



Overall, 2016 was a year of considerable achievements in many areas. Here is a brief overview:



Quebec Regional Council named Council of the Year in 2016!

From left to right starting from the top: Daniel Leblanc, Maxime Lafrenière, Chantal Bélanger, Robert Branchaud, Jean Rho, Robert Leduc, Michel Houde, Denis Primeau (trophy in hand), Danielle Paquin (CANASA), Denis Bouchard, Gaétan Bordeleau.

Absent: Vanessa Blouin, Luc Champagne, Normand Fiset, André Laplante, Karl St-Laurent, François Sorel.

Thank you to all volunteers from the CANASA Quebec Regional Council

On behalf of CANASA National President, Richard McMullen and on behalf of CANASA staff, we thank all volunteers from the CANASA Quebec Regional Council. This group is undeniably devoted to the CANASA cause as demonstrated by their hard work as volunteers. The CANASA Quebec Regional Council assumes the direction of the political interventions, the setting up of a program of events and meetings of information for the members while taking care of the interests of the members.

All volunteers from the CANASA Quebec Regional Council have generously dedicated over 400 hours to CANASA:

- Eight (8) Board meetings
- A dozen meetings including those devoted to one of the committees: Activities and recruitment, the Central Stations Committee and the Government Relations Committee.

Membership Registration for CANASA 2016 Activities

- A total of 600 registrations for social events, 2016 information meetings (9 meetings, Sales, ULC, including social activities, golf tournaments, wine and cheese tasting, etc.)

See for yourself how CANASA works for you...

Overview of 2016: 12 months in a few sentences...

The Quebec Regional Council and CANASA's regional councils across the country are working closely to implement the measures needed to represent the interests of members and offer them a range of customized services.



CANASA, the voice of the industry was present to represent you!

Bell Fibe: Introducing new technologies that disrupt security systems (October 2016)

Once again, without the intervention of CANASA, monitoring stations, installers and our clients would be facing a serious problem. Last October, CANASA worked on this file and was able to obtain the co-operation of Bell in order to find solutions and re-establish communication between the monitoring stations and the alarm systems of clients who use Bell Fibe.

It only took CANASA a few days to establish a working committee and to coordinate efforts between

Bell and the monitoring stations' representatives. The issue had repercussions in Quebec and Ontario.

To date, the problems are almost entirely solved. However, this situation gives us pause for thought, as it is becoming more and more difficult to dock old security systems to new technologies, especially when it consists of communicating information via telephone lines rather than Voice over IP. On a positive note, in closing, it should be noted that Bell is committed to working even more closely with us.

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Poaching and disinformation campaign (April 2016)

CANASA was distributing a flyer at the Laval Security Canada Trade Show and e-mailing it to all its members in order to appeal to their vigilance of a disinformation campaign conducted by the unions during the raiding period. This campaign, which conveyed erroneous statements about CANASA's intentions regarding the review of the jurisdiction of the trades, was conducted despite the fact that we had explained our position well in our meetings with the unions.

Collective Agreement of the Construction Industry

CANASA is already participating in preparatory meetings for the negotiation of the collective agreement 2017-2020. The ACQ (Association de la construction du Québec) is the official spokesperson for the applications and receives those of the union. Jean Rho, Denis Bouchard and Karl St-Laurent are members of the standing committee consulted by the ACQ during the negotiations. In return, this committee wishes to have the pulse of the industry by forming an advisory committee, in order to better understand the issues and expectations our members in terms of collective agreement. Check out the January 2017 CANASA Update: we have a call to action to invite you to join this committee.

- To follow in 2017: call for members of the advisory committee, bulletin on the state of negotiations.

RBQ (Régie du bâtiment du Québec) increasing the rate of bonds

According to our sources, several organizations, such as CANASA, were informed at the last minute about the change in rates of bonds required for security system installers and

general contractors. In spite of this, CANASA was able to negotiate a very advantageous price for bonds of \$ 20,000 and \$ 40,000 in effect since September 18. In fact, CANASA offers very competitive rates for the purchase of bonds for the RBQ or the BSP. In either case, members benefit from significant costs savings. This privilege is reserved for the members, to know more, do not hesitate to contact Romina our new Member Services Specialist (1-800-538-9919 ext. 223)

Regulation on false alarms (intrusion) for the City of Québec: Effective January 1, 2018

This file has been ongoing since the end of 2013, and CANASA worked on it closely with the City of Québec, which led to the development of a regulation that is fair for all. False alarms are a major problem that is detrimental to our industry and its progress, as well as the efficiency of a monitoring service 24 hours a day, 7 days a week, in co-operation with emergency services. Let us recall that without the intervention of CANASA in 2013, the monitoring stations would have been billed for all the false alarms. This situation is ineffective in achieving the goal of reducing false alarms.

As a result, the solutions put forward encourage the accountability of all parties (consumer, installer and monitoring station) who, if they respect their obligations, are not exposing themselves to the administrative penalties provided for in the new Regulation 884. In January 2017, we will be setting up committees, so look out for announcements to this effect.

Shared responsibilities

Building on their objectives and understanding of the situation concerning human error, which is

often the cause of unfounded calls, the City of Québec and CANASA have agreed to work together to make stakeholders who play a role in the protection of property and persons more accountable. Among other things, with this new regulation:

- once a year, the consumer is required to review his or her list of calls, on which three different telephone numbers must be listed, then to provide that list to the service provider (installer or monitoring station). It could be three different people or three different numbers enabling the same designated person to be reached for the protected site. It is also recommended to choose, when possible, people located close to the protected site and who can keep an eye on the protected site;
- if the client's provider is an installer, he or she is responsible for providing the verified list of the three telephone numbers to the monitoring station with which he or she works. Failure to do so when a false alarm occurred, will result in the client or the supplier incurring administrative penalties provided for in this regulation; and
- the station is responsible for carrying out a preliminary check, that is, it must call all three numbers provided on the list before requesting police enforcements from 9-1-1. Failure to do so when a false alarm occurred, will result in the station incurring an administrative penalty provided for in Regulation 884.

Unique in Québec: an electronic data communication module between 9-1-1 and monitoring stations

To improve its emergency services, the City of Québec's 9-1-1 department is innovating and investing in a computerized electronic method of

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(CANASA, the voice of the industry ... continued from previous page)

communication that will reduce wait periods and human error that can sometimes occur during telephone communications. Two options are available for monitoring stations: they can either keep the current method of processing emergency calls, or opt for a one-time investment in a "computerized gateway" that will allow for emergency service requests to be transferred via an electronic platform.

In the first scenario, the station will be required to respect the requirements and obligations of the City concerning information on the clients served by the station. The other option consists of a one-time investment in a computerized communication module that will enable emergency calls to be transmitted electronically.

Implementing the new regulation

To ensure the success of this new regulation, CANASA is

establishing two committees: one for communications and one for technology. The details regarding the mandates and recruitment process for volunteers to set up the committees will be announced later early 2017. The technology committee, will enable the implementation of an electronic service between the City and monitoring stations.

Trade jurisdiction review (ongoing file)

The Government Relations Committee held meetings with The Association de la construction du Québec (ACQ) and the Commission de la construction du Québec (CCQ) officials to explain CANASA's position, as well as the rationale for supporting the creation of an electronic security system installer trade.

More to follow in 2017.

2017 CALENDAR

Training and Information Sessions (Montreal and Quebec)

RBQ: review of the National Building Code

ULC: new standard S302

Business Law by Bernier Beaudry Lawyers: The Shareholders Agreement Is the camera installed or not?

CCQ: to do and not to do or what is subject and what is not ...

Business networking activities

NEW! Symposium (March)

The impact of technologies on the security industry, a must to put on your calendar.

Security Canada Expo (Laval, April 26)

CANASA 40th Anniversary Celebration Party (Laval, April 26)

Montreal Golf Tournament (May 18)

CANASA's Meet & Greet (November and early December)

*Dates subject to change.

Members of the CANASA Quebec Regional Council and Special Advisers 2015-2017

Executive Council

Michel Houde, Central Group (*Chairman*)
Jean Rho, Technilogic Technical Consultants (*1st Vice-President*)
André Laplante, Central Alarme Bromont (*2nd Vice-President*)
Denis Primeau, Technisécur Electronics (*Treasurer*)
Chantal Bélanger, Advic Sécurité inc. (*Secretary*)

Council Members

Vanessa Blouin, Residencia
Gaétan Bordeleau, ADT (*Chair, Activities and Recruitment Committee*)
Robert Branchaud, Ionodes
Maxime Lafrenière, CDVI
Daniel Leblanc, ADT Protectron (*Activities and Recruitment Committee*)
Robert Leduc, Lanvac (*Activities and Recruitment Committee*)
François Sorel (*October 2016 - Activities and Recruitment Committee*)
Karl St-Laurent, Sécur-Icare (*Government Relations Committee*)
Vacant position

Special Advisers

Normand Fiset, *Representative on the Board of Directors of the Bureau de la sécurité du Québec (BSP)*
Denis Bouchard, *Representative on the Professional Training Committee for the Construction Industry (CFPIC)*

A big thank you to those who had to leave during the mandate:

Luc Champagne, Yvon Roy Electric (*until September 2016*)
Michel Labelle, Tri-ed (*until May 2016*)

Annual review in photos!



CANASA evening, April 2016 — CDVI, the evening's sponsor, and guests



Celebrating the 25th anniversary of membership with CANASA for Alarmes Pelletier and Alarme Technique S.L. inc.



ULC training in Boucherville. Thank you to Louis-Philippe!



Members who obviously love each other... :)



Étienne Langevin's wicked sense of humour



Everyone deserves to have their photo taken to remember the fun times during CANASA's golf tournament



Cheers! Wine and cheese tasting at the Planetarium Rio Tinto



Your attention, please! We are reminding you of the sales' principles, 2016 edition!



Ending the year on a high note at the Manoir Montmorency!