

**PROFILE SECURITY SERVICES LIMITED**

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Silhouette

NEWS FROM PROFILE SECURITY SERVICES LIMITED

PROTEST MARCH CRISIS AVERTED

As businesses in London braced themselves at the prospect of another student march through the city on November 9, Profile managers and security personnel went on red alert.

With teams at full stretch in anticipation of disruption similar to that witnessed during the G20 protests of 2009 or the damage seen at the Conservative Party's Millbank HQ last year, Profile Security set its emergency response plans into action. Additional Security Officers were redeployed to sites along the proposed route. For one enterprising Supervisor, it was a chance to show his mettle.

Into the breach

With Regional Manager Dan Liddiard tied up at crisis meetings elsewhere, **Dan Quinton** stepped into the breach. Gathering all the required information, he met with clients Covington & Burling LLP, running over security procedures with managers from their London and



Profile Security Supervisor **Dan Quinton** (right) is presented with his Officer of the Month Award by Covington & Burling's Gary Whitehill.

US offices. The law firm's **Gary Whitehill** was quick to express his gratitude to the two Dans, commenting: "Thanks for arranging extra cover at short notice today, especially as you must have been overwhelmed with requests from other clients. I am impressed with how the current team here – especially the Supervisors – have re-organised their rotas and personal commitments to enable this to happen so seamlessly".

Initiative

He went on, "We were really impressed with Dan Quinton's contribution to the

continued over...

Issue Highlights...

- London protest marches
- A night out with Queen
- City Tower, Murano Street, Marlowe House...
- In the End Zone with Ivor
- New patrols take to the streets
- Latest news on the SIA's plans

and MUCH MORE besides...

MD's message



They say prevention is better than cure. In this edition of our newsletter, you'll read several stories

where Profile teams and individuals have anticipated problems early and responded quickly to ensure a satisfactory outcome.

They've all gone out of their way to provide first-rate service. Not just by applying what they have learned from their training and experience, but by reading a situation and providing the right response. The best response.

Dan Quinton's actions in the case of the London protest marches, or the quality of Sarah Gillespie's welcome in Glasgow – plus the many other examples of support and co-operation featured this month – all are proof of good preparation, excellent initiative and a willingness to take responsibility.

While we wait for news on the Security Industry Authority's reforms, it's business as usual here at Profile. Our Security Officers will continue to reach for the highest standards of training. Our Managers will keep designing tailored solutions that fit with our clients' needs. Together we will go on delivering the levels of outstanding service our clients look for.

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



PROTEST MARCH CRISIS AVERTED

continued...

meeting. He came along with a variety of information that he had researched himself without direction from my colleague Tracey or myself, provided information on bus routes affected, police cordons and contingency plans which we were able to use in our wider office communications. We were very impressed: as a Supervisor, he was proactive and showed real initiative”.

Covington & Burling’s Director of Administration, **Tracey Latteman**, was equally impressed at Dan’s positive approach: “He was very sensible and level-headed in our conversation in relation to planning for the events happening today. We really felt supported and confident that, should the demonstrators have caused problems within our building, Dan would have coped admirably. Please extend my personal thanks to him and all the additional guards you laid on”.

Council clears the way for Profile patrols

As reported in the *Scunthorpe Telegraph* during November, Barton Town Council has agreed a deal with Profile Security Services to patrol the town centre.

Residents in the North Lincolnshire spot are reluctant to spend time out on the town, while landlords and restaurant owners are worried, too. One barmaid interviewed by the newspaper was quoted as saying, “A lot of people don’t go out because they are scared, so it will be good when they bring [the patrols] back again”.

Two Profile Security Officers will provide a reassuring presence on Friday nights

and Saturday mornings, between the hours of 10.00pm and 2.00am. The four-week trial will be in place on the run up to Christmas. Profile’s street wardens will be working in conjunction with CCTV surveillance, the Police and the local community.

Profile Area Manager **Travis Peters** commented, “It’s a pilot set up to improve people’s perceptions of coming into the town”. The initiative was set up following a meeting between Barton Town Council and the Safer Neighbourhoods Partnership. The success of the scheme will be reviewed on the 7th of December.

WE WILL ROCK YOU!

In recognition of the great teamwork that brought them together, Reliance High-Tech invited their client and Profile Security Services for a special night out in October. Having successfully completed their Security Rectification Programme (SRP), Reliance High-Tech hosted an evening at the Royal Albert Hall to celebrate the success of the project.

The Royal Philharmonic Orchestra put on a memorable performance of *Symphonic Queen*. Introduced by Radio 2’s Ken Bruce and under the baton of conductor Matthew Freeman, the team were treated to a rousing evening of musing and a mesmerising light show. Supported by the Brighton Festival Chorus and a full rhythm section, few could resist singing along to classic hits such as *We Will Rock You*, *Bohemian Rhapsody* and, of

course, *We Are The Champions!*

The evening began with dinner at the *Bangalore Express*, part of Chelsea’s award-winning restaurant *The Painted Heron*, where the guests all enjoyed the relaxed atmosphere and an excellent

meal. The only rule was that there was to be no shop talk! Oh – there was one other condition: all those present should turn up to work the next morning. As hard as it was, all five apparently managed to do so, ears still ringing to the sound of *Queen*.



The invitation was welcomed by **Mick Boyle**, UK Guarding Operations Officer, **Ken Cooper**, Site Security Manager, **Bharat Kataria**, Profile Security Regional Manager, **Trevor McAleese**, the client’s Regional Head of Security & Operational Risk, and **Danny Notice**, UK Access Controller (pictured from left)



SIA set for a facelift



There's still little word about the changes security experts and their clients can expect when the industry's watchdog, the Security Industry Authority, undergoes what the Government are calling "a phased transition to a new regulatory regime".

No major changes are expected until after next year's London Olympics have taken place and the last of the medals have been handed out. Central to the reforms is fresh legislation that will see a new regulatory body set up, independent of state control.

Public consultation will continue into next year. The name 'SIA' is likely to remain, but the new body will introduce a number of key measures.

So what's the difference?

The big change is that the regulator will license private security businesses in designated areas. It will be a criminal offence for a security business to operate without a licence – or without individual registration for self-employed professionals.

To register, the new body will need confirmation of an individual's identity, address history, right to work, qualifications and so on through authorised businesses and other partners as yet unconfirmed.

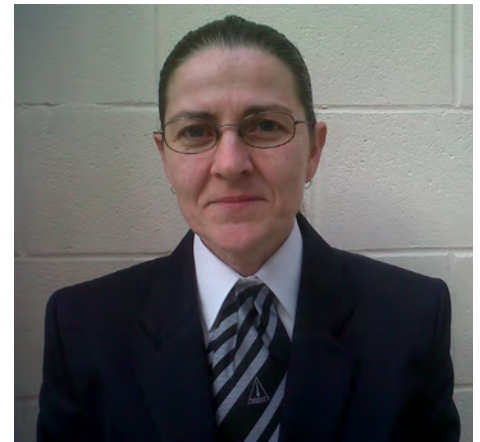
Once an existing licence expires, individuals will only pay a registration application fee and an annual subscription expected to be lower than current levels.

What about the Approved Contractor Scheme?

With so much time invested in the ACS, an approval scheme will remain in place. Fit and proper criteria such as British Standards will continue to be minimum requirements, while voluntary quality criteria will earn security companies the hallmarks that buyers and government bodies look for.

Profile's Compliance and Training Director **Mick Austen** commented, "We'll hear more in the coming months as the consultation process moves forward. For now, regulations and processes remain the same, as will the high standards we set ourselves." *Silhouette* and the Profile website will keep you posted with developments.

SARAH OFFERS SANCTUARY



Sarah Gillespie: a warm welcome to Glasgow.

A practical, low-cost option for visitors to Glasgow is to stay at Murano Street Village. Providing accommodation to students at Glasgow University during term time, the complex can welcome up to 1,200 guests during the holidays.

Keeping an eye on the campus operated by Profile client Sanctuary Housing is Security Officer **Sarah Gillespie** (pictured above). She and the team continue to attract praise and thanks for their attentive dedication and commitment.

Janet and Graham Low who visited Murano Street in August were delighted to be met by a friendly face when they arrived late one Wednesday evening: "Sarah let us in and helped us with information – we met her again the following day and she was very helpful and friendly. All the other staff we met also did a great job and we would love to come and stay again".

Customer Services Manager **Iain Kennedy** was pleased to add his praise to that of others: "Sarah and the team have their hands full. Murano Street Village is a very busy place and yet they always make sure they have time for people like Mr and Mrs Low".



Touchdown for Ivor

Cheerleaders might soon be spelling out Profile's name! A new contract in London sees us supporting serviced offices in Young Street, Kensington.



Eurobowl contender: Profile's Ivor De-Greef.

Leading the Monday to Friday team is Supervisor **Ivor De-Greef**. The client's Site Manager **Denise Diggins** says he's made quite an impact: "These offices demand the highest possible service delivery from Security Officers and Ivor has been key in bringing these standards up to the level we require".

Profile Regional Manager **Paul Horrocks** added, "Ivor is always on the look-out for ways to improve the service we provide to the client. He's one of my best on-site Security Supervisors".

At weekends, Ivor swaps one uniform for another. Keen to try his hand at all kinds of sports, he's been donning helmet and pads and gunning for the end zone: his team has just won the EFAF Cup, the European Federation of American Football's equivalent to soccer's UEFA Cup!



WATCHING OVER CITY TOWER

Regional Manager **Dan Liddiard** works closely with clients B&HS Management Limited who manage City Tower near London Wall. With so much media attention focussed on protestors camped outside St Paul's Cathedral – one of many landmarks overlooked by the site – and concerns over the student march on 9 November, Dan had plenty of reason to meet with the B&HS Building Manager **Sherri Hunter** to check over security measures and contingency plans.

Fortunately there was no need to sound the alarm. The iconic City Tower at 40 Basinghall Street was left unmolested. Built as part of London's ambitious post-war urban renewal with its breathtaking double-height reception, pioneering lightweight construction and panoramic views over the Square Mile, the prestige office complex is in safe hands.



Manning the turnstiles in the elegant lobby of City Tower are **Toma Elias** (left) and **Brian Fowle**, just two of Profile's manned guarding team at the prestigious City of London location. The team also includes **Sumaya Mahomed, Anthony Long, John Phelan** and **Andrew Nyeko**.

STELLAR PERFORMANCE



As well as keeping tabs on the Shepherds Building in West London, Security Guards **Robert Konarski** (left) and **Clive Pennington** found time to protect their neighbours' assets, too. By making full use of site CCTV and escalating the incident to the police, their vigilance led to the arrest of three thieves making off with valuable copper piping awaiting installation at a house in nearby Minford Gardens. They earned a Guards of the Month nomination from Regional Manager Bharat Kataria, while the grateful owners, copper pipes now installed, thanked them for their quick-thinking with a crate of Stella!

Hard work pays off for DJD trio

Pictured collecting a well-deserved British Safety Council Level 1 Award in Health and Safety at Work certificate are (from left) **David Draper, Spencer Goldsmith** and **Emmanuel Ogunkola**. All three are based at client Drivers Jonas Deloitte's Marlowe House in Sidcup, Kent.





Dan and Natalie's little miracle!



Our Regional Manager **Dan Liddiard** and his wife **Natalie** welcomed little **Emily** into the world on 9 August! Dan had every excuse not to have finished painting the nursery or knitting those socks: Emily arrived three months early, weighing just 2.2 pounds! Mother and baby – and Dan – are all doing well!

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

Stena Drilling's early Xmas

Stena Drilling in Aberdeen must get the prize for being first to see in the festive season! Profile Security Services Business Development Manager **Victoria Ramsay** and members of the manned guarding team were among guests on 18 November joining in the celebrations.



Victoria is pictured with Stena's John Curran, third picture down on the left.

Have you joined the Social Networking revolution?

Don't forget to have a browse through Profile's website and to take a look at our Social Media links.

In particular, have a read of our **Blog** and join in the debate about topical security issues. One of our contributors picked up an interesting story in the press about perceptions of hi-viz jackets. Love them or hate them, they perform an important security role. But as you'll see from the Blog, they can also mislead...

You can share your thoughts on **Twitter** and tell us you 'Like' us on **Facebook**, as you keep up to date with events as they happen. Visit us at www.profilesecurity.co.uk and get clicking!

[READ OUR BLOG](#)

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WINTER PRIZE DRAW - WIN £50!

Here's a perfect start to the New Year: your chance to take home an unexpected, pocket-filling 50 quid! Spend it on your loved ones, bag a bargain (with bells on) in the sales, or spoil yourself! Our Winter 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 'Winter 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 Monday 9th January 2012! The draw will take place a week later on 16th January. 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.

Winter Prize Draw

Name:

Company:

Daytime Tel.

Email:

IN MEMORIAM



It is with great sadness that we have to announce the passing of **Kenneth Mason**. Kenny worked with Profile Security Services for 12 years as our Mobile Manager in the Dundee area. He was an incredibly caring, dedicated and hard working individual and an integral member of the Profile management team. He was "the wee man with the biggest heart". He will be greatly missed by everyone who came into contact with him. Our condolences go out to his family and many friends.

Chris McKay, Divisional Director North.