SAMSONSHIELD™

Your Employee Journey

Rethinking Urban Concierge

Founded in 2009, Samsonshield is proudly 100% Canadian owned and operated and is an equal-opportunity employer.

Welcome To Samsonshield
Open Letter From Our Founder

Welcome to Samsonshield!

Since we created Samsonshield in 2009, we have had a very strong vision of how we would like our employees to be treated and how Samsonshield will operate within the residential condominium business environment.

We hold ourselves to a very high standard of ensuring that our employees are the best paid, best trained, best mentored and best supported in the industry. For us personally and at Samsonshield as a company, nothing less is acceptable. We deliver what we promise each time, every time.

At Samsonshield, we are proud to have created a very different employee-focused environment within our company; something that is also unique to the condominium security industry. The Samsonshield Employee Journey will highlight some of the differences between our company and the rest of the industry, and give you examples of why we believe we are second-to-none when it comes to how we treat our staff.

Samsonshield is a highly process driven organization and an innovator and leader in the industry. These processes have been created to support our employees. We believe that The Employee Experience must be equal to The Client Experience because if the employee experience suffers, the client experience surely will.

Our processes have been created to support our employees and to deliver consistent results each time, every time. For us personally and at Samsonshield, nothing less is acceptable.

As an employer, our pledge to our employees is that of honesty, transparency, dedication, and support. After all, it's not just our clients who deserve nothing but the very best!

Our Human Resources and Supervisory Teams will be happy to answer any questions you may have. We look forward to your journey as a member of our team!

Sincerely,

Quintin Johnstone
Founder, Samsonshield Inc.

This Is Who We Are

Samsonshield employees are the most critical element to our success. Our employees routinely interact with residents, clients, and the public, and understand that they are brand ambassadors; not just for Samsonshield, but also for our clients.

Samsonshield has a clear vision of how we were created, what we aspire to be and emphasize the behaviours that we believe facilitate our vision. Our company core values are a primary component of what Samsonshield stands for, what is expected and how we treat each other when we undertake our business initiatives. Our core values are central to all our work and underpin Samsonshield's simple yet complete brand promise. **This Is Who We Are.**

Leadership
We will be leaders and will craft leaders
Integrity
We are ethical and reliable in everything we do
Achievement
We are determined to surpass our own expectations
Teamwork
We work as one team for the benefit of our clients and key stakeholders
Community
We contribute to the quality of life in the communities in which we work

This Is What We Do

Founded in 2009, Samsonshield does one thing and one thing only.

We exclusively provide outstanding concierge, security, investigative, risk management, VIP protection, and event-based valet services to higher-end residential condominium communities in the Greater Toronto Region. What sets us apart from other companies in this industry is that we do not try to be all things to all people. We specialize only in residential condominiums.

Our employees' health and well-being is of the utmost importance to us.

We ensure that regular 8-hour shifts are maintained so employees have time to rest.

As an employee, you deserve a company that treats you with respect, provides you a safe and comfortable working environment, supports you in your role, pays you the best wages in the industry and has very real promotional opportunities that will assist you in advancing within the organization.

We believe Samsonshield is the company for you.

This Is Why We Are Different

From a client experience perspective, our attention to detail and our advanced service model has assisted Samsonshield to build a very strong reputation in this industry and is in fact, an industry innovator and leader.

Testimonials from clients, guests, property managers, fellow outsourced service providers, and our past and current employees speak loudly.

From an employee experience perspective we believe strongly that as an employee of the Samsonshield team, we want you to know that we will provide you with the best pay, benefits, training, mentoring and support.

Our employment offering and standards are the highest in the industry. Our training is second to none and is included at no extra charge.

We believe that the Employee Experience must be equal to The Client Experience because if the employee experience suffers, the client experience surely will.

This Is Why Are We Different.

What's In It For You?

You work hard.
You are dedicated.
You want a future.
You want a real job.
You want to be treated properly.
You want real answers.

So what's in it for you? Our answer is simple.

Quite a Lot!

Part of our Samsonshield brand is to ensure an employee experience that is second-to-none. We understand that the only way to get the best is to offer the best.

At Samsonshield, we understand that our employees are the most critical element to our success. As front-line workers who routinely interact with residents, clients, and the public, our employees are our brand ambassadors; not just for Samsonshield, but for our clients as well.

We believe in win-win solutions for all our employees.

The Samsonshield Foundation

“Founded in 2017, The Samsonshield Foundation is Dedicated to the Realization of the Goals and Dreams of the Children of Samsonshield Employees”

Since incorporation in 2009, and as part of the ongoing employee journey Samsonshield, routinely assists employees and their families not only at work but to improve their overall lives. Incorporated in 2017, The Samsonshield Foundation is a federally registered corporation and a Not-For-Profit specifically designed to further the best interests of employees and their families.

The foundation will grow in scope and depth over the years, but the primary focus initially will be to assist the employees of Samsonshield with the educational growth and special needs of their children. Each and every year, the Foundation provides funding and support for the children of Samsonshield employees to improve their education through bursaries and money for special needs.

As an employee of Samsonshield, you will have the opportunity to participate in this very important foundation each year.

The Samsonshield Employee Journey At A Glance

The following is an analysis of our offering to
employees of Samsonshield compared with the industry standard:

Feature	Samsonshield Standard	Industry Standard	Commentary
Wages	Highest Paid	Minimum Wage	✓ We test the market often to make sure our wages are the highest in the industry
Employment Guarantees	Guaranteed by Contract	Often No Contract	✓ Our commitments are always in writing
Employee Benefits	Included	Rare	✓ Our benefits package is a leader in the industry (Health, prescription, dental, vision & life insurance)
Probation	3 Months	Often 6 Months	✓ Samsonshield is determined to train, support and mentor you in three months
Employee Wellness Program	Included Free	Very Rare	✓ Samsonshield has an Employee Family and Assistance Program (EFAP) to assist you & family
Employee Support	24 / 7 / 365	Poor	✓ Samsonshield has very close-knit teams that supports employees in real time 24/7/365
Employee Recognition	Real Recognition	Very Rare	✓ We recognize the hard work of our employees
Workplace Harassment Response	Immediate Response	Often Never	✓ Our Workplace Harassment Response is immediate
Children's Foundation	Yes	No	✓ The Samsonshield Foundation was created to support the hopes and dreams of the children of our employees
Schedules	Fixed & Consistent	Rotating & Uncertain	✓ Samsonshield schedules are pre-set and consistent
Shift Durations	Fixed Shifts 8 Hours	Rotating Shifts 10 - 12 Hours	✓ Samsonshield shift schedules allow employees to know their shift schedules months in advance
Site Locations	TTC Friendly	Anywhere & Everywhere	✓ Samsonshield locations are all strategically located within walking distance to TTC subway lines
Fixed Locations	Fixed Locations	Rotating Placements	✓ Samsonshield provides fixed locations to ensure clients see familiar faces in their communities
Coworker Teams	Fixed Teams	New Faces All The Time	✓ Samsonshield has a dedicated tight-knit team at each condominium with very low turnover
Growth & Promotion	Real Opportunities	Often Nepotism & Favoritism	✓ Very real growth promotion opportunities × No tricks, nepotism or favoritism
Training	Paid	Often Never	✓ Training is paid for employees
Uniforms	Custom Fit Suits & Cotton Shirts	Off the Rack Polyester Uniform	✓ Comfortable custom fit suits with English cotton shirts × No games, mark up or administration fees
Supervision	Positive & Constructive	Negative & Demeaning	✓ Positive supervision that mentors and supports employees in a helpful manner
Work Environment	Only Condominiums	Everything & Anything	✓ Samsonshield only works at residential condominiums as this is a very safe environment
Staff Turnover	Low	Very High	✓ Our staff turnover is very low compared with the industry standard because we treat our employees better
Paperless	Yes	No	✓ Samsonshield employees work only within a virtual environment where no memo books are used

We Celebrate Our Employees

At Samsonshield we not only recognize and thank our employees for all the little things that are done every day that makes our organization such a great success story, but we also celebrate significant achievements through our Recognition & Awards Program.

Each week our Senior Management Team reviews all the great work that is done by our team and rewards employees.

Each year we selected the Best-of-the-Best of Samsonshield in the following areas:

- New Employee of the Year
- Supervisor of the Year
- Employee of the Year

Be Part Of Giving Back To Our Communities

Samsonshield is rooted in our strong core values and social responsibilities. We routinely create opportunities to give back to the residents in the communities we proudly serve.

- The Samsonshield Foundation
- Terry Fox Run
- Daily Bread Food Bank Drives
- Charlie's Free Wheels
- Biagio Help the Homeless Program
- ISN-Durham Region Cops for Kids Charity
- Pete Miller Memorial Charity and more...

The Next Steps in Your Employee Journey

The fact that you are determined to be hired by a first class rganization like Samsonshield sets you far apart from your peers in the security industry. You deserve nothing but the best.

Every month Samsonshield receives hundreds of résumés and only picks the best-of-the-best. We will both go through a course of checks and balances to ensure two things:

1. That you are the right candidate for Samsonshield.
2. That Samsonshield is the right company for you.

While we conduct our due diligence on you, we provide you the opportunity to visit our sites and speak with our current staff who will give their candid opinions on how Samsonshield treats them.

We urge all employee candidates to make a list of want they believe are the best qualities that any company can offer and check off all the boxes in your wish list. We believe that Samsonshield has everything you are looking for and that you need.

We believe strongly that the employee and Samsonshield are two sides of the same coin in the employer / employee equation. At Samsonshield you are not just an employee number or a body to fill a shift. Let us show you why.

SAMSONSHIELD™

We Want You As A Valued Member Of Our Team!

Visit samsonshield.com to apply today!

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(416) 214-1717

ACMO Association of Condominium Managers of Ontario

TORONTO REGION BOARD OF TRADE

CCI

PAN-ETHIC