



**Drishya Thomas**

Operations Manager



# **NAVIGATING THE ACTION-PACKED WORLD OF EMERGENCY RESPONSE**

## **How One Individual Brings It All Together**

As the Operations Manager for Xpera's emergency services divisions, Drishya Thomas is the critical link between operations and on-the-ground activities in Ontario, Quebec, and Atlantic Canada.

Her ability to inspire cooperation and maintain focus is what makes her an indispensable force in emergency response.

**AN INDISPENSABLE FORCE IN EMERGENCY RESPONSE**





**I work as part of a larger  
team of professionals  
who each bring  
their expertise  
to the table.**

**At Xpera, the stakes are high as the team tackles some of Canada's most intricate emergency situations. With multiple sites, diverse teams, and evolving project scopes, every day presents a new challenge.**

This is where Drishya truly shines, managing a spectrum of responsibilities that require sharp strategic thinking and meticulous attention to detail.

She collaborates with an impressive array of clients, including leading insurance and restoration companies seeking security personnel for disaster sites, and federal, provincial, and local governments looking for the manpower and talent to handle fire and flood evacuations.

Her role encompasses everything from procurement and logistics to staff recruitment, resource mobilization, and demobilization. Throughout each stage, she ensures alignment among clients and stakeholders, keeps everyone informed, and keeps projects moving forward. Her expertise is invaluable, helping these diverse stakeholders through the chaos of emergency management.

However, Drishya insists she doesn't do it alone. "As an Operations Manager, I oversee and coordinate various teams during emergency responses, but I work as part of a larger team of professionals who each bring their expertise to the table. Together, we ensure that all critical aspects of the operation are managed smoothly."



**EVERY DAY PRESENTS A NEW CHALLENGE**

## Emergency situations demand large-scale mobilization in a very short time.



**In addition to supporting emergency response operations, Drishya also manages other day-to-day activities within the divisions.**

“Day-to-day operations are more structured and predictable. There’s a steady rhythm to managing ongoing contracts, service delivery and administrative tasks.”

For instance, Drishya recalls Xpera coordinating over 10 expansive sites for a federal client that required a well-orchestrated effort from numerous team members. These projects were large in scope but offered more set clarity and direction once in motion.

While strong coordination, communication, and leadership are essential to serving in both roles, emergency and risk mitigation work is most often high-pressure and fast-paced, often requiring rapid decision-making with limited information.

“Emergency situations demand large-scale mobilization in a very short time. It’s much more intense and time-sensitive compared to our routine operations. So, while the core management skills stay consistent, the pace, pressure, and unpredictability during emergencies set those situations apart.”

For some, being an operations manager for emergency and risk mitigation assignments may seem a far cry from what Drishya went to school for—she graduated from university with an MBA in HR and Marketing.

“At the time, my main focus was on the HR side of things—I was really drawn to the people aspect of business and saw myself building a career there, which I did early on. Later, I worked in customer service and fraud prevention, which helped strengthen my communication and critical thinking skills. When I joined Xpera, I was in a role that combined admin, HR and operations.”

Over time, Drishya found herself gravitating more towards the operational side of things.


“I liked the variety, the fast-paced environment, and the opportunity to make an impact across different parts of the business.”

What does Drishya enjoy most about operations management? The variety and problem solving.

“No two days are the same. I really like being in a role where I can jump in, find solutions, and keep things moving smoothly. It’s really satisfying to see all the moving parts come together.”

## COORDINATION, COMMUNICATION, AND LEADERSHIP





## One of the biggest challenges with these types of scenarios is dealing with the unknown.

**The emergency and risk mitigation circumstances Drishya deals with can include organizing mass accommodation requirements, managing emergency staffing needs, or overseeing security for a labour dispute. One of the biggest challenges with these types of scenarios is dealing with the unknown.**

“You’re often responding to situations that are unpredictable, time-sensitive, and sometimes without any clear precedent. There’s usually limited information to work with, no room for trial and error, and decisions need to be made quickly and confidently.”

And people’s lives are being impacted.

“Many times you’re working with vulnerable populations and handling sensitive information, so there’s a responsibility to be not only efficient but also extremely thoughtful and culturally aware in your approach. It requires a constant balance of urgency, empathy, and strategic thinking—all while staying calm under pressure.”

Even though Drishya is the operations manager, she is a member of a team first.

“These challenges are always tackled as a team effort. I’m just a part of a team that includes a strong admin staff at the office, and security guards, supervisors and incident commanders in the field. By working as a team, we’re able to address things that arise in the most effective way possible.”

That includes processing the emotional aspects of a project.

“It can definitely be challenging, especially when you’re dealing with evacuations, hosting vulnerable populations, or responding to high-stress emergencies. You have to be able to separate the emotional side from the practical decisions that need to be made.”

In these high-pressure situations, a strong team has even greater value.

“Being part of such a dedicated and supportive team, both at the office and in the field, helps us all maintain a sense of perspective and calm. We rely on each other’s expertise and experience to get through the tough times.”

The Xpera team helps their clients get through the tough times too.

“At Xpera, we’ve successfully overseen diverse, complex circumstances before and know exactly how to navigate them with precision and care. We’ve worked with a variety of clients across multiple industries, so we bring a depth of knowledge and a strong understanding of risk management that clients might not have in-house. Because of this, we can ensure our clients’ operations stay secure and their people protected.”



**No two risk mitigation situations are the same, flexibility is critical.**

**When they engage with Xpera, clients know that Drishya and the rest of the team have everything under control.**

"We're highly trained in emergency response and have the resources, systems and processes in place to handle complex situations."

No two risk mitigation situations are the same, flexibility is critical.

"Whether it's adjusting to shifting client needs, navigating new challenges on the ground, or rapidly reallocating resources, our team is adaptable and can quickly adjust to whatever the demands are, ensuring that nothing falls through the cracks. Ultimately, hiring the Xpera team provides peace of mind."

Looking back, Drishya is glad her career journey has taken her from working in HR to where she is today.

"As an operations manager for the security and emergency services at Xpera, I get to work on a variety of demanding projects that require creative problem solving and quick decision-making, which keeps things exciting. I also enjoy the sense of accomplishment that comes from knowing I'm playing a part in making a real difference in high-stakes situations. Being able to have a positive impact on both Xpera and the clients we serve is incredibly rewarding."

**WHEN SHE'S  
NOT WORKING...**

When she's not busy managing operations, Drishya loves spending quality time with her daughter—whether it's doing activities together, going to the library or simply relaxing. She is also a big fan of watching movies with her family.