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# RISKBOSS

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Preventing the Predictable

**Riskboss is pleased to offer the following seminar to  
residential condominium property management firms**

**Managing Risk When  
Changing Condominium  
Service Providers**

### Managing Risk When Changing Condominium Service Providers

Since 2009, at Riskboss our sole purpose is to predict inevitable risk and prevent failures due to obvious outcomes. This includes helping manage the risk of property managers who oversee residential condominiums.

With the change from the Liberal government to the Progressive Conservative government in Ontario in 2018, there came changes to a number of laws that directly affect residential condominiums. Many of these changes are generally known and property management firms have developed strategies to manage risk to their clients.

Riskboss has found; however, that some of the complicated nuances surrounding changes to a few laws are not widely known or completely understood.

There are many traps and pitfalls that can occur when changing service providers in condominiums.

Unintended consequences and unrealized expectations often occur and can have serious long lasting impact to condominium corporations.

This is predictable but it is preventable.



**We Are Here To help !**



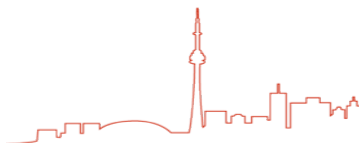
At Riskboss the question we hope to assist you with is:

**Are you prepared to manage risk when changing service providers?**

This Riskboss seminar has been specifically designed for residential condominium property managers on recent changes to laws in Ontario impacting service providers in condominiums.

#### Learn How To:

- ✓ Understand what laws impact changing service providers
  - ⇒ Section 69.1 of the Labour Relations Act
  - ⇒ 'Bill 7' Legacy Employee Retention at Turnover
- ✓ Develop a comfort level when dealing with bidding processes
- ✓ Build fundamental elements to your communication strategies
- ✓ Accurately answer questions from Board members on the law
- ✓ Get and keep good service providers
- ✓ Manage your personal risk and the risk of your clients



## Section 69.1 of the Labour Relations Act (RSO)

You are a property manager of a residential condominium in Ontario and have just been advised that your security or cleaning company has unionized without your knowledge.

You contact the lawyer for the corporation and are shocked to learn that regardless of the condominium corporation's opinion and wishes, the Collective Bargaining Agreement (CBA) from the existing company is now attached to your condominium corporation. You learn further that any new company that takes over (whether unionized or not) must unionize their staff at your site and use the specific CBA of the former company. Regardless of whether a new incoming provider is unionized, all employees of the new service provider at your site must unionize and become part of the CBA of the outgoing company.

This is a very real example of what is happening in residential condominiums and organizations all over Ontario anywhere building service providers are found. This is a significant change in the labour relations landscape not only for the businesses operating in the building services sector but residential condominium corporations as well.

The question whether to use unionized versus non-unionized service providers is not the issue as there are distinct advantages in using both. The question is whether as a property manager representing your client's best interests, are you prepared?

**Learn how Section 69.1 impacts your residential condominium and as a property manager, what you can do about it.**

## 'Bill 7' Legacy Employee Retention at Turnover

You are a property manager of a residential condominium in Ontario and have just been advised by the Board that they want to change the security or cleaning company.

Your Board members demand that you engage one or more of the existing employees and ask them to stay at the site and join the new company. The Board then demands that you engage the new service provider with conditions to hire some existing staff currently employed by the current service provider. The new company that has been chosen either tries to hire (poach) the current staff at your request or refuses to hire anyone from the existing company.

This is a very real example of what is happening in residential condominiums and organizations all over Ontario anywhere building service providers are found and places property managers in unenviable high risk, no win situations. There are very real dangers when engaging in such business practices.

Legacy (or successor employee) obligations for building service provider employers (or *Bill 7* as it is commonly known as) under the Employee Standards Act in Ontario is probably one of the most misunderstood and misused laws in Ontario. Company owners, property managers and even Board members quickly and easily get drawn into disputes and expensive legal battles related to Bill 7 and very often end up with unexpected outcomes. What should be a very easy, role based process can quickly become a nightmare for everyone involved if not handled properly.

**Learn how to properly deal with Bill 7 issues and as a property manager how to protect yourself and the condominium.**





**Quintin Johnstone**  
President / CEO, Riskboss Inc.  
www.riskboss.com  
Business: (416) 863-6666  
**Direct: (416) 402-4444**  
quintin.johnstone@riskboss.com



Founded in 2009, Riskboss™ does one thing and one thing only. We exclusively provide outstanding investigative, risk analysis and management, and organizational / executive protection advice to notable condominium corporations and other organizations throughout the Greater Toronto Region. Since inception, Riskboss has had one purpose in mind: *To create a company that specializes only in independently and objectively identifying and mitigating risk and providing unique and outstanding client service, nothing more.*

As a founder, president and CEO of Riskboss Quintin Johnstone brings a wealth of experience and expertise also brings with him a vast list of professional contacts and resources all of which provides distinct and unique benefits to his clients. Prior to creating Riskboss, Quintin had a thirty year public career with the Toronto Police Service (TPS) working and supervising in the areas of criminal investigation, major criminal case management, internal investigations, drug enforcement, major case management, frauds, Asian crime, prostitution, youth crime, prostitution and undercover work. He was handpicked amongst his peers to lead 31 Division, Detective Operations where he was in charge of the largest investigative team in the Toronto Police Service overseeing the work of seventy-five detectives.

Being selected to become a member of the exclusive Chief of Police Headquarters Executive Staff in the Corporate Planning Unit, he was involved in creating organizational programs and governance, overseeing recommendations from Coroner's Inquest Juries. Quintin has been awarded and is widely recognized as a subject matter authority in the creation, review, audit, legal compliance and maintenance of organizational governance and has created and implemented some of the most complex business systems and processes that have been realized by the Toronto Police Service.

In 2004, Quintin was the project leader in one of the largest business re-engineering projects regarding criminal disclosure that the TPS has ever undertaken. This project has dramatically changed the businesses practices between the TPS and the Crown in the Public Prosecution Service of Canada (PPSC) (formerly the Federal Department of Justice - DOJ) and the Ministry of the Attorney General (MAG) affecting thousands of end users of this new process. He was seconded to the Ontario Ministry of the Attorney General assisting in organizational changes Ontario-wide.

In 2006, Quintin was engaged to reengineer the corporate governance for one of the largest universities in North America. This project spanned three separate campuses over two Municipal jurisdictions that involved a complete retooling of the policies of the University of Toronto Campus Police.

In 2009, Quintin was commissioned by the prominent Toronto condominium law firm: Gardiner, Miller, Arnold, LLP to lead and re-engineer the business practices of the largest Hong Kong holdings of residential condominiums and commercial properties in Toronto. While reengineering the organization to a more productive culture, he also conducted risk assessments on the organization, residential condominiums and commercial properties. This is what led to the creation of Riskboss.

Quintin has been elected to four boards and has sat on countless committees. This provides him with a unique perspective that assists to exceed Board member client expectations. He is heavily involved in assisting municipal and provincial governments and is routinely called upon as an advisor and to Chair committees. The relationships that Quintin has developed through the years allows for a unique appreciation of how to assist with problem solving and process creation designed to enhance the long term benefits of organizations and communities.

Members of the Riskboss team are on the speed dial of, and are routinely called upon to provide advice and consult with law firms, Boards, leaders of property management companies, general managers of large corporations and have agreed to assist by sitting on and leading (sub)committees regarding risk related issues. We are often requested to chair annual general meetings, to intercede as mediators in problematic organizational issues. We are regular guest speakers with management firms during their training sessions.

Quintin is also the president and CEO of Samsonshield Inc. that is a residential condominium security and concierge provider. Samsonshield is a member of the Toronto Region Board of Trade, the Association of Condominium Managers of Ontario (ACMO), the Canadian Condominium Institute (CCI), and maintains an A+ rating with the Better Business Bureau (BBB). Samsonshield is proud to be included on the *Preferred Vendors' List* for many prominent property management firms in southern Ontario. Quintin has provided advice for over two decades to law firms and property management companies on the application of criminal, provincial and municipal law and process as it relates to condominium communities. He has participated as a guest author creating articles in such publications as Canadian Security Magazine, CCI's - Condo Voice Magazine, Condo Business Magazine and Condo News Magazine.

Suffice it to say that Quintin and his team of professionals under his direction know how to identify and mitigate risk. All of this experience has assisted Riskboss to deliver intuitive and superior client service that mitigates risk to Boards, property managers and organizations.

