



# Silhouette

## PROFILE SECURITY SERVICES NEWS

### Editor's message

Our contributors are in a reflective mood, as you'll discover in the pages of this somewhat unusual edition. It's been a while since we published the last issue of *Silhouette*, for good reason.

The Coronavirus crisis has kept everybody extra busy, from management down to the front line and back. But in between bouts of frenzied activity, there have been quiet spells. An opportunity to stand back and look at the bigger picture.

What emerges is a flattering portrait. Of people dedicated to their work and, most importantly, dedicated to others. We welcome new clients who have come knocking, and we thank each and every one of our colleagues who have stood firm, stuck to their posts and seen us through what we pray is the worst of this crisis.

We salute and thank you all.

#### The Editor

*Silhouette Magazine*

Please keep your views, news and stories coming in. Simply email them all to The Ed at [news@profilesecurity.co.uk](mailto:news@profilesecurity.co.uk)

## LEOPARDS CAN CHANGE THEIR SPOTS AFTER ALL

*The last few months have reminded us all how events seemingly far away can quickly have an effect closer to home and indeed around the world. The Covid-19 pandemic that began in the Chinese city of Wuhan is one. The repercussions of George Floyd's death in Minneapolis is another.*

*These seismic events prompts us all to reflect on a whole variety of issues. Profile's Divisional Director South, **Colin Martin**, takes time out to share his own perspective on some sensitive issues.*

"The sentiment that 'people get offended by anything these days' seems to have grown over the years among the broader population, myself included! Scandals of comedians getting berated for racially insensitive remarks, or comments that were once acceptable now being seen as homophobic have sparked discussion over whether PC culture, particularly in the workplace, has gone too far.



*Profile's **Colin Martin**: greater diversity is taking us in the right direction.*

Politically correct means non-offensive and non-controversial. As racial minorities and niches of LGBT communities now have a voice, the amount of identity factors that we are exposed to increases. Some appreciate this diversity, while others see this diversity as more people they can't offend.

In what is still very much a 'people business', even a cynical 30-year veteran of the security industry like myself has learnt and can see another slant on correctness: I see it as an opportunity to connect with a broader range of people, and not as a restriction. My life experiences as someone from a Caribbean background – but also very

*continued over...*

## Issue Highlights...

- Reflections on the Covid-19 crisis
- The hunt for PP
- Inspecting the inspectors in Hull
- Lifesaver – twice over in Aberdeen Harbour
- Nuclear goes into lockdown
- New business wins galore

*and MUCH MORE besides...*

## LEOPARDS CAN CHANGE THEIR SPOTS AFTER ALL

*continued from front cover...*

much a Birmingham-born Englishman growing up in the challenging 70s and 80s – have enabled me to experience life from two very different perspectives.

I have now been working for Profile Security for over 15 years, a company which is about as diverse as you can get. I have seen the changes that have been made, changes that not that many years ago would have been hard to see coming. A diverse collection of people working towards common goals. Everyone within the business should be proud of where we are as a business and the direction we are going in.

Me banging the drum for Political Correctness? Well you see, leopards can change their spots. All you need is the right company culture and the right colleagues around you.”

## Hours in a day

Just when you thought life couldn't get much busier, along comes an unprecedented situation to really test everyone's resolve. **Victoria Ramsay**, Profile's Business Development Manager for Scotland celebrated her 12th anniversary with the company on April 16th, a year she won't forget.

“Boy did our lives change in March: working and schooling from home! Not an easy task when you have a six-year-old who has just about as much school work as I have grownup work. To say nothing of cooking, cleaning, gardening and all the other jobs that go with living at home for the foreseeable future, as it seemed back then.”

With lockdown easing, Victoria has been looking forward to getting back to some normality. “I'm so excited about chatting and meeting new people when we get back to it,” said Victoria days before her return to work. “This is the third time it will feel like starting a new job – when I started with Profile 12 years ago, when I came back from maternity, and now this – coming back from a pandemic! I love my job at Profile Security and not because I am biased, WE are the BEST security company in Scotland and the UK!”

## BRINGING OUT OUR BEST

*At every level, the Coronavirus has tested our mettle. Profile's MD **Martin McGowan-Scanlon** takes a look back in what may only be a half-time report.*

“Sometimes it takes a crisis to see the good in people. You always know that goodness is there, but often there isn't the opportunity for it to manifest itself.

I have had the privilege of leading Profile since December 2005 and I can't remember a time when I have been more proud of the men and women who wear the Profile uniform. From those continuing to go to work on public transport, to the admin and management teams working from home and isolated from their colleagues and friends, everyone has put in an exceptional effort.

### Proud

As I write this, lockdown is easing but I have no doubt this is not the end. I also have no doubt that our people will continue to go that extra mile to provide the services we offer, despite the very strange world we are all living in. I am humbled and proud to call you all my colleagues and thank you for your amazing efforts.

For my part, I am lucky enough to live in Devon so have been able to take advantage of some great walks and views during my hour-a-day exercise. As that was eased, I was also able to get on my bike again and try to get some fitness back. I am pleased to say that I have recovered from the dog attack which catapulted me off my bike to kiss the tarmac at about 15 miles an hour. Bruised ribs, a badly damaged shoulder and a weird new shaped thumb are not yet a distant memory, but I still count myself lucky when I know some of you do not have all the opportunities to get out that I do. I managed to lose a good bit of weight but it is clear there is a way to go yet!

### Unscathed

Recognised as an essential service, security is one of the businesses least affected by COVID-19. The last few months have seen us gain extra work as businesses have closed down temporarily, or permanently in some



**Managing Director Martin McGowan-Scanlon: proud and thankful**

cases. I am aware this means job losses and this has touched me closely. A member of my own family was made redundant early on in the pandemic.

Our aim at Profile was always to get through unscathed with the priority being to protect jobs. I am pleased to say that so far we are on track. How the business world will pan out longer term is anyone's guess but subject to continuing to get paid by our customers we will be fine. At its highest our numbers self-isolating were 106 which presented some challenges. This is now down to around 15.

### Early

We have not lost any colleagues to this nasty pernicious virus, and in part this is a tribute to everyone doing the right thing. I am also glad we made a decision early on to provide PPE to all staff, from hand sanitiser to masks and more. At one point, we were even making the sanitiser ourselves from a recipe provided by my wife from a TV programme. The bargaining skills of our Commercial Director, Chris McKay, have kept us ahead of the game in terms of purchasing. Safe to say, we are set if there is the much talked about second wave.

I hope that by this time next year this will all be a bad memory and we can look forward again to holidays and seeing friends and family. In the meantime, thank you and stay safe.”

# 100 days in lockdown

What a year it's been. At the start of 2020, who could have predicted the events that have led us to spending all these months in "lockdown"? This has had a significant impact across the whole of Profile and particularly on its "Nuclear" contracts.

Commenting on the situation, National Infrastructure Director **John Davies** said, "I am extremely proud to say that we have not dropped a single shift across the Nuclear portfolio. All our teams have delivered above and beyond. To quote Billy Ocean (or *Boyzone* for our younger readers): when the going gets tough, the tough get going".

Profile has earned praise from many of its clients throughout the crisis, including this message from the Managing Director of Magnox, **Gwen Parry-Jones OBE**:



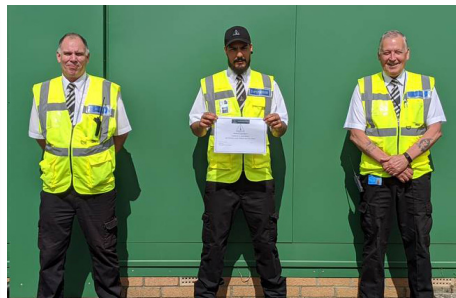
With sites closing at the start of lockdown, Profile was asked to obtain, configure and deliver a number of laptops for Magnox staff at **Berkeley, Dungeness, Harwell, Hinkley** and **Winfrith**. Days later we distributed 155

laptops to staff working from home. Job done.

Profile teams have been helping in all sorts of unexpected ways, often going beyond the call of duty. Here are just a few examples:

**Bradwell** – Staff provided first aid to a mother and child who had been taken ill outside the fence line. Both were taken to hospital and are said to be doing well.

**Dungeness & Winfrith** – Teams dealt with fires at both sites, calling up, facilitating and supporting local emergency services.



**Fire fighters: Winfrith staff earned a Team of the Month commendation. From left, Andy Williams, Dan Edwards and Chris Banes.**

**Trawsfynydd** – A drone was spotted and stopped from filming the site from the air. Police attended and dealt with the individual.

**Chapelcross** – Following a number of incidents successfully tackled by our site team, Site Security Manager Rob Carey said, "I am delighted with the Guard Force's response and the positive and proactive manner in which they have kept the site secure, safe and compliant".

**Dounreay** – With a higher than average number of Guard Force Officers being assessed as vulnerable and having to self-isolate for 12 weeks, the team pulled together and agreed to work revised hours to ensure that no shifts were dropped. They also stepped in at the last minute to support DRS (Direct Rail Services) at Georgemas Junction. These initiatives both received particular praise from the Dounreay Senior Management team.

During all this, Profile teams have been ably supported by **Dai Cummins** and **Jay Holliday** who are in constant communication with the sites and our clients. Jay has been delivering weekly training materials to DRS sites and supporting Chapelcross in their OST (Operational Shift Transition) programme. Dai has updated SQEP\* training and toolbox talks, as well as helping Magnox to develop new COVID-19 search procedures in preparation for the return to work. There is now a joint learning file with Magnox on their in-house share point, along with regular security quizzes, newsletters and weekly updates.

"Profile Management is extremely proud of the efforts and selfless support that our teams have provided to our Nuclear clients," added John Davies. "We also appreciate the support from our clients and from the Profile Operations and Administration teams for enabling us to get through this period unscathed."

\*Suitably Qualified and Experienced Person



# THE HUNT FOR PPE

*In another tale of “all hands on deck”, Profile’s Commercial Director, **Chris McKay**, recalls the trials and tribulations of sourcing essential equipment in a world where everyone is after the same thing at the same time...*

I had pre-empted the lockdown before it happened. I was stocked with enough tinned soup and enough toilet paper to last a four-month bout of IBS. My cupboard was stacked with bottles of bleach and disinfectant. I had watched every episode of ‘The Walking Dead’ to prepare. This was going to be easy: work from home, stay away from the bad bugs and wait it out.

Five days before official lockdown, I got the dreaded call. I would have to source masks and PPE for 1,500 employees. ‘Not a problem.’ I thought, so I jumped in the car and nipped down to the nearest B&Q looking for all the masks they had at FFP 2 or FFP3 standard. I found two masks, before staff laughed at me. So then I tried all the local hardware and DIY shops within a 50-mile radius. At the end of my day’s hunting, I had nine masks.

Now even though I am the Commercial Director, maths is not my strongest point (don’t tell the MD...), but even I realised that nine masks were not going to do us.

The next five days were certainly a learning curve for me. I mastered Alibaba, the Chinese version of Amazon, became an online shopping guru, and even used eBay for the first time



**Profile Commercial Director Chris McKay:** leading by example.

## PPE ISSUED BY PROFILE SO FAR

- 1,000 BOTTLES OF HAND SANITISER
- 6,000 DISPOSABLE FACE MASKS
- 2,000 REUSABLE FACE MASKS
- 1,750 N95-GRADE MASKS
- 14,000 PAIRS OF GLOVES
- 8,500 ANTIBACTERIAL WIPES



(something I hated as much as Facebook up to now).

We even set up a hand sanitiser production line at our Compliance Manager **Paul Sopp**’s house and recruited his son **Luke** to fill the bottles of sanitiser for us.

So the PPE you’ve all been wearing has been sourced from all over the world. Some of the masks are from China, the Profile-branded ones are from Ireland, the hand sanitiser is from the US and Scotland, the face shields from England. It was a busy few weeks.

But you are the important people working on the front line, day in and day out. And to be truly honest with you, it was worth every minute of sourcing it to make sure you and your families are safe. I would even be laughed at in hardware stores again to ensure we always have enough stock.

Thank you to all our staff – and to my team for organising the deliveries of all those supplies.

Keep safe.

# FLYING SOLO

This has been a year for many firsts. For **Paul Sopp**, Profile’s Compliance Manager, June marked his first solo audit without the assistance of **Mick Austen**, recently retired. It was also Profile’s first ever remote Approved Contractor Scheme (ACS) audit, due to the ongoing Covid-19 pandemic.

The review comprised of remote interviews with various levels of Management. This was carried out using Zoom video-conferencing software which gave us the flexibility of sharing screens when necessary – it was such a success that the plan is to complete parts of future audits in this way.

Some aspects of the inspection could not be completed remotely. Areas such as the work completed by the Admin department and Profile’s Key Holding Services were sampled and tested in the company’s Warrington office. All this after appropriate social distancing measures were put in place.

Paul commented, “All procedures and routines were deemed a success. The audit picked up three minor areas for improvement, but overall the feedback we received from the NSI auditor was that the visit ran smoothly and was well organised. I would like to pass on my thanks to everyone for making my first solo audit a success!”



**Keeping ACS on track and on top form:** Profile’s Compliance Manager **Paul Sopp**.

# Valero's Star Player



Profile Security Officer **Courtney Burton** has developed into a key member of the security team since starting work on site at client Valero, the world's largest independent petroleum refiner.

Courtney has been accepting new roles regularly and taking on additional supervisory responsibilities. Her most recent challenge has seen her step into the role of Administration and Induction Co-ordinator within the Security Department.

After just a few days in the role, she realised that the existing induction protocols and associated paperwork presented risks both to personnel preparing courses and those attending. Concerned for her own health and that of

the inductees, Courtney came up with a process involving premade-up packs being placed in plastic sleeves.

With fewer pairs of hands handling the packs, the risk of cross-contamination is significantly reduced. Inductees complete their paperwork and place it and any supporting documents into plastic sleeves which can be wiped down.

After using this process over a period of time, Courtney realised that this also reduced the chances of lost or misplaced paperwork and documentation, so will continue to use the system once COVID-19 restrictions are lifted.

Courtney was awarded a Valero Safety Certificate along with a £100 gift voucher. **David Blackhouse**, European Regional Security Manager at Valero was full of praise: "This is just one example of how Courtney's continued proactive approach and positive thinking has benefitted the department as a whole. Her efforts continue to offer solutions and improvements vital to the Security Department and the business as a whole".



Valero's **David Blackhouse** presents **Courtney Burton** with her *Certificate of Exemplary Performance*.

## HULL NETS A HUGE HAUL



Profile Security is an established player in the ports sector, with years of experience handling freight and passenger movements in and out of some of Britain's largest maritime hubs.

Profile personnel work with P&O Ferries in Hull, monitoring some 750,000 travellers in a typical 12-month period. During one vehicle search in June, officers discovered a large sum of cash,

along with a number of prohibited items.

The driver was detained, the items confiscated and the assistance of the local authority was sought. This was a significant find by the search team and, as a result, the driver was arrested and the items seized.

P&O's Customer Operations Support Manager **Andy Faichney** said, "This is

a great result from our Profile Security contract staff, which started out as a routine search this evening. All credit to them!"

**Peter Hebblethwaite**, Director of North Sea Ropax, P&O Ferries Hull added, "Well done Profile, great job! I take incredibly seriously and very personally our responsibilities in this area, thank you!"



## KEEPING TROUBLE AT BAY

**With the easing of lockdown measures in recent weeks, one Profile site has been kept busy with a significant increase in footfall.**

Bangour Village Hospital, west of Dechmont in West Lothian is a derelict building looked after by Profile Security's [Void Property Services](#) team. The former psychiatric hospital closed in 2004 and is due for redevelopment. The grounds are a popular spot with dog walkers, but in the four weeks since stringent lockdown measures were lifted, numbers have increased with between 200 and 300 people reported on site at any one time.

Profile Security Officers have had to deal with criminal acts that threatened the integrity of the site and the safety of the public. Profile Security Manager **Rob Hill** contacted Police Scotland's Deputy Area Commander to look at the threats posed to the security team and the site. At a meeting attended by senior Police officers, Profile's clients the Ambassador Group, local Council Members and the Right Hon. Hannah Bardell MP, incidents were reviewed and counter-measures agreed.

### Extra support

Profile Security implemented an immediate uplift in the guarding requirements, as well as additional mobile team support, response team support and the supply of body-worn CCTV cameras.

Police Scotland provided additional foot patrols and a Temporary Traffic Regulations Order to allow Police to ticket cars parked on the fringes of the property was put in place.



A dog unit was also deployed with undercover police officers to assist in targeting the groups breaking into the buildings and threatening staff.

Councillors agreed to a six-month Restriction of Movement Order on the property to keep people away between the hours of 21:00-06:00. Following a full technical review with the client, Profile installed 10 remotely monitored CCTV cameras directly linked to our 24-hour national monitoring centre in Leeds.

### End-to-end solution

Profile Security Divisional Director **Colin Beaver** said: "I would like to thank all the Profile team for their hard work and in particular the regional operations team led by Rob Hill for providing an end-to-end solution for the clients, stakeholders, local council and Police Scotland". He went on, "Rob has been instrumental in the coordination of all our service streams, ensuring the client benefitted from a risk-based solution that will undoubtedly save thousands of pounds in property damage and potential injuries onsite".

To find out more about Profile Void Property Services, visit our [website](#) or call our Head Office on 01469 533 339.

## Lightning strikes twice in Aberdeen

According to the popular saying, lightning never strikes twice in the same place. Profile Security Officer **Alex Turek** would disagree. That's because she witnessed the same bizarre incident happen twice on her watch.

Alex was on duty at the Regent Quay Gatehouse in Aberdeen Harbour when she spotted a pedestrian tailgating a vehicle going through the barrier. After making sure the CCTV cameras were capturing the event, she saw the pedestrian walk to the harbour wall and jump off the quayside.

Alex alerted the Aberdeen Harbour controllers and the crew of a nearby vessel. One of their number tied a rope to himself and jumped off the quayside, pulling the pedestrian from the water. Both were unharmed with the pedestrian being taken to hospital.

Alex was back on shift in June when she spotted a familiar looking figure in a hooded top run through the barrier and straight into the dock. Again, Alex wasted no time in raising the alarm as crew on a nearby vessel again took to the water and managed to rescue the person.

Profile Regional Manager **Roger Riach** praised Alex's diligence and quick thinking on both occasions: "Alex played a vital role in saving this person's life. She is a credit to the onsite team and the company". As a result of her actions Alex was awarded a company commendation and a cheque for £100. Well done Alex!



**Lifesaver:** Profile Security Officer **Alex Turek** pictured in Aberdeen Harbour close to the spot where a mystery person took to the water.

## Covert Security Exercise Plots Progress

**An undercover assessment of Profile Security's searching routines was carried out in February at P&O Ferries' passenger terminals in Hull.**

Planned and carried out by Department for Transport (DfT) Maritime Security Inspectors, the process closely monitors the normal daily operations carried out by security staff on site. As is normal in these situations, Profile guards were not warned or made aware that they were being inspected.

Officers found a number of prohibited items as a result of effective body searching and vehicle searching, items that had been planted by the inspectors. P&O Customer Operations Support Manager **Andy Faichney** said: "My sincere thanks and congratulations to all of the Profile Security team members involved. At this morning's debrief, the Inspectors were highly complimentary of the search methods and results of the covert test (21 hidden prohibited items in bags, on bodies, and in and under

passenger vehicles), for which the Security Officers had no prior warning. The Inspectors stated that they had never seen such good, methodical working by a search team, and went as far as to say that yesterday's test set a new benchmark for the quality of bag, body and vehicle searching by port teams in the UK".

**Martin McGowan-Scanlon**, Profile Security Managing Director commented, saying: "All credit to the Profile staff and management, and Profile's training team for such a good result. We are delighted to have worked with P&O Ferries for over 15 years. Our transport sector continues to go from strength to strength and I am very proud that our teams working on the front line are setting new standards for the security industry".

## Support Services — Keeping an eye on innovation

Over the last few months the team has continued to deliver an exceptional service, despite the difficult circumstances brought on by the Coronavirus crisis.

Profile's National Control Centre in Leeds has seen a major increase in call volumes. Alarm activations are up due to customers' sites (and Profile's own offices) being closed during the weeks of lockdown. Despite this, the team has consistently provided a professional and efficient service ensuring that all sites remain safe.



Profile's Support Services Director, **Chris Goode**, is optimistic about the future: "We have recently built a new version of our CCTV tower which is powered by solar, battery and hydrogen, as well as having analytic CCTV capability to reduce false alarms. This is presently on trial but early results are positive. We plan to refurbish our existing CCTV fleet over the next few months to provide an industry-leading, rapidly-deployed CCTV solution. Thanks to **Danny Gilbert** and **Alan Harwood** for their hard work on this project".

Profile continues to monitor the market in search of innovative solutions, with plans to launch a number of new products in the coming months, so watch this space!

## EXCHANGE & INNOVATION

The Exchange Quay office complex in Manchester is managed by Profile client CBRE and covers nearly 830,000 square feet with an average footfall of over 4,000 people every day.

Profile Site Manager **Noel Acheson** has his hands full with daily security operations and managing a team of 12. Notwithstanding all this, Noel was happy to step forward and work with the client to design washroom notices as part of the necessary social distancing measures.

CBRE's Estate Manager **Paula Tidmarsh** commented, "I would like to express my thanks to Noel for his creative assistance during the challenging times that COVID-19 has brought. Noel has worked alongside our signage company and together created an original design for washroom coverings which was subsequently rolled out throughout all of the buildings on site. This design was even featured in our Re-occupation Guides".



**Quay to success: Profile site Manager Noel Acheson.**



## COMMENTS AND COMMENDATIONS

Every day, Profile personnel do difficult jobs and routinely exceed expectations to support clients and service users. Here is a selection of positive feedback messages praising our people:

**Bolton Council – Paderborn House - Profile Security Officer Simon Rudd:**



*"I'd just like to say how impressed I am with **Simon Rudd** who is currently working on the front desk at Paderborn House. Friendly, helpful, he interacts with everybody. I am confident I speak for all of us in saying he does the job extremely well."*

**Peter Shore, Asset Management Officer**

**Blackburn with Darwen Borough Council - Frontier Park - Profile Security Officer Imran Khan:**

*"As part of the civil contingencies for the current lockdown, we are looking to set up a hub for the distribution of food, supplies, emergency equipment – anything that people may need but can't get out to get. The hub would be a storage facility [...] with a 24/7 security presence. The support we have received from Imran has been fantastic."*

**Helen Holland, Planning Strategy & Development Manager**

**Blackburn with Darwen Borough Council - Blackburn Bus Station - Profile Security Team:**

*"The Profile team are proactive and reactive at all times. They manage to work well on their own or as part of the team. Their knowledge of the people in the town centre is vast. They know the 'bad ones', 'who to watch' and work closely with the Mall Shopping Centre, The Town Centre policing teams and CCTV through radio links."*

*"We do find from time to time that we need to reinforce*

*cover or have last minute situations crop up and we find they are always accommodating to help in these situations."*

*"We have a good working relationship with the management teams with monthly meetings on site (or over the phone in recent times). Any issues we might have are looked at immediately and I hope we reciprocate if they have any concerns with ourselves."*

**Tim Paley, Public Transport Officer**

**University of Bolton - Profile Security Team:**

*"The guys have done a great job, taking on additional duties with enthusiasm to keep the campus safe and secure, with Wayne Driscoll (Profile Site Supervisor) attending regular team meetings on Zoom during the lockdown. They are reliable, professional and always maintain good humour."*

**Derek Rout, Director of Facilities**

**Wakefield Council - Wakefield One – Profile Security Officers Chris Williams & Darren Robinson**

*"We would like to praise the level of support and assistance received from **Chris Williams** and **Darren Robinson**, two members of the Profile Security Team based at the Council's flagship building Wakefield One. Both officers went the extra mile during the COVID-19 pandemic, ensuring that all visitors to the building were safely greeted and checked in upon arrival. The two also became part of the Incident Suite 'family' where they joined in with all the interaction and helped with keeping up staff morale. Please ensure our thanks are passed onto the team."*

**Michelle Ellis - CCTV/Building Security Manager**

## TAKE A TEA BREAK

When you have a few moments to spare, why not enter Profile's **Caption Competition**? Send your entries to The Ed at [news@profilesecurity.co.uk](mailto:news@profilesecurity.co.uk) before 1st September 2020. The funniest or most apt caption will be judged by an independent panel and we'll let you know the winner in our next issue of *Silhouette*.

We'll kick it off with, "Why the long face, Maisie?"





# NEW BUSINESS • NEW BUSINESS • NEW BUSINESS

## Liv Housing Group

Profile is delighted to announce a new partnership with the Liv Housing Group, an independent housing association that provides affordable, quality homes for around 25,000 people with nearly 14,000 properties in Knowsley, Merseyside. Profile will run a dedicated CCTV team to monitor the entire portfolio of properties and estate grounds, working closely with all the client's service partners to ensure the safety and integrity of their premises.

## Aberdeen Harbour

December 2019 marked the beginning of a new three-year contract with Aberdeen Harbour Board. Following a successful TUPE mobilisation, 28 out of 31 staff started work with Profile Security, initially providing security to four gatehouses working within ISPS regulations and two mini bus drivers transporting crew to and from ships. Regional Manager **Roger Riach** said: "It was a fantastic achievement for Profile to tender successfully for such a prestigious contract. I am very proud of the efforts **Davie Neilson** (Customer Services Manager) put into the TUPE and grateful for the support of **Larry Kurtz** (Site Manager), **Rob Hill** (Customer Services Manager, Edinburgh), **Jeff Morgan** (Manager, Dundee) and **Lorna Young** (CSM Support). After all the hard work, the contract started seamlessly".

## Excel Tender Framework

Profile Security has again tendered successfully to join the Scotland Excel Framework. Part of the organisation since 2012, the Framework allows Profile access to all the local Councils in Scotland where we are delighted to supply security services to 13 of Scotland's local authorities.

## Aberdeen City Council

Profile Security has once again been chosen by both Aberdeenshire Council and Aberdeen City Council to provide key holding services, alarm response and mobile patrols following new contract awards. Aberdeenshire Council and Profile have worked together since May 2019 and have agreed a new contract until at least 2022. Our relationship with Aberdeen City Council started in 2018 and will now continue until at least 2023. Regional Manager **Roger Riach** enthused, "It is a great achievement to retain the business for both these councils. Our mobile teams in Peterhead, Aberdeen and Dundee have all worked tirelessly to supply an excellent service, covering a staggering 6,500 square kilometres".

## Cognition Land and Water

Another recent addition to Profile's roster of clients is **Cognition Land and Water**, one of the UK's leading remediation contractors. They have been full of praise for the teams in our National Control Centre and our engineering teams out in the field. Both keep

the client's site teams continually updated on alarm activations and intrusions, moving quickly to adjust CCTV cameras whenever site layouts change. This level of service has meant that Profile will now be their preferred supplier for all their future projects.

## Construction

Profile's engineering team has been busy ensuring that all of our customers' construction sites remain protected 24/7 while they have been closed down, thanks to our different [remote monitoring solutions](#), wireless motion-sensing cameras, CCTV towers and so on. They have also been supporting the sector's business growth with a number of new CCTV contracts including **Tyson, F. Parkinson, Termrim, W. Stirland** and **Barnwood Construction** to name but a few. Also agreed is a major Dog Handler and CCTV tower contract with **Masons Quarry Investment** in Ipswich.

## And many more...

Profile's [Void Property Services](#) security offering has also seen recent growth. New sites being added include clients **Lambert Smith Hampton, Homes England, AIS** and **Old Capital**. We have also begun to provide vacant property protection to the insolvency sector and see this as a significant growth area over the next few months.

## *Sliding Doors – How I stumbled into the security industry*

***Some of us map out our future with the precision of a surgeon's knife. Most of us enjoy careers that develop more organically, taking opportunities that lead in often surprising directions. Paul Ripley, Public Sector Business Development Manager at Profile tells us his story.***

I am often asked how long I have been working in security and how I got into it.

In 2001, after 15 years in a variety of Business Development and Sales roles, I happened to take a call in the office from a recruitment consultant. At the time I was the National Account Manager in a small business which provided commercial vehicle contract hire and long term commercial vehicle rental.

After listening to her pitch, she asked me about my own situation and if I would be interested in other career opportunities. I declined the offer, but 'promised' to call her back should my circumstances change.

At the time, I was happy in my role having just secured large long-term contracts for two national companies. As things turned out these business wins meant that my role became redundant, as servicing of these contracts would become the main strategy for the future.

I soon found myself calling the consultant back. I attended a number of interviews and was eventually persuaded to go and see a security company. I had initially rejected this suggestion, saying that I had no particular

interest in the business. But I was told that this company was looking for sales people who could build relationships and no industry knowledge was required.

After a number of interviews I was offered a job, but wasn't 100% convinced it would be my thing. On the morning of September 11th 2001, I attended the final interview but returned home, convinced I would not be short-listed, despite liking what the business had to offer, the promise of the opportunity and company direction.

Switching on the TV as I ate my lunch, I saw the horrific images of the 9/11 atrocity taking place. That's when the call came telling me the job was mine if I wanted it. The events unfolding at that moment helped make up my mind: clearly security was important in the world and was going to be an ongoing necessity.

It did take a while for me to settle into the industry, but I chose to stick at it. One day, a colleague said to me, 'One of four things will happen after you've been doing this job for six months:

- You'll be fired for lack of sales;
- Leave the industry because you'll decide it's not for you;

- Stay because you like it or are happy to go along with it; or
- Pass the two-year mark and never leave.'

There are of course exceptions to the rule, but as it turned out, this was a pretty accurate summary.

The following year, I passed a sales lead onto a colleague who worked in the Facilities Management side of the business. Karen became my wife in 2006 and our daughter Eloise was born in 2007...

So, although I actually fell into security by chance, I consider it the 'sliding door' moment in my life. I joined Profile Security in 2011 and am shortly about to start my 10th year.



**9/11: Moment of truth for Profile's Paul Ripley.**



## The way to Hamilton Road

"I had been interested in doing business with energy supplier Engie for some time," explains **Victoria Ramsay**, Business Development Manager, Scotland. "Having attended an Engie Meet the Buyer event at their Scottish head office in Bellshill in January 2019, I got the opportunity to join their approved suppliers' roster."



Profile's **Victoria Ramsay** meets with Engie's **Stuart Andrews** in January.

Victoria followed up with their Commercial Director, **Paul Curran**, who had not long started with the company, building the relationship, sending his team emails, calling and looking out for new projects they were involved in. Eventually, Victoria was able to arrange a meeting with Paul to properly introduce Profile as a trusted and well-established security company.

When the chance to pitch for their Hamilton Road project came up, she met with Paul and project leads **Michael Gallacher** and **Kevin McCulloch**. After a successful

tender, Victoria was keen to demonstrate that "we do as we say on the tin", always communicating, re-jigging cameras when requested and visiting regularly to recommend any changes as the site develops.

Engie's **Stuart Andrews** declared, "Profile Security has provided a reliable and robust service to our development at Hamilton Road. Their staff fully understand our site requirements, and the service provided has been professional, friendly and personal. I would highly recommend Profile as the security contractor of choice".

## Life at the LIMIT in Lockdown

Profile's business links with Rosewood Homes go from strength to strength, despite the ups and downs of the strange times in which we live. Work at the Broomknoll site in Airdrie kicked off on February 29th but stalled when we all went into lockdown at the end of March.

With the site now back up and running, Rosewood's **Keith Burns** and **Stephen Lauder** are both very happy with Profile's services. They particularly appreciate all the communication from our Mobile Patrols via LIMIT, Profile's own online information system ([Live Integrated Management Information Technology](#)).

So when high winds brought down some of their fencing, Profile was quickly on site to install a temporary solution. When our eagle-eyed Mobile Patrols spotted that some padlocks had gone missing, they were quick to sort that too.

Profile Engineer **Dave Knowles** has been out in all weathers at all times of the day to fix things. Business Development Manager **Victoria Ramsay** praised Dave, saying, "He is such a wonderful guy. He has been out there working and installing, maintaining all of our systems in Scotland and never moans, even when he had to travel all the way home from some installations at the beginning of lockdown as no hotels were open. Great guy. Thanks Dave for all your great work!"



Pictured prior to lockdown: Profile's **Victoria Ramsay** with **Keith Burns** and **Stephen Lauder** of Rosewood Homes.

# IN PROFILE

*Silhouette* welcomes the return of “In Profile”, your chance to get to know key members of the Profile team. Taking his turn in the spotlight this time is **Lawson Simpson**, Group IT Director.



*Silhouette: Lawson, tell us about your background and how you came to work for Profile Security.*

**Lawson:** I've worked in IT for over 30 years. I started in the Civil Service then had a number of challenging IT roles across different industry sectors. I've worked at Digital Equipment Corporation (DEC), in the chemical industry (including a stint at Biotech), in banking, for the NHS and local government. My early roles were predominantly technical, with a specialisation in networking. I would design, implement and troubleshoot for organisations, as both an employee or on a consultancy basis in the UK and Europe.

My experiences in those early years were far reaching, highly motivating and fascinating as technology was breaking new barriers. New concepts that seemed like pipe dreams at the time have now become a reality – like beta testing a mobile network with a prototype mobile phone handset. As my career progressed I started managing projects and project teams, which led to combining my technical know-how with greater management responsibility. Over the years, I've developed a reputation for high level resolution of technical issues, developing teams and managing departments to provide solutions for both internal and external customers.

I joined Profile in January 2007 after

being contacted about a challenging opportunity to work in an industry I didn't know, but with IT issues that I was all too familiar with. Profile offered me the chance to create and maintain an IT infrastructure that would continue to support the company as it grew.

*Silhouette: What were your first impressions of the Company?*

**Lawson:** There seemed to be fewer hurdles to go through in order to get things done, which appealed to me straight away. The MD's vision for the company was clear. He stressed the importance of IT going forward, with data providing a more joined-up service to support the business and staff internally as well as our customers externally.

*Silhouette: What's the difference between the security industry and other sectors you've worked in?*

**Lawson:** The use of IT in the security industry in a general sense is not that different from other industries. At the core is the data and how that data is used. Its IT user base is not a true reflection of the number of employees, which is very different to some other industries where the number of IT users normally matches the number of employees. The policies and procedures are far more robust than in some sectors. The level of continuous training for staff and the accreditation required does set it apart.

The use and integration of CCTV within the IT infrastructure is a key component and unique to the security industry. I believe that, as technology continues to develop, one could see a closer working partnership between the security industry and law enforcement agencies.

*Silhouette: What changes have you seen over the years since you've been with Profile?*

**Lawson:** In the last 13 years the company has doubled in size and developed a brand and reputation for a tailored quality service. One of our strengths is the men and women who work for us, who are prepared to go the extra mile to ensure the level of service delivered to our customers is second to none. We are fortunate to have retained a high number of staff which gives us continuity and the ability to maintain that high level of service.

We also have a very strong management team which has a clear and precise approach, led by the MD and backed by a wealth of knowledge and success in this industry. There is a deep belief in and a sense of care and responsibility for the people who work for us. An example of this is the ongoing COVID-19 crisis: the immediate concerns were for the welfare of our staff, ensuring that all frontline staff were provided with PPE. We also have a very prudent Financial Director who has steered us through uncertain times. Much of our success is down to his skill and unique ability. His pockets and wallet don't open easily. I believe they are all held securely by an unknown force...

*Silhouette: How do you spend your time off?*

**Lawson:** What time off? I've never heard of such a thing! On a serious note, when I'm home, my family takes full advantage and demands I do what they want, which is a lot like being at work!

*Silhouette: What do you see as your most significant achievement inside or outside of Profile?*

**Lawson:** Being a father to my two daughters. By far. They are challenging at times (I guess I'm over-protective). Even on the most difficult of days, one of them will say or do something that just brings a smile to my face, or do something that is so funny that we end up in heaps of uncontrollable laughter.

I hope that I've made a difference to Profile over the years. Building and maintaining a secure, robust, flexible IT infrastructure, while keeping a close eye on new technologies that could benefit our organisation at present and in the future.