a complaint? Once the initial letter is sent out, just let Karen know that it is done.

Thanks,

Fraser

From: Engelbrecht, Karen JAG:EX
Sent: Thursday, June 20, 2013 10:59 AM
To: Marshall, Fraser JAG:EX
Cc: Clark, Perry JAG:EX; Butterfield, Nicole JAG:EX
Subject: Phone message/call return request

Fraser, can you or someone you designate, contact s.15 back regarding the below message, and then provide me with an update as to the outcome of the call.

Caller: s.15

Phone #: s.15

Date/Time: June 20, 2013 / 9:42am

Important Note: Doesn't want husbands disclosed due to possible repercussions

Message: s.15, s.22

Background: s.15 states that Brinks Security from Grand Prairie go to Dawson Creek (work related), and have had

no security licences for the last 2 years and that they falsify their log books every 6 months.

s.15, s.22

s.15 also said that Brinks are sending non-gifted (?) trucks into Dawson Creek.

Additionally, s.15 also

stated that on next Tuesday (June 25, 2013), Brinks will sending 3 people, who have no security licences

to Dawson Creek.

s.15, s.22

Thank you very much,

Karen Engelbrecht

Karen Engelbrecht
Administrative Assistant
Office of the Assistant Deputy Minister and

Director of Police Services
Policing and Security Branch, Ministry of Justice
10th Floor, 1001 Douglas Street, PO Box 9285 Stn Prov Govt, Victoria, BC V8W 9J7
Phone: 250-387-1741 | Fax: (250) 356-7747 | email: Karen.Fugelbrecht@gov.bc.ca

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Please think about the environment before printing



B5525

July 10, 2013

s.15

As the Registrar appointed under the *Security Services Act*, (SSA) S.B.C. 2008, c.30 (the Act), I am responsible for regulating the security industry in the Province of British Columbia. I am writing in response to your complaint received July 5, 2013 wherein you allege that Mr. Ronald McGowan DBA Guardtek Security Services is

s.15

You allege that Mr. John (Jack)

McGowan, manager of Guardtek has now opened a new security business Guardpro and has transferred the clients of Guardtek to Guardpro.

The matter you have submitted is one of non payment for contract services and as such is deemed a civil matter between and Mr. Ronald McGowan owner of Guardtek and not within the mandate of this office to remedy.

s.15

s.15

Pursuant to section 34(2)(b) of the SSA, the Registrar may refuse to investigate a complaint if there is a remedy available in law that is adequate for the complainant and there is no reasonable justification for the complainant's failure to take advantage of the remedy. As the issue in question is a civil matter I am declining to conduct an investigation into your complaint.

Sincerely,

Fraser Marshall
Registrar
Security Services Act

Pages 210 through 214 redacted for the following reasons:

s.15

JAG Security Services Complaints JAG:EX

From: s.15
Sent: Friday, June 21, 2013 1:09 PM
To: JAG Security Services Complaints JAG:EX
Subject: Security work offered without licensing

On s.15 2013, I contacted NANOOSE BAY PET AND HOME SITTING SERVICES by email after viewing their ad in the online advertising for the Parksville/Qualicum Beach newspaper. (under pet services).

I received a return phone call from a female that identified herself as the owner/service provider - Brcc Cassidy 604 725-0054. She claimed to offer services that included physically entering private residences, conducting security checks of the home, picking up mail and similar services. She admitted that she was not licensed either provincially nor through the municipality, nor did she carry any liability insurance.

Forwarded for what ever action is deemed necessary.

s.15

Security Programs Division
PO Box 9217 Stn Prov Govt
Victoria, BC V8W 9J1

July 18, 2013

Attn: Stephen Hitchcock

RE: Complaint – Ms. Mary K. Stewart

Dear Mr. Hitchcock,

This is the second time I am writing your office to obtain information and confirmation of the above named individual hired to do an investigation for Secretary-Treasurer, Mr. Bob Harper, of School District 79 Cowichan Valley in January of 2010

s.15

Ms. Stewart identified herself as a Private Investigator of Investigative Solutions.

s.15

Mr. Brown, when questioned by Q.C. Karen Nordlinger claims to have no recollection of anyone by the name of Mary Stewart; they are not friends. He further claims he was never contacted by Ms. Stewart as a witness for the employer during this investigation. The Board Chair confirms Ms. Stewart was paid \$43,000.00 for her services; issued on 2 separate cheques.

If this is so, is Ms. Mary K. Stewart, of Investigative Solutions, a fully licensed Private Investigator for the province of BC? Please confirm for me her precise credentials during January – May of 2010.

Thank you

s.15

Lock, Angie JAG:EX

From: Berrow, Brad JAG:EX
Sent: Monday, July 22, 2013 8:14 AM
To: Lock, Angie JAG:EX
Subject: FW: Formal Complaint-Starwatch Audio/video

Angie can we sign this as an inspection. Thanks Brad

From: s.15
Sent: Thursday, July 18, 2013 8:47 AM
To: Berrow, Brad JAG:EX
Subject: Formal Complaint-Starwatch Audio/video

It has been brought to our attention this week after quoting a home s.15 for CCTV that Starwatch was going to be doing the job. As they were recommended by their neighbour because they did their CCTV system. We actually witnessed a Starwatch employee installing a camera at this location (s.15 as we take care of many of the units at the waterfront and are frequently on site.

When we previously brought this company to your attention for doing security work, they lied and said that they contract their security work out to Kelowna Security. A way to catch them in this lie would be to ask for the invoices from Kelowna Security. Or contact the clients directly at the above addresses who have been billed/quoted for security work and had the unlicensed contractors do the work in their homes.

It is not fair to us companies who actually play by the rules and pay to get licensed and take the training to do this line of work when unlicensed companies can keep doing work in the community.

Thanks,

s.15

Lock, Angie JAG:EX

From: Berrow, Brad JAG:EX
Sent: Monday, July 22, 2013 8:14 AM
To: Lock, Angie JAG:EX
Subject: FW: Formal Complaint-Kelowna Custom Theaters
Attachments: image.jpg; image.jpg

Angie can we assign this as an inspection. Thanks Brad

From: s.15
Sent: Thursday, July 18, 2013 8:22 AM
To: Berrow, Brad JAG:EX
Subject: Formal Complaint-Kelowna Custom Theaters

Brad:

As per the attached images being advertised online-- I would like to make another complaint against Kelowna Custom Theaters as they are still doing security work in the community (Okanagan Dodge dealership) and advertising themselves online as "Kelowna Custom Security" and they are still unlicensed. It is my understanding that even if the work is being contracted out... an un-licensed company is still not to advertise that they are a security company or that they do security work, and without a security licence they should not be doing sales for security to contract it out in the first place. It was stated from a Okanagan Dodge employee that it was indeed Kelowna Customs that did the recent installation at the dealership for the CCTV system.

Thanks,

s.15

Page 185 to/à Page 186

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COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Resider _____ s.15 Province: BC Postal Code: _____ s.15

Apt. # _____ Street Address _____
1. Phone _____ ☒ home ☐ work ☐ cell ☐ pager
2. Phone _____ ☐ home ☒ work ☐ cell ☐ pager
3. Phone _____ s.15 ☐ neighbour ☐ relative ☐ friend ☒ cell ☐ pager
4. Fax _____ (optional)
5. E-mail _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number: _____ s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

s.22

- 3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

resides in New Westminster BC - license is alarm monitor

- 4) Particulars of the Incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 16:00 ☐ a.m. ☒ p.m. Where it happened:

Vancouver BC - at Acme Protective Services

FORM #SPD0512
PSSG10-007 (09/2012)

Ministry of Justice
Policing and Security Programs Branch, Security Programs Division
PO Box 9217 Stn Prov Govt, Victoria BC V8W 9J1
Phone: 1-855-587-0185 Fax: (250) 387-4454 E-mail: sgspdsoc@gov.bc.ca
Security Industry and Licensing website: www.pssg.gov.bc.ca/securityIndustry

Page 221
JAG-2014-00163
90/20 07/21/2013 07:05

5) Describe the incident (what happened, who was there, etc.):

s.15

6) Why do you believe the actions of the business or the worker were unfair?

s.15

While engaging in the attempt to be employed in the security industry she is not acting with honesty or integrity.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

API Alarms - Aaron Garr - 1-800-268-6870
Acme Protective Services - Donna Hissey - 604-731-8204
Radius Security - Dave Carris - 604-232-2407

Complainant's Signature

s.15

Date Signed: 2013/07/23

yes/no/du/doy

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 358-1501.

Pages 223 through 224 redacted for the following reasons:

s.15, s.22

From: s.22
Sent: Monday, July 15, 2013 4:07 PM
To: s.22
Subject: RE: Interview

Hi s.22

It was a pleasure to meet both of you. Please see attached reference letter from API. I finally got hold of s.15 she wrote the attached reference letter, she also informed me that she is going on vacation starting today for 3 weeks. Please email if you need anything else.

Thank you,
s.22

<API Reference Letter.doc>



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt # _____ Street Address _____ s.15 Province BC Postal Code _____ s.15

1. Phone: (_____) _____ s.15 ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. Email: _____ s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 1400-2100
- If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number (_____) _____ s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

s.22

3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 10:15 ☒ a.m. ☐ p.m. Where it happened:

17967 56th Ave Surrey (Cloverdale Starbucks)

5) Describe the incident (what happened, who was there, etc.):

s.15

6) Why do you believe the actions of the business or the worker were unfair?

Even though s.22 was supposed to identify him self as an investigator, he thought that impersonating a RCMP was a better choice, those actions alone are to be unlawful. As he made the choice to treat s.22 with complete disregard, and respond with a "chuckle" to be nonprofessional. After further investigation i also found out that he was working as personal security on this incident.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

RCMP File Number s.15

Complainant's

s.15

Date Signed: 2023/08/23

DISCLOSURE: All information
comply with the Freedom

it and its Regulations and will be used for that purpose. The use of this information will
questions regarding the collection or use of this information, please contact 250-356-1501

From: SPD Security Services SG:EX
Sent: Tuesday, July 23, 2013 2:35 PM
To: Lock, Angie JAG:EX
Subject: FW: Complaint Form Filled by s.15
Attachments: image2013-07-23-131627.pdf

I already replied with the 30 day response time email.

Thanks,

Miranda | Senior Licensing Agent | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

Warning: This email is intended only for the use of the individual or organization to whom it is addressed. It may contain information that is privileged or confidential. Any distribution, disclosure, copying, or other use by anyone else is strictly prohibited. If you have received this in error, please telephone or e-mail the sender immediately and delete the message.

Please note: Credit Card payments will not be processed if emailed to this office.

From: s.15
Sent: Tuesday, July 23, 2013 12:06 PM
To: SPD Security Services SG:EX
Subject: Complaint Form Filled by s.15

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname, _____) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address _____ City/Town: _____ Province: _____ Postal Code: _____

1. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? 8-4:30 Monday to Friday

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number (_____) s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Communication Connection.

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Unit B 2435 Delinea Pl, Nanaimo, BC V9T 5L9 250-756-4080

4) Particulars of the Incident:

Date of incident: (year/month/day) _____ Time incident occurred: _____ ☐ a.m. ☐ p.m. Where it happened: _____

We are unable to find this company working under their business name listed on your web site as being registered to carryout Security sales and or installations in BC.

5) Describe the incident (what happened, who was there, etc.):

This company is installing CCTV, Intrusion and Access Control into Assisted Living and Extended Care facilities both on Vancouver Island and throughout BC. Although they don't state on their web site they supply and install this equipment they do will tell the customers they can and do so on a regular bases.

6) Why do you believe the actions of the business or the worker were unfair?

Your department mandated that all companies in BC carrying out any type of security work must be registered and have licences for all their branch offices and all staff involved in this industry. s.15 province wide follows the rules as set out by your department and we spend a considerable amount of money keeping our technicians trained. If this is correct then please look into the practices of this company.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

s.15

Complainant's Signat:

Date Signed: 2013/07/29
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-356-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address _____ s.15 Province: BC Postal Code _____ s.15

1. Phone: (_____) _____ s.15 ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____ s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (_____) _____ s.15
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

Walmart Canada # 3109

3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

3460 Saanich Rd. Victoria BC V8Z 0B9

Phone: 250-475-3356

Retail

4) Particulars of the Incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 1300-1600 ☐ a.m. ☒ p.m. Where it happened:

Inside Walmart Pet Department

5) Describe the Incident (what happened, who was there, etc.):

First spotted the person near the baby department standing and watching 2 women . He had a Walmart hand basket, with Breton Crackers in the basket, nothing else. But the look on his face while he was watching the women in the baby department with his cell phone pointing at them, makes a person wonder what he was doing. I carried on with my shopping with my sons. In another section of Walmart (cookies / cracker area I think), my wife comes up me and loudly said there is a guy watching her thru the shelves and he has a cell phone with him. I went around and confronted him. The first thing I asked was " are you a store detective?" he said " no". I told him that I do NOT believe him and wanted to see his security license. He told me that he does not have to show his license and I can "Go fuck myself" and he ran off. The swearing was done in front of s.15, s.22

I gave the kids to my wife and went to the front supervisor (Linda) and made a complaint to her. She said " I know who it is and yes he is security but I can not give you his name" I told her I asked for his security license and he said no and told me to go fuck my self.

As this has gone on, Brad the store manager(store phone # 250 475-3356) has been advised (Aug 08/13)by Walmart district loss-prevention officer (Brian Webber) that they do not have to show security license to anyone except a police officer or a government official. Brad the store manger has done nothing to correct this matter. I have been in contact with Silvie (female) at 1-800-328-0402 (Silvie is not with customer service but customer service will direct connect you to head office and to Silvie ...my file number with Walmart / Silvie is s.15) Silvie was also advised by Brad the manager of Walmart that they do not have to show a security license.

s.22

6) Why do you believe the actions of the business or the worker were unfair?

Yes...I was told to "go fuck myself" in front of s.15, s.22 I asked for security id because he was watching my wife thru the shelves. Before my wife he look as if he was doing something with a cell camera toward two pregnant women in the baby department of Walmart. As far as I am concern, this was a peeping , sick and pervert person watching women in Walmart who might have taken pictures with his cell phone. He would not identify himself and said he was not a store detective.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

They will not tell me who he is, they have not apologize. As per Walmart district loss-prevention officer (Brian Webber) they do not have to show the security license when asked for.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Silvie - Walmart Head Office 1 800 328 0402 (ask for her and they will transfer to head office) File Number : s.15

Brad - Store Manager of Walmart Canada where this happen 250 475 3356

Linda - Front End Manager s.22 made complaint to on Aug 03, 2013

2 other people who work at Walmart where this happen and are friends. They both know who is the person (Loss Prevention Officer who would not show Security License) have confirmed he works there as security, but do NOT know his name.

Complainant's Signature: _____

Date Signed: _____
year/month/day

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Friday, August 9, 2013 11:07 AM
To: s.15
Subject: RE: FYI

Dear s.15

Thank you for this information. This office will follow up.

Regards

Stephen Hitchcock

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division |
Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria
BC V8V 9J1

-----Notice Regarding Confidentiality-----

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-----Original Message-----

From: s.15
Sent: Thursday, August 8, 2013 9:09 PM
To: Hitchcock, Stephen JAG:EX
Subject: FYI

I am not a security expert but I am pretty sure this individual needs a security business license for what they are doing, which from talking to them they do not have. Hopefully this is helpful. s.15

http://www.usedvictoria.com/classified-ad/Checking-Your-Home-While-You-Are-Away_13567942



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) (Middle)

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☒ other (describe): s.15

Complainant's Residential Address:

Apartment Street Address s.15 Province: BC Postal Code:

1. Phone: s.15 ☐ home ☒ work ☐ cell ☐ pager

2. Phone: () ☐ home ☐ work ☐ cell ☐ pager

3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager s.15

4. Fax: () (optional)

5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (s.15)
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Bighorn Security - s.22

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: Worker licence number:

Other information such as address, phone number, type of business:

4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 3:00 ☒ a.m. ☐ p.m. Where it happened:

186 Victoria Street, Kamloops BC

5) Describe the incident (what happened, who was there, etc.):

Upon arrival at the worksite in the morning; my building attendant found the entrance locks to the buildings common areas vandalized with what appeared to be glue. Upon review of the video surveillance tape it was found that only one individual approached the two doors between midnight when the armoured car staff went into the building and the arrival of the building attendant at 6 am. The individual is seen pulling up to the building in a vehicle at approximately 3 am getting out of the vehicle and approaching the door on Victoria Street and then walking around to the parking lot door. The individual then gets in his vehicle and leaves. When the attendant reviewed the video with the current security providers representative, he indicated he knew the individual as a former employee of that company. He indicated he knew the individual as s.22 currently associated with Bighorn Security a competitor company to the current provider.

A locksmith attended the site to repair the locks and confirmed the substances in the locks to be spray foam. (Brown's Locks)

6) Why do you believe the actions of the business or the worker were unfair?

The nature of my industry is to rely on the integrity of these individual for safety and security of property and person. If an individual like this will stoop to this level of petty vandalism for no apparent reason, I do not believe he should be licensed in the industry.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

The RCMP were contacted and an inspector Gladu was spoken too. In conversation with her she apparently has spoken to s.22 he indicated that he did indeed attend the building but was nly looking at the security stickers to see who the current supplier was.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

see above

Complainant's

DISCLOSURE: All Inform
comply with the Freedom

s.15

ate Signed: 4268/13
yes/mr/roby

id will be used for that purpose. The use of this information will
collection or use of this information, please contact 250 356-1601.

JAG Security Services Complaints JAG:EX

From: s.15
Sent: Friday, July 26, 2013 9:27 PM
To: JAG Security Services Complaints JAG:EX
Subject: Security Programs Division-Compliance and Enforcement case, please help
Attachments: 120406.JPG; 120301.JPG; 103758.JPG; 946256_10153011223690524_2142428441_n.jpg; 995413_10153014207385524_1789585093_n.jpg; 1012832_10151518022165969_990026683_n.jpg; 1016236_10153014207320524_527829636_n.jpg; 1017546_10151518022170969_1120349391_n.jpg; IMG_0006.JPG; IMG_0007.JPG; IMG_0014.JPG; IMG_0019.JPG; IMG_0022.JPG; IMG_0045.JPG; IMG_0056.JPG; July 17,2013 picket line picturesvideo 002.JPG; July 17,2013 picket line picturesvideo 012.JPG; July 17,2013 picket line picturesvideo 015.JPG; July 17,2013 picket line picturesvideo 024.JPG; July 17,2013 picket line picturesvideo 042.JPG; July 19,2013 picket line pictures 010.JPG; July 19,2013 picket line pictures 011.JPG; July 20,2013 Solidarity Rally 018.JPG

To Security Programs Division-Compliance and Enforcement;

My name is s.15 and I would like to make a complaint against several security workers. I have attached all the necessary files including a link to a video of an incident with a customer. My contact information is in the complaint form I filled out and attached below. Please feel free to get in touch with me anytime. Thank you kindly.

Regards,

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Middle) _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address: s.15 Province: BC Postal Code s.15

1. Phone: (s.15) ☒ home ☐ work ☐ cell ☐ pager

2. Phone: () ☐ home ☐ work ☐ cell ☐ pager

3. Phone: () ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: () (optional)

5. E-mail: s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number (s.15)
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

The individuals we are submitting a complaint about refuse to give any details of their identification. The first individual is a caucasian female with blonde hair. The second individual is a taller African Canadian heavy set male. The third individual is a clean cut caucasian thin male with a goatee. The fourth individual is an East Indian male regular build with a turban and sunglasses. The fifth individual is an older thin caucasian male with glasses and a mustache. The sixth individual is an older taller caucasian male with white hair and a white mustache.

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

After repeated requests for identification, they each handed us a white cardboard paper that had a PISA license number as well as a telephone number. The numbers are: s.22 They said that was all they had. It was our opinion that the pieces of paper they handed to us did not look like proper identification. Please refer to the attachments in the email to see what the paper looked like.

4) Particulars of the incident:

Date of Incident: (year/month/day) 2013 s.15 Time Incident occurred: 6pm approx ☐ a.m. ☒ p.m. Where it happened:

s.15 Numerous incidents occurred where the guard would aggressively film us or customers and when asked for identification they refused. One incident that occurred on Monday s.15 2013, a woman customer was leaving the store after making her purchase. She tried to leave the parking lot and got her car stuck on some pylons. She got out of her vehicle to remove the pylons only to have the tall older male caucasian guard with white hair and a white mustache approach her aggressively filming her with his camcorder. She did not like this and confronted him. The guard ended up grabbing her wrist. The link to the video, in addition to other pictures collected are attached to the email that is sent with this document.

5) Describe the Incident (what happened, who was there, etc.):

There were multiple incidents where the guards would aggressively film customers for no apparent reason only to have the customers yell at them. When approached for identification, they all flat out refused to produce any form of identification saying that they were allowed to film them and not elaborating any further. Pictures as well as videos are attached to the email submission of this document.

6) Why do you believe the actions of the business or the worker were unfair?

The guards would never give a reason why they were filming and they never produced any form of identification when requested. Nobody knew who these people were.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

We continuously ask the guards for their proper identification only to be ignored and harassed more aggressively in the form of them sticking their camcorder in our faces to intimidate us.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

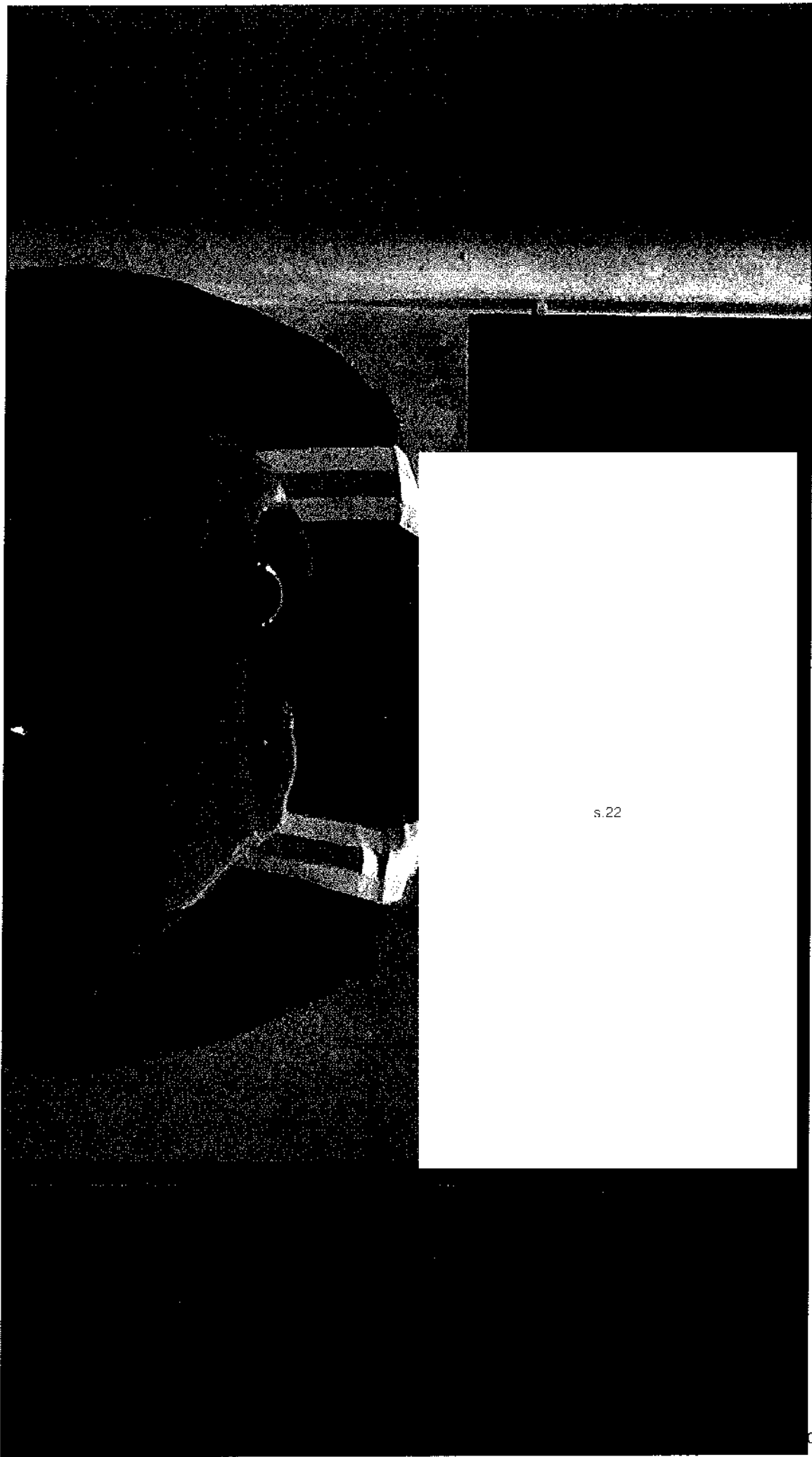
If yes, provide names and contact information and also the file number or reference number if one was provided.

We have not discussed this incident with anybody but the lady in the video attached to this email submission did file a report with the RCMP. Because we do not know who this lady is, other than a customer, we have no access to that police file.

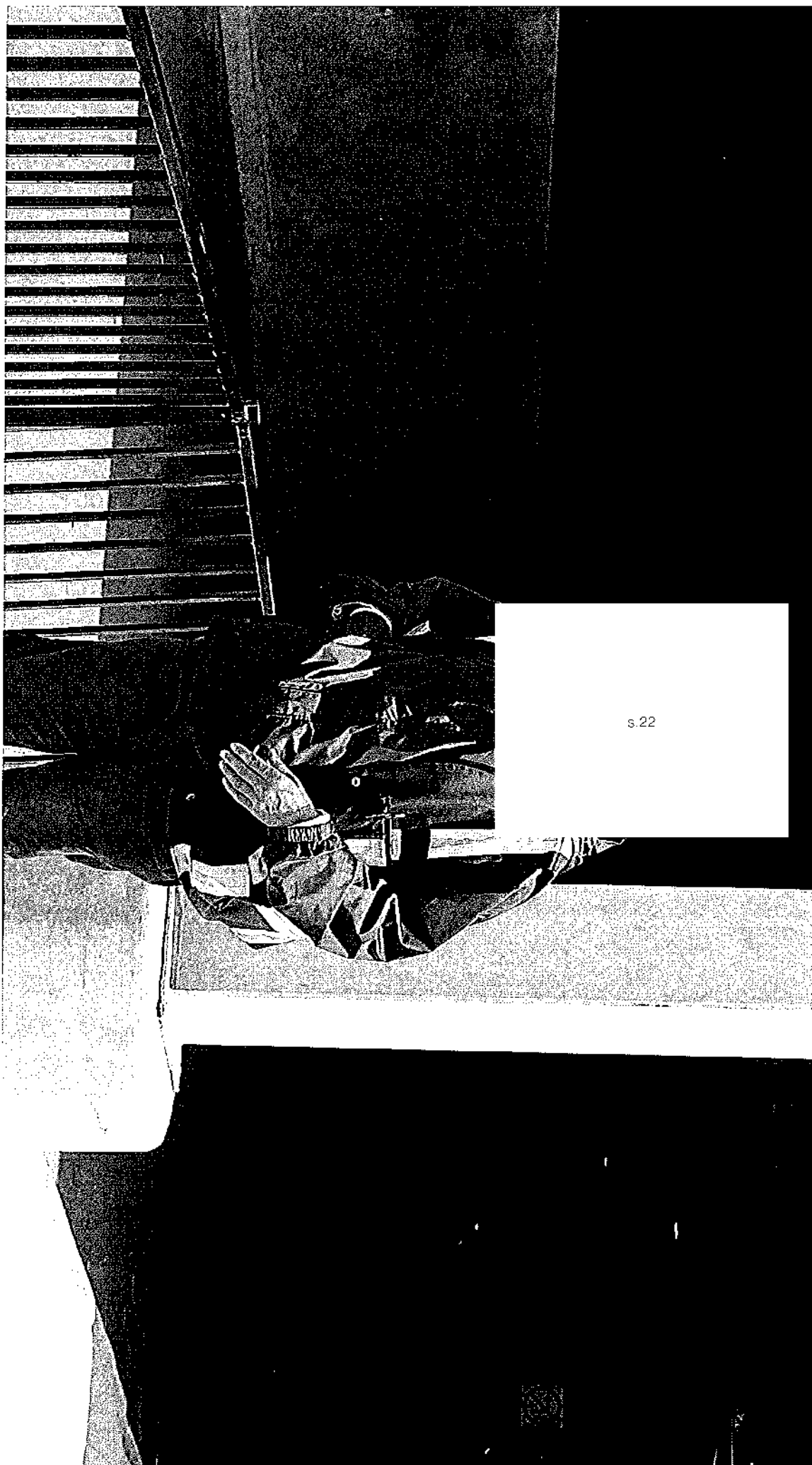
Complainant's Signature:

s.15

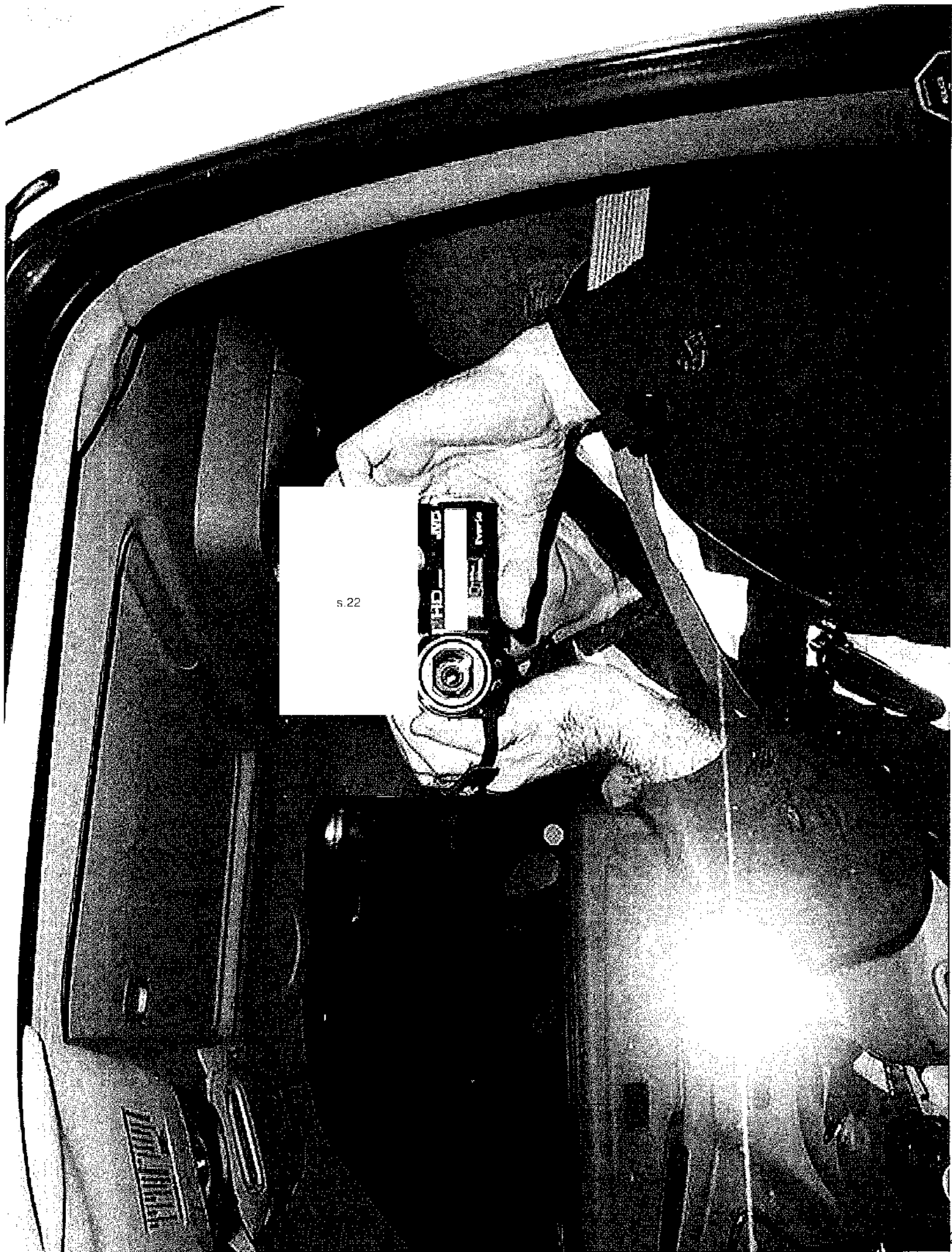
Date Signed: 2013/07/26
year/month/day



s.22



s.22



s.22

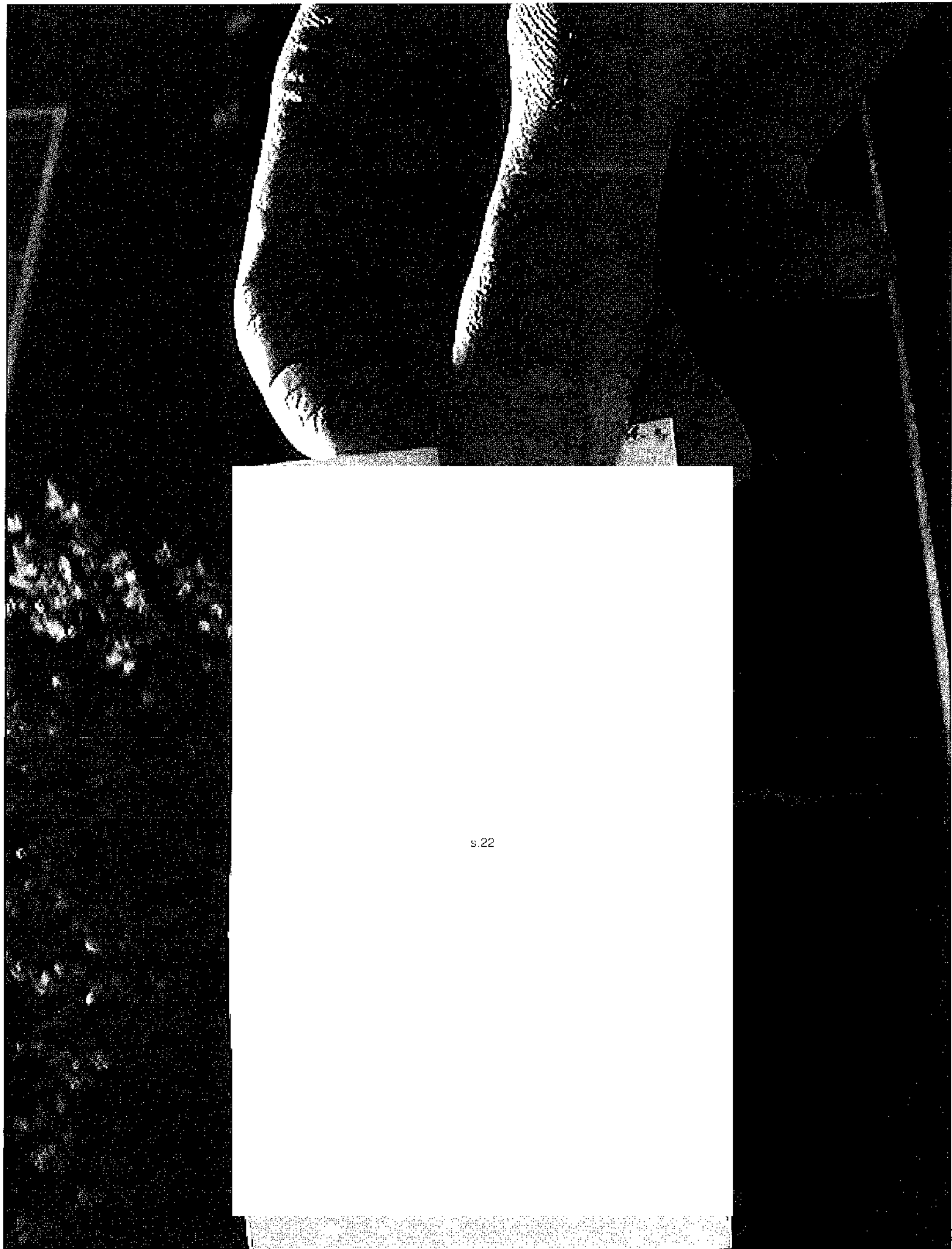
s.22



s.22

s.22

EMERGENCY EXIT
DO NOT BLOCK - DOOR ON ALARM



s.22



s.22

Roberts, Jared JAG:EX

From: s.15
Sent: Thursday, August 15, 2013 5:08 PM
To: JAG Security Services Complaints JAG:EX
Subject: Unlicensed Service and worker(s)

On August 15, 2013, I spoke with Morris Bouman from Oceanside Home Check regarding the noted website and his services.

<http://www.oceansidehomecheck.com/about.html>

He advised that he nor the business was licenced through the province for providing 'security guard' services as required for the advertised business.

Forward for your information and investigation.

*Inspection as a result of
complaint*

s.15

Page 213 to/à Page 214

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Copyright



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt: _____ Street Address _____

s.15

Province: BC

Postal Code s.15

1. Phone: (_____) s.15

☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____

☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____

☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____

(optional)

5. E-mail: _____ s.15

(optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 12-5 pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (_____) s.15
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☐ no ☒ unsure
- Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

Joe's Apartment security worker. I don't know the name of the worker yet. But you can contact avi@joesapartment.ca (he is the security manager)

- Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

919 GRANVILLE STREET
VANCOUVER, BC
604-563-5030
<http://www.joesapartment.ca/contact>

- Particulars of the Incident:

Date of Incident: (year/month/day) 2013 s.15 Time Incident occurred: 1 ☒ a.m. ☐ p.m. Where it happened:

Joe's Apartment club(Granville street) Inside the club on the dance floor.

5) Describe the incident (what happened, who was there, etc.):

s.15 I invited my friends to go to Joe's Apartment club its a club which we used to hang out frequently. I've been going to the club from time to time in the past year and half, and I didn't have any problem with anyone.

On s.15 2013 1 am. In Joe's Apartment club. I was with my friends having a good time, then they decide to go upstairs. I stayed in the first floor and went to the dance floor. I was dancing in the first floor (dance floor) I was dancing next to two girls one of them looked to me and said stay away from us, then we had a conversation I said my name s.15 she pushed me she replied negatively (middle finger gesture), I replied "this is so rude, and then F word".

I surprised by a security guard choking me from behind without any warning, and nearly out of oxygen. He used force and physical power without any warning or verbal communication. They kept choking me all the way with another security till they got me out side.

I very frustrated how they dealt with the situation, he assaulted me physically and caused a body harm. I took a picture of marks at my hand.

I wonder how this act is still happening in Canada. I'm looking forward to receive justice. Please investigate this manner for me. And I will sure to send you more information.

6) Why do you believe the actions of the business or the worker were unfair?

I believe security must avoid any physical contact with customers and talk first before they use force. He didn't ask me to leave. never use communication. This is against human rights.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I talked with security manager and sent him an E-mail.
Talked with an officer.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Security manger:
604-563-5030

s.22

Complainant's Signature: _____

s.15

Date Signed: 2013/08/24
year/month/day

Roberts, Jared JAG:EX

From: SPD Security Services SG:EX
Sent: Monday, August 26, 2013 7:36 AM
To: Lock, Angie JAG:EX
Cc: Roberts, Jared JAG:EX
Subject: FW: Compliant Against Joe's Apartment security worker.
Attachments: Compliant.pdf

FYI - deb

PLEASE NOTE BELOW:

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Saturday, August 24, 2013 7:49 PM
To: SPD Security Services SG:EX
Subject: Compliant Against Joe's Apartment security worker.

Dear Stephen Hitchcock

I'm writing to you this letter to inform you of what I experienced with a security guard in Joe's Apartment (a club on Granville street Vancouver, bc).

s.15 2013 a security guard assaulted me and caused a bodily harm.

I filled the compliant form, I'm looking forward to have justice.

regards

s.15

Lock, Angie JAG:EX

From: s.15
Sent: Saturday, August 17, 2013 10:55 AM
To: Lock, Angie JAG:EX
Subject: Customers Of Scott Security Systems

Bernady

s.15 forwarded you this from craigslist:

Customers Of Scott Security Systems

<http://vancouver.en.craigslist.ca/van/rnr/4006350713.html>

If you don't want to receive email-a-friend messages, please go to:

http://www.craigslist.org/cgi-bin/te/U2FsdGVkX181NDcwNTQ3MEp74JKnuFRVI27mrhiW9vnsH3pNv9DQBmQ9DX-F_bGn-VbQsx67fwiVtRgDKuduXg

Lock, Angie JAG:EX

From: Trenholm, Arliss JAG:EX
Sent: Saturday, August 17, 2013 2:07 PM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: Fwd: Customers Of Scott Security Systems

Angie - take a look at this Craig's list posting and find who was this letter originally sent to? Was it Steven Tanilanus (SID# 457887)?

Might be a consideration to assign a code of conduct investigation (14(c)) to whoever was sent this letter.

Arliss Trenholm
Compliance and Enforcement Investigator
Ministry of Justice
Security Programs Division
P: 1-604-572-8634 F: 1-866-929-8650
Arliss.Trenholm@gov.bc.ca

www.pssg.gov.bc.ca/securityindustry

Begin forwarded message:

From: s.15
Date: 17 August, 2013 10:53:20 PDT
To: "Trenholm, Arliss JAG:EX" <Arliss.Trenholm@gov.bc.ca>
Subject: Customers Of Scott Security Systems

s.15 forwarded you this from craigslist:

Customers Of Scott Security Systems

<http://vancouver.en.craigslist.ca/van/rnr/4006350713.html>

If you don't want to receive email-a-friend messages, please go to:

http://www.craigslist.org/cgi-bin/tc/U2FsdGVkXl81NDcwNTQ3MJJURNN6vsmP5euFYuQ6ia8Urr_r46RbyzTvsS9MrKDtQxFdS8HKU-WzNtDoqY4D6A

Lock, Angie JAG:EX

From: Trenholm, Arliss JAG:EX
Sent: Monday, August 19, 2013 10:49 AM
To: Lock, Angie JAG:EX
Cc: Hitchcock, Stephen JAG:EX
Subject: Scott
Attachments: Scott.pdf; ATT00001.txt

Hi Angie,

I know that you were not able to view the email I sent on Sunday from the government computers. Here is a document scan I printed out from my person email address.

I believe you may also view the situation by logging into Craig's list, personal, rants and then search for Scott. It is best to look at it on an iPad I attached SPD's letter more than once, as I am not sure what version will transmit the best.



July 19, 2013

Dear

This letter is in reference to your compliance regarding

, Scott Society, Systema and

Please be advised that the investigation into your concerns is ongoing. I will continue to keep you informed as the investigation is progressing until we reach a resolution.

If you have any additional information relating to this file, please contact Compliance and Enforcement Services, Adult Treatment at 604-572-3623.

Sincerely,

Anne Lusk

Compliance and Enforcement Coordinator

Security Programs Division

at Compliance and Enforcement Services, Adult Treatment

Ministry of Justice

Procurer and Security
Branch

Security Programs Division

Ministry

at the Adult Treatment and
Security Branch

Meeting Address

400 West 101st Avenue, Suite 100

Vancouver, BC V6P 6C6

Telephone: 604-572-3623

FAX: 604-572-3623



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt# _____ Street Address _____ s.15 Province: B.C. Postal Code _____

1. Phone: _____ s.15 ☐ home ☐ work ☒ cell ☐ pager
2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager
3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: (_____) _____ (optional)
5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 3:00 p.m.
- If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number (_____) s.15
☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

Integra Security Services

- 3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

#36 - 5210 203 Street
Langley, B.C. V3A 5C5
Phone: 604-690-0486

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 Time incident occurred: 7:45 ☐ a.m. ☒ p.m. Where it happened:

Langley Meadows Elementary
2244 Willoughby Way
Langley, B.C.

5) Describe the incident (what happened, who was there, etc.):

I noticed an Integra Security Services vehicle parked on the school property that bears a striking resemblance to that of a police vehicle. I believe the company is deliberately trying to gain more authoritative power over the public by intentionally making their vehicle(s) resemble that of a police vehicle. I also believe their choice to equip there vehicle(s) in such a manner is an attempt to intimidate and trick the public into unwittingly relinquishings their rights/freedoms.

6) Why do you believe the actions of the business or the worker were unfair?

Their vehicle in my opinion is operating outside of the Security Services Regulation, under the Security Services Act. Their vehicle is equipped with a roof top light bar that resembles one found on an emergency vehicle (10.2C). It also has markings that cause it to resemble that of a police car (10.2D). And it looks as though it may have flashing lights (10.2B). I find their vehicles appearance alarming, and causes me to wonder about their motives and trustworthiness. A person would have to have excellent vision to differentiate between their vehicle(s) and an actual police vehicle. The possible ramifications of their actions are numerous and open to debate, but I believe whomever had the foresight to write the Security Services Regulations has a pretty good idea what the dangers are of circumventing it.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

s.15
They
have yet to respond. I can provide a copy of that e-mail if needed. I do not know if I am correct in my accusations, but my gut feeling told me there was something wrong with their vehicle, and upon looking into more I feel the regulations back up that feeling.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature:

s.15

Date Signed: 2013/08/09
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Friday, August 16, 2013 10:40 AM
To: Roberts, Jared JAG:EX; Lock, Angie JAG:EX
Subject: FW: Counselling would-be burglars

Forgot Terry When-Yales E62848

Miranda | Senior Licensing Agent | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

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From: s.15 **On Behalf Of** s.15
Sent: Thursday, August 15, 2013 7:15 PM
To: SPD Security Services SG:EX
Subject: Counselling would-be burglars

In browsing the internet this evening I was astonished
to find a YouTube video by Terry Whin-Yates, a locksmith licensed by your agency

Copyright

s.15

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Monday, August 19, 2013 8:32 AM
To: Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: FW: Security Licence

Miranda | Senior Licensing Agent | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

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Please note: Credit Card payments will not be processed if emailed to this office.

From: s.15
Sent: Sunday, August 18, 2013 11:23 PM
To: SPD Security Services SG:EX
Subject: Security Licence

<http://www.gabriolageorgiastraitcam.com/directory/services.php?business=21>

This locksmith service advertises that they do home security also. Does their licence allow this?

Mr. C Locksmith Service

Copyright

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Friday, August 23, 2013 3:09 PM
To: Lock, Angie JAG:EX
Cc: Roberts, Jared JAG:EX
Subject: FW: Paul Pecor operating on Gabriola Island

FYI - deb

PLEASE NOTE BELOW:

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Ministry of Justice

Toll Free Phone: 1-855-587-0185 Fax: 250-387-4454

From: s.15
Sent: Thursday, August 22, 2013 10:27 PM
To: SPD Security Services SG:EX
Subject: Paul Pecor operating on Gabriola Island

Paul Pecor

(250) 247-8282 1770 Peterson Rd Gabriola BC V0R1X7

Mr Pecor is operating a property management business here on Gabriola and he advertises that he does security for vacant homes.

Mr Pecor is NOT licenced to do private security in BC. His truck states that he does "Absentee Security"

I have noticed a few people doing security here on Gabriola without being licenced.

Thanks for checking into this.

s.15

unlicensed bus letter

JAG Security Services Complaints JAG:EX

From: s.15
Sent: Thursday, August 29, 2013 8:33 AM
To: JAG Security Services Complaints JAG:EX
Subject: SOS Angie Please help me here

Hi Angie

You helped me before. I met a very terrible stocker! A tyrant! s.15
. I planned to keep this job but this man ruined it.

I found him doing this at his shift

s.22 drink at shift(An old man s.22 he kept telling him, he can see me
nude,they are drinking buddies) He dates at shift let's go out for a drink when you on
duty or out of duty? both, no I will not go out with you any time, that lady called s.22
,refused him, some are accepted) He Meditates with eyes open(In
Phosca Coffee,Starbucks,Charpters, they have staff vitness and
Camera)

In the meeting s.22 said his country - s.22 send some one to chease him down, he
called police.(s.22) Ops I
said" s.15 He was
terrified.
I was terminated I said that.

I have the meeting recorded on s.15

s.15 is a highly intellgient Psychee!He read minds,Brain washes, far vision,very
capable to do alot of things in the dark we don't know.He is extramly dangrous.

He spying, stucking, rumering,emotional disturbing me11 months finally I speak up for myself
But in this issue nobody understand what he did in my HR

When my shift on, he texted me do this do that,go there, go there.
When my shift off, One day just out of shower, I felt it, he texted me.. s.15

He kept doing this 11 months.

Please help me

s.15

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, September 3, 2013 8:18 AM
To: Trenholm, Arliss JAG:EX
Cc: MacKinnon, Georgina JAG:EX; Nuttall, Meghan JAG:EX; Lock, Angie JAG:EX; Roberts, Jared JAG:EX
Subject: RE: LPO Arrested SID 466197 *Attach complaint*

Hi Arliss

s.22 has never been issued a SWL.

He made application on June 6/13 for a new SWL and his alert status is Orange under Risk Assessment. Meaghan is the RA investigator with the file. As s.22 allegedly told the arresting LPO that he was an SG employed by Red Owl, we will need to inspect Red Owl's records to determine if the in fact did employ s.22 unlicensed to date. SID 466197 Inspection Other has been assigned

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Trenholm, Arliss JAG:EX
Sent: Monday, September 2, 2013 12:45 PM
To: Hitchcock, Stephen JAG:EX
Subject: Fwd: LPO Arrested

FYI

P.S.: Red Owl is in my area if you need me to follow up with them.

Arliss Trenholm
Compliance & Enforcement
(604) 572-8623

Begin forwarded message:

From: "travis dingwall@owfg.com" <travis.dingwall@owfg.com>
Date: 2 September, 2013 3:05:36 PM ADT
To: "Trenholm, Arliss JAG:EX" <Arliss.Trenholm@gov.bc.ca>
Subject: LPO Arrested

Hi Arliss,

We arrested a male on s.22 2013 at our Save on Foods High Gate store in Burnaby for theft. This male said that he works as a LPO for Red Owl Security.

The RCMP file number is 13-34338

His Details are: s.22

Address: s.22

Cell: s.22

The value of product stolen was \$11.98

Cst. CHIN from the RCMP verified his identity as he didn't have anything on him.

Thanks and Have a Great Week!!

Travis Dingwall

Resource Protection Dept.

Overwaitca Food Group

Office (604) 881-3434

Cell (604) 838-4522

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(OFG_File#163)

COMPLAINT on an Incident
Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (s.15) _____ (Given) _____ (Middle) _____ (s.15)
If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____
Complainant's Residential Address: _____ City/Town: _____ Province: B.C. Postal Code: _____ (s.15)
Apt.# _____ Street Address _____ s.15
1. Phone: _____ ☐ home ☐ work ☒ cell ☐ pager
2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager
3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager
4. Fax: (_____) _____ (optional)
5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? any time
- If we have trouble reaching you, may we leave a message at a particular phone number?
☐ Yes, at phone number (_____) _____
☒ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

OVERWATCHIE FOODS VAN-BC SECURITY LOSS PREVENTION
DEPT. I.E. SAVON FOODS HIGHGATE MALL BURNABY B.C.
Head Security Director - Bruce 604-881-3609

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: OST-R846980818 Worker licence number: Refer to above

Other information such as address, phone number, type of business:

OVERWATCHIE Security Dept. Head Supervisor
First Name - Bruce 604-881-3609

- 4) Particulars of the Incident:

Date of Incident: (year/month/day) 13

s.15

Time incident occurred: 1:00 ☐ a.m. ☒ p.m. Where it happened:

SAVON FOODS HIGHGATE MALL BURNABY B.C.

5) Describe the incident (what happened, who was there, etc.):

s.15 - 13 - 1:00 p.m. Arrested for shoplifting, items 2 - under \$20.00. Security Officer Loss Prevention, Dept. Overwaite Foods, Security Broke protocol by GRABBING from Behind so hard my arms were completely Bruised: Black and Blue from Shoulder to elbow. Left Arm. Huge Bruise on my right arm as well, I have pictures. Then my left arm was twisted twice as well as security tried to put me in a choke hold twice. I was not resisting arrest. there should be video of the incident on store camera as well as the mall video.

6) Why do you believe the actions of the business or the worker were unfair?

Brutality of arrest, pure and simple. Poor Bashing at its worst. Attacked by a young thug in the employ of Overwaite Foods too over zealous. I was invited to meet after shift to fight it out by L.P. officer

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Showed my Bruises to store manager two days later when I went to shop there. was told I wasn't welcome in the store. Where I was told by the same L.P. officer that he would like to meet me after work to fight it out witnessed by manager

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

have been trying to reach the attending officer of the R.C.M.P. But they will not return my calls. I left 3 messages on the officers voice mail. The attending officers name is CONSABLE BONZAGA BUNARY Detachment

Complainant's Signature

Date Signed: 1 Sept 13

DISCLOSURE: All information regarding this application is collected under the Access to Information Act and the Privacy Act and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250-358-1601.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

ApL: s.15 _____ Street Address _____ City/Town: _____ Province: B.C. Postal Code s.15 _____

1. Phone: (_____) s.15 _____ ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? anytime - leave message
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☐ Yes, at phone number (_____) _____
 - ☒ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

I believe Paladin Security Group is the current provider for security services at the Burnaby BCIT campus. The security guards in question are 1) _____ s.22

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

I believe Paladin Security Group is the current provider for security services at the Burnaby BCIT campus.

- 4) Particulars of the incident:

Date of incident: (year/month/day) 2013 s.15 _____ Time incident occurred: 19:30 ☐ a.m. ☒ p.m. Where it happened:

s.15

at the Burnaby campus of BCIT.

5) Describe the incident (what happened, who was there, etc.):

I was present during an incident that occurred at the ^{s.15} at the Burnaby BCIT campus, on August 20th, at about 19:30 to 19:45 pm. I was at ^{s.15} when the security guards asked me to leave. I asked them what their security licence numbers were, to which I got a reply from ^{s.22}) that they would be filling out an incident report ????? - no licence numbers were provided.

6) Why do you believe the actions of the business or the worker were unfair?

For the simple reasons that the security guards in question were obligated to provide the security license numbers upon request, which they did not do.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Yes. The security implied that getting a copy of the incident report was a simple issue - just come tomorrow and ask for one. I came the following day to their "security command centre" where I got asked everything, except the reply to my inquiry of receiving a copy of the incident report. I went next door to the security administration offices, where the female who came to the counter did not require a form filled out for the hardcopies, could not give me a definitive answer on when I would get a copy, or if I was going to get one. This all occurred on ^{s.15} noon-ish. ^{s.15} to which I am awaiting a reply. Obviously, no one at security advised me that I could submit a formal request which would guarantee me a time-frame of reply, and a certain reply at that. ^{s.15} I cannot be certain the incident report will have the security guards licence numbers, as ^{s.22} during the incident (as she stated), avoided replying directly to my question.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

^{s.15}

Complainant's Signature:

^{s.15}

Date Signed: 2013/09/10
year/month/day



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (surname) _____

s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apartment _____ Street Address _____

s.15

Province: BC Postal Code _____ s.15

1. Phone: _____ s.15

☐ home ☒ work ☐ cell ☐ pager

2. Phone: (_____) _____

☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____

☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____

s.15

s.15

s.15

Security Programs and Police Technology Division office hours are Monday to Friday, 9:30 a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? any time
- If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number (_____)

s.15

s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

s.22

- Formerly worked for CKR Global or Canpro Global.

s.22

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____

Worker licence number: _____

Other information such as address, phone number, type of business:

s.22

does not have a business licence.

4) Particulars of the Incident:

Date of incident: (year/month/day) 2013 April to present

Time incident occurred: _____

☐ a.m. ☐ p.m.

Where it happened: _____

Langley, Cloverdale (Surrey), Vancouver.

5) Describe the incident (what happened, who was there, etc.):

s.22 has been providing close protection for a client in Langley. I came onto the project in April to assist s.22 with Surveillance. After the second shift I felt uneasy as the s.22 the project manager wouldn't reveal to myself any details or the risk level. The client provided more info than s.22 did. The Risk level is moderate. s.15, s.22 s.20 were constantly at risk. After I found out that s.22 didn't have insurance or a security business licence I was very afraid because of the threat level and no liability insurance. I am forwarding this complaint on behalf of s.15, s.22 The Client, and the client's lawyers at the firm s.22

6) Why do you believe the actions of the business or the worker were unfair?

He has put all of us at risk and continues to do so. He does not think he needs insurance or a business licence. This also puts the client at a financial risk. He does not want s.15, s.22 to talk to the client about his ~~deficiency~~ not having insurance.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

Have informed s.22 that he needs a Security Business Licence and Liability Insurance.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

with the client - s.22 clients lawyers s.22, also with s.22

Complainant's Signature: _____

s.15

Date Signed: 2013 Sept 11
year/month/day

Lock, Angie JAG:EX

From: JAG Security Services Complaints JAG:EX
Sent: Tuesday, September 24, 2013 9:32 AM
To: Lock, Angie JAG:EX
Subject: FW: Unlicensed Service and worker(s)
Attachments: Home Watch Service.pdf

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; iPhone: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.15
Sent: Monday, September 23, 2013 11:51 AM
To: JAG Security Services Complaints JAG:EX
Subject: Re: Unlicensed Service and worker(s)

Good Morning - thank you for the update.

I'd like to bring another up-start in Parksville to your attention- Parksville-Qualicum Home Watch. I've attached a scanned copy of their advertisement which appeared in the Sept 19, 2013 copy of the Parksville Qualicum Beach paper. I confirmed with Clelia Wilson that they offer to hold house keys and perform physical checks/inspections including mail pick up and plant care, based on a fee for service charge. She confirmed that they do not (at present) carry liability insurance, nor are they licensed through the Prov. or City.

Regards

s.15

On Mon, Sep 23, 2013 at 8:30 AM, JAG Security Services Complaints JAG:EX <SPDCOMP@gov.bc.ca> wrote:

Good morning Don

Lock, Angie JAG:EX

From: SPD Security Services SG:EX
Sent: Tuesday, September 24, 2013 8:52 AM
To: s.15
Subject: RE: Operating without a licensed

Hello s.15

Thank you for your e-mail. Your e-mail has been forwarded to the Compliance and Enforcement Coordinator for response.

The Compliance and Enforcement Coordinator will respond to your e-mail within **30** days of receipt, indicating whether the complaint is accepted for investigation. If the matter is accepted for investigation, an employee of the division will investigate.

If you have not received a response within **30** days, please call our office at 1-855-587-0185 and ask to be transferred to the Compliance and Enforcement Coordinator.

Thank you,

Miranda | A/Licensing Supervisor | Security Programs | Ministry of Justice |
| Toll Free: 1 855 587 0185 | Fax: 250 387 4454

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Please note: Credit Card payments will not be processed if emailed to this office.

From: s.15
Sent: Monday, September 23, 2013 8:22 PM
To: SPD Security Services SG:EX
Subject: Operating without a licensed

LAWN CARE
Weekly cuts
Vacation cuts
Clean-ups
Windows & gutters
Caretaking
Handyman services
John Pintak
247-8002
Weekly cuts; Vacation cuts

The above person is doing security checks on Gabriola. He advertises in the classified section of the Sounder Newspaper that is available on line. http://www.soundernews.com/asscts/docs/classified_ads.pdf

I beleive he is unlicensed.

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address _____ s.15 Province: BC Postal Code: s.15

1. Phone: _____ s.15 ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail _____ s.15 _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? 8:30am - 4:30pm

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number _____ s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☐ yes ☒ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

1. Business name: Wembley Electric, Worker name: Graham Wembley

2. Business Name: Brookfield Johnson Controls - Workplace solutions Inc., Worker name: Erwin Zhang

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

1. Wembley Electric: (electrical contractor) ph 604 454 7340

2. Erwin Zhang: (electronic technologist W.S.I) ph 778 877 3023,

4) Particulars of the incident:

Date of incident: (year/month/day) _____ s.15 2013 Time incident occurred: 9:00 ☒ a.m. ☐ p.m. Where it happened:

Fraser Reginal correctional institution 13777 256th Street maple Ridge

5) Describe the incident (what happened, who was there, etc.):

Erwin Zhang of BJC - WSI (property management contractor) contracted Graham Wembley of Wembley Electric (electrical contractor) to do CCTV installation/repair, and lock repairs in the F.R.C.C. facility. This was confirmed by phone from Erwin Zhang to

s.15

s.15 The facility log book can be checked to confirm both of these individuals presence at F.R.C.C on Sept 27 2013. In addition W.S.I. can be asked to produce the work orders (BCB#'s) related to the repairs that were being made. The BJC - WSI Building manager is Steve Osborne cell 604 315 2456

The bottom line is these contractors are not licensed in the security industry to be doing this type of work. In addition to this Wembley Electric has been doing work on security locking devices and CCTV at Surrey Pre-Trial Centre under facilities property management Contractor "Honeywell Building Solutions" This work can be tracked by Honeywell management as they issue a QFM# for every repair done in the facility.

6) Why do you believe the actions of the business or the worker were unfair?

s.15

s.15

facility. In other words they try to make repairs themselves to save money. Please note that BJC - WSI has

s.15

that we are not permitted to do any work without a valid security licence.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

1. Talked to Erwin Zhang regarding the policy and procedures regarding security work.
2. Talked to Steve Osborne regarding the policy and procedures regarding security work.
3. In formed Graham of Wembley Electric about the rules and regulations of security work in depth with licensing.
4. Discussed the ongoing issue with Gordon Mantel (site supervisor for BJC - WSI at F.R.C.C) ph 604 816 5811 & he agrees to go by the rules but other BJC WSI individuals will bypass him and hire the unlicensed contractors directly.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Discussed this matter with F.R.C.C. corrections staff, and B.J.C - W.S.I on site staff (maintenance personnel). Also discussed this matter with Honeywell Building Solutions at Surrey Pre-Trial Centre.

Discussed some of these issues in detail with Shaun Matthews Provincial Special Constable Security programs Div. back in June 2012. I know There was a follow up with BJC - WSI. but unfortunately to date BJC - WSI. chooses to ignore the legal requirement and continues to do the work with unlicensed contractors and individuals on their staff.

Complainant's Sign:

s.15

Date Signed: 2013 09 27

year/month/day

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Monday, September 30, 2013 9:16 AM
To: Lock, Angie JAG:EX
Cc: Matthews, Shaun JAG:EX; Rikhia, Nidhan JAG:EX; Webb, Tony JAG:EX; Roberts, Jared JAG:EX
Subject: RE: COMPLAINT on a incident Involving a security Business or Security Worker at Fraser regional Correctional Centre Maple Ridge BC - s.15

Hi Angie

Assign a service to Shaun to investigate the allegations at Fraser Regional Correctional Centre Maple Ridge. No compliance action

Assign a service to Nidhan to investigate the allegations at Surrey Pre-Trial Centre. No compliance action

After reports are completed if there is evidence of engaging unlicensed electricians to do AS or CCTV then Tony will take compliance action with WSI here in Victoria. We may elect to have a compliance meeting in Victoria with senior WSI persons.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; iphone: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Lock, Angie JAG:EX
Sent: Monday, September 30, 2013 8:56 AM
To: Hitchcock, Stephen JAG:EX
Subject: FW: COMPLAINT on a incident Involving a security Business or Security Worker at Fraser regional Correctional Centre Maple Ridge BC - s.15

Hi Stephen, please review and discuss.

Thanks
Angie

From: SPD Security Services SG:EX
Sent: Monday, September 30, 2013 8:50 AM
To: Lock, Angie JAG:EX
Subject: FW: COMPLAINT on a incident Involving a security Business or Security Worker at Fraser regional Correctional Centre Maple Ridge BC - s.15

From: s.15
Sent: Friday, September 27, 2013 1:48 PM
To: SPD Security Services SG:EX
Subject: COMPLAINT on a incident Involving a security Business or Security Worker at Fraser regional Correctional Centre Maple Ridge BC - s.15

Hello, Security Programs Div, Attached complaint regarding Security work by unlicensed, contactors and individuals.

Please contact me if you require any clarification or details

Kind Regards

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____ s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address _____ s.15 Province: bc Postal Code: s.15

1. Phone: (_____) s.15 ☒ home ☐ work ☐ cell ☐ pager

2. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) (optional)

5. E-mail: _____ s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? noon or after
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (_____) s.15
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

KELOWNA GENERAL HOSPITAL
2268 PANDOSY ST.
KELOWNA, B.C.
V1Y 1T2

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Kelowna General Hospital
2268 Pandosy Street
Kelowna, BC V1Y 1T2
Phone: 250-862-4000
Toll Free: 1-888-977-4442

4) Particulars of the Incident:

Date of incident: (year/month/day) 2013/ s.15 Time incident occurred: EVENING ☐ a.m. ☒ p.m. Where it happened:

KELOWNA GENERAL HOSPITAL EMRGENCY ROOM

5) Describe the incident (what happened, who was there, etc.):

Hello

I am looking for information on the limits that security guards have in doing their duties. Here is what happened.

s.15. s.22

Question: Is security overstepping their mandate when dragging non combative, non inebriated, non narcotized, flaccid patient's face down across E.C. hospital floors dumping them by ER hospital walls to clear doorways of them?

Thank you for your consideration

s.15

6) Why do you believe the actions of the business or the worker were unfair?

s.15. s.22

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I have made an official complaint with hospital and requested video surveillance from security cameras.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

police viewed video. saw incident of guard dragging me. said because there was not intent to harm, as he is security guard, it is legal.

Discussed with hospital

Complainant's Signature: _____

Date Signed: _____
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) _____

s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt # _____ Street Address _____ s.15 Province: **BC** Postal Code: s.15

1. Phone: (_____) s.15 ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) (optional)

5. E-mail _____ s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? 8:30am-4:30pm
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☒ Yes, at phone number (604) 374 7132
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: *(please be as exact as you can)*

BlueLine Security corp. Jason Brown

- 3) Provide the following information if you have been able to get it: *(it will help us identify the business or worker)*

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Blue line security corp.
9182 148st surrey BC
v3r3w6
Phone (604) 600-1483

- 4) Particulars of the Incident:

Date of incident: (year/month/day) _____ Time incident occurred: _____ ☐ a.m. ☐ p.m. Where it happened: _____

Not sure of the exact dates but I worked two nights at The Wheelhouse pub in Surrey, and then ten days straight doing grave yard shifts in Whistler BC. There were others working at both locations that were also unlicensed guards, I don't wish to get the others in trouble but if you check into there licenses and dates they worked you'll see that they were without licenses at times...

5) Describe the incident (what happened, who was there, etc.):

Same as above

6) Why do you believe the actions of the business or the worker were unfair?

because they shouldn't be using people that are not trained.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☒ no ☐ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Complainant's Signature: _____

Date Signed: Oct 13 2013
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 (Given) s.15 (Middle) s.15

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address _____ s.15 Province: BC Postal Code s.15

1. Phone: _____ ☒ home ☐ work ☐ cell ☐ pager

2. Phone: _____ s.15 ☐ home ☒ work ☐ cell ☐ pager

3. Phone: () _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: () _____ (optional)

5. E-mail: _____ s.15 (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30 a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? 8:30 - 5:00 at work

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number () s.15

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Don't know the name of the business but the workers name is s.22 and he works for the Terrace Save On Foods and Safeway

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

Save On Foods Terrace
Safeway Terrace

4) Particulars of the Incident:

Date of Incident: (year/month/day) 2013/June/01 Time incident occurred: _____ ☐ a.m. ☒ p.m. Where it happened:

Terrace Save On Foods and Safeway

5) Describe the incident (what happened, who was there, etc.):

s.15, s.22

I was told there was going to be an investigation and someone would get back to me with the results.

After months of working with my girls they finally were able to enter the store. We were shopping s.22 when I saw s.22 the security guy. I handed my girls my phone and told them to go into the mall. I didn't want them to see s.22. I went to Customer Service and found out s.22 was working. I just heard back from Paul the assistant manager of Save On Foods and was told a letter was mailed to me in June by the security company and since they didn't hear back from me that guy s.22 was working again. I have not received any letter from s.22 security company who provides security to Save On Foods in Terrace BC and Safeway in Terrace. If I had I would know the company name who provides the security services. When I asked s.22 supervisor his companies name I was told it was Save On. I find it hard to believe that Save On and Safeway are the same company and yet are competing grocery stores.

s.15

It is my opinion that what this security guard and this company did was wrong. The girls were already stopped in the store and showed the receipt, why follow them and coerce them back? Why not look at the receipt instead of waiting 3 hours for the police to look at the receipt?

6) Why do you believe the actions of the business or the worker were unfair?

I believe it unfair that children can be stopped, when they show the receipt that they didn't steal they shouldn't be followed and coerced back. They shouldn't be man handled by a security person and lied to. They shouldn't be confined for hours without a parent being phoned. The security guard should then not follow us to yet another store

s.15

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

I phoned his supervisor immediately and left a message on his answering machine. I also went to Save On Foods and s.22 supervisor Jeremy attended via conference call. I was told there would be an investigation and once the investigation was concluded I would be contacted. I have not been contacted yet.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

I phoned the police immediately. I was not given a file number because the girls left willingly. I also contacted a lawyer who told me to write the company Save On Foods. Save On Foods Head Quarters wrote me and told me to deal with the local store. Which I already had and would wait until I heard the results of investigation which I haven't heard about yet.

s.15

Complainant's Signature

Date Signed: 2013/01/01
year/month/day

DISCLOSURE: All information regarding this application is collected under the Security Services Act and its Regulations and will be used for that purpose. The use of this information will comply with the Freedom of Information and Privacy Act and the Federal Privacy Act. If you have questions regarding the collection or use of this information, please contact 250 356-1501.

Describe the Incident:

CO

I was told there was going to be an investigation and someone would get back to me with the results.

After months of working with my girls they finally were able to enter the store. We were shopping September 28th when I saw s.22 the security guy. I handed my girls my phone and told them to go into the mall. I didn't want them to see s.22 I went to Customer Service and found out s.22 was working. I just heard back from Paul the assistant manager of Save On Foods and was told a letter was mailed to me in June by the security company and since they didn't hear back from me that guy s.22 was working again. I have not received any letter from any security company who provides security to Save On Foods in Terrace BC and Safeway in Terrace. If I had I would know the company name that provides the security services. When I asked s.22 supervisor his companies name I was told it was Save On. I find this hard to believe that Save On and Safeway are the same company and yet are competing grocery stores.

s.15

It is my opinion that what this security guard and this company did was wrong. The girls were already stopped in the store and showed the receipt, why follow them and coerce them back? Why not look at the receipt instead of waiting 3 hours for the police to look at the receipt?

CO -

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Tuesday, October 15, 2013 1:48 PM
To: s.15
Cc: Berrow, Brad JAG:EX
Subject: RE: Yellowhead Traffic Control and Security

Thanks s.15

I have assigned Special Provincial Constable Brad Berrow from our Kelowna office to look into this matter. He may or may not contact you depending on his findings.

regards

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; iphone: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.15
Sent: Tuesday, October 15, 2013 1:35 PM
To: Hitchcock, Stephen JAG:EX
Subject: Yellowhead Traffic Control and Security

Attention Stephen Hitchcock

s.15, s.22

noted I was not able to work. I called John Bigras my instructor who confirmed that I was not able work. I was told by John to contact the justice institute which I did and they notified me that Yellowhead does not have a license. After talking to John I told Rick the owner that I quit. I left a message for Stephen Hitchcock who returned my call and confirmed they did not have a license.

s.15, s.22

to our knowledge Janet is the only one with
a BST ticket and number.

Contact information for Yellowhead Traffic and Security

Employment: hire@yellowheadtcs.com

Accounting: janet@yellowheadtcs.com
Sales and services: rick@yellowheadtcs.com
general inquiries: info@yellowheadtcs.com

Phone: 250-566-9066
Emergency phone: 250-566-5436

s.22

s.15

Thank You

s.15



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____ (Middle) _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): NIA

Complainant's Residential Address:

Apt.# _____ s.15 _____ Province: BC Postal Code s.15 _____

1. Phone: (no) phone available ☐ home ☐ work ☐ cell ☐ pager

2. Phone: (_____) ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) (optional)

5. E-mail: not available for public use (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

- If we need to speak with you, what is the best time to call you within our office hours? _____
- If we have trouble reaching you, may we leave a message at a particular phone number?
 - ☐ Yes, at phone number (_____) _____
 - ☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

- 1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure
- 2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Norman A. Hofmann

- 3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: # E 17903

Other information such as address, phone number, type of business:

- 4) Particulars of the incident:

Date of incident: (year/month/day) _____ Time incident occurred: _____ ☐ a.m. ☐ p.m. Where it happened:

(See attached)

s.15

2013

s.15

5) Describe the incident (what happened, who was there, etc.):

(see attached)

6) Why do you believe the actions of the business or the worker were unfair?

Defamation of character, made up crime, false accusations made against me.

7) Have you taken steps to resolve this problem with the business or the worker? ☒ no ☐ yes

If yes, what steps have you taken?

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

Letter written to the RCMP as they hired this man. I have hired a lawyer and Norman Hoffmann and the RCMP are going to be sued for these actions.

Complainant's Signature: _____

s.15

Date Signed: _____

Sept 13, 2013
year month day

Page 291 redacted for the following reason:

s.15, s.22

Roberts, Jared JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Thursday, October 31, 2013 1:45 PM
To: Roberts, Jared JAG:EX
Cc: Lock, Angie JAG:EX
Subject: FW: Security Question

Hi Jared

Please assign to Tony as a NSBE-O inspection. It is not specifically a complaint but we can log it as such and follow up with Save On Foods management and ICM security that does security at the arena.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; iphone: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Hitchcock, Stephen JAG:EX
Sent: Friday, July 12, 2013 9:23 AM
To: Brown, Wayne EMNG:EX
Subject: RE: Security Question

Hi Wayne

You are correct that out of province security detail for celebrities may not actually do security in BC such as you encountered. We will follow up with Save On Memorial regarding this matter.

Thanks

Stephen

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; BBY: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: Brown, Wayne EMNG:EX
Sent: Thursday, July 11, 2013 7:30 PM
To: Hitchcock, Stephen JAG:EX
Subject: Security Question

Good Day Stephen,

I had an interesting scenario that happened last Friday, July 5th, at the Kiss Concert in Save On Memorial. I placed them in contravention because one of the security personnel failed to immediately allow us to inspect and did not understand the regulatory authority of provincial liquor inspectors. In a meeting today, I learned that the person who was doing security detail was actually part of the tour security from the United States. I suspect this explains why he was unfamiliar with my authority, but I am curious as to how the licencing of security personnel may apply to those from out of province when they are doing security duties in a liquor licenced area?

Thanks for your help and time.

Cheers,

Wayne Brown

Special Provincial Constable | Liquor Inspector #104

Liquor Control and Licensing Branch

Phone: 250-952-5747 | Fax: 250-952-7059

Licensing: 1-866-209-2111

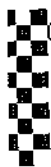
website: <http://www.pssg.gov.bc.ca/lclb>

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Pages 294 through 296 redacted for the following reasons:

s.15



Yahoo! Notepad

YAHOO!NOTEPAD^{NEW}

ATTN: Debbie

security system
Unfiled

ATTN: Angie

Hello

This is my account of things that happened with this security company.

On s.15 I signed up with a Security Company called Security Solutions. Address at the time was 471-19567 Fraser Highway, Surrey, 604-514-7268. Also known as West Coast.

GST 33152 9672. These are numbers from the contract this person gave me, which are a little blurred. His name is Kevin Qualtrough. Things were going fine for a few years, until I started having a few requests like a new battery to run my system. I put in many phone calls, had no response from this man. I became more and more frustrated to no call back. I finally reach him and told him I was no longer satisfied with his service. We came to an agreement and I cancelled with this company.

On s.15 I put a stop payment on my account so he could no longer debit. I have the Stop Payment Agreement in my possession. Things went well the s.15 was being debited from my account, but was also being credited back. That's how the bank does it for around eight months. In 2012 I noticed this debit happening again on my account. This man did not hold up his end of the agreement, which was to take me off or his list of clients. He debited my account for eight months starting from s.15 the bank reversed and credited my account. The bank did not reverse these months, s.15 These months are the ones where he has my money. On s.15 I went back to the bank and got them to put another stop payment on my account. I have the document for this also. This man is still debiting my account to this day, has not taken me off of his system to this day. I have to constantly watch my account. So at this time he owes me for five (5) months at s.15 a month. Still debiting my account I would like to have him stopped.

This is the information I have for this man.

Name....Kevin Qualtrough

Phone.... s.22 (cell)

Lives in Langley (Willowbee) area.

Has security under these names, either, West Coast Security Solutions or

KQ Security Solutions

I appreciate your help, any further information you need and I can comply,
please call.

Thank you

s.15

s.15

BRITISH
COLUMBIAMinistry of
JusticeCOMPLAINT ON AN INCIDENT INVOLVING A
SECURITY BUSINESS OR SECURITY WORKER

PART 1: COMPLAINANT CONTACT INFORMATION

COMPLAINANT'S NAME: _____ s.15
SURNAME LEGAL GIVEN NAME MIDDLE NAMEIf you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ other (describe): _____YOUR NAME: _____ ()
SURNAME LEGAL GIVEN NAME MIDDLE NAME AREA CODE AND PHONE NUMBERCOMPLAINANT'S RESIDENTIAL ADDRESS: _____ CITY _____ PROVINCE _____ POSTAL CODE _____
s.15 s.15

MAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS) _____ CITY _____ PROVINCE _____ POSTAL CODE _____

AREA CODE AND PHONE NUMBER: _____ s.15 ☐ home ☐ work ☒ mobile

EMAIL _____ s.15

If we need to speak with you, what is the best time to call you? after 6pm or weekends ☐ a.m. ☒ p.m.If we have trouble reaching you, may we leave a message at a particular phone number? ~~no~~
☒ Yes, at phone number: () s.15 for messages.
☐ No, but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Name the business or worker you are submitting a complaint about (please be as exact as you can):

Richard security guard on duty s.15 2013 and s.15 2013.

2) Provide the following information if you have been able to obtain it (it will help us identify the business or worker).

Business licence number: ? B1741 Worker licence number: ? will not disclose
Other information such as address, phone number, type of business:Securiguard Services
218-2760 Quadra
Victoria BC 250-388-3118
V8T 4E8HEAD OFFICE
300-1575 W. GEORGIA ST
Vancouver BC V6G 2V3

This company is a new Security Company who was awarded the security contract for The Ministry of Social Development and Social Innovation.

3) Particulars of the incident. Please describe the incident as completely as possible. Attach another page if necessary.

2013 s.15 10:05 am s.15
DATE: YYYY/MM/DD TIME INCIDENT OCCURRED ☒ a.m. ☐ p.m. LOCATION Saanichton BC.

s.15

s.15

NOVEMBER 15, 2013.

**FAX**

Date: NOVEMBER 15, 2013.

(250) 387-4454.

To: Ministry of Justice

Fax#: Policing and security Branch

From: Jenn Mortimer Fax : 250.385.0128

Re: Complaint of an incident involving
a security business and security worker.

RECEIVED

13 NOV 15 PM 3:23

MINISTRY OF JUSTICE

Number of pages (including cover sheet): 2.

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9860 Third Street • Sidney, BC V8L 4R2 • Tel: 250.656.0134 • Fax: 250.655.4357

www.beaconcs.ca • info@beaconcs.ca

Employment Services • Child, Youth & Family Services • Counselling • Volunteer Services • Home Support • Seniors Housing

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BRITISH
COLUMBIA

Ministry of
Justice

COMPLAINT ON AN INCIDENT INVOLVING A SECURITY BUSINESS OR SECURITY WORKER

PART 1: COMPLAINANT CONTACT INFORMATION

COMPLAINANT'S NAME: _____
 SURNAME LEGAL GIVEN NAME MIDDLE NAME

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ other (describe): _____

YOUR NAME:		s.15	
SURNAME	LEGAL GIVEN NAME	MIDDLE NAME	AREA CODE AND PHONE NUMBER

COMPLAINANT'S RESIDENTIAL ADDRESS:	CITY	PROVINCE	POSTAL CODE
		02	

s.15		s.15		s.15	
MAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS)		-		PROVINCE	POSTAL CODE

AREA CODE AND PHONE NUMBER: s.15 ☐ home ☒ work ☐ mobile

EMAIL: _____

If we need to speak with you, what is the best time to call you? ☒ a.m. ☐ p.m.

If we have trouble reaching you, may we leave a message at a particular phone number? _____

☒ Yes, at phone number: s.15

☒ Yes, at phone number. 515
☐ No, but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Name the business or worker you are submitting a complaint about (please be as exact as you can):

Jordan Fleischauer
Larry Fleischauer
Company - Gridtronics - 26959 33rd Ave, Aldergrove, BC
V4W-3G5

2) Provide the following information if you have been able to obtain it (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business: _____

3) Particulars of the incident. Please describe the incident as completely as possible. Attach another page if necessary.

DATE: YYYY/MM/DD TIME INCIDENT OCCURRED ☐ a.m. ☐ p.m. LOCATION

Ministry of Justice

Policing and Security Branch, Security Programs Division
20 Box 0217 Stn Greyhound, Victoria BC V8W 9J1

Phone: toll-free 1-855-587-0185 Fax: 250-387-4454 Email: SPDCOMP@gov.bc.ca
Website: www.pssg.gov.bc.ca/securityindustry

Province of British Columbia

Complaint on an Incident Involving a Security Business or Security Worker

November 13, 2013

Attention: Steve Hitchcock

Jordan Fleischauer solicited my business

s.15

He said he was able to install Security systems, Web Design and computer repair. He sold me a Night Owl security system without a hard drive. I hired CSI, a licensed security company to assist me with the many issues that I have had and the technician was the one that informed that there was no hard drive.

He also told me that the Night Owl system didn't exist with the company as he called Night Owl to try and reset the password for me. The Night Owl representative said that the system I have is a knock off as the serial number on my unit doesn't exist within their inventory and never has. I was also sold a fraudulent system. Jordan told me he bought the system from his reputable supplier and I learned directly from Night Owl that the system was purchased from somewhere on the internet. He also went into my IP address and said that Jordan had made many attempts to back door entry the system to make changes. I have been unaware of his entries. The technicians also had to clean up the wires from the cameras that were left dangling from the ceiling. I had to purchase ceiling tiles to fix the damage that Larry caused while installing the cameras. The cameras were installed by his father Larry Fleischauer. Four of the cameras are currently broken. He said that the DVR had a 3 month recording capacity with cameras that were 700TVL. The DVR has no drive to record and the cameras are only 400TVL. The worst cameras on the market. My staff

s.22

saw Jordan and

Larry on many occasions to do the install. The ladies were working and listened to the conversations. Jordan also sold me a Dell computer and a separate monitor which I paid for, but did not receive. I was overcharged for deliveries. He texted messaged me and said he would give me a full refund for the equipment. The police have been involved and spoke with Larry and Jordan on

s.15

13.

Jordan again told the police he would provide a full refund and I have not heard anything from him. I was also informed Gridtronics was operating without a business license.

Jordan solicited

s.22

another store in the same strip mall as myself.

Jordan also solicited my staff and my

s.22

If you need any further information please contact me at

s.15

s.15

Pages 302 through 305 redacted for the following reasons:

s.15

Nov. 20/13

Attention - Steve Hitchcock

From :

s.15

**COMPLAINT ON AN INCIDENT INVOLVING A
SECURITY BUSINESS OR SECURITY WORKER****PART 1: COMPLAINANT CONTACT INFORMATION**COMPLAINANT'S NAME: s.22
SURNAME LEGAL GIVEN NAME MIDDLE NAMEIf you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ other (describe): _____YOUR NAME: s.15
SURNAME LEGAL GIVEN NAME MIDDLE NAME AREA CODE AND PHONE NUMBERCOMPLAINANT'S RESIDENTIAL ADDRESS: s.15
CITY PROVINCE POSTAL CODEMAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS) s.15
CITY PROVINCE POSTAL CODEAREA CODE AND PHONE NUMBER: s.15 ☐ home ☐ work ☒ mobile

EMAIL: _____

If we need to speak with you, what is the best time to call you? During the day ☐ a.m. ☐ p.m.If we have trouble reaching you, may we leave a message at a particular phone number? Yes☒ Yes, at phone number: s.15 _____☐ No, but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.**PART 2: COMPLAINT**

1) Name the business or worker you are submitting a complaint about (please be as exact as you can):

s.22 SECURITY WORKER LICENCE s.22

2) Provide the following information if you have been able to obtain it (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: s.22 _____

Other information such as address, phone number, type of business: _____

3) Particulars of the incident. Please describe the incident as completely as possible. Attach another page if necessary.

DATE: YYYY/MM/DD TIME INCIDENT OCCURRED ☐ a.m. ☒ p.m. LOCATION

2013 s.22 CHILLIWACK B.C. - On this date s.22 had told our dispatch s.22 that she was carrying her handcuffs on her just in case there were any situations that might arise. s.22 informed her that carrying handcuffs without being certified or authorized was against company policy. s.22 then contacted the night time supervisor RSM BRAD MOUNCE and relayed this information to him. Before he was able to intercept her she returned to where she had her car parked and place the handcuffs inside her car. It was then brought to my attention that she had been carrying handcuffs that she is not licenced to carry. She was dismissed from this company shortly thereafter in regards to other situations. When I terminated her employment with us she informed me that her employer at another job was allowing her to carry her handcuffs. She did not tell me who the other employer was.

BRITISH
COLUMBIAMinistry of
JusticeCOMPLAINT ON AN INCIDENT INVOLVING A
SECURITY BUSINESS OR SECURITY WORKER

PART 1: COMPLAINANT CONTACT INFORMATION

COMPLAINANT'S NAME: s.15
SURNAME LEGAL GIVEN NAME MIDDLE NAMEIf you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ other (describe): _____YOUR NAME: _____
SURNAME LEGAL GIVEN NAME MIDDLE NAME AREA CODE AND PHONE NUMBER

COMPLAINANT'S RESIDENTIAL ADDRESS: _____ CITY PROVINCE POSTAL CODE

s.15

MAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS) _____ CITY PROVINCE POSTAL CODE

AREA CODE AND PHONE NUMBER: (_____) ☐ home ☒ work ☐ mobile

s.15

EMAIL: _____ s.15

If we need to speak with you, what is the best time to call you? 10 ☒ a.m. ☐ p.m.

If we have trouble reaching you, may we leave a message at a particular phone number? yes

☒ Yes, at phone number: (_____) s.15
☐ No, but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Name the business or worker you are submitting a complaint about (please be as exact as you can):

Scott Security Systems Ltd

2) Provide the following information if you have been able to obtain it (it will help us identify the business or worker)

Business licence number: B289 Worker licence number: _____
Other information such as address, phone number, type of business:

#104 - 8988 Fraserton Court Burnaby BC Canada. Security alarm service.

3) Particulars of the incident. Please describe the incident as completely as possible. Attach another page if necessary.

2012 s.15 MTI
DATE: YYYY/MM/DD TIME INCIDENT OCCURRED ☐ a.m. ☐ p.m. LOCATION

"My first complaint: At the above date a Scott Security Systems installer hooked up the Vancouver MTI Community College, on Seymour street, alarm system to SDI monitoring in New Westminster. Since that date no signals have been received by central station. Scott Security has charged this client for 20 months of service yet they were not actually monitoring the system. That is over \$500.00 that customer has paid for nothing. I took this alarm over on Nov. 21, 2013. The phone line was in-active and the Scott Security paper work in the panel says no tel line. Scott Security has a fail to test list, the last few years that list has been maintained in the hundreds, the same accounts every year. While I was working for SCOTT I remember being told it was around 300 to 500 accounts being charged for services. MTI would have been on that list and they never bothered to resolve the issues. Scott has the obligation NOT to charge these clients if they know the systems aren't working, yet they continue to. Scott let this MTI out of their agreement but made them replace the alarm kit installed with a brand new one. DO they ever stop ripping people off.

"On a second complaint: Scott has had non licensed techs working on ULC jobs alone. The Gold Room on 72nd ave and Scott Road Surrey was broken into and robbed severely last year. This happened shortly after non licensed tech Garette Caplette worked on their ULC alarm. Scott is not maintaining ULC integrity by having these techs work on their systems. I think the insurance company should be notified that non licensed techs were working on their ULC systems, and ULC Canada. Non licensed techs also worked on all Surrey Gold jobs, all locations. Tim Gascho installed a ULC fire Alarm in Vancouver last year. Henry and Quisen worked on a currency place on Robson st.

ST

Lock, Angie JAG:EX

From: Hitchcock, Stephen JAG:EX
Sent: Monday, December 9, 2013 8:40 AM
To: s.15
Subject: RE: Requesting Address / Complaint
Attachments: Complaint Form 0512.pdf

Dear s.15

Thank you for your email below requesting the mailing address for Eric Pedersen Phoenix International Protection and your wish to file a complaint.

Please be advised the business and mailing address of record for Phoenix International Protection is 96 - 6465 184A STREET, SURREY BC V3S 8X9.

In order that we may consider your complaint, you are requested to complete and submit the attached complaint form in its entirety.

Thank you

Stephen Hitchcock

Stephen Hitchcock | Manager Compliance and Enforcement | Security Programs Division | Ministry of Justice |
Ph: 250 387-2658; iphone: 250 213-5629 | fax: 250 387-1911 | Box 9217 Stn Prov Gov't, Victoria BC V8V 9J1

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From: s.15
Sent: Thursday, December 5, 2013 1:30 PM
To: SPD Security Services SG:EX
Subject: Requesting Address / Complaint

To Whom It May Concern;

My name is s.15
address for Eric Pedersen c/o Phoenix International Protection.

I am requesting the mailing

s.15

Also, I realise that your department can't be involved in any way with helping me to recover what he owes me but, if, by his behavior in this matter, there's a breach on his part of any of your various codes, I would like to file a complaint. It has been my experience that when a person behaves disreputably in one area of his activities, he often behaves similarly in other areas. For example, while researching Eric for an address, I came across a Crystal Ann Pedersen, on your website, who had been fined for operating without a license. On Eric's website he lists an annie@phoenixinternationalprotection. Same Person?

Again, I would just like to confirm a mailing address for Phoenix International Protection and while I hope you can do more, I completely understand if you can't.

Thank-you, s.15

Page 312 redacted for the following reason:

s.15



BRITISH
COLUMBIA

Ministry of
Justice

COMPLAINT ON AN INCIDENT INVOLVING A SECURITY BUSINESS OR SECURITY WORKER

PART 1: COMPLAINANT CONTACT INFORMATION

COMPLAINANT'S NAME: s.15
SURNAME LEGAL GIVEN NAME MIDDLE NAME

If you have been asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☒ other (describe): lawyer

YOUR NAME: s.15
SURNAME LEGAL GIVEN NAME MIDDLE NAME AREA CODE AND PHONE NUMBER s.15

COMPLAINANT'S RESIDENTIAL ADDRESS: s.15 CITY PROVINCE POSTAL CODE s.15

MAILING ADDRESS (IF DIFFERENT FROM RESIDENTIAL ADDRESS) s.15 CITY PROVINCE POSTAL CODE s.15
(Counsel Address)

AREA CODE AND PHONE NUMBER: s.15 ☐ home ☐ work ☒ mobile

EMAIL: s.15 (Counsel Email Address)

If we need to speak with you, what is the best time to call you? any reasonable hour of the day ☒ a.m. ☒ p.m.

If we have trouble reaching you, may we leave a message at a particular phone number?
☒ Yes, at phone number: s.15 (Counsel Phone Number)
☐ No, but I understand that if you are unable to contact me within a month or more of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Name the business or worker you are submitting a complaint about (please be as exact as you can):

Anthony Kinting Mak
Leo-Doctor Computer Services

2) Provide the following information if you have been able to obtain it (it will help us identify the business or worker)

Business licence number: unlicensed Worker licence number: unlicensed
Other information such as address, phone number, type of business:

Anthony Kinting Mak and Leo-Doctor Computer Services are unlicensed.

Cell-phone: s.22
Telephone: 778-882-9223
Email: amak@leodoctor.com
Website: www.LeoDoctor.com
Address: #2013-8700 McKim Way, Admiralty Centre, Richmond, B.C., V6Y 4A5

3) Particulars of the incident. Please describe the incident as completely as possible. Attach another page if necessary.

DATE: YYYY/MM/DD TIME INCIDENT OCCURRED ☐ a.m. ☐ p.m. LOCATION

Anthony Kinting Mak, carrying on business as Leo-Doctor Computer Services, is carrying on a security business without holding a valid security business license. In addition, without holding a valid security business license, Anthony Kinting Mak regularly engages persons who do not have valid security worker licenses to perform security work.

Please see the attached letter to Policing and Security Branch, Security Programs Division.



COMPLAINT on an Incident Involving a Security Business or Security Worker

PART 1: COMPLAINANT CONTACT INFORMATION

Complainant's Name: (Surname) s.15 _____ (Given) s.15 _____

If you are someone asked to complete this form on behalf of the complainant named above, what is your relationship to the complainant? ☐ friend ☐ relative ☐ neighbour ☐ other (describe): _____

Complainant's Residential Address:

Apt.# _____ Street Address s.15 _____ Province: B.C. Postal Code s.15 _____

1. Phone: s.15 _____ ☐ home ☐ work ☒ cell ☐ pager

2. Phone: (_____) _____ ☐ home ☐ work ☐ cell ☐ pager

3. Phone: (_____) _____ ☐ neighbour ☐ relative ☐ friend ☐ cell ☐ pager

4. Fax: (_____) _____ (optional)

5. E-mail: _____ (optional)

Security Programs and Police Technology Division office hours are Monday to Friday, 8:30a.m. to 4:30 p.m.

• If we need to speak with you, what is the best time to call you within our office hours? Any time

• If we have trouble reaching you, may we leave a message at a particular phone number?

☒ Yes, at phone number (s.15 _____)

☐ No - but I understand that if you are unable to contact me within a month of filing this complaint, the complaint will be considered closed and no further action will be taken.

PART 2: COMPLAINT

1) Does this complaint involve a licensed security business or licensed security worker? ☒ yes ☐ no ☐ unsure

2) Name the business or worker you are submitting a complaint about: (please be as exact as you can)

Name of guard: s.22 _____

Name of company: Intercon

3) Provide the following information if you have been able to get it: (it will help us identify the business or worker)

Business licence number: _____ Worker licence number: _____

Other information such as address, phone number, type of business:

company address: 200-750 Cambie Street Vancouver B.C. V6B 2P2

4) Particulars of the incident:

Date of incident: (year/month/day) s.15 12/02 Time incident occurred: 9:00 ☒ a.m. ☐ p.m. Where it happened:

In the basement of Surrey Memorial Hospital

CAC
Nidhan Interview - him - Supervisor - her

5) Describe the Incident (what happened, who was there, etc.):

See attachment

6) Why do you believe the actions of the business or the worker were unfair?

I do not feel that he should be touching me the way he was, I do not know him and do not feel that was right. We are at work and he decided to do this when we were alone in the basement.

7) Have you taken steps to resolve this problem with the business or the worker? ☐ no ☒ yes

If yes, what steps have you taken?

after it happened I gave my statement to one of the supervisors on the site. He was not allowed to speak with me.

8) Have you discussed this incident with anyone else, such as the employer, the police, a support group, etc.? ☐ no ☒ yes

If yes, provide names and contact information and also the file number or reference number if one was provided.

I gave my statement to my supervisor and to his.
His supervisor's name is Mesut Reshad

Complainant's Signature:

s.15

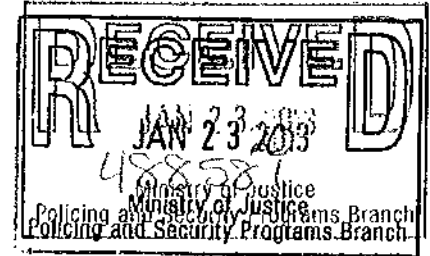
Date Signed: 12/12/12
year/month/day

Page 316 redacted for the following reason:

s.15

Ken Strang
220-13352 Old Yale Rd.
Surrey BC V3T5A4
January, 22, 2013.

Sam MacLeod, Executive Director,
Policing and Security Branch
10th Floor, 1001 Douglas St
PO Box 9285 Stn Prov. Govt
Victoria BC V8W 9J7



Sir: I want to make two complaints.

#1- My first complaint is about three people at the Ministry of Public Safety and Solicitor General, Security Programs Division. Their file is PID # 156464.

These people are: Compliance and Enforcement Investigator, Nidhan Rikhia,
Manager Compliance and Enforcement, Stephen Hitchcock
Deputy Registrar, Security Services Act, Fraser Marshall.

I complained to the Security Programs Division in writing, in detail, with a photograph, about Concord Security Staff at the Surrey Central Mall. I was involved in two incidents with Concord staff. The first incident involved an employee of the s.15 a private store, who assaulted me in the food fair of this mall. He accused me of stealing. The security people, about six in all, circled me and helped him hold me against my will, illegally.

I repeatedly demanded that the security staff call the police, they refused. I repeatedly demanded that they identify themselves, they refused. At least twice, I demanded they call their supervisor, they refused. In fear of my physical safety I literally, and again, repeatedly, screamed, Police! Two transit cops responded. Their file is s.15 After making me show my identification, and some discussion, they forced an apology from the store employee directly involved. They did not require him to identify himself, the store supervisor who instructed him to attack me, nor did they require any of the security staff to identify themselves, nor did they take any names of the fifty or so witnesses who were in the food fare; employees and customers.

After the Transit Police left the mall, the store supervisor employee, a blonde woman with an Australian accent, talked to a security guard, whom I later photographed. He then came up to me and ordered me out of the mall. I refused. He also refused to show me his identification, and refused to call the police when I told him he should. He then kept bumping into me and tried to knock me backwards down a flight of stairs. s.15 I don't have the energy for this physical stuff. This was witnessed by the blonde woman and another security guard who was on door closing detail. The mall shuts down at 6pm and usually two guards close the main doors.

s.15

This guard then ran ahead of me and after talking to the Concord guard on duty at the SFU campus, the mall and the SFU campus are separate, this SFU guard refused me entry.

I later complained to Subby Grewel the supervisor of these security guards but he only did the least he had to, in order to get the information from me.

In my complaint to the Security Programs Division I asked for financial penalties against Concord Security, the misbehaving security guards as well as suspensions of these people for refusing to obey the Security Act, section 8, to identify themselves; refusing to call the police, and their participation in my illegal restraint and the other separate incident. I was clear about there being two incidents.

In Fraser Marshall's letter to me, January 14 2013, about the s.15 he says "I have been unable to find any evidence that would corroborate your allegations." This is about ten months after I complained. I now think that no effort was made to investigate this complaint about these two incidents in a thorough and timely manner. Other, that is, than Mr. Rikhia, several months later, talking to the Concord Supervisor, Subby Grewel, who wasn't even present at the time.

The replies I have received from the Security Programs Division have almost nothing to do with my written complaints. Their replies ignore and trivialize my complaints. In the email I sent to Hitchcock you should be able to see how they demeaned my efforts to get them to enforce the act, as I believe they are by oath sworn to do.

When you review this file please let me know if it contains copies of my emails: one to Rikhia, and the other to Hitchcock. If not I will copy them to you.

In my opinion these people of the Security Programs Division are incompetent and should be replaced. They seem to think that the Statute is something that they can treat as if it were a personal item they can enforce or not as the mood strikes them.

2) If possible I would also like to complain about the Transit Police constable who attended at the time of the first incident. He refused my demands for a charge of assault against the s.15 employee; did not have anyone else involved identify themselves; did not take the names of the witnesses; and later, I believe only after I complained to his Supervisor, filed a report that has only the deficiency of detail to mark it as significant. Transit Police report s.15

His intervention, or should I call it interference, only produced the result of trashing my rights to have the RCMP deal with these people as they should have been dealt with, that is criminally, and trashed my civil rights for any other remedy that would have been ordinarily available to me.

Thank you.

s.15

P.S. - Can the Security Division be ordered to redo this investigation?