



## DECLARATION OF SERVICES

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The **Parity Committee for Security Guards** is proud to present its declaration of services.

This statement contains commitments that respect the values and mission of the Parity Committee as well as the needs of employers and employees subject to the Decree respecting security guards.

## OUR MISSION

The **Parity Committee for Security Guards** ensures that the provisions of the Decree respecting security guards are applied, respected and promoted to ensure that the rights of employees are respected while promoting healthy competition between employers in the industry.

## OUR ORGANIZATIONAL VALUES

The **Parity Committee for Security Guards** is committed to carrying out its mission with **integrity, respect, fairness, confidentiality** and **thoroughness**.

### Integrity

We are committed to ethical conduct and authenticity in accordance with the values and principles of the Parity Committee.

### Respect

We maintain courteous and professional working relationships that promote collaboration, mutual aid and respect without discrimination, harassment or violence.

### Fairness

We adopt a neutral attitude that shows no preference. We are objective in our search for the facts and the truth.

### Confidentiality

We do not share confidential information entrusted to the Parity Committee and its representatives. We do not disclose the identity of an employee involved in a complaint or the identity of a whistleblower, except with their consent.

### Thoroughness

We stand by our commitments and work objectively with accuracy and fairness, with no room for complacency.

## OUR SERVICES

For **information and complaints**:

- We inform employees and employers of their rights, duties and obligations under the following laws and regulations:

- Act respecting collective agreement decrees
  - Decree respecting security guards
  - Regulation respecting the keeping of a system of registration
  - Regulation respecting the monthly report
  - Levy regulation
- We respond to inquiries from employers and employees.
  - We receive complaints and denunciations in case of violation of the Decree.
  - We provide a website with online services, offices in Anjou and Quebec City, as well as guides and tools.

For **investigations, audits and enforcement of laws and regulations**:

- We support employers in applying the Decree as well as the applicable laws and regulations.
- We conduct investigations and inspections at workplaces and employers' offices.
- We claim amounts owed to employees from employers.
- We initiate civil proceedings when claims filed are not resolved or are disputed by employers.
- We initiate penal proceedings against employers and employees who commit offences punishable by fines under the provisions of the Act respecting collective agreement decrees.

## OUR COMMITMENTS

Concerning the **processing of your request**:

We are committed to treating your request with respect, courtesy and professionalism.

We specifically commit to:

- Handling all requests in accordance with our values.
- Gathering your version of the facts.
- Keeping you informed of the progress of the file related to your request.
- Processing your request as quickly as possible, considering the complexity of the case and the cooperation of the parties involved.
- Preserving the confidentiality of the information transmitted to us.

Concerning **accessibility and timeliness of services**:

- Our Montreal office is open Monday to Friday from 8:00 am to 12:00 pm and from 12:45 pm to 4:30 pm and our Quebec City office is available by appointment.

- We offer a bilingual service (French/English).
- Our offices are accessible to people with reduced mobility
- Any request (complaint, information, support, etc.) can be addressed to us by phone, email or in person at our offices.

**AT OUR OFFICES:** We are committed to meeting you in person and responding to your request during your visit. If you wish to meet with a specific person and have not made an appointment, we will do our best to accommodate your needs.

**PHONE:** We commit to answering your request directly or in the case of a voice mail message, within one business day of the message being delivered. If the person contacted specifies in their message that they are away for a specific period, we will respond to your request within two business days following the person's return to work.

**WRITTEN COMMUNICATION:** We commit to communicate with you within a maximum of 5 working days following the reception of a request sent by mail, e-mail or fax. If the person contacted by e-mail specifies via the automatic reply that they are absent for a specific period, we will respond to the request within two business days following their return to work.

**INTERNET:** We are committed to providing up-to-date information and making as many documents and services available as possible.

## YOU HAVE AN IMPORTANT ROLE

For us to meet our commitments, **your collaboration is essential.**

When you file a claim with the **Parity Committee for Security Guards**, we count on you to:

- Interact with respect, courtesy and cooperation.
- Provide us with complete and accurate information.
- Provide us with the required information/documents as soon as possible.
- Inform us of any changes to your situation.

If you have any comments or dissatisfaction with an intervention by a Parity Committee representative, we invite you to contact one of the following people:

### **Comment regarding an inspection department employee**

- Mr. Dominic O'Brien, Manager of inspection, poste 231

### **Comment on a Claims Department and Monthly Reports Employee**

- Mr. Dominic O'Brien, Manager of inspection, poste 231

### **Comment on any other staff members of the Committee**

- Ms. Stéphanie Corriveau, General Manager, poste 226

If you wish to file a written complaint about the quality of our services, you may complete and submit the [Parity Committee's service complaint form](#) or contact us to obtain a paper copy of the form.

## TO CONTACT US

### Online

[www.cpasecurite.qc.ca/en/](http://www.cpasecurite.qc.ca/en/)

### By phone

Montréal : 514 493-9105

Sans frais : 1 800 361-5442

Québec : 418 871-3943

Sans frais : 1 800 463-3943

### By mail or at our offices

#### HEAD OFFICE

7151, Jean-Talon East St.

Suite 1000 (by mail)

Suite 800 (in person)

Anjou (Quebec) H1M 3N8

#### BRANCH (by appointment)

3333, du Carrefour St.

Bureau 270

Quebec (Quebec) G1C 5R9