



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

A feature of the security industry is that it's a business that never stops. It really is a 24/7 industry that calls on its experts and practitioners to be on call 365 days a year.

It's the same for Profile Security, of course. So even if you're tempted to read this while on your shift, put it to one side and let it wait until you're off duty... Long enough, at any rate, to say that everyone at Profile, from the top brass down, appreciates what you do and what you have achieved these last 12 months.

Our business continues to grow with some significant new business wins – you will have read about many of them in these pages. But it's also about consolidation: witness Profile's success in tackling security for the nuclear industry. A demanding sector, but one we have proved more than able to take on. Read more on page 3.

As a new year dawns, it's right to take stock – as a business and as individuals. 2015 promises to be an exciting year and one in which we also look forward to sharing many more of your stories, initiatives and successes.

Happy New Year to you all!

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

OPENING DOORS FOR YOUNG PEOPLE



Profile Security is working with one of its major clients in the nuclear industry and in partnership with Job Centre Plus to provide work experience for young people in the local community. All three parties have signed up to a scheme which kick-starts in January 2015.

LICENCE

The scheme aims to provide work experience to young people aged between 18 and 25 by giving them the opportunity to achieve a formal qualification in Security Guarding. Armed with an SIA Licence, they'll have the chance to gain valuable experience working on a high profile industrial site.

Job Centre Plus will identify suitable candidates for interview by Profile Security. We will then select one lucky winner to start the scheme during the First Quarter. They will be put forward for security clearance by the client before undergoing SIA training, supplied and funded by Profile Security.

On completion of their training, they will be issued with their Profile uniform and begin an eight-week work experience programme, working alongside Profile Officers at the client's site. They will be closely supervised and assessed as they shadow the duties performed by Profile. They will not be required to operate on their own and although they will not earn a salary or be formally employed, they

continued over...

Issue Highlights...

- Profile - Experts in Nuclear Security
- New GSMs in Scotland
- New Work Experience initiative
- Hull: it's war on drugs
- Euro Government renews
- In Profile: George Pye

and MUCH MORE besides...



OPENING DOORS FOR YOUNG PEOPLE

continued...

will continue to receive unemployment benefits and travel assistance from Job Centre Plus.

OPTIONS

On successful completion of the programme, a number of potential outcomes are possible:

1. If they are suitable and a vacancy exists, they will be offered a position with Profile Security. Or

2. They will complete the programme with a valid SIA Licence and be given a written recommendation for prospective employers. Or

3. They will be supported by Job Centre Plus to find suitable employment with their new skills and experience.

Profile's National Infrastructure Director commented,

“This is an exciting new venture for Profile and our clients. Should the scheme prove successful, the opportunity exists to roll this out across other sites.”

Silhouette will be there to monitor progress and report back!.

It's a 'Yes' vote in Scotland

September's referendum on independence in Scotland may have yielded a 'No' vote, but Profile's Scottish Government clients have been chiming in with a resounding 'Yes'!

Client **Donna Jarvie**, Group Buildings Manager with Aberdeen's Marine Laboratory Facilities Services told Profile Regional Operations Manager **Roger Riach**, "The Profile guards are all proving a hit with the staff and are able to follow our very complicated procedures, along with the occasional special request."

In charge is Dundee and Aberdeen Customer Services Manager **Daniel Cogan** who joined the company in June. "Dan has certainly fulfilled the requirements of our site," says Donna. "The plan Profile put in place by assigning a core set of guards who can familiarise themselves with our site was very successful. Dan has been very professional and approachable at all times and responded effectively to any questions or requests." Any issues highlighted in the past are no longer issues, leaving the client happy and ticking the Profile box.

Euro Parliament for Profile

The European Parliament in Edinburgh has renewed its security contract with Profile. Thanks to the efforts of Business Development Manager, Public Sector, **Paul Ripley** and consultancy partners **S2**, the team fought off strong competition from rival Securitas.

The Euro Parliament agreement extends the deal that has been in place for some six years. Congratulations to all at Profile for a great team effort!

LEARNING THE ROPES

Profile's Warrington office was delighted to welcome **Ellie Louise Rothwell** early in December as part of the region's Business Administration Apprenticeship Scheme.



Ellie Louise, 16, left school in July and already has useful experience on her CV. Profile's Office Administration Manager, Karen Gibson, explains: "During her time at school, Ellie was lucky enough to get work experience at a law firm in the Middle East, thanks to her Aunt who is based in Qatar."

Armed with a good all round knowledge of administration in a busy office environment, Ellie has been quick to integrate into the team at Warrington, working with **Karen Gibson** and **Madeleine Phillips**, as well as liaising with our offices in Leeds, Birmingham and further afield in Scotland.

When Ellie isn't spending time with her family, she likes to listen to music, watch films and take part in modern dance classes. *Silhouette* wishes Ellie every success as she continues with her apprenticeship.

Hydrasun goes with the flow

Hose and hydraulics specialist Hydrasun, a global provider of integrated fluid transfer, power and control solutions, has appointed Profile Security Services to cover its HQ in Aberdeen. The contract has been in place since 1st December. Profile Regional Operations Manager **Roger Riach** was first to congratulate Business Development Manager **Victoria Ramsay** on closing the deal and to welcome **Dick Giegal** to the company following his TUPE transfer from the outgoing provider.

Glasgow welcomes Brian

Joining Profile's Glasgow office at the beginning of October was Customer Services Manager **Brian Cooper**. Settling quickly into his new role, Brian reports that he has been ably supported by Mobile Manager **Mark Donnelly** and Supervisors **Sarah Murray** and **Steven Brown**. "Lots of changes are being made and everyone has pulled together to ensure a smooth transition," said an appreciative Brian. "The whole team has shown great flexibility at very short notice." *Silhouette* wishes them all continued success.



PROFILE: NUCLEAR IS NEXT

Profile Security's expertise takes many different forms and continues to take the company in new directions. As we look back over the past year, Profile's National Infrastructure Director explores the particular challenges facing security firms in the nuclear industry.

"In late 2012, Profile were successful in winning a prestigious contract to provide security services to the Nuclear Decommissioning Authority (NDA). This was a landmark contract for Profile as it placed us in a heavily regulated environment, facing unparalleled compliance targets with extreme penalties. We started with four sites in 2012 and now operate on 10 nuclear industry sites.

"Our reputation continues to grow. We were the first guarding company to achieve List N (Nuclear) Accreditation.

On the back of that we embarked on a process to achieve ISO 27001 Accreditation for Information Security, achieving this early in 2014, thanks to the hard work of **Mick Austen** (Compliance and Training Director) and **Lawson Simpson** (Group IT Manager).

"In our first two years we have achieved and continue to maintain 100% compliance. This has been no 'walk in the park'. It's been a steep learning curve for ourselves and our customers. We have worked closely to develop new assignment instructions, to put in place the necessary training, and to achieve an effective delivery of our service.

"On a couple of our new sites we replaced established Civil Nuclear Constabulary staff. This in itself presented unique challenges and a cultural change for site staff. We approached these challenges

with enthusiasm and an open mind so as to embrace the change. Subsequent internal reviews by our clients concluded that our planned approach to the change and the effective way we executed the transition were well received at site level. However, we cannot take all the credit for the success: our clients – both at corporate and site level – moved heaven and earth to implement the transition and should be commended for that.

"In summary, Profile Security is now a well-established and respected player in the nuclear industry. It has been challenging, but our presence will grow as a result over the coming years. I would like to pass on my personal thanks to the Regional Managers and the CSMs who made this work. They had to learn new skills and adapt their ways of working to meet our customers' requirements. This they have achieved while managing their existing workload. Also, I would like to thank our Managers and their staff for developing excellent working relationships, meeting and often exceeding the clients' high expectations."

Profile's Senior Management team would like to extend their thanks and congratulations to the entire team on what has been achieved so far, as we look forward to new successes in nuclear – and other sectors – during 2015.



IN PROFILE

As part of our regular feature where we get to know the people who work at Profile Security, *Silhouette* decided to delve through the archives and staff records to discover who its longest serving member of staff is.

Meet **George Pye**, 66:

Silhouette: Tell us, George, how long have you been with Profile?

George: I joined the company on 4th February 1991. I make that 23 years and 10 months near enough. My original PIN number was 006. I can't remember who got 007!

Silhouette: What are some of the jobs you've held in that time?

George: All sorts! In my time, I've worked as a Relief Officer, a Site Supervisor, a Mobile Manager and in the Control Room when it was located in Milton Keynes.

Silhouette: How has the company changed in all that time?

George: It's changed dramatically. I've been around so long, I've worked for six General Managers and Managing Directors! I'm pleased to say we've now got the best leadership we've ever had.

Silhouette: What are your fondest memories?

George: There have been so many funny stories. One that stands out is the time we cooked Christmas dinner in the Control Room for six. We used a two-burner camping stove and a microwave.



I have to say, the results were excellent – to everybody's surprise!

Silhouette: Any regrets?

George: You miss old colleagues, of course. I'm thinking of special people like Pete Matthews who sadly passed away a couple of years ago. The two of us worked together for so many years, both in the Control Room (up to 2004) and as Mobile Managers more recently. Pete and I were as close as brothers and he is dearly missed.

Silhouette: Any words of wisdom?

George: Do what you're paid to do and the company will look after you.

CHARITY CHAMPION!



Security Officer **Steve Russell** is something of a genius when it comes to getting people to pop money in his charity box. Steve has worked at the Port of Southampton for nearly 26 years and is a dedicated fundraiser having helped to collect well over £35,000 since 2002. It's no surprise to hear he has appeared in the local press on more than one occasion.

His most recent feat was to raise £9,524 this summer in partnership with Profile client Associated British Ports (**ABP**). They allowed Steve to man their car park on two consecutive weekends during the Southampton Boat Show with all parking charges raised going to charity. The loot was shared between Wessex Cancer Trust, Solent Dolphin (who provide sailing opportunities for people with disabilities) and ABP's chosen charity for the year, Countess Mountbatten Hospice.

Our thanks and congratulations to Steve and ABP on a fabulous initiative.

JAYDEN STEPS UP



Silhouette readers will remember we featured Glasgow's Business Development Manager **Victoria Ramsay** and her "bump" back in Issue no. 13, looking forward to the big day. That day went off without a hitch and we're pleased to introduce little Jayden. He has yet to tell his mum about his career plans, but was already walking at 9 ½ months! Victoria has been back at Profile since August – if only to catch her breath after keeping up with Jayden who is settling in nicely at nursery. Looks like he's been making his mark up the wall!

Celebrations at ABP

Profile's links with Associated British Ports continue to go from strength to strength: **Neal Birkett**, Commercial and Agency Manager for ABP, was pleased to present Security Supervisor **Karen Moran** and her team at Ipswich with some festive treats in recognition of the hard work the team has put in over the last few months. Congratulations to all.



Drugs haul in Hull

Profile staff contracted to P&O Ferries in Hull have recently attended drug awareness training organised by Special Branch Officers from Humberside Police, reports Customer Service Manager **Samantha Gregory**.

Guards now have the skills to search more intensively for traces of drugs and their associated paraphernalia. Recent finds have included cannabis, methadone, cannabis grinders and more.

In a now typical interception, Profile Security Officer **Barbara Delph** was searching a female and found an unmarked bottle containing methadone, an amount of cannabis and a six-inch knife. Police were swiftly in attendance, the female arrested and brought to court to face charges of carrying an offensive weapon and possession of a controlled substance.

The Long game

Profile client **Gary Jarvis** (left) was delighted to mark a 10-year collaboration with Security Officer **Mike Welding**. It's rare that a guard has the opportunity to work with the same client for so long, but as the saying goes, "if it ain't broke, don't fix it!" We add our congratulations and best wishes for the next 10 years!



Celebrating long service



Congratulations to Security Supervisor **Andy Smith**, based in Enfield, who recently celebrated five years with Profile Security.

THE BRAKES ARE ON!

Charity Cycle Ride 2014

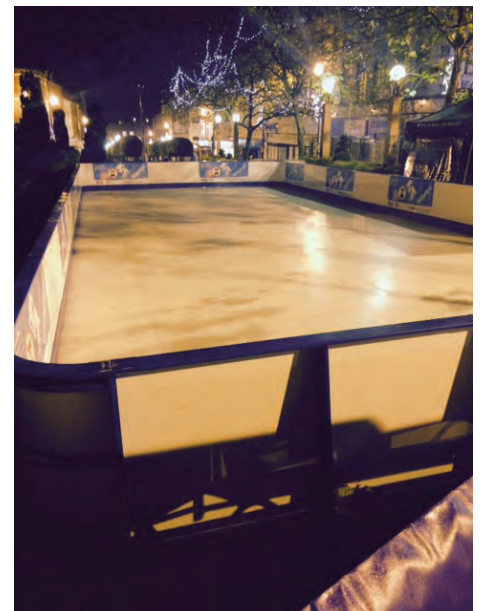
We would have liked to bring you news of last year's charity cycle ride. Unfortunately, conflicting commitments and work pressures meant that the event has had to be postponed. We hope to set a new date and will keep you posted on progress.



SKATES ON!



Profile Security was pleased to provide Security for the Annual Wakefield Open Air Ice Rink, reports Contract Service Manager **Sean Broughton**. Located in the heart of the city close to Wakefield Cathedral, the complex opened in November, proving a popular attraction and reeling in significant crowds on the run up to Christmas.



The ice rink is becoming a regular fixture along with the city's Christmas Market. Profile Officers kept a close eye on the ice, supporting local staff (those with the skates on!) in more ways than one.

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.



TRIUMPHANT TROUBLESHOOTERS



Security Supervisor **Andy Smith** (left) and Security Officer **Seun Sofela** earned joint honours as Employees of the Month in November. Profile Regional Manager for the Southern Region, **Bharat Kataria**, commended the pair for foiling

an attempted theft and avoiding considerable loss to our client. While carrying out their searches, their vigilance and attention to detail gave them reason to suspect a potential problem and matters were quickly brought to a satisfactory conclusion.

NEW YEAR TREAT - BE A WINNER WIN £200 IN THE PROFILE PRIZE DRAW

How would you like to land some extra cash to get the year off to a flying start? No need to risk life and limb in one of those "flash sales" to bag a bargain, simply enter our Profile New Year Draw and see what bubbles up. 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 'New Year 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 23rd February!

The draw will take place a week later. Good luck!

New Year 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