



Silhouette

PROFILE SECURITY SERVICES NEWS

No.14

Editor's message

Profile people are grinning from coast to coast with the announcement of one of the company's biggest business wins. As you will read in our lead story (opposite), freight and passengers passing through some of the UK's busiest ports will now be kept secure courtesy of Profile Security Services Ltd.

Part and parcel of the new deal is the opening of another new office to add to Profile's tally of dedicated regional offices.

The Profile Group has expanded in other ways, too, over the recent months. Read about our latest CCTV innovation which now offers clients out on a limb a chance to catch troublemakers in their tracks.

Harnessing the flexibility of mobile units and the 24/7 backup of our National Help Centre in Leeds, we can now offer turnkey CCTV cover in places you (and those troublemakers) wouldn't expect. Read all about it on page 3.

We can already report a successful outcome for one client who trialled the system. These and other stories with a happy ending abound in this issue, all the result of putting theory into practice. Business Development Manager Andy Hill has some tips on where to start on page 5!

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

PROFILE CAPTURES BRITISH PORTS



Expanding: Profile's contract with ABP now includes three more major ports.

Profile has been awarded the contract to provide security services for three additional sites by existing client Associated British Ports (ABP).

The UK's largest port operator picked Profile in the face of stiff competition at the end of November. Part of the deal was to complete the handover by midnight on 31 December 2013.

Frenetic activity was underway at all three ports – Plymouth, Southampton and Ipswich. After weeks of planning as part of the successful bid, it was now time for action to make sure that over 300 security staff could be mobilised and ready by New Year's Eve.

Transfer window

As part of the transfer of existing staff, Profile Management met with every member of the team to make sure that they completed the relevant TUPE paperwork. Each Officer was measured up and uniform ordered. A complete review took place to check their equipment needs, looking at items both large and small. This included patrol vehicles, search wands, radios and more.

Due to the scale of the project, it was obvious early on that a local base would be required to handle all the logistics. Profile moved into its newest regional office at Ocean Village, Southampton by mid-November.

continued over...

Issue Highlights...

- Profile adds British ports
- New: Rapid Response CCTV
- Nicked: DNA trail conviction
- Advice Clinic: Listen up!
- Runaway car drama
- In Profile: Bruce Anderson

and MUCH MORE besides...



PROFILE CAPTURES BRITISH PORTS

continued...

With the deadline fast approaching, December was spent with staff coming to the office to have their paperwork checked, photos taken for their company ID cards, and their uniforms issued. We were extremely grateful that a terminal building was set aside for us from which we could issue uniform. At times, this looked like London's Oxford Street at the start of the sales!

Training dates

The scale of the task was daunting. As the weeks sped by, Risk Assessments had to be undertaken and Assignment Instructions written. Staff training dates had to be arranged and staff rosters finalised. At Southampton there would be cruise ships departing within the first few days of January: the race was on to ensure that all was in place as the handover date approached.



Finally, the New Year deadline was here and Profile Management were on site at midnight ready for the handover. Dan Liddiard, Regional Manager for London celebrated the switch in Ipswich; Key Account Manager Tom von Speyr was on site in Plymouth and Directors Chris McKay and Trevor Ward covered Southampton.

Our diligence paid off: all went according to plan and with our ever expanding portfolio of port work (including Thamesport near London and our award winning operation at Hull), Profile can now rightfully be considered as the leading specialist for Port Security in the UK.



All hands on deck! Just some of Profile's crew gathers at Southampton: pictured is one of several training days arranged in anticipation of taking over security for three new Associated British Ports sites.

LEEDS LEADS



Reflecting well: Ngoni Mukaro

Whitehall Building Manager **Ngoni Mukaro** has passed his IOSH Health and Safety course with flying colours. The four-day programme run by the Institution of Occupational Safety and Health provides both instruction and inspiration for security professionals and other trades. Ngoni will be able to apply his freshly honed skills in the day-to-day running of the Whitehall Quay site in Leeds. The seven-storey office complex in the city centre is home to a number of prestigious tenants, including Royal Bank of Scotland, BPP Law School and Chartered Accountants Baker Tilly.

Contract Service Manager **Sean Broughton** told *Silhouette*: "Ngoni's success demonstrates Profile's ongoing commitment to training. Not only does he benefit from the course, but Profile and our clients benefit too. It's win-win-win."

Trespassers booked!

News of another job well done reached us from Bristol Mobile Manager **Andrew McEwan**. His crew were called out at 2.00am on a chilly winter's night.

The trouble stemmed from an empty nine-storey hotel in Swindon. Arriving at the scene, our Security Officers quickly identified where the break-in had taken place. Police attended and, with Profile's assistance, rounded up and charged four people for trespassing. Job done.

NEW RAPID RESPONSE CCTV

As part of Profile's expanding portfolio of tailored security solutions, we can now offer a flexible stand-alone CCTV service that can be rapidly deployed.

Profile Security recently acquired CCTV specialist firm Town & Country Security Management. Their stand-alone service is totally self-sufficient which makes it ideal for sites where there is no access to power or telephone lines.

If you need to monitor a vacant building, a remote location or a festival site, this latest addition to Profile's existing ability to supply remote monitoring of CCTV systems will bring even more flexibility and peace of mind.

Caught red-handed

Proof of the system's effectiveness came recently. Profile's Operations Director **James Hughes** takes up

the story: "Our turnkey CCTV solution has been installed in a former school in Barrow-in-Furness. The empty premises are monitored 24/7 by Profile's Help Centre in Leeds. Last week, they alerted us that two intruders had been spotted on the site. They had already checked with the key holder who confirmed that these persons were not known to them. Simply by logging into the CCTV system from my laptop, I was able to observe the two lads.

"Police would normally only attend a site where a monitored alarm installation has been granted a Police URN (Unique Reference Number). Because we were able to visually verify that intruders were on site and that a crime was in progress, no URN was required and Police sent officers to the site immediately. By the time the key holder got to the

school, the two miscreants were being escorted off the premises by a Police dog handler."



If you would like to find out more about Profile's CCTV solutions, contact Andy Hill on 07767 117123 or by email (andy.hill@profilesecurity.co.uk).

Christmas cheer!

Three cheers for Profile Building Manager **Simon Thompson** for successfully completing "Managing Safety", the Institution of Occupational Safety and Health (IOSH) course. Simon has been with Profile Security Services for the past six years and currently oversees the day-to-day management of a prestigious site in Hammersmith, West London. Pictured with Simon are **Tom Beattie** (left), Senior Manager, UK Facilities Management - Cording Real Estate Group LLB, and **Bharat Kataria**, Profile Regional Manager.



CHEQUE THIS OUT!

Employee of the Month **Billy Davers** wasn't too sure what to do when he received his cheque for £50. Fold it over several times or buy a wallet large enough to accommodate it? Billy is Glasgow's roving Mobile Manager.

A valuable member of the team, Customer Services Manager Iain Kennedy was full of praise: "Billy completes all his tasks and duties with a good attitude and due diligence. It's right that this should be rewarded and recognised."



Glasgow CSM **Iain Kennedy** (right) hands over the spoils to **Billy Davers**.

NAILED BY DNA TRAIL

Profile Mobile Manager **Nick Mayes** didn't have long to wait to see action in 2014. Responding to an alarm activation on New Year's Day, Nick was first on the scene.

Arriving at the empty residential property, he spotted a large amount of fresh blood. Thinking there may be an injured occupant inside the house, Nick was quick to call the Police. After a room-by-room search, it turned out the intruder had already fled.

After giving Croydon Police a statement, forensic teams didn't need long to identify the criminal, thanks to the trail of evidence left at the scene and routine DNA tests.

Two weeks later, said intruder was in the dock at Camberwell Green Magistrates Court pleading guilty to burglary with intent to steal, before clocking a 12-week jail sentence.

Nick was commended by the Police, receiving a letter of thanks from the office of the Criminal Justice System.



All hail Nick! Just six weeks after his commendable actions on New Year's Day, **Nick Mayes** celebrated 10 years with Profile. As reported in the last issue of *Silhouette*, Mobile Manager Nick was limbering up to collect his London cabbie's badge. To mark the switch in careers, Nick pulled up outside Profile's Wandsworth offices in May to say his farewells.

Real deal in St Albans

A new addition to Profile Security's ever expanding portfolio of retail contracts is Heritage Close in St Albans. The contemporary shopping precinct is just a stone's throw from the picturesque historic cathedral.

Set around a small courtyard, Heritage Close comprises of 10 shops, including a restaurant, as well as 12 residential units located on the first floor.

The contract was awarded to Profile Security Services by Cording Real

Estate Group in the face of strong competition.



Profile's latest business win, Heritage Close in St Albans, will be managed by **Adrian Rogers**.

ADVICE CLINIC: TWO EARS. ONE MOUTH.

"God gave us two ears and one mouth. Perhaps he was trying to tell us something?" So says Profile Business Development Manager, Andy Hill. Whether you're in a sales role or not, it's worth taking a leaf out of Andy's book and lending (both) ears to some of his simple, straight-talking advice...



"Two ears, one mouth" may be an old cliché, I know,

but very often when I am out socially, it comes as no surprise to those asking me what I do for a living that I am in a sales role. They've already worked it out. When I ask how they came to this conclusion, I always get the same answer: "Well... you have the gift of the gab!"

This response makes me smile, as surely the true art of being a good Business Development Manager or indeed a good Customer Services Manager, is to be a good "listener". In order for me to provide a truly bespoke security solution (that will give clients exactly what they want), I need to listen and listen very carefully to their requirements. I would have very little success – and probably bore them to death in the process – if all I did was bombard them with facts and figures about our company, without finding out what they want from us.

I am continually faced with clients who are looking for a fresh approach to their security needs. They feel that the incumbent security company just uses their Key Performance Indicators and contact meetings as a "tick box" exercise and, as a result, complacency has set in over time. We should all of us strive to continually listen to our clients and, in partnership with them,

Business Development Manager	Office/Area of responsibility
Ian Brittain	South (M3, M4 and M40 corridors, Southampton plus Basingstoke, Winchester, Portsmouth and Bournemouth areas)
Victoria Ramsey	Scotland
Shaun Field	Birmingham, Midlands & Home Counties
Andy Hill	Northern England
Nicky Williams	Wales
Alex Crighton	Public Sector Development Manager, UK-wide
Rob Weaver	Bid Manager, UK-wide

challenge ourselves to exceed their expectations.

I cannot understand why so many other companies out there are not repeatedly asking their clients where improvements can be made. Or what else they can offer. There are far too many security companies in the marketplace offering the same "off-the-shelf" service – whether the client is a construction site or a distribution centre. Why?

The simple answer is that they don't listen to the client. I am thankful that here at Profile we are different. Our success can be attributed directly to our tailored approach, something that is clearly evident in our high levels of contract retention. Long may this continue.

Actively listening to our clients is a skill that will help us to build stronger relationships, improve our service delivery, and ensure that our clients don't find someone else out there who will go one step further!



Graduate Success

Be upstanding for **Margaret Armstrong**, Profile's Security Site Manager at Thamesport in Kent, shown here receiving her Certificate in Professional Development in Port Facility Security from Teeside University. Margaret runs the Thamesport team on the Isle of Grain, part of Profile's expanding network of ports nationwide. She already holds a Port Facility Security Officer qualification, proof that backing extensive experience with vocational studies is the right course to take. We encourage others to follow Margaret's example!



IN PROFILE

As part of our regular feature where we go out and meet the many faces that make up Profile Security, *Silhouette* took time out to hook up with Bruce Anderson, a Customer Service Manager based at the company's London office.

Silhouette: Bruce, that's not what we would call a typical London accent...

Bruce: I'm originally from Durban in South Africa. My parents are from Liverpool so I decided to move there in 2000 and got a job as a retail security guard in a well-known supermarket where every little helps!

Silhouette: How did you get on?

Bruce: I rose through the ranks, eventually becoming a Contracts Manager with a London based security company. When I heard that there was a vacancy at Profile I was delighted to join them.

Silhouette: Why did you decide to switch companies?

Bruce: I knew how strong Profile's reputation was. This is a challenging industry: I've been with the company three years now. I know how hard the people work. We're on our toes 24/7 and my phone is always on. But that buzz is something I believe is vital to the delivery of a quality service to our clients.

Silhouette: Tell us about a typical day.

Bruce: I am an early starter, rising at 5.00 am most days. One of the first things I do is reach for my company Blackberry to scroll through the overnight reports from the London mobile managers. I arrive at the office by 7.30 am and prepare for the day's events. A typical day is a mixture of talking to staff on the phone, visiting our clients and fine tuning security arrangements with the teams we have based on their sites.

Silhouette: What do you do to relax?

Bruce: I like the odd game of golf and heading out for a spot of mountain biking through Richmond Park. I have a two-year-old son, so most of my free time is taken up keeping him under surveillance!



Ken's Copenhagen Mission

Regional Security Operations Officer **Ken Cooper** embraces opportunity with both hands. Delegating his regular responsibilities in the Home Counties, Ken flew to Copenhagen late last year on a special assignment.

The client's Head of Security & Operational Risk, **Trevor McAleese**, takes up the story: "Our Danish operation recently underwent an external audit conducted by the British Standards Institute for ISO 27001 certification. Ken was instrumental in helping to deliver a successful outcome and spent many hours training and educating the Security Officers at our Copenhagen site."

ISO 27001 is just one of a growing range of international standards, focusing on information security management systems. Trevor added, "My job is made so much easier by the professionalism and integrity Ken continues to show."

Regional Manager **Bharat Kataria** explains: "Ken totally understands our customer's values of leadership and team working, and continues to go from strength to strength. He is greatly respected as a true gentleman and an absolute professional."



Satisfied customer: **Trev McAleese**, Head of Security & Operational Risk (pictured left) congratulates Profile's **Ken Cooper** (Regional Security Operations Officer) for his Employee of the Month award in the company of Profile Regional Manager **Bharat Kataria**.

Thanks Santa!

On went the red suit and all the trimmings! Profile's **Dave Kurtz** (pictured left) made it a festive season to remember for dozens of children at Chorley Support Housing. Dressed in a more sombre outfit some weeks later, he was presented with a cheque for being Father Christmas by



Warrington's Customer Services Manager **Rod Conradie**.

Profile pair caught in runaway car drama

Dundee-based **Nory Ross** and his colleague **Steve Cooney** were out taking a stroll through town in February when they came in for a nasty surprise.

The pair were walking across Dundee's Hilltown when Steve felt something on the back of his legs. Without a moment's hesitation, he jumped out of the way, pushing Nory to the ground as a runaway car swept past the two of them!

While Steve escaped without a scratch, the silver Ford Galaxy clipped Nory's ankle, sending him tumbling to the ground and leaving him bruised and shaken. The driverless car careered on, eventually coming into contact with a taxi and crashing into a wooden tree planter. Disaster was narrowly averted: it could have ended its run at a busy bus stop down the road.

Help was quickly on the scene. "I was a bit dazed," commented a relieved Nory. "I think I owe Steve a pint!"

Proof positive that if you work in the security business, it helps if you have eyes in the back of your head.



Newspaper clipping courtesy of Dundee Evening Telegraph.

Shaken, not stirred! Profile mates **Steve Cooney** and **Nory Ross** make the papers after their lucky escape.

Well done Wing!

Customer Service Manager **Bruce Anderson** who looks after Central London as his main area of operations was delighted to commend Mobile Manager **Wing Lu**. He was on nightly patrol at Merit House when he interrupted a burglary in progress. Although the thief slipped through the net, the intruder dropped his very expensive haul of power tools while making his escape.

Bruce was also keen to thank all the people who helped out with getting Southampton ready (see our cover story – Ed), with special thanks going to **John Rutherford** and the Officers who travelled from Birmingham.

Have you joined the Social Networking revolution?

Don't forget to have a browse through Profile's website (www.profilesecurity.co.uk) and take a look at our Social Media links.

Fans of Twitter can try tweeting us @ProfileSecurity to join the debate about a whole series of topical issues that relate to Profile or the wider world of security.

You can also click on our website's Facebook link: our company page is the place to catch the latest job opportunities as they arise, and for staff to keep up to date with all the latest offers from MyProfileRewards, our exciting employee benefits scheme.



John puts in the miles



Troubleshooter: **John Rutherford** picks up a well-earned reward.

Security Officer **John Rutherford** can normally be found pounding his beat in Greenford, Middlesex, where he works at Jones Lang LaSalle's premises.

But his flexibility, good humour and a willingness to take on new challenges at short notice recently earned him a Security Officer of the Month nomination.

John has played a pivotal role in helping to set up a number of high profile contracts over the last twelve months. Putting his experience of the various operational requirements to good use, he was happy to travel long distances in order to help give our operations a flying start and carry out systematic troubleshooting.

"Whenever John undertakes these tasks, we always get very positive feedback from clients who comment on his professional approach to the task in hand," said **Bharat Kataria**, Profile Regional Manager for Greater London.

PROFILE RIDES AGAIN!

Charity Cycle Ride 2014

Following the success of Profile's Coast2Coast fundraiser last year, a team of riders is now being put together for the 2014 event.

The plan is for riders to carry out what is called a "Century Ride" in cycling circles – to cover 100 miles within 12 hours. The event is planned for the weekend of 13th & 14th September 2014.

The planned route is to set out from Bristol and finish at Profile's Birmingham office.

Our chosen charity this year is **The Oliver Fisher Baby Care Trust** which supports sick, full term and premature babies through a difficult start in life. Our aim is to raise as much money as possible to assist them so they can continue their good work. With your support, we know we go one better and raise even more than we did from last's year's charity ride. For more details about the charity, visit www.oliverfisher.org



Riders of last year's C2C event assembled on the quayside at Whitehaven (from left): Tom von Speyr, Will McGowan-Scanlon, Martin McGowan-Scanlon, Chris Flavell, Dan Liddiard, John Davies, Chris McKay and Sean Broughton.

So far, the Profile team of willing volunteers consists of:

William, Oliver and Martin McGowan-Scanlon, Sean Broughton, Tom von Speyr, Nicky Williams, Andy Hill, John Davies, Dan Liddiard, Chris McKay and Chris Flavell.

If you would like to join them, please contact Chris McKay on 01925 234666 for more details on how you can take part.

You can already make a donation now by logging on to the Profile Charity Cycle Ride's website at www.justgiving.com/OliverFisherTrust

SUMMER SUNSHINE - BE A WINNER WIN £200 IN THE PROFILE PRIZE DRAW

After a winter many of us would sooner forget, it looks as if the sun is finally ready to get his hat on! If you can't wait any longer, ramp up the temperature with Profile's Summer Sunshine Prize Draw! As ever, the draw is open to all employees and all our clients – anyone on the Silhouette circulation list!

Simply send an email to info@profilesecurity.co.uk, putting 'Summer Sunshine 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 1st August!

The draw will take place a week later on 8th August. Good luck!

Summer Sunshine 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.

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 Business Development Manager **Andy Hill** on 07767 117123 or email him at andy.hill@profilesecurity.co.uk