



# CASE STUDY: FULL SERVICE SECURITY SOLUTIONS

***"I can't think of any other private security force that is as disciplined, reliable and professional as Commissionaires Ottawa."***

**Richard Courtemanche**  
CHIEF, SECURITY OPERATIONS & NRC  
CONTROLLED GOODS MANAGER  
SECURITY SERVICES  
NATIONAL RESEARCH COUNCIL CANADA



## NATIONAL RESEARCH COUNCIL CANADA OVERVIEW

- > Comprises 19 institutes, branches and national programs;
- > Employs 4,200 people across Canada; and,
- > Contributes to the competitiveness of Canadian industry.



[www.nrc-cnrc.gc.ca](http://www.nrc-cnrc.gc.ca)

## NATIONAL RESEARCH COUNCIL CANADA

Established in 1916, the National Research Council (NRC) is Canada's leading organization for scientific research and development. It functions as an agency of the Government of Canada and reports to Parliament through the Minister of Industry. NRC is dedicated to giving Canadian industry a competitive edge while developing solutions to Canada's national science and technology priorities. NRC scientists, engineers, technicians, advisors and managers are constantly looking to match innovative Canadian businesses with exciting S&T-based commercial opportunities. Industry, university and government partners benefit from NRC's specialized equipment, facilities, and services.

Through the decades, NRC has contributed to the development of the pacemaker, canola, computer animation technology, the meningitis vaccine, and the Canadarm. Today, NRC is focused on helping Canada become one of the world's top five R&D performers.

## CHALLENGE

NRC has research facilities in every province across Canada. Thousands of full-time and visiting experts are assigned to diverse R&D laboratories and work in an environment of security-sensitive equipment, devices and information.

In the National Capital Region, NRC has facilities in three locations: Montreal Road campus, 100 Sussex Drive and Uplands. The Montreal Road campus stretches across a vast expanse of property that is open to the public. Employees, visitors and local citizens often congregate in these peaceful and attractive surroundings – known for an abundance of dog-friendly walking trails, soccer fields, baseball diamonds, picnic spots, wooded areas and wildlife sightings.

"On the one hand, this is a welcoming place and we are welcoming people," says Richard Courtemanche, Chief, Security Operations & NRC Controlled Goods Manager. "On the other hand, we never let our guard down when it comes to protecting our people, facilities, technologies and information. At NRC, security is of paramount importance."

To further strengthen its on-site security teams, NRC has traditionally relied on outsourced private security professionals.

## SOLUTION

Round-the-clock vigilance – with a smile – requires an experienced security presence that is alert, meticulous and quick to respond. In its earliest years, NRC turned to the RCMP to help secure its research facilities. In 1946, it began to rely on commissionaires.

"Our relationship with Commissionaires has grown over the years. It is reassuring to know that many of their security professionals have experience in the military or RCMP. They are reliable, efficient and have integrity," explains Mr. Courtemanche. "Commissionaires are a good match for our work culture and we consider them to be a valuable part of NRC's security."

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**OUR MISSION:** To provide security services that exceed our clients' expectations by deploying the very best disciplined, experienced and trained security professionals.

 **COMMISSIONAIRES**  
TRUSTED · EVERYDAY · EVERYWHERE  
OTTAWA



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Today, about 50 commissionaires support NRC in Ottawa while dozens more support NRC's research facilities from coast to coast. One of the primary functions of commissionaires is to provide access control at property perimeters or building entrances. At each NRC campus, commissionaires are stationed at strategic vantage points to monitor traffic, survey the grounds, greet visitors, check security passes, and provide a visible security presence.

Another primary function of commissionaires is to conduct vehicle and foot patrols. This involves thorough and ongoing inspections of NRC's properties and buildings. Outdoors, this would include examining fenced and unfenced perimeters, checking windows and doors, patrolling parking lots, investigating anything that is unusual or suspicious, ensuring walking surfaces are safe, and even escorting lone employees to their vehicles after dark. Indoors, this would include setting or checking alarm systems, doublechecking locks, as well as reporting potential or actual safety or security hazards. During their patrols, commissionaires work with an electronic guard tour monitoring system as well as sophisticated communications devices and surveillance equipment.

"Commissionaires are our eyes and ears on the front lines. We rely on commissionaires to alert and provide support to our on-site security teams the moment a safety hazard, security-related concern, incident or emergency occurs," says Mr. Courtemanche. "We count on them to follow our security protocols with precision."

## RESULTS

CWO Irv Goertzen is the Section Supervisor for all three NRC locations in Ottawa. He devoted 26 years to the RCMP before launching a second career as a commissionaire in 1996. CWO Goertzen has been dedicated to this post since 1999 and is responsible for managing employee resources, conduct and performance. He also serves as both a core contact and managing link between the NRC, on-site commissionaires and the Commissionaires Business Operations Manager.

"The larger the campus, the larger our scope of work. Here in Ottawa, commissionaires are securing multiple access points and dozens of buildings," says CWO Goertzen. "Each patrol vehicle puts on 5000 km every three weeks. Our foot patrollers walk hundreds of kilometres throughout the year. We operate a central dispatch point, similar in function to a security operations centre, that is quick to trigger a well-planned and executed chain reaction of support the moment an emergency or other security-related incident is identified. This central dispatch point also multi-tasks as an information centre for employees and visitors, so our commissionaires really need to know their stuff."

The Section Supervisor continues, "We have a commissionaire who is not only familiar with our organization's national and international training program and standards, but who also provides enhanced on-the-job training that is specific to the needs and expectations of NRC's security teams. Whether it's to deter or respond to incidents, commissionaires are highly trained to exercise vigilance and spring to action on our client's behalf."

Mr. Courtemanche adds, "Commissionaires are a stable presence; they are loyal to us and our security needs. They go the extra mile. I couldn't imagine working with anyone else."

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