



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

No doubt you will have seen the TV ads for the Government's new **Workplace Pensions Scheme** which comes into effect on 1 January 2014. Every Profile employee over the age of 22 earning a minimum of £9,440 a year will automatically be enrolled into a Workplace Pension. The Government wants to ensure that individuals have an extra source of income when they retire, in addition to their State Pension.

Under the new scheme, employees will make a contribution equivalent to 0.8% of qualifying earnings. Although your take-home pay will be slightly reduced from January, Profile will be contributing 1% to your pension pot and the Government will give 0.2% of tax relief, bringing the total amount contributed to 2%. This figure will increase to 5% in 2017, and 8% in 2018. The amounts contributed will be paid into the Government's NEST pension scheme.

Are you in?

Although enrolment in the scheme is automatic, employees can choose to opt out. Contact your local Profile office before the end of November to discuss your own personal circumstances. There isn't enough room here to fully explain all the aspects of this new legislation, but start with a visit to the Government website www.gov.uk/workplace-pensions for more details and to also check their handy Frequently Asked Questions section.

The Editor

Silhouette Magazine

Please keep your views, news and stories coming in. Simply email them all to The Ed at info@profilesecurity.co.uk



Cardiff Arms Park: Pictured with Profile Business Development Manager Nicky Williams are Mobile Response Officers Ashley Knight and Dan Colsey.

SUMMER 2013 marked another important milestone in the development of Profile's nationwide network. Our new Cardiff Office opened its doors in July with a mission to serve clients across South Wales and the West of England with renewed vigour.

Leading the push is Profile Business Development Manager **Nicky Williams**: "My remit is to increase the business we already do in the region by attracting both local and national companies." Nicky has an enviable track record in the Security Industry, having worked at G4S and Chubb over the last five years.

The Cardiff opening brings the number of Profile offices to ten. With our HQ in Barrow-upon-Humber, the new Welsh base will now line up alongside

Aberdeen, Dundee, Edinburgh, Glasgow, Leeds, Warrington, Birmingham and London.

Managing Director **Martin McGowan-Scanlon** commented: "With our Cardiff team in place, Profile can focus on its existing customers in key areas such as Bristol and welcome new clients further afield." As well as setting up and running Manned Guarding and Key Holding operations, Cardiff will see further expansion of Profile's growing Mobile Patrol, Alarm Response and Vacant Property Inspection services.

The new premises are located at Cardiff Gate Business Park close to Junction 30 of the M4. For more information, visit our dedicated page on the Profile website.

Issue Highlights...

- Cardiff office opens!
- Jewellery heist foiled
- Sanctuary Southwark success
- Coast to Coast ride – full report
- In Profile: Mick Austen
- Pension update – see opposite

and MUCH MORE besides...



Pitter Patter

Profile's beat in Glasgow will soon be echoing to the pitter patter of little feet. Business Development Manager **Victoria Ramsay** is expecting a special delivery on 19th October. A blooming Victoria told *Silhouette*, "I'm due on the Saturday, so I plan to finish on the Friday – although if the baby's not here by the Monday, I'll be back at work!"

The months ahead are shaping up to be extremely busy – both in the nursery and in the office. "Recent business wins mean there will be shed loads of work coming out at the end of the year and next," Victoria went on. "I'll have to be on the ball with everything. I'm looking forward to my maternity leave with the baby, but that doesn't mean I'll be forgetting about all my clients and prospects."

Victoria recently celebrated five years with Profile but plans to keep tabs on the business, working in the background from home. Don't be surprised to spot Baby Ramsay chairing the odd meeting!

No word yet on what the baby's name might be, but *Silhouette* will keep you posted as soon as the wee bairn appears!



Countdown – Glasgow Business Development Manager **Victoria Ramsay** (and bump!) are going to be busier than ever in the months ahead.

Mission Impossible heist dashed

An audacious bid to replicate the famous Tom Cruise stunt featured in the 1996 blockbuster *Mission Impossible* was foiled by a Profile Security Guard.

Thieves attempting to break through a glass dome above an Edinburgh jewellery store made off when they heard the guard approaching, leaving rucksacks, ladders and a mountaineering-style harness behind.

Mobile Manager **Alex Wright** was carrying out his daily patrol at the DTZ site on Frederick Street. The random timing of such patrols paid off as thieves are unable to predict when guards will do their rounds. As Alex was checking the premises at around 3.00am on 30th April, he reached the top of the stairs on the third floor when he heard footsteps running away and immediately

spotted the abandoned gear, open Fire Exit doors and damage to the bolted door that leads to the roof space.

Alex, 66, didn't flinch. He contacted Police Scotland immediately but continued on his round, undeterred. Mobile Manager **Gary Rotherham** was soon on site to assist his colleague, followed moments later by the Police. Using their combined experience, Profile's dynamic duo prevented thousands of pounds of jewellery from disappearing and assisted Police in tracking down the store's keyholder. Quick-witted Gary's hunch to call the store's alarm company, ADT, soon had the client on site.

We wait to hear whether Hollywood talent scouts will be contacting Alex and Chris for a walk-on part in another blockbuster. In the meantime, congratulations to Alex and Chris for showing such star quality.

TAXI... TAXI!

Profile Mobile Manager **Nick Mayes**, 54, has been rewing up for a new career. In his spare time, Nick has been working towards his "All London Green Badge" and hopes to qualify as a London cabbie in the next couple of months when he makes his final presentation at The Carriage Office.

Nick's Profile days are not over yet, though. He is in his ninth year with the company as is looking forward to clocking up 10 years on 12th February 2014. Says Nick, "Once I qualify, I will switch to being a full-time cabbie, but I intend to keep working with Profile in a part-time capacity, at least until my SIA Licence expires in 2015."

London-based Nick has been boning up on The Knowledge for the past six years. Being a Mobile Manager gives Nick the chance to put both his old and new skills

into practice. Asked if he will miss his colleagues at Profile, a chirpy Nick said, "I'm sure I'll see a few of them in the back of my cab – no doubt hoping for a free ride!"



“Sometimes we forget to highlight the good things our business partners do.”

Debbie McBride, Schenker Limited

Transport and Logistics company Schenker Limited recently recommended Profile Mobile Manager **Malik Ijaz** for an Employee of the Month award. Schenker's Glasgow Branch Manager **Debbie McBride** explains: “Following recent changes to our opening and closing times, I have noticed Malik on a number of occasions: he is always very patient, willing to assist, and nothing is too much trouble – even when we are trying to ensure everyone leaves the building on time. His demeanour and manner are the same with each and every member

of my team. Malik is professional and supportive to our business and an asset to your business.”



Employee of the Month - Glasgow Mobile Manager **Malik Ijaz**

ONE GETS GREAT FEEDBACK

One likes to hear when one has done a good job... Customer feedback questionnaires at Wakefield Council recently prompted praise for Profile Security Officer **Jimmy Cunningham** who has been with us for 12 years. His latest posting is at Wakefield One, home to the Council's HQ. Their Customer Services Operations Manager, **Nikki Hall**, was pleased to share this comment with us from a satisfied visitor: “Jimmy greeted us as we entered the building and was extremely efficient, friendly and helpful. What a lovely guy!”

FARRINGTON'S STATION

The country's leading freight operation, DRS (Direct Rail Services), puts Profile in charge when it comes to keeping an eye on their premises. One of our Security Officers on the front line is **Malcolm Farrington**, recommended by DRS's **Mark Hempton** for an Employee of the Month award last June.

Mark takes up the story: “Following a recent visit to the site by our Security Regulator, it was really pleasing to see such positive comments in his report about the professional manner in which Malcolm went about his duties during the visit. Maintaining the support and confidence of the Regulator is critical to DRS's business, and the performance of our contractors and our own staff during their site inspections goes a long way towards reassuring them that we have a good security culture.”

In putting Malcolm forward for an award, Mark also told Profile Regional Manager **Chris Flavell** and Customer Services Manager **Paul Sopp**, “The Regulator was also very pleased with the initiative taken by Malcolm and the rest of the

Profile Security Officers in making improvements to the working conditions at Crewe Coal Sidings. All in all, DRS was very pleased with the feedback from the Regulator and fully supports Profile in commending Malcolm for his actions.”



Presenting **Malcolm Farrington** with a £50 cheque and their congratulations are Customer Services Manager **Paul Sopp** (left) and client **Mark Hempton** of DRS.

UNIVERSITY CHALLENGE

As if to demonstrate just how diverse Profile's manned guarding contracts can be, *Silhouette* paid a visit recently to Manna Ash House in Southwark.

Managed by long-standing client The Sanctuary Group, these halls of residence are home to students attending UAL – the University of the Arts London – which is made up of six different colleges including such distinguished names as Chelsea College of Art and Design, Central Saint Martin's College of Arts and the London College of Fashion. Together, they make up Europe's largest art and design university, with over 18,000 students.

Manna Ash House lies on the South Bank, a short walk from the London Eye and Tate Modern. The accommodation presents a number of security challenges, not least the number of students and visitors dropping by. The complex includes 258 rooms, all set out in sets of seven rooms arranged in a series of self-contained flats which each have a large kitchen and dining room.

Sanctuary's Service Delivery Manager **Marjorie Duncan** was pleased to hear from one happy campus resident recently, keen to thank Profile Security Officer **Nick Rolfe** who keeps a watchful eye on the comings and goings at Manna Ash House.



"Nick goes out of his way to improve his residents' well-being, as well as providing excellent customer service," wrote **Callum Hubbarde**. "He has an uncanny rapport with the students, building solid relationships in a short time. He's always willing to go the extra mile for us, helping residents out with the DVD player, internet and security problems. Nick's helpful and caring attitude is admired by myself and others."

Profile Customer Service Manager **Bruce Anderson** was also delighted with the feedback: "When residents tell us that Security Officers like Nick engage with the students and remain polite and positive, even when dealing with the difficult ones, it speaks volumes about our ability to match the talents of our guards with the particular demands of a given site. It's good to hear."

ROD ROLLS OUT TRAINING DRIVE

Profile's commitment to staff training and development continues to go from strength to strength. **Rod Conradie**, one of our Customer Service Managers based in Warrington, has been visiting offices nationwide over the past few months organising a number of training courses.

With scores of Security Officers enrolled on NVQ courses working towards a nationally recognised qualification, Profile people all over the country have been honing their skills. Teams in Dorset have had three days of hands-on training

in First Aid and now have the skills and confidence to deal with the kind of emergencies that could one day save the life of strangers or loved ones alike.

A visit to new client Rochester Council in Kent saw Rod training staff in CCTV Public Space Surveillance. Others in the North West took part in an intensive one-day Emergency First Aid Course. The programme here is ongoing, with pass rates so far being very encouraging and plans afoot to roll out the sessions to more locations in the months ahead.

You can never be too careful

Proof that guards should take nothing for granted comes to us with news of an incident in Hull at the beginning of July.

Security Officer **Ian Fryer** mans the gates at the P&O/ABP port installations on the Humber. Ian was on duty mid-afternoon at the gatehouse when a 4x4 vehicle rolled up. The occupants told Ian they were there to visit a company located on the site. Aware that those premises had been closed for about two years, Ian refused the pair access and asked them for ID. The driver said they would have to go back to get some, Ian kept the barrier down and the vehicle made a swift retreat.

Profile's **Val Baldwin**, a former Contract Security Manager of the Year at the Security Excellence Awards, commented: "Ian's quick thinking and his excellent knowledge of what goes on on-site saved the day."

It helps to know as much about the site, but officers do well not to give unexpected or unauthorised visitors the opportunity to get on-site, whatever the reason. Some will arouse suspicion with a refusal to provide ID, others may try to claim they just need to turn their car around. If in doubt, do as Ian did.



P&O/ABP Site Manager **Val Baldwin** presents Security Officer **Ian Fryer** with a £25 cheque for his actions in turning away suspicious visitors.

★ ★ ★ ★ ★ ★ ★ ★ ★ ★ London celebrates long service

Congratulations to some familiar faces celebrating red letter days with Profile in the Southeast...



Seth Brobby has been with Profile five years...



... Building Manager **Simon Thompson**, based in Hammersmith...



... as has **Oluwaseun Sofela**, Sony DADC, Enfield...



... and **Kevin Brown** at Welwyn Garden City.



Special mention goes to **John Rutherford**, based at Rockware Avenue for Jones Lang LaSalle, who has just celebrated 15 YEARS with Profile Security. Hats off to them all!

Five years and counting in Hertfordshire

Teaming up to celebrate five years with Profile are (from left to right): Supervisor **Kuldeep Singh**, Security Officers **Victor Agbanyo** and **Elikem Asomoh**, and Site Manager **Richard Trump**. Well done and here's to the next five!



Congratulations!

There was no escaping for **John Dickinson** when Profile Security Officer **Laura Chapman** caught up with him at the altar. The happy couple were married in Bradford at St James Church on 6th July. Shortly afterwards, the newlyweds set sail for a two-week Mediterranean cruise. The new Mrs Dickinson works at Chesapeake Bradford and has been with Profile for two years. *Silhouette* wishes Laura and John all the very best for the years ahead.



All hands on deck – Profile Security Officer **Laura Chapman** has joined forces with **John Dickinson**.

IN PROFILE

In another of our short 'meet and greet' interviews designed to help you get to know the people that make up the Profile team nationwide, *Silhouette* spoke to Group Compliance and Training Director, **Mick Austen**.

Silhouette: Mick, tell us about your background and how you came to be in your current role with Profile.

Mick: I served 23 years in the RAF Regiment, reaching the rank of Flight Sergeant before leaving in 1994. I then embarked on a career within the security industry as a Training Officer specialising in aviation and rail. I then progressed to Training Manager and moved into the Health and Safety side. I joined Profile in April 2001 as the Training, Health and Safety and HR Manager. I had a period as the General Manager for the Midlands and then, due to the introduction of new legislation regarding Security Licensing, I headed up the training team. The changes meant I had to ensure that the company's 700+ employees at the time were trained to attain their SIA licence and that the company was compliant, ready for membership of the ACS (Approved Contractor Scheme).

Silhouette: What is a typical week for you?

Mick: There is no such thing! My role covers the length and breadth of the UK and as such I can be in different parts of the country throughout the week. My time can vary between holding courses on subjects such as CCTV Public Space Surveillance, maritime International Ship and Port Facility Security, and various Health and Safety courses. In my compliance role, I undertake internal auditing of company procedures and their operation. The company holds many accreditations such as ISO9001, NSI Gold and ACS membership which means I am involved in the regular inspections from these bodies to make sure we reach the required standards.

Silhouette: What is the most challenging aspect of your role?

Mick: My passion is training and I am constantly pushing staff development and trying to engage our Officers in continuous personal development.

Silhouette: If you could improve one area within Health and Safety, what would it be?

Mick: I'm going to choose two areas here. The first is check calls where our Help Centre contacts a Security Officer or other lone workers to make sure they are OK. Each check call takes up a lot of time within the Help Centre with the operatives having to call everyone who misses a check call. The second one is near miss accident reporting. Statistically, reporting near misses prevents future accidents as hazards can be spotted and removed or controlled. This would make a safer working environment for all.

Silhouette: Away from work, what do you do to relax?

Mick: I hold a second full-time job as a Grandfather to four grandchildren, all of whom are very demanding!



Comin' up roses

Profile's Regional Manager **Dan Liddiard** was delighted to share more positive feedback from clients, this time from leading law firm Covington & Burling LLP, located in London.

The law firm's prestigious offices on The Strand welcome visitors to the lobby area and other parts of the building with spectacular floral displays. Their Building & Office Services Coordinator **Feizal Sobratty** dropped Dan a line saying, "Our florist tells me that the Profile guards are always polite, friendly and helpful towards her, which makes her time on site very pleasant."

"It's exactly the type of feedback our clients look for," added Feizal. "Well done to you all and keep up the good work."

Alison bags Spring Fever prize!



First out of the hat in our *Silhouette* Spring Edition bumper £200 prize draw was Accounts Assistant Alison Pettit-Mellors, based at Profile's Head Office in Barrow-Upon-Humber.

PROFILE COAST²COAST



raises over £6000



They made it! Profile's epic charity cycle ride looked like a big ask on paper. Yet a combination of teamwork, preparation, plus sheer grit and determination saw the entire team rise to the challenge.

Planned down to the last detail, their route took them from Whitehaven in Cumbria to Sunderland in Tyne and Wear and back to Whitehaven. Designed as a relay, our eight intrepid cyclist formed sub-teams and took up their places along the route, with sections allocated to each relay team. All would have to tackle a variety of terrains, mixing cycle tracks with country roads, main roads and their share of steep gradients – some very steep!

The run which took place on Friday 5th and Saturday 6th July was inspired by two deserving causes – **Cardiac Risk in the Young** and **Cure for Dylan** (which raises funds for research into Rett Syndrome).

The event has so far raised over £6,000 which will be split between the two charities, far more than the team's modest target. If you'd like to find out more about these worthwhile causes, visit their websites: www.c-r-y.org.uk and www.curefordylan.com. And if you'd like to make your own contribution, there's still time. Simply visit the JustGiving links at the bottom of the page.

Stars, one and all

With such a span of ages and abilities, lots of training had been completed before the event to ensure that all were in peak physical condition. On the day, each of the riders made their own, unique contribution:

Profile MD **Martin McGowan-Scanlon** led by example, spearheading the team through the pain of the uphill sections.

The team's "Performance Director" **Chris McKay** injured his left knee but pushed on, clocking up as many miles as were required to complete the challenge.

Dan Liddiard – "Downhill Dan" – made the downhill sections of the course his own and loved it. The same could not be said for his saddle!

Tom von Speyr took on the mantle of Route Director. Some concluded: "Do not follow this man's guidance notes."

No one showed more commitment than **John Davies**. He battled on whenever the going got tough to ensure the miles were covered.

William McGowan-Scanlon, the MD's son, picked up an injury but stuck to the task. Fully committed, he continued over the hills to complete his sections of the route.

Sean Broughton, our training guru, loved the event so much he has already started to prepare for the next event.

Chris Flavell, dubbed "The Pro", found it all far too easy so will be made to do the next one... on a child's bike.

Thanks

We would like to thank all our sponsors for their generosity. In particular, we would like to say a special thank you to a number of people for their hard work in rounding up sponsorship for the event: **Tim Flavell** and his band of merry helpers at **NFU Stratford** who so kindly raised money through dress-down days and selling food, **Fayaz at Nine Star Security**, **Create Hair Studio** and their customers, plus all the staff at **Profile Security** for their support and encouragement.

See you next year...

We are now in the early stages of planning for an event for next year to raise more money for charity. We will let you know as soon as the route has been decided. Anyone wanting to take part – as many clients and employees as possible – will be most welcome. Remember: it's a relay so you can cycle as little or as much as you like.

Last but not least, a special word should go to the man who got us all involved in the first place: **Chris McKay**. A massive thank you for getting all of the team organised and out there training for the event. We look forward to hearing the plans and location for next year's event.

...see the photos on the next page!

...continued COAST2COAST RAISES £6000!



Half-way plaque: Sunderland's C2C route is on the map!



Downhill peloton: Chris Flavell, Chris McKay, John Davies and Martin McGowan-Scanlon forge ahead.



A tale of two Chrises: Chris McKay and Chris Flavell roll into Sunderland.



C2C! Assembled on the quayside at Whitehaven (from left): Tom von Speyr, Will McGowan-Scanlon, Martin McGowan-Scanlon, Chris Flavell, Dan Liddiard, John Davies, Chris McKay and Sean Broughton.



Chris Flavell and the support vehicle, expertly driven by Graham Stirling.



Cardiac Risk in the Young:
www.justgiving.com/Profilecoast2coast

Cure for Dylan:
www.justgiving.com/Martin-McGowan-Scanlon

BACK TO SCHOOL BONANZA! WIN £200 IN THE PROFILE PRIZE DRAW

Our Spring Prize Draw attracted a great response, so here's another chance to fill your wallets and purses with a Profile windfall! As ever, the draw is open to all employees and all our clients – anyone on the Silhouette circulation list!

Simply send an email to info@profilesecurity.co.uk, putting 'Back To School Prize Draw' in the Subject box. Or print up and complete the Entry Form below and send it to: The Ed, Silhouette Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD.

Entries must reach us no later than Friday 29th November!

The draw will take place a week later on 6th December. Good luck!

Back To School Prize Draw

Name:

Company:

Daytime Tel.

Email:

Eligible for entry: all members of the Profile Security Services Ltd staff and their associated contacts who are on this newsletter's distribution. No more than one entry per person.

IS YOURS A PROFILE BUSINESS?

If Profile Security does not already take care of your security arrangements, now is a good time to talk to us. Profile has security solutions to suit all sorts of unique circumstances. For a no-obligation, informal introduction to our many security services, call Profile's Business Development Manager **Paul Ripley** on 07435 783861 or email him at paul.ripley@profilesecurity.co.uk



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