



# Silhouette

PROFILE SECURITY SERVICES NEWS

No.12

## Editor's message

Recent events in Boston demonstrate just how quickly a security issue in one part of the world can impact on others thousands of miles away. Even as news was breaking, organisers of the London Marathon began to review their own plans and security measures.

It's another (unwelcome) reminder that we all have a part to play in keeping our streets safe. We must continue to strive to do better, to do more. Delighted as we are with past performance – Profile's Approved Contractor Scheme rating from the SIA climbed to a record score of 130 out of a possible maximum of 159 last December – there is no room for complacency.

Far from resting on our laurels, I hope the kind of recognition Profile earns from the industry – an improvement for the seventh successive year – will inspire all of us to continue to be vigilant. It's a responsibility we must share with our clients and service users, be they employees, visitors or passers-by.

If there is one theme running through every page of this edition of *Silhouette* it is that we can make a difference. Every day. A difference that one day could be the difference between life and death.

### 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)

## RAZ TO THE RESCUE

Security Officers train for all sorts of situations, some expected, others unexpected. **Raz Ali** was called on to put his first aid skills into action in March while on duty among the busy shoppers at Blackburn Market. Site Manager **Keith Holden** takes up the story: "An elderly customer had an epileptic fit and sustained a nasty blow to her head. An ambulance was called while Raz administered first aid. Staff and customers commented on how well he dealt with the situation. He did a really professional job."



Warrington Customer Services Manager **Rod Conradie** (left) presents Security Officer **Raz Ali** with his Employee of the Month award in the company of Blackburn Market Manager **Keith Holden**.

## FEB WIN FOR JAN



Top draw! With a choice of ways in which he could collect his raffle prize, **Syed Jan** (pictured right) chose £100 in Asda vouchers, presented here by Profile Customer Services Manager **Iain Kennedy**.

You had to be in it to win it and that's just what Relief Security Officer **Syed Jan** did, picking up February's raffle prize of £100!

One of hundreds of staff who have already signed up to **MyProfileRewards** since the scheme started last Summer, Syed who looks after Prudhoe Hospital in Newcastle went one better by entering the prize draw and bagging the jackpot. "Simple," said a delighted Syed., "I recommend MyProfileRewards to all Profile employees. I've been using the scheme a lot and have

*continued over...*

## Issue Highlights...

- In Profile: meet the Chairman
- Keith Richards rocks up
- Beating the Brighton weather
- Childcare Vouchers - update
- Clubcard Clue saves the day
- Prize Draw climbs to £200!...

*and MUCH MORE besides...*



## FEB WIN FOR JAN

*continued...*

already saved loads of money. There are all sorts of well known brands available at amazing prices."

The discount scheme operated by Asperity.co.uk in partnership with Profile offers savings off high street prices on a range of goods and services (read more on page 6). "Thank you Profile for giving us such a great service," added Syed, "especially in these financially tough times." Log on or register on the website for some great deals and to enter the next prize draw.

Visit [www.myprofilerewards.co.uk](http://www.myprofilerewards.co.uk)

## OPEN ALL HOURS



As we continue to look for signs that Spring is on its way, stories continue to reach us about the heavy snowfalls that have made some unwelcome appearances over the last months.

Take for example the difficult conditions that brought Brighton to a stop on 12th March. **Sanctuary Housing** had plenty to thank Security Officers **Phil Over** and **Simon Bashford**. With the client unable to get in due to the blizzard conditions, our two intrepid guards stayed on site, arranging to take turns manning the reception, even though they had both been on duty the night before.

A delighted **Bruce Anderson**, Profile Customer Services Manager, applauded them: "They took the initiative and went over their call of duty to ensure the site remained manned and functional." With the roads up and public transport down, it was business as usual at the Sanctuary!

# Our standards set the benchmark

Some of the best security operations are those that go unnoticed. So it's always rewarding, then, when clients have reason to take note.

One such client is **Trevor McAleese**, Head of Security & Operational Risk at one of Profile's key international technology services accounts. "The professionalism of Profile's Management and Security Officers and the way they interact are an example of best practice which is evident across our various sites in the UK. As such, when I visit our other sites across Europe, I use the UK example as the benchmark."

Trevor was keen to commend Security Officer **Dave Challenger** who mans one of their sites in Birmingham. "His attention to detail, communication

and dedication are remarkable. We recently identified a fault with one of our customers' systems. Thanks to Dave's intervention and his willingness to stay on after his shift should have ended, an engineer could be called out and escorted to fix the problem. But Dave did not leave matters there. He made sure all systems were checked and left operational, before securing the site and going off duty."

It's a theme Trevor has recognised runs root and branch through Profile's infrastructure: "The service delivery by Profile Management in London headed up by **Bharat Kataria** is second to none. His hard work and levels of communication and commitment deserve the highest praise. This is backed up by the professional conduct and approach of the Security Officers. It's a reflection of the dedication to their sites and the good management support they receive."



Pictured (from left) are **Bharat Kataria** (Profile Regional Manager), **Ken Cooper** (Regional Security Operations Officer), Security Officer **Dave Challenger** and client **Trevor McAleese** (Head of Security & Operational Risk Northern Region)



## PRAISE FROM ALL SIDES

Reception Security star **Ngoni Mukaro** is getting quite a fan club. Looking after the multi-tenanted offices at Whitehall Quay in Leeds, Ngoni has earned praise from several firms under the same roof.

**Margaret Mann** of Baker Tilly Tax and Accounting Ltd wrote to **Tom Beattie**, National Facilities Manager for Cording Danmerc Ltd who operate the site: "Many of our staff have asked me to drop you a line to say what a terrific job Ngoni is doing." She went on, "He is always pleasant and greets everyone with a smile. The reception desk is never left unmanned and he is always there to open the garage doors for our clients. A couple of members of

staff have commented on how much safer they feel with him in charge looking after the building. He keeps us informed of any problems we may have or any future disruption that the office may incur."

Ngoni was initially only there as a temporary stand-in assigned to work night shifts and occasional weekends. His permanent appointment has been welcomed by others in the building. **Nigel Williams** of Tower Building Maintenance endorsed the appointment: "This is a very good decision. Ngoni has been a breath of fresh air. He has a welcoming personality and nothing seems to be any trouble. I believe that he will be a great asset to you."

## Sanctuary strikes twice!

The good people of Adderbury in Oxfordshire are very happy with their security arrangements. Security Officer **Mark Dobson** looks after another Housing Association site managed by **Sanctuary** (see our separate story on page 2).

Mark was complimented no less than three times in one month, with tenants happy with his efficiency and helpfulness.

**Avril Burrows**, Sanctuary's Facilities Manager, added to the chorus: "We, in the office, couldn't do without him! I would like to thank you for providing someone for whom nothing is too much trouble. Mark is endlessly cheerful, even in the most trying circumstances."

## Scotland Springs into action

Preparations are well in hand for a busy season as Profile's Edinburgh team limbers up. Regional Manager **Graham Stirling** explains: "We are looking forward to the cruise liner season starting again this month (*April – Ed*) and I would like to thank all the officers involved in the liners last year for their hard work. Together we're looking forward to making our customers even happier." Both Ships' Agents who use the Hawes Pier in South Queensferry added their voices, saying they are very much looking forward to working with the same Profile team in the coming year.

Aberdeen and Edinburgh offices have both seen a good response to a recruitment drive over the past four months. Graham and the rest of the team are all behind them: "I would like to wish them all well and to work as hard as they can to uphold Profile's good name."



Welcome aboard! Pictured (from left) are client **Tom Beattie**, Profile Security Officer **Ngoni Mukaro** and our Leeds Customer Services Manager **Sean Broughton**.



# IN PROFILE

Continuing our occasional series where we get to know more about Profile colleagues up and down the UK – be they on the front line or behind the scenes – we meet Profile founder and Chief Executive Officer **Andrew Prendergast**.

*Silhouette: Andrew, what inspired you to start the company?*

**Andrew:** Firstly, the opportunity given to us in 1980 by an oil drilling company to carry out mobile patrols on their premises. Then, shortly afterwards, the contract to secure BP's heliport facility where all their offshore personnel had to pass through en route to the oil rigs. It was only when the Piper Alpha (Occidental Petroleum) rig blew up that efficient logging and personnel monitoring systems (which Profile managed) really paid off as the *pax* sheets were used to identify who was lost.

*Silhouette: What is a "typical" working day for you?*

**Andrew:** Checking emails, monitoring our performance, talking to fellow members of the Profile team. My job is to keep a feel on the dynamics of the business, looking at ways with the management of improving our systems and working methods, and looking at opportunities for the business.

*Silhouette: What are the plans for the future of the company?*

**Andrew:** To make sure Profile continues to thrive in an extremely difficult climate. Over the last decade or two, manned security has become a commodity which companies buy, much as consumers might buy some beef (although that is probably not the best comparison as we have found out recently with the horse meat issue!). The difference, of course, is that we are dealing with people. What differentiates us is that we like to give more than merely a cost per hour to our clients and to our staff. It's a competitive market out there but we still aim to give a hands-on, personal service.

*Silhouette: What is your proudest achievement?*

**Andrew:** Surviving three recessions and coming out stronger at the far end!

## CLUB CARD CLUE

Some quick thinking and inspired detective work has reunited one visitor to West London's Westgate House with his valuables.



**Mauricio Coral**, a Property Services specialist with The Royal Bank of Scotland, had been working at the nearby Westworld site when he realised he had lost his house and office keys.

Initially, he thought they had gone astray on the Underground.

Meanwhile, Profile Security Officer **Tek Pun** and Supervisor **John Thomas-Malamoh**, stationed at nearby Westgate House, had found the mystery set of keys. Attached to them was a Tesco Clubcard. A couple of phone calls quickly identified the owner and Mr Coral was reunited with his keys a few days later.

Said Mr Coral in a letter to Profile, "I would like to say a massive thank you to John and Tek. You should be very proud to have these security guards as not everyone would do what they have done."



**Key to Success - John Thomas-Malamoh** (left) and **Tek Pun** of London's Westgate House each earned themselves an Employee of the Month Award.



## Keith Richards Rocks Up

Any misgivings client **Step Nexus** might have had about having to replace a guard at short notice were quickly dispelled. Thanks to the thorough training all Profile Officers receive, stepping into someone else's shoes is not an issue.

Their Technical Manager **Andy Calvert** told us: "Due to our usual guard being ill, we needed a stand-in guard to provide cover for a few months. Enter **Keith Richards**. This was the first time we had met Keith, and we were naturally nervous about a new guard being assigned."

Andy and his colleagues soon realised there was no need to worry. "Keith hit the ground running, and has been an excellent ambassador for Profile. His appearance is always immaculate, his personality friendly and courteous, and – most importantly – he has fulfilled all the duties perfectly. Our own staff have not had to commit any of their own time to provide support or cover. Keith has just naturally picked everything up. We will be delighted to have him back on site again whenever there is need for holiday or sickness cover."



## Long game earns team award

Regional Manager **Chris Flavell**, based in Profile's Warrington office, had great pleasure in rewarding not one but three Security Officers for their diligence and team work.

Supervisor **Steve Harrison** and Security Officers **Adrian Cook** and **Steve Garner-Jones** are based at the Runcorn HQ of Fresenius Kabi, experts in pharmaceuticals and medical equipment.

Facilities and Performance Manager **Debbie Fairbrother** explains why she has been so impressed: "Having worked with the Officers over a number of years, they consistently demonstrate and maintain the high standards of both companies and are a valuable asset to have on site as our 'eyes and ears', along with reporting untoward activities and carrying out additional duties to support site requirements."



**Savvy team at Fresenius Kabi:** Pictured with client **Debbie Fairbrother** each receiving a £50 cheque are (from left) **Steve Garner-Jones**, **Steve Harrison** and **Ade Cook**, with Profile Regional Manager **Chris Flavell**.

## SIA News • SIA News • SIA News

As announced in the last issue of *Silhouette*, the security industry regulator has now introduced new measures for Door Supervisors renewing their SIA licence.

Since February, anyone who qualified for such a licence before June 2010 must now also hold the Up-skilling for Door Supervisors award, or alternatively renew to a Security Guarding licence.

The change means that Door Supervisors need to complete training in physical intervention, demonstrate knowledge of first aid, awareness of terrorist threats, and be familiar with the special considerations that apply in dealing with children and young people.

The SIA reports that it has been approached by numbers of Door Supervisors trying to renew without the new qualification. Training and Compliance Director **Mick Austen** said, "Profile will normally renew Door Supervisor licences on your behalf. We will be in touch if you need additional training. If you have any questions about the new requirements, please contact me or speak to your immediate Manager."

## Put a spring in your step with MyProfileRewards!



MyProfileRewards is all about saving you money on the everyday things you normally buy, as well as those big purchases and extra special treats we all love from time to time. With online offers as well as discounts you can get in-store, there's something for everyone. Whether you're looking to buy the latest gadget, do your weekly shop, update your wardrobe, book your Summer holiday, upgrade your phone or you want to get out and spruce up your garden – MyProfileRewards will be able to save you some cash!

There are discounts available from High Street names such as B&Q, ASDA, M&S, Debenhams, House of Fraser and hundreds more.

Whatever you're looking to buy, make sure you check MyProfileRewards first to see how we can save you money. It's easy to register, it's free and it's exclusive to Profile Staff – so what are you waiting for? Visit [www.myproflerewards.co.uk](http://www.myproflerewards.co.uk) or call 0845 299 0908 and register using your payroll number.



## Celebrating 5 years!

It's a red letter day for Customer Services Manager **Iain Kennedy** and Business Development Manager **Victoria Ramsay**, both based in our Glasgow office. Our congratulations and best wishes go out to them both as we wish them many more years of continued success.



## Congratulations!

Profile's **Uchena Egwim** from Aberdeen was presented with a baby boy in December! Mother and baby are both doing well. We are happy to say his son is thriving and getting bigger and noisier all the time...

Also creating a stir over the last few weeks is another new arrival. **Lawrence Ahukannah** and his wife welcomed the arrival of a baby boy in January. Both new dads have promised to take care of the night shift – at home!

## CALIFORNIA CALLING!

The team at Profile in Aberdeen were all sorry to say "so long" to **Ugo Godson**, leaving for the sunnier climes of California. Ugo is heading West with plans to marry his childhood sweetheart in July. He will be joining IBM as an IT specialist. His colleagues at Profile and all the staff at Weatherford where he worked thought very highly of him. Good luck Ugo and thanks for all your hard work. We'll all be over to visit very soon!



### CHILDCARE VOUCHERS: START SAVING ON NURSERY COSTS RIGHT NOW!



**Did you know that the average cost of a full-time nursery place is £11,000 a year? Some of you already paying for childcare will not be surprised by this statistic.**

In his most recent Budget, the Chancellor announced a scheme for tax-free childcare vouchers worth £1,200 per child for working families where both partners are in work. However, the new scheme is only due to kick in from 2015 for children under 5, and only in 2016 for children under 12.

Many Profile employees have already enrolled in our Childcare Voucher Scheme, currently worth up to £933 per year. With some of the details of the Government's plans yet to be firmed up, you should consider signing up to the Profile scheme now by visiting [www.myproflerewards.co.uk](http://www.myproflerewards.co.uk) while you still can!

The Government's new scheme will have an impact on employers and employees. Some parents may feel they will lose out, for example if their child is over 5 years old. But if you are already enrolled in MyProfileRewards, you are more than likely to be better off.

Everybody's circumstances are different, so talk to your Personnel Advisor or call the MyProfileReward's HelpDesk on 0845 299 080 and they will help you join.

**They're open seven days a week:  
8am-8pm from Monday to Friday  
and 10am-5pm at weekends.**

USE FOR AFTER  
SCHOOL CLUBS  
AND SUMMER  
CAMPS TOO



Visit [www.myproflerewards.co.uk](http://www.myproflerewards.co.uk)  
or email [info@rgchildcare.co.uk](mailto:info@rgchildcare.co.uk)

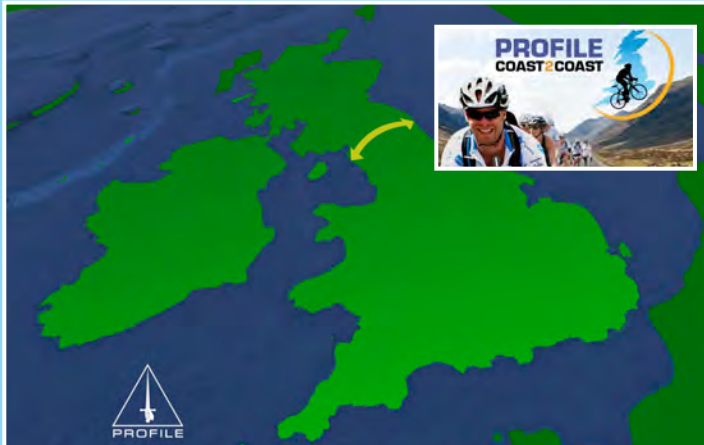
Call 0845 299 0908  
or text CHILD to 88802 for a call back

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## END2END GOES COAST2COAST



Plans for Profile's sponsored cycle dash were announced in our last issue of *Silhouette*.

Refined (and some would gasp more realistic) but no less ambitious as regards our fundraising goals, the plan is now to cycle from coast to coast between Whitehaven in Cumbria and Sunderland on the shores of Tyne and Wear – and back again.

Seven enthusiastic Profile employees plus the MD's ultra-enthusiastic son have so far signed up to undertake the 280-mile challenge that will take the plucky riders twice over the Pennines at the end of the first week of July.

The aim is to raise much-needed funds for two charities: **Cardiac Risk in the Young** and **Cure for Dylan** which carries out fundraising for research into Rett Syndrome.

To find out more visit their websites: [www.c-r-y.org.uk](http://www.c-r-y.org.uk) and [www.curefordylan.com](http://www.curefordylan.com)

### Dig deep

You can donate to each of these two charities by visiting the following fundraising web pages:

Cardiac Risk in the Young:

[www.justgiving.com/Profilecoast2coast](http://www.justgiving.com/Profilecoast2coast)

Cure for Dylan:

[www.justgiving.com/Martin-McGowan-Scanlon](http://www.justgiving.com/Martin-McGowan-Scanlon)

Preparations have stepped up a gear, despite the chilly weather hampering the team's training efforts, with a few notable exceptions! Divisional Director Chris McKay has taken on the Dave Brailsford role of Performance Director, organising and managing the team. We are told he is keeping an eagle eye on things, regularly checking on the progress of all involved.

### Relay

As this is quite a challenge for our amateur cyclists, the plan is to undertake the ride in a relay format, with the keenest and ablest stars free to undertake more miles as they see fit. Completing the challenge one way will burn up an estimated 5,333 calories! The person who has so far volunteered to do all the "downhill bits" will, for the time being, remain anonymous!

### Taking part in the event will be:

Martin McGowan-Scanlon • Chris McKay • Dan Liddiard • Chris Flavell • Sean Broughton • Tom von Speyr • John Davies • William McGowan-Scanlon.

We'll keep you posted on the event, but in the meantime, please donate whatever you can by visiting the team's just-giving pages - links shown above.

## SPRING FEVER! WIN £200 IN THE PROFILE PRIZE DRAW

*YES! Your eyes do not deceive you! We've upped the ante from our usual £50 pocket-filler to a wallet-busting £200, yours to spend any way you like! As ever, 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](mailto:info@profilesecurity.co.uk), putting 'Spring 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  
28th June!**

*The draw will take place a  
week later on 5th July.  
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.

### Spring Prize Draw

Name: .....  
Company: .....  
Daytime Tel. ....  
Email: .....

## IN MEMORIAM

### Bob Watson

Profile is sad to report the passing of Bob Watson early in April. He died in hospital suddenly after a short illness. He was 80 years old.

Bob worked for Chattan Security for many years before transferring over to Profile when we bought the business in November 2007. Based at Woodburn House, part of the NHS, Bob worked part time "to keep him occupied and stay out of the wife's feet" as he put it. He was very well thought of by all the staff and will be sorely missed. His many colleagues at Profile send their heartfelt condolences to his family and friends.