



# Silhouette

PROFILE SECURITY SERVICES NEWS

## Editor's message

Appearances can be deceptive. As experienced security professionals, most of us develop a keen eye for a fake. Folks posing as someone else. Delivery drivers with a uniform that's ever so slightly out of kilter. A sideways glance that arouses suspicion. The line about "I left my ID in the office".

It's perhaps remarkable, therefore, that at this time of year so many of us throw the rule book out the window. Not wishing to put a damper on the festive season, ask yourself: who is that big guy in the red suit?

The Editor remembers Christmas shopping some years ago in London's West End. Walking from Marble Arch to Oxford Circus, he encountered no fewer than 12 Santas. Surely they couldn't all be the real deal?

A favourite disguise of bank robbers from Papworth to Papua, New Guinea, a fair number of Santas end up in the clink before the New Year bell tolls.

No need to panic, though. It does make you think, however. What *does* Santa do the rest of the year?

### 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](mailto:info@profilesecurity.co.uk)

## A LEGEND RETIRES

**Trevor Ward** has retired from Profile after more than 20 years' service.

A proud Wakefield lad, he began military service with the Coldstream Guards as a boy soldier before taking and passing SAS selection. An Army boxing champion, he saw service with the regiment in Northern Ireland and the Falkland Islands, as well as postings in Brunei, Oman, Malaysia and Saudi Arabia.

After leaving the military in the 1990s, Trevor specialised in personnel and building security, close protection and the training of anti-terrorist teams. He joined Profile in 1996 as General Manager for London. He was subsequently promoted to Regional Manager, Regional Director, Divisional Director and finished his career in a new role as Technical Director



**Ward on his way:** After steering Profile through two decades of success, Technical Director **Trevor Ward** retired in August. Silhouette and the entire Profile team wish him well.

overseeing over 500 Profile staff at Southampton.

Trevor was a very popular manager and always seen as firm and fair. He contributed immensely to the growth of the business in his time with us and we are sad to see him go. As he prepares for a fun-filled retirement, we wish him and Tina all the best for the future.

## Issue Highlights...

- Trevor Ward bows out
- Anglesey abuse quashed
- Silent hours in Snowdonia
- Macnaughton textile success
- Good news from the Postcode Lottery
- Flanders fields remembered

*and MUCH MORE besides...*

## John's always a winner at the People's Postcode Lottery

Charlotte Square in Edinburgh is the place to be when it comes to lucky numbers. That's because Number 28 is home to Novamedia, the folks behind the People's Postcode Lottery.

And while their postcode won't be drawn any time soon (competition rules make this unlikely), one Profile Security Officer has certainly been leaving his mark, as the Lottery's Office & Facilities Manager explains: "**John Munro** has been an absolute asset to both your business and ours," enthuses **Jen Pawson**. "He is always going above and beyond in his role: I get comments all the time from members of our team to say that John has helped them out when he didn't need to! He is a pleasure to work with and spend time with, and we absolutely love having him as a part of the team here at PPL!"



**Ticking the right boxes:** Profile Security Officer **John Munro** earned well-deserved praise from PPL's **Jen Pawson**.

Profile Security has long had an association with the elegant Georgian house in Edinburgh EH2. We were there while it was home to property consultants CKD Galbraith for many years, and while the house which dates back to the 1700s underwent refurbishment. Home to the Postcode Lottery since their move to Charlotte Square in May 2016, Novamedia's Security Manager **John Young** is responsible for the site that is made up of three Georgian buildings and a new extension linked by a spacious atrium.

Ranked as the world's top fundraising private charity donor, Novamedia's six lotteries in Britain, Germany, Sweden and The Netherlands have contributed over 6.6 billion euros to charitable causes around the world.

## Silent Hours in Snowdonia

A new security structure has been successfully introduced at the Magnox Trawsfynydd Decommissioning site. Known as the Operational Shift Transfer (OST), the project went live on 16th October 2017. Profile Security Group have provided key personnel for this new structure which consists of a mix of existing Magnox guards along with newly recruited Profile Officers.

Trawsfynydd nuclear power station is the first of the Magnox sites transferring to a 'Silent Hours' arrangement where site monitoring operations are transferred to

security out of normal working hours. This is quite a significant step on the journey towards full decommissioning and a key milestone for the client, Magnox.



**Giving them the silent treatment:** Included in the new security structure are (from left) **Will Pilbeam, Liam Hughes, Bob Ingram** (Magnox), **Ben Roberts, Dyfed Jones-Owen, Mike Metcalf** and **Kev Owen** (not pictured).

### Qualified and experienced

Profile Security Group are proud to have contributed to a successful transition. Staff making up the team recruited into the new structure have undergone fast-track training on a site familiarisation programme designed to satisfy the client's rigorous Suitably Qualified and Experienced Persons (SQEP) criteria.

Deputy Site Security Manager **Bob Ingram** has steered the team through this period of integration: "Despite a tough timescale in which to recruit, train and get all guards up to speed with the added complexity of a mixed Magnox and Profile guard force, I am pleased to say it has gone very smoothly. Praise is due to all the guards for their professional commitment and effort in achieving a fully effective new security structure ahead of schedule."

Trawsfynydd became operational in 1965 and was the only power station in the UK not to be located on the coast. Instead, cooling water was taken from a man-made reservoir in the heart of Snowdonia National Park. The plant closed in 1991 with work by the Nuclear Decommissioning Authority to clear the site expected to take several more decades.



## Jim Roxborough has left the building

After five years' loyal service, Hinkley Point A Team Manager **Jim Roxborough** has called time on his career with Profile Security. Stepping into his boots is **Dai Cummins** who said, "I'll do my best to live up to Jim's high standards and keep staff happy." Keeping things ship-shaped is no easy task, not least because Dai knows other nuclear plants are always looking at ways to poach his best people.

Dai's approach and positive attitude goes a long way to addressing these issues. Ably supported by his team (not forgetting **John Hook** and **Heather Kennedy** at Access Control), Dai is working hard to improve the team's performance and to sustain a good work ethic, with the result that there's been a shift in the team's mind-set. Pepping up morale has come about through a combination of a new rota, a new

pay scale and a new Manager.

"At the Magnox site, staff regularly reach out over and above the line of duty and their expected workload – and they do so with a smile and a willingness to see jobs through to the end." An upbeat Dai added: "Christmas is coming, so it's an ideal time for reflection... Next year will have its ups and downs along the way, but whatever the challenge, we will overcome it as a team!"



**Magnox measures up:** First to step into the limelight thanks to the introduction of a new Employee of the Month programme were **Terry Godden** (pictured left with Team Manager **Dai Cummins**) in October and **Peter Curtis** in November.

## Clamping down on abuse

Good security staff are trained to prevent and deal with all sorts of situations – break-ins, vandalism, anti-social behaviour and more. It's an unfortunate fact of life that sometimes Security Officers also have to handle challenging individuals, people intent on directing their anger and frustration at them.

Knowing how to handle such confrontations and being able to diffuse potentially more dangerous situations is what every Profile Officer is trained to do.

News reached *Silhouette* of such an instance where guards protecting the Horizon Nuclear Power site at Wylfa Newydd on Anglesey dealt with some abusive behaviour. The problem was quickly and professionally dealt with before the troublesome individuals were dismissed from site.

Helping to monitor such events is Horizon's Corrective Action Process (CAP), a reporting system that captures incidents both good and bad. Horizon's Site Manager **Daron Hodges** was keen that this particular incident should not go unnoticed. He presented the team with a Corrective Reporting Award and a gift to go with it. Profile's Security Manager **Stephen Robinson** explains: "Raising these reports and having an award every month highlights the outcome of these events and has a positive effect on both the security teams and the contractor."



**Wylfa team steps up:** Pictured from left: **Iwan AP Thomas**, **Andrew Williams**, **Stephen Robinson**, **Raymond Williams** and **Iwan Roberts**.

## Are you speaking Japanese?

For many a security professional first enlisting at Profile, it's hard to imagine where the job will take you. **Mariusz Sowula** is a case in point. He joined the firm in 2009, working on the National Grid account based in Essex before moving to West Wales. After three years, he switched to the position of Mobile Response Officer in Cardiff. Then in 2013, he transferred to the nuclear decommissioning sector in Oxford. His latest move in March 2016 has seen him settle into his role at Hitachi Nuclear Energy Ltd.

### Hardworking

Mariusz has just been promoted to Site Security Supervisor and is even learning to speak Japanese to help him communicate with customers on site! Hitachi's **Wayne Randall** had this to say: "Mariusz is very conscientious and hardworking,



Hitachi's **Wayne Randall** (right) praised Site Security Manager **Mariusz Sowula** for his innovative thinking.

dedicated to ensuring that the service provided to his customers, either staff or visitors, is second to none. He is always willing to offer assistance and innovative ideas to overcome difficulties and is a pleasure to deal with on a day to day basis. While Mariusz is imposing in stature, he always welcomes his customers in a warm and convivial manner. Congratulations Mariusz!"

### Larger than life

Profile's Customer Services Manager **James Lampard** endorsed the appointment, adding, "Mariusz works incredibly hard and it's been amazing to be a part of his journey. He is a larger than life character who is always willing to listen and learn and go the extra distance for the company. It's very easy to sum up really: you make the call at an ungodly hour, seeking assistance from Mariusz, and at the drop of a hat – it's done." Proof indeed that with hard work comes reward.



Profile Customer Services Manager **James Lampard** congratulates **Mariusz Sowula** (right) on his promotion.

## A WORTHY GOAL

Businesses from around North East Lincolnshire answered the call to raise much-needed funds for a local hospice. Organisers Associated British Ports, long-time clients of Profile Security, corralled some 200 employees, stakeholders and customers to don their football kit and step onto the pitch at the Bradley Football Development Centre in Grimsby.

Some £2,400 were raised by the event, the money going to St. Andrew's Hospice. Ten companies were represented in the tournament with the boys from ABP's Humber International Terminal coming out on top. The Profile squad acquitted themselves well and steered well clear of the relegation zone!

## Anthony the Juggler

One Profile Security Officer's ability to multi-task did not go unnoticed last summer. A delighted client wrote in to tell us just how impressed their UK & Ireland Operations Manager was. **Peter Dimond** noticed our man **Anthony Lucking** managing the company's extremely busy gatehouse.

Working by himself, Anthony juggled all the comings and goings like a proper conjuror. To make the situation more challenging, the main gate was only working intermittently which meant he had to take charge of opening and closing the barrier as well.

Peter was clearly impressed by the performance: "The professionalism Anthony showed and which he maintained as he handled each of the visitors in checking identification, vehicles and deliveries – and dealing with the gate issue was remarkable."

As well as extending a heartfelt "well done", Peter wanted to make sure Anthony's efforts and the standards of service he delivered were very much appreciated.



**Gatekeeper:** In recognition of his calm handling of a tricky situation, Security Officer **Anthony Lucking** (left) was presented with an Employee of the Month award by Customer Services Manager **Bharat Kataria**.



## FROM LITTLE ACORNS

Mighty oaks do grow. It's already more than four years since Profile Security was hired by one client for simple key holding duties at their head office in Perth. In a short time, this has grown to a much larger remit, looking after the security for three different sites.

### Generations

The Macnaughton Group is one of Scotland's most successful and enduring textile companies. Theirs, too, is a tale of little acorns. Founded six generations ago in 1783 from a small spinning mill on the banks of Loch Tay, the company moved to Pitlochry in the next valley in 1835 to take advantage of the "Age of the Railway".

There, expansion took the form of a shop and one of the Highlands' earliest delicatessens. Queen Victoria and John Brown were frequent visitors to the town and even dropped in on one occasion to purchase a rug!



Photo © Macnaughton Holdings Ltd.

Moves to Aberdeen and Keith in Morayshire followed, as well as acquisitions in Edinburgh, Dumfries and Paisley.

### Reliable

Profile Business Development Manager **Victoria Ramsay** has forged a wonderful working relationship with the company since 2013. Sadly, Managing Director **Blair Macnaughton** retired in May after 32 years running the family business. He too has been happy with the way things turned out: "I came across Profile Security some years ago, when I was seeking a more reliable key-holding service. Having met with Victoria and her team, I was happy to immediately sign up for

our headquarters site and it didn't take long to understand that our premises were in safe and reliable hands."

With security solutions tailored to all sorts of businesses in all kinds of locations, Profile proved to be the ideal security partner. Blair added, "I was delighted when Victoria told me that Profile now serviced some of the more rural areas in Morayshire, and we immediately signed up our third property."

### Curtains

While Victoria will miss her chats with Blair, she is confident this partnership will last. Since that other [Queen] Victoria was good enough to grace the company with her custom, other well-known names have since followed suit. More recently, Macnaughtons supplied the curtain material for the private wing of the White House, the choice of a certain Mr. and Mrs. Obama a long way from the banks of Loch Tay...



**Scottish pride:** Profile Business Development Manager **Victoria Ramsay** wishing textile entrepreneur **Blair Macnaughton** a happy retirement.

## 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 **Victoria Ramsay** on 07525 731931 or email her at [victoria.ramsay@profilesecurity.co.uk](mailto:victoria.ramsay@profilesecurity.co.uk)





On Friday 10th November a group of Profile staff, family and friends headed out to Belgium on a three-day tour organised by Profile's **Sue Sims**, Port Security Manager at Southampton and **Geoff Shaw**, Deputy Port Security Manager.



The group stayed in Bruges for two nights and on the Saturday were taken on a guided tour of the Flanders battlefields. Then in the evening, the party gathered at the imposing Menin Gate in Ypres.

The small town of Ypres falls silent every night at 8.00pm and has kept up the tradition since the end of the Great War without interruption (the one exception being the war years from 1939 to 1945). During the solemn ceremony attended by many hundreds of people in which the local fire brigade plays *The Last Post* on the original bugles, three members of staff laid took their turn to lay a wreath on behalf of Profile Security.

The group also visited nearby Tyne Cot, the largest Commonwealth War Graves Commission cemetery in the world, where they were surprised by a VIP visitor. Princess Anne was there on a personal visit and she kindly acknowledged the attendance of the Profile team and their families.

The Port Security team organise many events throughout the year and raise money for local and national charities.



In February, they will be holding a "race night" with client ABP (Associated British Ports) who have kindly allowed them the use of one of the cruise terminals. A major fundraiser, the event will be attended by the Mayor of Southampton and will include filmed racing, a buffet, live music and charity auctions.







We are delighted to welcome a new Regional Manager for London. Having moved to the UK from his native South Africa, **Max Loubser** has been working in the security industry since 2001.

His previous assignments include working as part of the senior management team for The Shield Guarding Company, servicing clients such as the Barbican Centre for Arts, Broadgate Estates and several major City law firms. His other roles have included Client Director and Head of Health and Safety at another security provider.

In his time, Max has worked closely with major international brands like WeWork, Victoria's Secret and the InterContinental Hotel Group. On his appointment Max said, "I feel Profile Security has the right drive, ethos and market placement



**Max Security:** Joining Profile this autumn was **Max Loubser**, taking up his new position as Regional Manager for London.

to deliver an excellent service to a very competitive industry". *Silhouette* and everyone at Profile wish Max every success.

## Performance boost

Keeping guards on their toes at Dounreay in the Highlands is a new performance initiative linked to Profile's now traditional Employee of the Month scheme. This one is a little bit different in that, instead of rewarding one-off achievements, this award is presented to the person who achieves the highest score in their performance appraisal.

This will cover areas such as appearance and attendance, aptitude and attitude, integrity and conduct, their organisational and planning skills, plus job knowledge and leadership coaching skills.

The first recipient of the monthly award is **Janice Kirkman**. Janice has been with Profile since the start of our contract at the Caithness nuclear site in June 2014 and was promoted to Team Leader in October 2017. Our congratulations on a sterling performance!



**Great all-rounder:** Dounreay's **Janice Kirkman** receives her award from Guard Force Manager **Iain Kennedy**.

# Make it your mag!

*Silhouette* will soon be back with more news and views. We'd like to hear from all our readers, so keep your stories and photos coming to The Ed, *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD or by email to The Ed at [info@profilesecurity.co.uk](mailto:info@profilesecurity.co.uk)