



### Editor's message

You'll notice there's quite a maritime flavour about this edition of *Silhouette*.

Whether by chance or simply as a result of all the hard work going on behind the scenes, these last few months have seen the tide riding high for Profile. The number of port contracts is on the up, with lots of growth in the shipping and cruise sector predicted.

No clearer sign that this is a buoyant market came in the shape of P&O's naming ceremony which saw Her Majesty the Queen launch their latest liner *Britannia* under Profile Security's watchful eye(s).

While it's rewarding to get an opportunity to protect our monarch, much of what we do goes unnoticed by the public. But as you'll see from some of the stories that follow, there's a hero inside many of our Security Officers and their bravery and quick thinking certainly don't go unnoticed – by us at Profile, our clients, and grateful members of the public.

#### 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)

## PROFILE WELCOMES ROYAL PARTY



*The Queen arrives in Southampton under the watchful eye of Profile's mobile patrols.*

Amid the bunting and confetti of red, white and blue, Profile Security staff were privileged to enjoy an appointment with Royalty.

The date was 10 March 2015. The venue was the Ocean Terminal in Southampton. The occasion, the naming of P&O's flagship *Britannia*.

Preparations for the prestigious event began weeks before the big day as Profile paired up with *Event Management*, the company charged with "putting the show on the road". Grandstands, presentation platforms, reception venues all received special attention as our teams rehearsed security drills

around the port. All part and parcel of Profile's routine duties for client Associated British Ports who manage the cruise terminal year-round.

### Countdown

With the anticipation of Her Majesty's visit growing by the day, everything was in place for the ceremony, from attending to the smallest detail to moving freight containers on adjoining docks to act as wind breaks.

As the big day finally dawned, a host of celebrities joined large numbers of special guests on the red carpet:

*continued over...*

## Issue Highlights...

- Queen's visit to Southampton
- Job scheme's fist success
- More port security contracts
- Sue Sims: award nomination
- North British Distillery clinched
- Crimestoppers charity drop

*and MUCH MORE besides...*

## PROFILE WELCOMES ROYAL PARTY

*continued...*

comedian Rob Brydon (who appears in the cruise line's TV campaign) hosted the event, introducing celebrity chefs Marco Pierre White, James Martin, Atul Kochhar, "Cake Boy" Eric Lanlard and wine expert Olly Smith. Guests spotted taking their seats included Anneka Rice, Tess Daly, Darcey Bussell, Linda Robson, Nicky Clarke and many more.

There were performances on the quayside by the band of the Irish Guards, the Red Hot Chilli Pipers and a breath-taking display by dancers of the Strictly Come Dancing hit show.

### Escort

Meantime, the Queen and the Duke of Edinburgh's motorcade made its way to the venue with Profile Security vehicles in attendance, before speeches introduced the naming ceremony itself.

A giant bottle of British sparkling wine, some 20 times larger than a normal bottle of champagne, finally smashed against the superliner's hull before the royal party were invited on board to tour the ship.



*Her Majesty the Queen is welcomed inside ABP's Ocean Terminal.*

As the Queen made her way through the terminal, a proud band of Profile staff were lucky enough to catch a close-up glimpse of the Queen and Prince Philip – all in a day's work for a festive celebration our colleagues will long remember – and one which passed off without a hitch thanks to Profile's expert assistance...



*In attendance for the royal visit: Profile Security staff made it a day to remember.*

## South East Boost

We're delighted to welcome **Steve Barrett** to Profile.

Steve joins the London Operations Team as Customer Service Manager, another sign that the region continues to go from strength to strength.



With over 20 years' experience in the security industry, Steve started out as a Mobile Officer covering the London area, before moving into corporate security where he was responsible for three Israeli banks in central London.

A promotion to Operations Manager followed, as Steve moved up through the ranks to more senior levels, working for high-end clients across London and the South East.

"I'm looking forward to helping Profile Security grow its business further," said an enthusiastic Steve. *Silhouette* will be following this rising star with interest.



# DOORS OPEN FOR DAWN

Profile's promise to provide work experience for young people is already having an impact. *Silhouette* went to meet **Dawn Ryder**, blazing a trail for others in the security industry.

You may remember our headline story on the front page of our winter edition (*Silhouette* No. 15). Profile has teamed up with one of its major clients, and with Job Centre Plus to offer youngsters the chance to kick-start their career in security. The plan is to identify candidates starting out or heading back to work and offer them the chance to achieve a formal qualification, get work experience and give them a range of options for their future.

## Joint venture

We're happy to report that the training scheme piloted at Dounreay in the north of Scotland has had its first success. The joint venture saw Profile (who manage the security team at the site) link arms with the local branch of the Department of Work and Pensions (DWP) in Wick and the client's Dounreay nuclear power station site (DSRL).

Dawn is the first to complete the scheme and is now a fully trained member of the Guard Force at Dounreay. Profile Manager **Iain Kennedy** explains: "Candidates are put forward by the DWP, and initially come to site for work experience. If they are considered suitable, they are then invited to join the scheme. DSRL sponsors the successful applicant for clearance."

Candidates taking part in the programme receive the same level of training as the on-site Guard Force, before being licensed by the SIA – the Security Industry Authority. "The scheme provides a good level of contingency for the Guard Force, and also gives local people useful training," Iain went on.



*In control. First to benefit from Profile's new employment initiative is Dawn Ryder.*

## Persistent

Dawn's selection was due in no small part to her fitness. She also confessed to being "a regular and persistent visitor to the DWP Job Centre!"

She found the four-day SIA course in Inverness challenging: "It was being back in a classroom and not knowing what to expect." This was followed by on-the-job training, attending the site three days a week. Dawn came through her final exams with flying colours, being tested on subjects as diverse as basic radiation, practical search techniques, threat awareness, patrolling and customer service skills.

## Positive feedback

Throughout, Dawn was kept informed on her progress, from the initial application stage right through the training. A delighted Dawn commented, "The local job centre were really positive and helpful."

Iain hopes to train new candidates at approximately two-month intervals. Following the scheme's success at Dounreay, and the positive feedback from the DWP, Profile's other nuclear industry clients are keen to adopt the scheme and make a similar positive contribution to the communities in which they operate.

## Wireless is a winner!

Profile Security has been trialling wireless CCTV with a number of clients since the beginning of the year and the feedback to date is more than positive.

The Mears Group in Glasgow had theirs installed back in February. This was initially supposed to be for a 12-week trial to see how they got on with the system. We're delighted to report that the cameras are still in place and proving perfect for their location. Site Manager **Les Conkie** was full of enthusiasm: "It's a cracking system and I would recommend wireless CCTV to other Site Managers."



*Mears Group's Les Conkie with Profile's Victoria Ramsay.*

## Profile secures two new ports!



*The Port of Tyne's all mine, all mine: Profile's latest port contract.*

Over the summer, Profile has been awarded the contract to supply security services to two more sites around Britain's shores.

The first of these is a new deal which will see Profile Security take charge at the Port of Tyne in the North East. Also coming on board is Harwich International Port in East Anglia, managed by Hutchison Ports for whom Profile already handles security at Thamesport. This follows in the wake of last year's appointments to take over security at Plymouth, Ipswich and Southampton handled by Associated British Ports.

These latest contracts follow an exhaustive tender process during which Profile saw off stiff competition from many other, often much larger, security companies.

Profile's Managing Director **Martin**

**McGowan-Scanlon** commented, "From management through supervisors, cruise staff, ferry staff and gate staff, by way of our search teams and mobile teams: all have helped to make Profile the quality benchmark against which others are judged. Together, they have set a standard which we believe is now unsurpassed in this sector. Our thanks to you all for your hard work and continued dedication."

The addition of these two latest business wins brings the total number of port and maritime contracts to 11 nationwide. Martin added, "The quality, flexibility, speed of decision making and the personal touch that Profile offers really does make all the difference."

*If you are interested in changing your security provider, or would like to find out why so many port operators are now choosing Profile as their preferred supplier, contact Andy Hill on 07767 117123.*



*Cruise terminal security at Harwich will come courtesy of Profile.*

## SOUTHAMPTON CRUISE BOOM



*Royal Caribbean's Quantum of the Seas: hi-tech features include a skydiving simulator, robot bartenders and an observation pod that swings out 300ft above the sea.*

Profile client ABP (Associated British Ports) is set to see the number of cruise liners calling at its UK ports rise still further.

This year has already witnessed a significant increase in cruise liner visits to Southampton. ABP expects passenger numbers to climb to 2.34 million by 2019, that's 51.3% up on current figures.

Anticipating this demand, ABP has already made substantial investments in upgrading cruise terminals, in order to celebrate the arrival of major new vessels such as P&O's *Britannia* and Royal Caribbean's Quantum Class *Anthem of the Seas*.

In addition to growth in cruise activities, container traffic in Southampton is also expected to increase by 10.6% over the same period. Vehicle handling is set to grow by 36.9% to more than 1.11 million vehicles each year.

Profile provides security to a growing list of ports nationwide (see separate story). Success that has been instrumental in cementing the reputation of Profile's UK National Infrastructure.

Our thanks go to all of Profile's port staff who ensure that the highest levels of security are maintained and that the exacting standards which these sites demand are consistently met. Together, we look forward to a bright – and busy – future.

## Bragging rights

Security calls for a keen eye, spotting potential dangers long before trouble breaks out. Even something apparently insignificant to the untrained eye will raise alarm bells for any focused security professional.

Such was the case for Security Officer **Wayne Bragger** who spotted a pair of fireproof cabinet doors that had not been properly secured.

A small incident, maybe, but one that could have had lasting consequences. Profile client Harwell & Winfrith's Operational Safety Manager **Richard Chaundy** and Site Security Manager **Jerry Matthews** were keen for Wayne to receive recognition and thanks. Despite only joining Profile in February, April's events show this Wayne, too, is on the ball.



*On call: Profile-liveried vehicles keep a watching brief over ABP's cruise terminal facilities. Part of a nationwide contract protecting cruise and container traffic.*



## TROUBLE ON OUR DOORSTEP

Proof that you don't have to go far to find security paying off reached us with this story from **Derek Baird**. He's the Assistant Facilities Manager for one of Profile's client companies at Buchanan Business Park – which also happens to be where Profile's Glasgow office is based!

Derek says, "I would like to pass on my gratitude for the way the two members of your team dealt with two recent incidents."

Firstly, Security Guard **John Baird** (no

relation to Derek!) was quick to assist an articulated lorry that had lost grip in the January ice before colliding with the exit barrier. Despite heavy snow that evening, John used the resources at his disposal to help the driver get the lorry out and on its way.

Secondly, just a few weeks later, Security Guard **Ronnie Hill** prevented three men from stealing a car that had been parked up over the weekend. His keen eye and swift response were greatly appreciated by its owner, one of the tenants on the site!



*Call of duty: thanks and congratulations to **John Baird** (left) and **Ronnie Hill** from Profile's neighbours in Glasgow.*

## OLLIE'S STREET DRAMA

Security Officer **Ollie Board** was the man in the right place at the right time for two unfortunate shoppers who happened to be in the wrong place at the wrong time. He was one of the first on the scene after a scaffolding pole came adrift and struck the two ladies as they made their way along the pavement.

The incident near Moorgate Station in the City of London was captured on CCTV. Police were left investigating whether the six-foot pole was thrown, slipped from a builder's hand or fell after coming adrift. As the scaffolding flew across the road, it smashed into a

jewellery shop window before hitting the women as they walked past.

Ollie's instinct – and his Security Guard training – quickly kicked in as he sped to assist the two ladies. Ambulances were soon on the scene to take the unfortunate victims to the Royal London Hospital.

Ollie was praised by Customer Service Manager **Bruce Anderson** and rewarded with an Employee of the Month Award. Ollie also had grateful thanks from the family of one of the women he helped who called in a few days later to thank him personally for his assistance!

## SUE'S AWARD NOMINATION

It will come as no surprise to those who work with **Sue Sims**, Port Security Manager at Southampton, to learn that she has been nominated for this year's "Women in Security Award".

Sue transferred to Profile when we were awarded the security contract for the port of Southampton by client ABP. Her valued support during the transition phase quickly earned Sue a promotion to Port Security Manager as Profile took over the reins in January 2014.

Now well into its second year, this dynamic and demanding 24/7 contract managed by Technical Director **Trevor Ward** keeps Sue and some 380 staff busy year-round: duties include passenger processing for cruise ships, general security and the manning of four very busy port gates.

Day to day, Sue is supported by Administrator **Catharine McIntyre**, with essential training and IT support coming from **Mick Austen** and **Lawson Simpson** respectively.

Sue has worked in a number of security roles over the last nine years. Her knowledge, experience and "can do" attitude are certainly paying dividends in Southampton. One of Sue's key responsibilities is the scheduling of rotas to meet an ever-changing and demanding cruise ship schedule. On occasion, Sue has had to call on all 380 members of staff to be deployed in a 24-hour period to turn around several ships at once. A sign that Profile's success in Southampton is down to everyone pulling together.

We'll let you know how Sue gets on at the International Professional Security Association Awards in the next edition of *Silhouette*.



## New blend at The North British Distillery

Based in our Glasgow office, **Victoria Ramsay** has had Edinburgh's North British Distillery Company in her sights for some time. Our intrepid Business Development Manager has been chasing the opportunity since May 2008, dealing first with the firm's **Ian Callan** before **Stuart Murray's** promotion to the hot seat. Stuart joked: "After being bombarded with more phone calls from Victoria than I've had about PPI claims over the last four years I finally gave in and jumped ship."

Victoria's persistence paid off when the deal was sealed in January this year, ready for an April start. Veteran Security Officer **Malcolm Crighton** has worked on the Muirhall site for 18 years, starting with Chubb, and then with Pegasus who were later bought out by ISS. "We decided it was time Malcolm was given some recognition for his hard work and for his length of service at the site," says Victoria. "He has taken care of all the operational work for years. Malcolm was promoted to Supervisor and all the officers' pay given a long-overdue increase."

For her part, **Faye Thomson** has only recently joined this colourful cast of characters. She has been on site since May 2014 as a new recruit in the security industry. Her links with the whisky trade are slightly different: Faye is a former Bar Manager! She decided security was something she would like to get into after her son's friend went through training for Glasgow's Commonwealth Games; she has never looked back and loves working in the industry – so Faye followed suit!



*Pictured (from left) outside NBD's Muirhall Warehouse Complex: **Stuart Murray**, **Faye Thomson**, **Malcolm Crighton** and Profile Business Development Manager **Victoria Ramsay**. Missing from the picture are night staff **Ian Smart** and **Dax McPherson**.*

### THE CLIENT'S VIEW

The team at our Addiewell site has been more than happy with the move to Profile. They have a new energy and enthusiasm for the job, together with greater confidence in their management team. This for me was not the only tick in the box. The fact that, as a client, I am receiving the service that has been promised has also given me the confidence that I am getting what I pay for. I was impressed with the seamless TUPE process and the regular updates from Victoria. And I continue to be pleased with the constant dialogue and support from the rest of the Profile management team. Since moving our security over to Profile, I have not looked back, as quite simply, 'it does exactly what it says on the tin!'

***Stuart Murray, The North British Distillery Company Limited***

## 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](mailto:andy.hill@profilesecurity.co.uk)

### IAN'S LUCK IS IN

Congratulations to **Ian Luck** who has just clocked up 20 years' sterling service. Ian is based on the ABP site at the Port of Ipswich. To mark the occasion, he was presented with a book token and a personalised framed logo which included a roll call of colleagues past and present. In his time, Ian has kept an eye on a succession of tenants, reported to three different managers and served seven security companies!





# Crimestoppers - looking for a hole in one

In June, Profile teamed up with Blackpool's Radio Wave FM and Crimestoppers for a unique fundraising stunt. As well as getting as many pounds as possible in the collection box, the day's other target was to see if they could strike a hole in one... from a helicopter!



Profile's National Infrastructure Director, **John Davies**, chairs the Lancashire branch of Crimestoppers: "We run a team of 12 volunteers who raise funds and manage programmes of work across the county to raise awareness and support the Police on specific cases."

As part of its Corporate Social Responsibility initiatives, Profile has partnered with Crimestoppers to help cut crime and educate young people. The programme teaches them how to identify, avoid and report crime anonymously.

Some 350 individually sponsored golf balls, each carrying the Crimestoppers

logo and its associated Fearless campaign logo, took to the air. Flying over a designated pin at Lytham Green Drive Golf Club, the time came for the golf ball drop: a prize of £100 would go to every sponsor whose golf ball went into the hole!

Fortune smiled on the event's sponsors with – surprisingly – not a single ball dropping into the hole. A consolation prize was paid to the player whose ball finished nearest to the mark.

The Crimestoppers/Fearless branded golf balls have since been distributed to Junior Golf Societies throughout Lancashire, along with educational flyers all about the Fearless initiative.

The helicopter ball drop was followed by a team four-ball competition to see who would lift the Profile-Crimestoppers Trophy. Players from Leyland Golf Club came out on top, with Profile finishing several bogeys down! Teams taking part included a number of ex-Manchester United and Glasgow Rangers football players (who fared no better than the Profile team).

The trophy and prizes were presented by **David Camm**, Deputy High Sheriff for Lancashire. The event raised over £2000 for Crimestoppers.

Watch this space, as John and his team are busy looking at other imaginative ways in which we can support these worthwhile charities.

## What is Crimestoppers?



Crimestoppers is an independent charity helping law enforcement agencies to locate criminals and help solve crimes. They have a 24/7 phone number, **0800 555 111**, that people can call to pass on information

about crime completely anonymously. Alternatively you can get in touch online via their [Giving Information Form](#). You don't have to give your name or any of your personal details. They do not trace calls or track your computer's IP address.

## Rewards

Crimestoppers pays cash rewards of up to £1,000 if the information you provide leads to one or more people being arrested and charged. A caller's identity remains secret and is never passed on to the Police. It's a simple and secure way of bringing criminals to justice, without anybody knowing where the information came from.

## Did you know?

As a result of Crimestoppers information, in a single year\*...

- **5,139 criminals have been arrested** and charged.
- **98,364 pieces of useful information** were sent in.
- **Over £2.4 million worth of stolen goods** have been recovered.
- **Over £9.4 million worth of illegal drugs** have been seized.
- **Around 14 people** are arrested every day.
- **Approximately every eight days** somebody is charged with murder.

\*Between April 2014 and March 2015

### What is Fearless?

www.Fearless.org is a website where young people can access non-judgmental information and advice about crime and its consequences. It also provides them with a safe place to give information about crime - 100% anonymously.

## PROFILE NETS BT SPORT

Regional Operations Manager **Roger Riach** was delighted to announce the start of a new contract this summer in partnership with SGC Facilities Management. Our teams will supply security to broadcaster BT Sport at their live football matches in Scotland.

"Our guys will have access all areas and work alongside BT, looking after their special guests and ex-players,"

explained Roger. Early reports tells us that Profile Security Officers have so far accompanied Scotland Assistant Manager Stuart McCall, former international Kenny Miller and one-time Celtic star Chris Sutton, to name but a few.

The deal is for 55 games and may come to include Champions League games as well.



*Up for the cup: **Elliot Kearney** and **Michael McCracken** are looking forward to providing security assistance for BT Sport's football coverage. Even if they will have their backs turned to the action.*

## FALKIRK KIDS ARE SPOOKED

News of another successful wireless CCTV installation reached us from Falkirk Council. They were concerned about a number of residential sites where kids were found to be loitering around the compound, tempted to climb up the scaffolding and creating a nuisance. After consultation with Profile's Business Development Manager for Scotland, **Victoria Ramsay**, our recommendation was to try the remote CCTV monitoring system, a better deterrent in this situation compared to a Mobile Patrol calling on the housing estate.

"The cameras were installed two days after our meeting," explains Victoria. "We had a few activations where the

kids were curious to take a closer look, but the system's two-way speaker system soon did the trick. After getting shouted at, the kids didn't come back!"

The next day, a wee lad walked up to Site Manager **Michael Craig** and said, "Hey mister, it wasn't me who was in your yard last night. There was a guy talking to us, but we couldn't see him." Michael and the team decided it was best to keep him and his mates guessing...

Cameras will be installed in more locations over the coming weeks, with potential in Scotland for another 320 such sites.

## TRAGIC TWIST

Events surrounding a routine incident in July led to a dramatic discovery.

Security Officer **Michael Campbell** had stepped in at very short notice to cover a council site in the town of Rutherglen, south of Glasgow. While on duty, he foiled an attempt to break into the premises. Police arrested the thief and took him away for questioning.

Only the previous morning, a person had fallen to their death from the roof of the same building. It later emerged that the thief was the victim's brother, returning to the scene in an attempt to recover the goods they had targeted.

Despite the tragic circumstances, **Julie Glenn** from South Lanarkshire Council wanted to extend her thanks to Michael for his intervention: "Michael takes great pride in his job, is extremely friendly, helpful and very professional. His actions over this very unfortunate weekend were highly commendable. His vigilance and caution prevented further damage and theft from the property in question. Ultimately, it's possible someone else might have tried to get onto the roof and suffer the same fate as the young man found on the perimeter of the building on the Saturday morning."

Customer Service Manager **Brian Cooper** added his thanks: "Michael richly deserves his Employee of the Month Award, especially in these difficult circumstances."

## Congratulations!



Our congratulations to **Ian Smart** who celebrated his 65th birthday in July. He works at the North British Distillery premises in Scotland. He didn't have far to step to start the party!



## Adrian conquers the Ring O Fire

Profile's **Adrian Murray-Walker**, 44, successfully completed one of the UK's most daunting events early in September.

The "Ring O Fire" is a 135-mile ultramarathon that traces a path right around the isle of Anglesey in North Wales. Over three gruelling days and nights, runners follow the coastal path over challenging terrain, enduring all kinds of weather

conditions and dealing with fatigue and lack of sleep.

Adrian hails from Chapelcross in Scotland and has been with Profile since March of this year, following 18 years' service as a Constable in the Civil Nuclear Constabulary. A keen runner since his teens, Adrian progressed from 10-kilometre events to half marathons, full marathons and eventually ultramarathons. Crossing the line in 30th place out of 58 finishers with a time of 35 hours and



Photo © 2015 Mark@Aerialpixel.co.uk

48 minutes, an elated Adrian was delighted with his performance, nearly five hours faster than his 2014 time!

With the help of friends and family, his running club – Annan and District Athletics Club – and Profile colleagues from Chapelcross and Wylfa, Adrian has raised £400 so far for Bowel Cancer UK, his chosen charity that helps raise awareness of the disease and supports sufferers and their families.

Congratulations to Adrian on a stunning performance and if you would like to make a contribution, it's not too late: simply follow the link: [www.justgiving.com/Muzza-Tron](http://www.justgiving.com/Muzza-Tron).

### IN MEMORIAM

It is with great regret that we must announce the death of **Patrick Guiton**, our Customer Service Manager based in Birmingham. Patrick was a very popular member of the Midlands team and will be sadly missed. He was just 31 when he passed away, following a few weeks in hospital. Patrick had worked for Profile for just over four years and was promoted to CSM in July 2012. We wish to pass on our sincere condolences to his family and to Dani, his fiancée, who also works for Profile.

Martin McGowan-Scanlon  
Managing Director

## ★ ★ ★ ★ ★ ★ ★ ★ ★ ★ Profile celebrates Employees



**Paul Sopp**, Customer Service Manager, Warrington, was delighted to present **Dave Hindley** with his cheque for 20 years' continuous service. Here's to the next 20!

## 10 YEARS AND MORE

Belated congratulations to London Mobile Manager, **Andy Wilkinson** who celebrated 10 years with Profile last November. Ten years and counting...

### Employees of the Month

Security Officer **Peter Scott** (below left) and Acting Building Manager **David O'Brien** both received glowing praise from one very happy tenant in Glasgow.

The pair look after the comings and goings at the Optima Building, managed by client The Cording Group. The Scottish Qualifications Authority, which has its offices on the site, commended them for their efforts, commitment and endeavour.

