



NEWS FROM PROFILE SECURITY SERVICES LIMITED

Winners one and all



Profile's presence at Haydock Cross is making itself felt. A delighted **Mike Noonan**, Business Crime Reduction Coordinator for the St Helens Chamber of Commerce, was full of praise for the Security Officers that man the site administered by Property Consultancy

GVA Grimley. Profile's Security Officers have earned a clutch of 'Employee of the Month' awards. Pictured (from left) are **Raymond Conchie**, **Keith Richards**, Estates Manager **Barry Mannion**, Profile Customer Services Manager **Paul Sopp**, **Lee Verity** and **Andrew Best**.

SENT TO THE TOWER

Profile Guard **Matt Jemanowicz** was about to go off duty when he noticed a Senior Manager walking out of the client's premises carrying a computer tower. It turned out that the removal of the equipment was quite legitimate. Far from taking umbrage, the Manager was full of praise for Matt, congratulating him on his proactive approach and professionalism.



Matt Jemanowicz picks up his Employee of the Month award from Regional Manager Bharat Kataria.

A sack-full of goodies

Your red-nosed Ed has packed this Winter Edition of *Silhouette* with armfuls of stories and news items, some as fresh as the snow that's been falling these last couple of weeks, and others that may have slipped between his sledge tracks... it's a cracker!

We wish you all a very Merry Christmas and here's to a very prosperous New Year!



KEEP CALM AND CARRY ON...

So said the poster at the height of the blitz and that's exactly what **Kevin Brown** did recently. An irate member of the public became verbally abusive when challenged by Kevin in the course of his duties. Profile's man remained calm throughout the incident, reporting the incident promptly and making detailed notes so that events – and the individual – could be dealt with subsequently.



Security Manager Ken Cooper (left) presents Kevin Brown with his Employee of the Month award.



MAGNIFICENT SEVEN

Seven more Profile Officers have earned their spurs – doing so in record time. All joined the company in February and all have been awarded their NVQ qualifications. Among them are **David Draper** (left) and **Wayne Lee**, both of DJD's Marlowe House in Sidcup, Kent.



Pauline's proud moment

As reported in the last edition of *Silhouette*, Maidstone CCTV boss **Pauline Franks** was nominated in this year's Security Excellence Awards.

Competing with the very best for the title of Contract Security Manager of the Year, Pauline was pipped at the post, but not in the least put out. Regional Manager **Dan Liddiard** (pictured below) was full of praise for Pauline and her team.



Stephen's Special Calling

Colleagues and visitors at the Drivers Jonas Deloitte site in Bracknell all agree: Security Guard **Stephen Odouro Bimpeh** goes about all aspects of his work in a cool, calm and collected manner. Working with Profile since the beginning of the year, Stephen still has time for his more

spiritual pursuits. A Senior Pastor at his Seventh-Day Adventist Church in Reading, he and his wife Comfort were invited to international conferences in Ohio, USA and Paris last July. Back at work, he looks after one of DJD's most prestigious sites, appropriately named... Inspired.



Stephen Odouro Bimpeh and his wife pictured at Bowling Green, Ohio.

Chadwell chase pays off

Among Profile's business wins in October was a new site at Chadwell St Mary in Essex. A team of six Concierge Officers are now manning reception, carrying out daily checks of the 273 apartments and welcoming over 1,000 tenants and their visitors. Pictured are **Anthony Yettukurirudaya** (left) and **Conrad Johnson**.



Profile joins the Pacesetters...

Profile is now among the very best security companies in the UK – as rated by the SIA. *Pacesetters* pulls together the very best performing companies at the top of its Approved Contractor Scheme – and we're one of them!

on the Profile website's News pages for the official announcement!

... And goes one better!

Profile's most recent audit as part of the ACS has seen our score reach an unprecedented high! To find out the magic number, keep your eyes peeled





BONUS AT THE GEORGE

Congratulating members of the Profile team at The George Centre on Grantham's Guildhall Street is **Hilary Pearce** (pictured right) of Managing Agents King Sturge. Receiving a bonus cheque is **Christian Wraight**: "He is constantly improving his knowledge of the retail shopping centre and always raising his performance standards to exceed our expectations," commented Hilary. Fellow Customer Service Advisor **Linda Blastland** was also praised for her continued commitment and dedication: "We can always rely on Linda to get the job done."



Proactive CCTV team nets award

It was a winning night for Profile at Maidstone's Maidsafe Awards which recognises a host of security initiatives and achievements around the Kent community. Lifting the prize for the "Most Proactive Team", the Profile team's citation noted the number of major incidents they had spotted over the last 12 months, including a series of fires. Thanks to their intervention and the evidence they collected, they were instrumental in securing the arsonist's conviction. **Dan Liddiard**, Profile's Regional Manager, was delighted: "The whole team at Maidstone CCTV have worked really hard this year. In October alone, they have beaten their arrest record which now stands at 244 for a single month."



Captured in Maidstone: client **Chris Stewart**, Site Supervisor **Pauline Franks**, **Bill Moss** of Maidsafe, CCTV Operator **Natasha Walton** and Regional Manager **Dan Liddiard**.

Wedding belle!

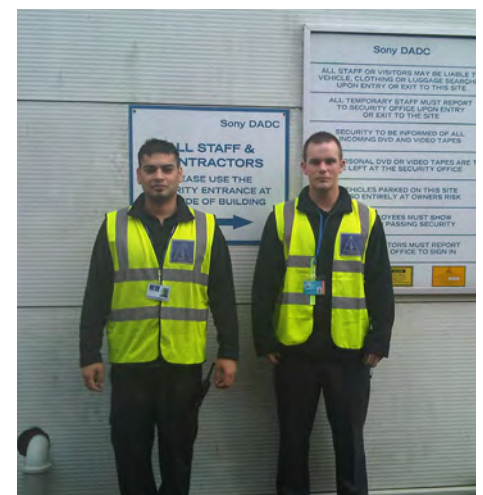


Tying the knot in October were **Barry Nicholas** and **Kellie McGirr**. The new Mrs Nicholas, a Security Guard with Profile, has been keeping a watchful eye on Barry for five years! Fifty guests attended the wedding reception at the Fox Country Inn in High Wycombe before the happy couple took off for their honeymoon in Greece.



SONY TUNES IN

After a smooth TUPE transition, Profile took over security arrangements for the SONY DADC site in North London during September. Transferring with the team were **Alex Teinor**, **Yasir Altaf**, **Nadeem Asrar**, **Muzaffar Husain** and **Babar Zahoor**. Joining them from Profile's prestige site Arcadia was **Alex Rapley** (picture right with Yasir Altaf). He and Yasir have both enrolled on their NVQ Level 2 course working towards a BSC Level 1 Health & Safety At Work qualification under the supervision of SONY DADC's Security Manager **John Rapley**.



Corporate Social Responsibility (CSR) is the voluntary action that businesses and individuals take to improve the quality of life for the local community and society at large.

TELL US WHAT YOU THINK!

Early next year, we'll be sending round a survey so you can share your thoughts and views about how Profile can get more involved in the community. Our Corporate Social Responsibility initiative is gathering momentum and we'd like your ideas and honest feedback! Survey responses are anonymous and will be treated in the strictest confidence.

The objectives of Profile's CSR policy are

to operate the business in a way that meets or exceeds the ethical, legal, commercial and public expectations that society has of our business.

THE CSR FORUM - GET INVOLVED!

In the meantime, we'd love to hear from all those who would like to play their part in Profile's CSR Forum. You'll be directly involved in shaping our CSR policy, as well as reviewing our targets and implementing our plans.



TRUE GRIT

Profile Guards in parts of the country are finding the snow and ice quite a challenge, but they're not letting the weather get in the way of a job that needs doing.

Wayne Lee works at Marlowe House in Sidcup, Kent. To get in by 6.00am, Wayne has had to catch three buses. With the snow snarling up his progress, he had to wait 30 minutes for the first bus, 10 minutes for the second and endure another toe-curling 15 minute-wait for the third.

His colleagues, too, are finding it no walk in the park. **Spencer Goldsmith** and **Judy Hughes** were both up at around 5.00am. After three hours of what is normally a 20-minute dash, Judy had no option but to abandon mission. Spencer plugged on, walking several miles and reaching the office just before 10.00am.

Glen Clayton made it home on foot, traipsing nearly seven miles to Dartford. Hats off to the whole team for their commitment and determination.

NEW PROFILE WEBSITE

Launching soon is Profile Security's brand new website. Fully updated and easy to navigate to, visitors will find out more about our services, our regional offices, training, plus industry news and more.

COMING SOON!



ABOVE THE CALL OF DUTY

Profile Security's Mobile Patrols in Humberside have been going beyond the call of duty and surprising a few motorists in the process. Patrolman **Simon Fisher** and his colleagues have been using their boss' 4x4 to travel from site to site through the snow drifts that have been sweeping across

the notorious A15 stretch between Scunthorpe and Lincoln. On one evening alone, they stopped to check on 14 vehicles stranded by the side of the road, offering assistance. The team allow extra time to travel between work sites, so helping out is something that comes naturally.



Part of the service: Simon Fisher and colleagues took the trouble to check on stranded motorists.

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 News.Letter@profilesecurity.co.uk

XMAS PRIZE DRAW - WIN £50!

Add to your Season's Celebrations with an unexpected Christmas surprise! To enter, print up and complete the Entry Form below and send it to: Santa (c/o The Ed), *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD. Alternatively, send an email to News.Letter@profilesecurity.co.uk, putting 'Xmas Prize Draw' in the Subject box. All entries must reach us no later than Christmas Eve, December 24th to catch Santa!

The draw will take place on Friday 14th January 2011 and the winner will be announced in the next issue of *Silhouette*. Good luck!

Christmas Prize Draw

Name:

Company:

Day Tel No.

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.