



Editor's message

Although many of them shy away from the limelight, this edition of *Silhouette* puts a number of Profile stars in the spotlight.

Among the many achievements, commendations, awards and other certificates we highlight here, special mention has to be made of those who have reached a significant anniversary with the company – whether it's five years, ten or more.

For each of them, a milestone such as this is not just another day. We can all share and celebrate in their continuing success, their loyalty and the example they set for those around them.

What each of them has contributed day by day is at the heart of what this business is all about. Bosses, supervisors, colleagues all appreciate what they do.

We wish them well – and we wish you all well – as we continue to forge bonds that will last beyond retirement. Part of that 'family feeling' can be felt through the many ways we support staff and their families. Read about the success of our latest initiative – My Profile Rewards – and the other opportunities we feature. Be it the chance to participate in our childcare scheme, our health insurance plan, or even next year's charity ride across the UK!

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

Lining up for the liners

Profile Security has many special links with Scotland. It was as a fledgling security company that we first earned our stripes working on the oil rigs of the North Sea when the company began in 1980.

In contrast to those inhospitable surroundings, Profile this year celebrates 14 years working on the shores of the Firth of Forth, welcoming cruise ship passengers to Edinburgh and its surroundings.

With larger liners unable to duck under the Forth Road and Rail Bridges to dock in nearby Leith, South Queensferry provides an alternative and convenient stepping off point. Dropping anchor just short of the Rail Bridge, passengers are ferried ashore courtesy of the *Maid of the Forth* or their ship's own tenders.

On hand to greet them are Profile's bonnie security team. Working closely with the ships' agents and Port Facility Security Officer **Craig Lamont**, team members have years of experience between them. As well as meeting the regulatory demands of Transec inspectors in



May the Forth be with you! Waiting to welcome cruise visitors to Scotland are (from left) Profile's Security Officers **Alan Reynolds**, **Sharon Nicholson**, **Norrie Ross**, **Lorna Young** (Site Manager) and **Drew Johnston**.

charge of port security nationwide, our lads and lasses routinely go above and beyond the call of duty. Profile Regional Manager for Scotland **Graham Stirling** was first to congratulate them on another successful season, thanking them for "their total professionalism and their fantastic customer care".

David Briggs of Ground Handling and Port Agency Services Intercruises was quick to add his own words of praise: "We always look forward to an anchor call in the Forth as I find it particularly straightforward to set up and arrange, given the help and

continued over...

Issue Highlights...

- Welcoming cruise passengers
- Health Plan Opportunity
- Olympic flame
- Maddy the Apprentice
- My Profile Rewards - update
- Prizes, Events, Offers...

and MUCH MORE besides...



Lining up for the liners

continued...

support we regularly enjoy from Profile Security.” Recognising that the Profile team are technically the first point of contact for those arriving ashore and also those wishing to embark, he added, “On behalf of myself, our ships and everyone at Intercoaches, I would like to express my sincere thanks to your team for their professional, courteous disposition and attentiveness to our passenger and crew needs.”

These thoughts were echoed by **Chris Alexander** of port and marine service providers Denholm Wilhelmsen: “Thanks to your staff for all their help in what has been another busy season. South Queensferry is a particularly challenging port due to its location on a High Street and your officers do much more than just security for the passengers – and me also! Under the leadership of **Lorna Young**, the team do a fabulous job. It’s greatly appreciated.”

Pride of Westgate House, West London



Recently rewarded for their hard work (from left) were Security Officer **Tek Pun** (NVQ Level 2), Supervisor **Damarsing Sunwar** and Supervisor **John Thomas-Malamoh** (both NVQ Level 3 – Management). Our congratulations to all three!

SCHAWK HORROR



Profile Security Officer **Peter Xavier**’s quick thinking paid dividends for London client Schawk Wace – twice in one week.

Peter spotted a leak from a fan coil, then days later was on hand when the building on Shepherdess Walk suffered a flood. Peter took charge while the company engineers were called to site.

Building Services Manager **Joseph Diplock** commented, “Peter’s a great asset to the building. I know I can rely on him to report and deal with any issues,” adding that his actions prevented much more severe damage. Peter earned himself a Profile Employee of the Month Award.

Good training pays off

Proudly displaying their Outstanding Employee Awards are **Muhammad Awais** and **Becky Tetsola**, both based at London’s Holborn Centre. The two were commended by the client for their high level of service when dealing with a disturbance on the premises. A difficult situation was quickly diffused, with both Profile Officers displaying a great degree of professionalism and tact.



Bonus for registration



The response to our employee benefits scheme “My Profile Rewards” has been phenomenal, with many numbers of staff signing up. One of the first to do so was **David Hogg** (pictured left) who had the lovely surprise of an extra bonus. His was the first name picked out of a special draw. Divisional Director **Trevor Ward** was equally delighted to present David with £150.00 to spend at his chosen retail outlet. Look out further draws on the run up to Christmas!

Touching the flame



Months after it was extinguished at the closing ceremony in East London, people are still talking about the Olympic flame. Witness this photo which comes to us from the team at Marlowe House in Sidcup, Kent. On the day the Olympic Torch came by in the run up to the Games, staff and their families were invited to the premises managed by Profile client Drivers Jonas Deloitte. Taking it in turns for a photo call and a chance to hold the torch, each and everyone seemed touched by Olympic fever. Pictured with the torchbearer are (from left) **David Draper, Wayne Lee** and **Spencer Goldsmith**.

Horizons open for Lisa

Profile's **Lisa Hodgkins** has been burning the midnight oil studying for her NVQ Level 3 in Management. It's all been worth it for Lisa who provides security for clients Spectrum for Arcadia Group. Pictured with Lisa at their offices in Redmoor, Milton Keynes, is Mobile Manager **Alan Waller**.



SUMMER MADNESS RAISES CASH

As a follow-up to the story posted on the News page of the Profile website (www.profilesecurity.co.uk/news), we can update you on two recent charity events, all part of Profile's Corporate Social Responsibility initiatives.

Breakthrough target beaten!

Frikkie van Rooyen, our Security Manager at the London Underwriting Centre and Senior Supervisor **George Williams** jumped in the saddle last Summer to cycle from Pickett's Lock in North London to Midsomer Common in the heart of Cambridge.

Raising money for the Breakthrough Breast Cancer charity, contributions to date are far in excess of their modest target – more than two and a half times what they had hoped for, and that's before taking account of Gift Aid contributions from the Chancellor.

You can still make a donation. Please visit www.justgiving.com/Frikkie-van-Rooyen.

Dangling on a string!

More extreme still was the stunt pulled off by Profile's Sales and Marketing Manager **Andrew Thompson**.

In September, he and a group of like-minded adrenaline junkies abseiled off London's Broadgate Tower – a 540-foot drop down into the heart of London's financial district.

There was method in their madness. The team were raising money for The Stroke Association, helping to fund research and education about the symptoms and effects of stroke.

Their target was more ambitious, with donations to this worthy cause still very much welcome. Please visit www.justgiving.com/BogdansAssemble

All this Summer madness is further proof that Profile's support for individuals and their chosen charities can and does make quite a difference.



AMAZING SAVINGS!

As announced in the last edition of *Silhouette*, **My Profile Rewards** has now been online since June, delivering massive savings and promotions for all Profile employees courtesy of leading employee benefits company **Asperity**.

With discounts available from High Street names such as Comet, B&Q, ASDA, M&S, Debenhams, House of Fraser and hundreds more, you've been quick to register on our dedicated website **www.myprofilerewards.co.uk**



Some 60% of staff have already signed up with room for all 100% of you! So hurry along to the website and start saving on your daily household bills today and looking out for other bargains – be it for Christmas or for next year's holiday!

WIN YOUR XMAS DINNER!

Look out for our next staff prize draw looming in November. You could win £150 worth of shopping vouchers to spend in time for Christmas! Make visiting the website part of your daily routine and you'll be sure not to miss it!

CASH BACK FOR CHILDCARE

Another tempting bonus to look out for on www.myprofilerewards.co.uk is Asperity's childcare voucher promotion that runs throughout October. Sign up before 1st November to pocket a tenner and savings of up to £933 on childcare costs, after-school clubs and even summer camps!

Sign up for childcare vouchers before November 1st and get £10 cashback to treat yourself!

Save up to £933 on childcare costs with My Profile Rewards



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Taking the heat in Chadwell



Congratulations were in order for Officers of the Month Dave Patterson (left) and Site Security Supervisor Allan Beck. The duo

keep tabs on tenants in Chadwell, Northeast London. The three-block set up provides council accommodation to residents who appreciate the Profile pair. Dave and Allan maintain a watchful eye on the comings and goings, making sure safety comes first at all times.

TRAGEDY DOWN UNDER

Global operator Stena Drilling had reason to thank Profile Security Officer **Odedairo Akinola** for dealing with a difficult situation few of us are prepared for. Stena's **John Curran** explains: "Shortly after midnight on 27th August, a call came through to our Operations Centre in Aberdeen reporting an incident on the *Stena Clyde*, a semi-submersible rig off the shores of Australia. A tragic accident on the drill floor had resulted in two fatalities.

"Our onshore emergency organisation was immediately mobilised. I would like to commend Odedairo who was on duty at the time. He kept a cool head, put his training into practice and worked through Stena's emergency drill, designed specifically for this kind of emergency."

"Odedairo summoned assistance and was able to pass on all the relevant information to various members of our team in a cool and calm manner. At the end of his shift, he also carried out a detailed handover to the reception staff and myself, making everyone's job a lot easier under very sad and difficult circumstances."

The Management and Staff at Profile Security Services would like to extend their condolences to the friends and families of the two engineers who lost their lives.



In the pink!



Enjoying the new-look surroundings at Westferry House in the heart of London's Canary Wharf are Profile's Security and Reception staff (from left): **Mohammed Samad, Terrence Turvey** and **Georgina McDermott**. That lovely shade of pink changes to a range of different colours throughout the day – but the team tell us they're always in the pink!

Dean's a key player!

Pictured with Regional Manager **Dan Liddiard** (below right) is Profile Mobile Manager **Dean Craig** receiving an Employee of the Month accolade. Dean's hard graft and dedication to leading the Mobile team in London has been paying dividends. Over the past two years, Profile's Mobile Patrol business has doubled. With it has come greater responsibility for the likes of Craig. Always on hand for his clients, he still finds time to keep an eye out for new key holding contracts and new Mobile Patrol opportunities for his team.



HSF HEALTH PLAN



Staying healthy on a budget



With everyone feeling the squeeze of the recession, it's a good time to look at what you spend on healthcare.

A recent study shows that most adults still feel that a large part of their household's budget is spent on healthcare. Families looking to economise, however, don't want to put loved ones at risk.

One answer is to take a closer look at the HSF Health Plan being offered to all Profile employees. The plan can provide families with

peace of mind by getting cash back on everyday medical costs such as dental check-ups, contact lenses and even acupuncture. It will also cover unexpected costs such as those incurred during hospital visits.

Each Profile office has brochures describing the HSF plan and its benefits, with both new and existing staff able to enrol. The plan is the only one in the UK to cover subscribers' partners and their children under 18 FOR FREE. The plan normally costs from £7 per month, but is available to Profile staff for just £4.33 per month. That's just £1 a week!

To find out more, speak to your personnel advisor or call Adrian Button at HSF on 07977 908 380.

Merit for Mat

Satisfied tenants at Merit House in London make frequent mention of **Mat Wilson**, Profile's Officer on the spot. A delighted **Paul Horrocks**, Regional Manager, was keen to reward him with an Employee of the Month Award.

Mat has worked at the utility warehouse specialist firm for over a year, forming an effective team with Building Manager **Billy Oliver**. When Billy is away on leave, Mat steps into the breach, making sure that tenants receive the same high degree of service. On occasion, he has not hesitated to help outside of his normal working hours, taking great pride in his role and always looking for ways to improve his understanding of the security business. He recently completed an NVQ2 as part of his ongoing training.

Away from work, Mat is an avid Batman fan, watching movies old and new. He's even started collecting Batman memorabilia! Gotham City is safe!



We'd like to call out three big cheers for Profile stars who are celebrating five and ten years with the company...

Celebrating 5 years...

10 years...



Barry Gaskin



Nirmal Makwana



Wayne Sappleton



Robert Patterson



George Williams

KEY MANAGERS MARK DECADE OF SUCCESS



Congratulations to two well-respected members of Profile's management team who have recently celebrated 10 years and more with us. **Bharat Kataria** (pictured Left) is Profile's inspirational and energetic Regional Manager for London, having served for many years as one of our Customer Service Managers – following an earlier career in the RAF. **Gerry Monaghan** (pictured right) has held a number of positions and is currently Profile's inimitable Scheduler for the Southern Region looking after logistics and cover for the entire officer force from London up to Birmingham. Our teams right around the country salute you and wish you both another 10 years of success!



Ken has all the answers



We were delighted to hear this feedback from client **Andy Calvert** of Step Nexus: "Inspectors working for a major international customer of ours recently carried out an audit on one of our UK sites. The auditors were impressed from the moment they stepped into the building. The smartly attired officer acted in a friendly yet professional manner, making exactly the right first impression.

Later during the visit, they were given the opportunity to question the officer on his responsibilities: he answered every question without hesitation."

The officer in question was **Ken Spencer**. Andy was pleased to endorse Customer Services Manager **Paul Sopp's** recommendation that Ken be awarded Employee of the Month for September.

Congratulations!

Bundle of joy Julia

Partners **Ewa Iwanicka** and **Pedro Geromin** who both work out of Profile's Birmingham HQ welcomed baby Julia to the world at the beginning of July. With plans to turn their careers into a family business, little Julia has already been measured up for her uniform!



STEPPING UP

Making a positive impression on the examiners in July was **Marcin Nogacki** who passed his NVQ Level 2 for Providing Security Services. Congratulations from all your colleagues at Profile.



MAKING THE GRADE!



Celebrating their National Vocational Qualification success, it was certificates all round for this Profile team. Pictured left are **Malik Amin**, **Anthony Hall** and **Dariusz Lesniewski** who successfully completed their NVQ Level 2 Security Practice qualification. While pictured right is **Ku Mabareke** who collected NVQ Level 3 Security Management honours.

Cheerio Jim!

Building Manager **Jim Boyd** is calling time on his career with Profile Security. Retiring at the end of October, Jim is looking forward to spending quality time with wife Sarah, relaxing away from the day-to-day comings and goings at Optima, the site in Glasgow which he has looked after so well these last few years.

A consummate professional, Jim will be sorely missed by tenants, client and Profile staff alike. We all wish him well and hope he keeps in touch with the many friends he has made at Profile Security.



SIA News • SIA News • SIA News

Mick Austen, Training and Compliance Director brings us this important policy update from the industry's governing body.

Door Supervisor Licence – Licence Renewals and Training

If you currently hold a Door Supervisor Licence and you are looking to renew it, you won't need to re-train if you obtained your qualification after Summer 2010 when the latest qualifications were introduced. **However, if you attained your qualification before that date, you will have to undertake additional compulsory training.**

In the interest of public safety, the additional training (which includes Physical Intervention) will be a compulsory requirement from 4 February 2013.

If you have any questions, please contact your line manager.

DON'T FORGET: it is a requirement under the Private Security Industry Act and the conditions of SIA licensing that you notify the SIA of any change of address.

CYCLING TO WORK...and beyond!

Cheaper, greener and keeping you fitter (and therefore more productive at work), many of you are stepping off the bus and leaving the car at home to cycle to work. Many will also have spotted the deals going on at www.myproflerewards.co.uk which is offering discounts of up to 50% on fabulous bikes!

Now you can take matters a BIG step further! In Summer next year, Profile

is organising **END2END**, a charity bike ride from John O'Groats all the way south to Lands End. More details will be published as they emerge, but if you'd like to take part, help the organisers or lend your support with sponsorship activities, then email us at end2end@profilesecurity.co.uk and we'll keep you up-to-date. You can also follow developments on our special Twitter account: @Profileend2end



WINTER PRIZE DRAW - WIN £50!

Fast becoming a regular feature of our newsletter is the chance to pocket £50. With the Christmas season on its way, you could spend the cash on stocking fillers for others, or treat yourself! Why not? The draw is open to all employees and all our clients – in fact, anyone on the Silhouette circulation list!

Simply send an email to info@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 Friday 23rd November!

The draw will take place a week later on 30th November. Good luck!

Winter Prize Draw	
Name:
Company:
Daytime Tel.:
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.

OPPORTUNITY KNOCKS

Profile Security is very pleased to welcome newcomer **Madeleine Phillips** to its Business Administration Apprenticeship Scheme.

Budding Support Assistant Maddy, who studied History, English Literature and Psychology at college, spotted the opportunity at Profile and is hoping to graduate to a supervisory role before long. Says Maddy, "I'm keen to expand my skills in an environment that encourages learning and progression."

In her spare time, Maddy likes to read, keep fit and works part-time in her local pub helping out the restaurant staff.

Silhouette and all at Profile wish its latest apprentice all the best.



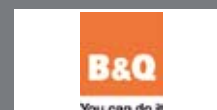
Karen Gibson (Administration Manager North) welcomes Apprentice **Maddy Phillips**.

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



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