



# Silhouette

NEWS FROM PROFILE SECURITY SERVICES LIMITED

## Profile and Trigon join forces

**Profile Security Services has entered into a Share Purchase Agreement with Recruitment and Consultancy company Trigon Limited. The deal, signed in April, reflects Profile's strategy of accelerated growth and development to meet the needs of current and future markets.**

Trigon's David Childs will continue in his role as Managing Director of Trigon Consultancy and at the same

time take up the position of Managing Director – Consultancy and Recruitment Division – Profile Security Services Ltd.

Trigon will be based out of Profile's London HQ offices. If you have any security recruitment or consultancy needs or leads, please contact David directly on 07803 933801, at the office on 0208 827 0949, or by email [davidc@trigon-consultancy.com](mailto:davidc@trigon-consultancy.com)



*"I'm delighted to join Profile and to share in its wider development. Profile Security and Trigon will be better able to service their respective client bases as well as look at new markets."*

**David Childs**  
Managing Director of  
Trigon Consultancy

## Issue Highlights...

- ACS exam success
  - Driving down crime
  - Ramsgate ahoy!
  - Cat gets the cream
  - Simon Heath, dragonslayer!
  - Meet the team: Debbie Foy
- and MUCH MORE besides...*

### MD's message



If, like me, you greet any corporate newsletter with a certain sense of dread, I sympathize and I apologize. This first edition of 'Silhouette'

is not the first news sheet of its kind, but it does, however, reflect a fresh and continuing commitment to keep everyone up to date and involved in the goings-on at Profile and in the security industry.

*Silhouette* reaches out to all staff throughout Profile's nationwide network of offices and to the hundreds of security professionals we employ on sites around the country. It will also go out to our clients so that they, too, can become better informed about our plans, initiatives and successes.

A case in point: I'm especially pleased about our new deal with Trigon (see opposite), a partnership that will add a whole new dimension to an already broad base of skills and services at Profile. With quality of staff being so central to what we do, having an integrated recruitment division will help us build stronger partnerships with our clients. It also reinforces our presence in the market as a more complete security solutions company.

Welcome, then, to *Silhouette*, your forum for news, events and feedback. A place where you can keep in touch with the big picture, and with what's going on around the corner. I'd like to thank Andrew Thompson and his team for their great work in pulling together this first edition and encourage you all to keep your news stories, views, announcements and anecdotes coming in. Email them to The Ed at:

[News.Letter@profilesecurity.co.uk](mailto:News.Letter@profilesecurity.co.uk)

**Martin McGowan Scanlon**  
Managing Director

## ACS exam success

**After last year's encouraging results, Profile just went one better. London and Leeds offices both came under scrutiny in February as they underwent their Third Year ACS Verification.**

An external audit carried out under the SIA's Approved Companies Scheme has revealed that Profile has reached an even higher level of proficiency, demonstrating a number of Best Practice processes. This takes Profile into ACS's top 25 per cent ratings tier.



### Spotlight

Group Training and Health & Safety Director Mick Austen welcomed the news: "This is a great achievement considering our size within the market".

The review, which included our National Control Centre in Leeds,

examined a set of mandatory indicators, looking at how the company functions through its leaders, managers and supervisory staff. Also under the spotlight was employee performance at every level and their interaction with customers and their sites.

### Team effort

The positive results are very much a team effort, linking everyone from administration through to operations. Mick Austen went on, "On behalf of the senior management, I'd like to thank everyone involved for all the hard work that has gone into achieving these results. The feedback was very positive in all areas".

## Driving down crime

**Client feedback from leading UK Property Consultancy GVA Grimley underlines just how important a role security can play in these difficult economic times.**

Improvements made since Profile Security took over the Haydock Cross contract in June 2008 are showing through. Barry Mannion, Estates Manager at GVA Grimley's site on the St Helens industrial estate commented: "Profile inherited a well-established, professional team of officers with some eight years of continuous service. During that time, they had worked for

a number of security companies, giving 100 per cent commitment but with little management input."

Under Profile's guidance, Barry's unstinting efforts and those of manager Paul Sopp, things are looking up. Haydock Cross has continued to grow, even in this unsteady economic climate and, feels Barry, "this is due in part to the hard work and commitment shown

by the officers on site in keeping crime at its lowest level for some years".

"Thanks to the support given by Profile management to its officers, they in return now feel part of the company," added Barry. With a measurable improvement in security, the Merseyside complex is confident it will continue to attract new business.



*"Thanks to the support given by Profile management to its officers, they in return now feel part of the company."*

**Barry Mannion**  
Estates Manager at GVA Grimley



Ramsgate Harbour: one of several new business wins in Kent

# Ramsgate Ahoy!

**Profile's London Office continues to win significant new business, with further unusual challenges in the offing.**

One of our most significant successes is the security contract at Ramsgate Port and Harbour for Thanet District Council. Profile won the competitive tender in Summer 2008 to look after the 32-acre site.

Since Profile's takeover, Ramsgate's Harbour Master has noticed a sea change in officer morale and effectiveness, even issuing Profile with a personal commendation in recognition of the improvements that have been achieved.

## **Problems on the quayside**

As soon as Profile was awarded the contract, management stepped in to transfer the existing team under TUPE regulations. Low morale and high absenteeism were much in evidence, a lack of training to the required standards, even a breach of TRANSEC regulations: the port had been issued with a non-conformance order.

Profile used all of its experience to engage with the existing team, carrying out a training gap analysis, setting out development plans for each individual, agreeing the contract requirements

and putting tailored Service Level Agreements and Key Performance Indicators in place.

## **Turning the ship around**

Signs of improvement were quickly evident, especially where staff morale was concerned. A mark of our success, every member of the existing security team chose to transfer across. Mick Austen, Profile's Health & Safety Director and Tony Skinner, the project's Customer Service Manager, made regular visits to Kent to bring their teams up to speed with the latest

search techniques. Security Officers at Ramsgate check and search all foot passengers and vehicular traffic through the port which handles up to half a million freight units and five million passengers each year.

A structured communication process now includes regular site visits from senior Profile personnel, monthly assessments of Security Officers, regular reporting to check compliance and weekly staff welfare meetings. The non-conformance order has also been lifted.

## **A winning formula**

The Port Authority has been very positive in its praise and appreciation of the hard work we have been putting in to make this contract a success. Further duties, those historically undertaken by the port's Duty Operations Manager, are to pass to Profile.

So impressed has Thanet Council been with Profile's service and professionalism, it has awarded the company two further account wins, one for a business park and another for a wind farm project. You could say that when it comes to Kent, Profile has the wind in its sails!



# Cat gets the cream

**Brent Museum in North London was home to an unusual cat recently. No feral moggy, this, but a noble Ancient Egyptian feline dating from the Late Period – that’s around 664 to 332 BC!**

Profile was asked to provide additional security for the VIP’s eight-week visit. The bronze figure is known as the Gayer-Anderson Cat after Major Robert Grenville Gayer-Anderson who donated it to the British Museum. Representing the cat-goddess Bastet, she features a protective amulet, a winged scarab and the kind of jewellery that would make her feel quite at home among some of London’s more fashionable night spots: she wears a nose-ring and matching earrings!

Studied by British Museum scientists, the cat was x-rayed in 2007 (see photo). Such extreme scrutiny was not required during her stay – Profile’s security team made sure the event passed off without incident.

Brent Museum’s gallery features a rolling programme of attractions, as well as permanent displays with interactive activities and exhibits that look at the stories behind the borough’s history. The museum is free and based in the Willesden Green Library Centre.



Profile’s Egyptian VIP

# Highland highlights

**Profile’s Scottish offices have seen quite a number of changes since we last went to press, reports Graham Stirling, Regional Manager, Scotland.**



**Lorna Young** has been promoted to Customer Service Manager for Perth, Fife and Edinburgh.



Our most recent audit at the end of 2008 gave our Scottish offices plenty to celebrate. Where scores for these reviews commonly range between a rating of 20 to 30, we scored an amazing 84! Congratulations to all involved for this remarkable result. There’s no room for complacency, however: the next audit is due in July!



**Glasgow** could soon be host to the latest Profile office. Plans looking at the feasibility of opening a branch in the area are progressing. This would be in addition to our existing network made up of offices in Aberdeen, Edinburgh and our Scotland Head Office in Dundee.



**Congratulations**

Well done to **Ifesinachi Nduka** on the birth of his baby in January.

Best wishes also to **Abayomi Bamisaye** and his bride on their wedding in April.

Congratulations go to **Scott Appleton** on the arrival of his new baby.

Best wishes to **Sanjay Patel** who welcomed a new arrival and to **Duane Harwood**, father to new baby Max.



# Make it your Mag!

*Silhouette* would like to hear from all its readers. It doesn’t matter if you’re in senior management or manning the front line, your views and anecdotes are worth sharing. Send your news stories, announcements and suggestions to The Ed, Silhouette Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD or by email to The Ed at [News.Letter@profilesecurity.co.uk](mailto:News.Letter@profilesecurity.co.uk).

## Also in the news...

### Simon Heath, Dragonslayer!

**Profile's Assignment Manager at The George in Grantham, Lincolnshire, has sent the examiner dragons packing. Congratulations go to Simon Heath who has passed his Btec Level 3 course with an impressive Distinction.**

A delighted client told us, "Simon's dedication and enthusiastic approach to his work have made him an invaluable member of our management team. It is little wonder that he achieved this magnificent result."

Simon leads his team by example. Setting high standards of professionalism, he is a true credit to Profile Security. Well done again, Simon, and keep up the great work.

### NSI & SIA Audits meet the mark

**Checks by the National Security Inspectorate in January and by the Security Industry Authority in February both passed off successfully.**

Congratulations to all those who took part in the audit – Security Officers, Supervisors and Managers, Customer Service Managers, the Admin Manager and the Regional Manager.



## Nothing's beyond our Ken

**We're always delighted to hear good reaction from our clients, especially when they are at the cutting edge of the security business themselves.**

StepNexus Ltd provides key management services and software for smartcards, chip-and-PIN bank cards, electronic passports, driving licenses and many other items where high trust and integrity are required. Due to the nature of their business, they are subject to stringent security and audit



*Ken Spencer: always one step ahead*

requirements and look to the best for their own site security requirements.

Profile has been minding their premises (we can't tell you where...) for over 12 years. Andy Calvert, StepNexus' Vice President, Systems Technology, was keen to praise one guard in particular. He tells us who and why:

*"Ken Spencer has performed consistently well for us for over 10 years. He deserves special praise for getting just the right balance of familiarity with staff, whilst maintaining his professional distance. He regularly outperforms his duties, voluntarily taking on extra work when he sees an opportunity to help, whether that is by maintaining the coffee machine or helping out when a cleaner is ill. He is a real boon to us."*

# Meet the Team



Debbie Foy: developing sales in the North West

In the first of an occasional series, we help you to get to know members of the Profile team. Some will be well established names, others, like Debbie Foy are new. Silhouette went to meet her.

*Silhouette:* Debbie, tell us about your role.

*Debbie:* I joined Profile in December 2008 and I'll be responsible for selling across the North West.

*Silhouette:* What's your career background?

*Debbie:* I've been in sales for over 25 years. Prior to selling security services, I worked within the washroom and textile services industry, starting as a Sales Consultant and working my way up to Regional Sales Manager. I was responsible for nine sales consultants, supporting and helping them achieve their targets.

*"I'm really looking forward to working with everyone at Profile."*

*Silhouette:* Did the job have its ups and downs?

*Debbie:* There were many highs: we had many years of success with fantastic incentives and holidays, but working within a predominately female industry, I decided I was ready for a change.

*Silhouette:* Where did you go from there?

*Debbie:* Well, it was quite a culture shock! I joined the security industry which back then was predominantly a male industry!

*Silhouette:* How have things changed?

*Debbie:* That was 13 years ago. When I started, I was selling Manned Guarding mobile patrols and Key Holding services. Over the years, things have moved on. But I did find I was getting tired of working within very large organizations with big politics and policies.

*Silhouette:* You started looking around?

*Debbie:* Yes. When I looked at Profile, it seemed like the right fit. I'm really looking forward to working with everyone at Profile. I appreciate things may take time what with the current economic climate. We may have some frustrations, but I truly believe from what I have seen in such a short time and from all the people I have met who have all been very helpful and positive that Profile has a "can do attitude".

*Silhouette:* How do you see the future?

*Debbie:* I believe we are in a positive, safe position within the industry. My target and goal is to spread the word and, working closely with the team, I believe we can do it.

*Silhouette:* What do you like to do outside of work?

*Debbie:* I'm a single mum and have an 18-year-old daughter who is my world – most of the time – and thinks she is Paris Hilton! We go to the cinema together to check out all the chick films, and depending on how I feel, I sometimes head for the gym. My other favourite hobbies are shopping and girlie nights out to nice restaurants. I'm afraid I'm too old for night clubs now!

*Silhouette:* We wish you and the team all the best.

*"My target and goal is to spread the word and, working closely with the team, I believe we can do it."*



# 60 second profile



Hi! My name is Mark Crowther. I'm the new Business Development Manager for the North Eastern Region.



I've worked in the security industry for seven years. Before that, I spent 15 years in travel and tourism, first as a Sales Consultant in retail, then as a Customer Service Manager. Then, I switched to working in a busy call centre where I headed up the sales team.



In 2002, I got the chance to work in the security industry. I didn't mind leaving behind perks such as free and subsidised travel: here was the chance to broaden my sales experience and to learn about a new sector. It was a steep learning curve, but I really enjoyed the challenge.



In my new role as BDM with Profile, I know everybody is keen for things to take off in the North East, no one more than me. We'll be contacting potential clients and spreading the Profile name. If we do that, I know we'll go from strength to strength.



*Smiths Wood: wearing their Profile strip, the Under 15s from Solihull are making their mark*

## Top three footie finish

**Smiths Wood Boys Under 15s Football Team has just completed its first full season under the sponsorship of Profile Security Services Limited.**

Finishing a creditable third in their division, the club is made up of 11 teams with players aged from seven to 16.

Founded in 1970, the club provides local boys with the chance to get off the streets and take part in organised

FA approved matches. Smiths Wood FC is run entirely by unpaid volunteers and depends on sponsorship for its survival.

Club Secretary Gary Rawlings has the arduous job of meeting the costs of kit, training equipment and playing fields.

"This type of sponsorship is essential and the support from companies and organisations such as Profile Security is greatly appreciated."



**Congratulations** go to Elikem Asamoah (left) and Kevin Brown (right) at COLT Welwyn Garden City. They've successfully completed their City & Guilds Level 2 Certificate for the Security Practitioner (1912). On hand was Ken Cooper (centre), COLT London's Security Manager who successfully coached and mentored both Security Officers.

# Charity climb conquers Three Peaks



David Childs (centre, in the Profile hat) and his team take a well-earned breather at the top of Ben Nevis

**The latest member of Profile's senior management team (see cover story) scaled even greater heights at the end of May. David Childs, MD of our Consultancy and Recruitment Division, and his fellow climbers successfully completed the gruelling Three Peaks Challenge well within their 24 hour target time.**

The team travelled to Scotland for their first challenge: a climb of 1,344 metres to the top of Ben Nevis, Britain's tallest mountain. On a warm day with temperatures climbing to 26°C, their fitness was put to the test. It was with some relief that the team reached the snow-covered peaks.

Taking on the challenge with David were colleagues from The Colour House, David Arkell, Mike Jones and Scott Cooler, Westinghouse engineer Steve Newlove and CinVen partner David Barker.

## Round the clock

After completing their descent from Ben Nevis, they jumped aboard the team van for the six-hour drive south to

the Lake District. Next up was Scafell Pike, the highest mountain in England. Setting out at midnight, they completed the 978-metre climb in under two hours. Finally, on the morning of 31 May, the group reached Wales to climb Snowdon's 1,085 metres. Often described as "the busiest mountain in Britain", all six climbers successfully completed the last leg of the Three Peaks, footsore but smiling.

Why take on the Three Peaks?

David Childs explains the appeal:

"Well, the physical and mental aspects look interesting. It's an endurance test and it's nice to pit yourself against it, but obviously the main reason was to help the Anthony Nolan Trust continue

the great work it has been doing for so many years".

## Lifesaving

The team exceeded its target of raising £5,000 for the charity that helps leukaemia patients by finding lifesaving donors for patients in need of bone marrow transplants. Set up 30 years ago, the Trust links donors to sufferers, creating, managing and maintaining the donor database and researching many areas of what can be a devastating disease.

If you'd like to show your support, donations can still be made by clicking on the link below:

[http://www.justgiving.com/walktheline\\_3peaks](http://www.justgiving.com/walktheline_3peaks)

*If you do decide to donate online, please mention David Childs by name in the Comments section, so as not to confuse him with the other two Davids in the team!*



# Win a nifty £50!

**Time to dust off the little grey cells.** Take part in our multiple-choice quiz and see if you can walk away with our cash prize!

Simply ring the answers you think are the correct ones, fill out the details at the bottom and post your entry in a sealed envelope by internal mail or by post to: The Ed, Silhouette Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD.

Entries close at 11.59pm on Friday 31 July! The winner will be the first correct entry drawn out of the hat on Friday 14 August. The winner will be announced in our next newsletter.

*good luck!*

- In which country is the city of Stavanger?  
a) Norway  
b) Iceland  
c) Sweden
- Which London bridge designed by John Rennie was opened in 1817?  
a) Lambeth Bridge  
b) Waterloo Bridge  
c) London Bridge
- A 'drumhead' is what type of vegetable?  
a) Cabbage  
b) Cauliflower  
c) Asparagus
- What is the common name for solid carbon dioxide?  
a) Carbohydrate  
b) Quicksilver  
c) Dry ice
- Who played the Sheriff John T Chance in the 1959 film 'Rio Bravo'?  
a) Gary Cooper  
b) Lee Marvin  
c) John Wayne
- In which European city is the San Vittore women's prison?  
a) Milan  
b) Bilbao  
c) Viterbo
- A 'detrusor' is a muscle which forms a layer on the wall of which part of the human body?  
a) Rib cage  
b) Bladder  
c) Elbow
- What is the score of 40-all called in a game of tennis?  
a) Ace  
b) Tie break  
c) Deuce
- The July Revolution in 1830 was in which European country?  
a) France  
b) Belgium  
c) Austria
- Which English poet died of tuberculosis in Rome in 1821?  
a) Lord Byron  
b) John Keats  
c) Percy Shelley
- Touchstone is a character in which Shakespeare play?  
a) As You Like It  
b) Measure for Measure  
c) Hamlet
- What is the name of the strait between Australia and Tasmania?  
a) Beagle Channel  
b) Bering Strait  
c) Bass Strait
- What were the first names of the English novelist H E Bates?  
a) Henry Edgar  
b) Herbert Ernest  
c) Huw Edward
- Braxy is a fatal bacterial infection in which animal?  
a) Sheep  
b) Cows  
c) Swine
- What type of plant is a 'cholla'?  
a) Algae  
b) Moss  
c) Cactus
- Which country was formerly called British Honduras?  
a) Belize  
b) Guatemala  
c) Nicaragua
- Which of these famous names was originally called Archibald Leach?  
a) Ronnie Corbett  
b) Cary Grant  
c) Cliff Richard
- The Ashmolean Museum is in which British city?  
a) London  
b) Manchester  
c) Oxford
- A 'Dobro' is what type of musical instrument?  
a) Guitar  
b) Drum  
c) Triangle
- How many tiles are there in a standard set of dominoes?  
a) 28  
b) 32  
c) 21
- Whose autobiography is entitled 'Steps in Time'?  
a) Fred Astaire  
b) Neil Armstrong  
c) Stephen Hawking
- The Cullinan Diamond was presented to which British monarch by the people of the Transvaal?  
a) Elizabeth II  
b) Edward VII  
c) Queen Victoria
- Who is the patron saint of England?  
a) St Andrew  
b) St John  
c) St George
- Which chemical element has the atomic number 6?  
a) Carbon  
b) Zinc  
c) Iron
- Mysophobia is the fear of what?  
a) Being late  
b) Interviews  
c) Dirt
- The resort of Yalta is in which country?  
a) Malta  
b) Ukraine  
c) Bulgaria
- What is the name of the panel used to shield a TV camera lens from direct light, or a microphone from unwanted noise?  
a) A gobo  
b) A matte  
c) A grip
- What is the food 'okra' more commonly known as?  
a) Witches' brew  
b) Mother's ruin  
c) Ladies' fingers
- What is the capital of Colombia?  
a) Bogotá  
b) Caracas  
c) Lima
- Under the British Coal Mines Act of 1911, what age did a pit pony have to be before going underground?  
a) One  
b) Three  
c) Four

Name .....

Company .....

Daytime telephone number.....

*Eligible for entry:*

*all members of the Profile Security Services Ltd staff and their associated contacts who are on this newsletter's distribution.*

