

PROFILE SECURITY SERVICES LIMITED

info@profilesecurity.co.uk



Silhouette

NEWS FROM PROFILE SECURITY SERVICES LIMITED

Broxtowe boys step into the breach

When events took a dramatic turn recently, Profile Security Officers **Iain Brabson** and **Ben Brown** were quick to come up with a solution.

Profile Security is under contract to provide Broxtowe Borough Council with CCTV operators. Their routine round-the-clock rota normally calls for four officers. When one of their number moved on recently to pastures new, thoughts naturally turned to finding a replacement. But when a second officer suddenly lost his life, Iain and Ben were left to deal both with the sense of loss and with something of a crisis.

The two sat down and simply worked out how they could best work out their shift patterns. "No objections, no complaints – they simply turned up, worked hard and got on with the job," commented Broxtowe Borough Council CCTV & Security Manager Paul Crompton. Impressed with their dedication and commitment above and beyond the call of duty, Paul had further cause to sing their praises: during this period, Iain helped the Police locate and arrest



Profile Officers Iain Brabson (left) and Ben Brown did not need prompting: they showed commendable commitment and initiative.

a suspect carrying a firearm who had threatened someone in the town centre. Iain has since received a letter of commendation from Nottinghamshire Police as a gesture of thanks for his intervention in what was a very serious incident.

The Profile duo showed great flexibility and resilience while new officers completed their training. Life has since returned to as near as normal for the CCTV team. Mr Crompton added, "I commend the Profile Officers and I am proud to say that these Officers are part of our team at Broxtowe. Thank you Iain and Ben!"

Issue Highlights...

- Broxtowe crisis averted
- Looking at Leadership Skills
- Profile wins round Stena Drilling
- Like father, like son, the Rapley way
- Briefing: how Check Calls work
- Celebrating 5 & 10 years' service

and MUCH MORE besides...

MD's message



"Summertime, And the livin' is easy"... so goes the song, conjuring up lovely pictures of long summer

evenings... the sun's rays glowing through your favourite pint outside your favourite pub.

The reality, of course, is not always so rosy. Rain stops play and we all run indoors. The thing is, we all take sunshine very seriously in this country, making the best of every opportunity. Summer somehow brings out our optimism, and that's a good thing.

As one of this issue's stories so clearly demonstrates, a dash of optimism and a good deal of persistence do pay off. As our Business Development Manager in Scotland Victoria Ramsay shows us.

Profile offers a great service with quality in depth. It's thanks to the commitment and dedication of the whole team that the likes of Victoria can so confidently go after new business. It's thanks to all of you that we can celebrate and share success – and go after more of the same.

It's also the reason so many of you are celebrating five years with Profile, some 10 years and more. Let's raise a pint to all of them. Come rain or shine.

Martin McGowan Scanlon
Managing Director

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

Jim's Optima Milestone



Customer Services Manager **Iain Kennedy** (above left) congratulates Building Manager **Jim Boyd** on five years' service with Profile. Starting out as a Security Officer at the Optima site in Glasgow, Jim's commitment, hard work and excellent communications skills soon earned him a promotion.

Harrow graduate



Profile Security Officer **Simon Thompson** recently completed his NVQ studies – in between shifts at Hygeia, the prestigious multi-tenanted premises at the heart of

Harrow, Middlesex. Set around a sun-lit barrel-vaulted atrium with glass wall-climber lifts, the offices are run by property advisors Danmerc Ltd, a long-established Profile client.

FARES PLEASE!

Trading one uniform for another in May was Security Guard **Mak Makwana**. Profile's man at client CBS Outdoor was only too happy to

step up to the footplate and lend the ad agency a hand with their "Big Bus Festival" advertising drive.



FATHER & SON



Helping to turn Profile Security into a family business are father-and-son combo **John and Alex Rapley**. John, who is the Security Manager at SONY's Enfield Distribution Centre, took time out to present son Alex with his Security Practitioner NVQ Level 2 certificate. Alex joined the team in July 2010 and is keen to progress. Looks like he will be keeping his dad on his toes!

Persistence pays off

Winning new accounts and building mutually profitable relationships is seldom easy and can call for a great deal of persistence. Stena Drilling's John Curran was keen to show he was no pushover.

Profile Business Development Manager **Victoria Ramsay** first approached Stena Drilling over two years ago. John listened politely to her pitch and that is far as matters went, given that he fields several such calls a day. The plucky Ms Ramsay did not leave matters there, however, and after a number of follow-up calls, John decided such persistence warranted some further investigation.

Unhappy with their incumbent security company, he started looking into his options, meeting a number of representatives from different security providers, Victoria being one of them.

Keeping the faith

With Profile ticking all the boxes, Stena signed up in July 2010. Even if 18 months had passed since making that first call, Victoria never lost faith, convinced that Profile's credentials were up there with the best.

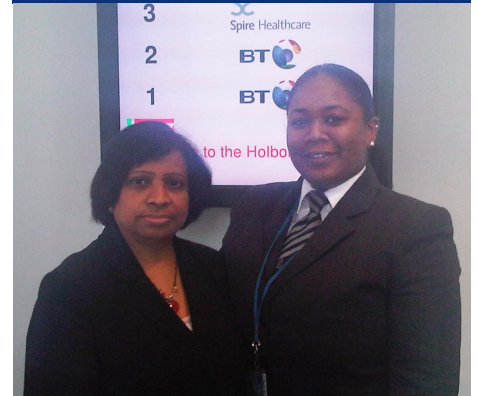
Following a smooth handover, the relationship with Stena is flourishing: regular reviews with Customer Services Manager **Andy Geddes** and Regional Manager **Graham Stirling** keep John and his team updated, solving issues as they arise and anticipating others before they do.

Stena's Aberdeen Head Office looks after drilling rigs right around the globe, from the North Sea down to Australia, from the Gulf of Mexico to South East Asia. A subsidiary of Stena AB, the Swedish drilling company is one of the world's foremost independent contractors in this highly specialised and challenging field. Looking after their interests in Scotland, Victoria has no doubt that Profile is a match to the task.



Knowing the drill: Profile Business Development Manager **Victoria Ramsay** with Stena Drilling's **John Curran**.

Dias and Knight: cover day & night



Meet Profile's enterprising duo from the Holborn Centre in central London. Security Officer **Irangani Dias** (left) welcomes visitors to reception. Now in her fifth year, she is respected and well-liked by both clients and staff. With her is **Stacy Knight** who joined Profile Security in November 2010. Always ready to undertake any demanding role, her latest challenge has been to act as stand-in for the Holborn Centre's Site Supervisor. Stacy is planning to get married in Barbados next year.

Have you joined the Social Networking revolution?

The links on Profile's new website continue to attract contributions and provide a forum for topical issues.

If you haven't done so already, take a look at our **Blog**. Content to date covers a broad spectrum of security issues, from planning event security, to issues of maritime security, the increase in corporate fraud and identity theft. Contributors also look at what the death of Osama Bin Laden could mean for all of us from a security perspective.

You can share your thoughts and views, too, by clicking on our **Twitter** and **Facebook** links. Visit us at www.profilesecurity.co.uk and get clicking!



Shepherds push nets result



For evidence of a great team effort, you need look no further than the security team that mans the Shepherds Building in West London's Shepherds Bush. Proudly displaying their NVQ Level 2 certificates are (from left) **Zsolt Zsemlye**, **Shahid Gafoor**, **Farman Ali** and **Robert Konarski**.

Profile lands Eagle House

Recent business wins for Profile include Eagle House in Bracknell, part of property management firm DTZ's portfolio of premises. Helping to achieve a smooth transition of the security team under the TUPE terms was Security Supervisor **James Shedd** (pictured below).

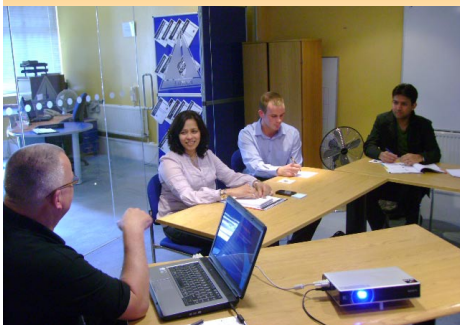
James played a proactive role in the switchover, staying late on numerous occasions to make sure all the members of his team were fully briefed and in step with the changes. Leading by example, James is set to complete his NVQ Level 2 shortly, helping his team of Security Officers do the same.

Regional Manager Paul Horrocks declared, "We're delighted with the way the handover has happened. James takes great pride in the site and can always be relied upon."



Eagle-eyed James Shedd leads by example at Profile's new Bracknell site.

LOOKING AT LEADERSHIP SKILLS



Taking part in Profile's in-house Supervisory Management Training under the watchful eye of **Mick Austen** are **Sumaya (Sam) Mahomed**, Supervisor at City Tower, **Alex Rapley** who works at SONY DADC and



Shahid Ghaffor, Supervisor at the Shepherds Building. All three were presented with their certificates by Regional Manager **Bharat Kataria** (pictured above right with Alex and Shahid).

DTZ gem in Croydon



Meet **Ishmael Akpoblu**, Security Supervisor at the Colonnades Leisure Park in Croydon. Managing Agents DTZ are forging close links with the Profile team. Their Business Manager, **Vince Jewell**, can already attest to Ishmael's high standards and the way the entire team seem to be taking a leaf out of his book. Said Vince, "He leads in a firm but constructive manner." Out and about, Ishmael extends a warm welcome to visitors to the various entertainment venues and restaurants on the site. He's also looking forward to welcoming a new addition to the family in a month's time!

★ Congratulations ★

ANNIVERSARIES ALL ROUND!

This edition of *Silhouette* marks a number of red letter celebrations up and down the country. As you'll see from the roll call below, many of our most loyal Security Guards and Supervisors are celebrating 5 and 10 years with Profile.

Our Chairman, Andrew Prendergast and our Managing Director, Martin McGowan Scanlon, together with all our Managers and colleagues join together in extending a heartfelt 'Thank you' and wishing you all many more productive years as part of the Profile team.

Celebrating 5 years with Profile:

Charles Adun
Mamun Al-Awqati
Jim Boyd
Mick Boyle
Ken Cooper
Patrick Efetha
Jonathan Ewiah
Mike Flint
Pedro Guerra
Tayser Hesani
Nur Hussain
Mahmood Kadir
Mukesh Makwana
Liban Mohammed

Marek Napierala
Kellie Nicholas
Danny Notice
James Owusu
Tissa Pererra
Lee Rose
Michael Waple
Michael Welding

Celebrating 10 years with Profile:

James Cunningham
James Hall
Manzoor Hussain
Clive Pennington
John Rutherford
David Wood

**Celebrating
10 years...**



Mobile Patrol Officer John Rutherford



CSM Andy Tilsley (left) with James Cunningham, Spectrum for Arcadia



David Wood, National Grid Chesterfield

EFING * SECURITY BRIEFING * SECURITY BRIEFING * SECURITY BRIEFING * SECURITY BRIEFING

A LOOK BEHIND THE SCENES: CHECK CALLS

Part and parcel of Profile's round-the-clock security cover is the job carried out by the team at our **Leeds Security Control Room**. They are there to make sure no harm comes to the Security Guards looking after our clients' premises.

As part of our routine checks and balances, Security Officers on site make regular, planned phone calls to our Leeds Centre. These are logged and reported as part of our routines, but critically, a missed call will set our back-up plan into action. If the Leeds Centre cannot reach the Security Officer, our Mobile Patrols (or our colleagues in the Police force) will sweep into action to investigate

the reason for the missed call.

Designed to save lives and escalate our emergency response, the Check Call procedure is key to Profile's hands-on 24/7 approach to security. Only by making sure nothing has happened to our Guards can we in turn ensure that our clients' premises and the people that visit them remain safe.

Celebrating 5 years...



James Owusu at Garrards



Nur Hussain at Gibson Dunn & Crutcher



Michael Welding



Ken Cooper and Mike Flint, Welwyn



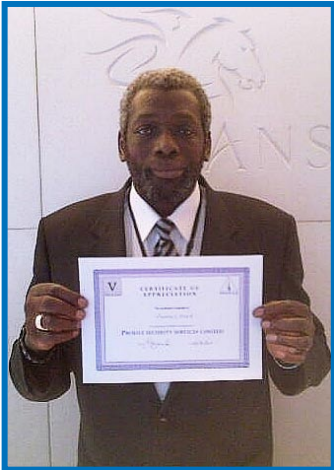
Michael Waple at 61 Southwark Street



Mick Boyle, Kellie Nicholas and Marek Napierala



Patrick Efetha and Tissa Perera



Mahmood Kadir at Ansbacher



Tayser Hesani (5 years plus) and Clive Pennington (10 years plus) both work at the Shepherds Building



Mukesh (Mak) Makwana at CBS Outdoor



Mamun Al-Awqati (right) at Chiswick Place with Bharat Kataria

SUMMER PRIZE DRAW - WIN £50!

Fast becoming a tradition – and possibly the easiest £50 you'll ever earn at Profile – here's another chance to slip away with some welcome dosh! Our Summer Prize Draw is open to all employees and all our clients – in fact, anyone on the *Silhouette* circulation list!

Simply send an email to News.Letter@profilesecurity.co.uk, putting 'Summer 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 July 2011!
The draw will take place on Friday 5th August. Good luck!

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.

Summer Prize Draw

Name:
Company:
Daytime Tel.
Email:

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 UK Sales Manager **Andrew Thompson** on 020 7498 3511 or email him at Andrew.Thompson@profilesecurity.co.uk