



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

Did you know the second Wednesday in May was National Receptionists' Day? First launched in 1991, it celebrates the importance of the people who are often the first person a client meets when they visit a company – as is the case for many Profile Security Officers who watch over premises but also welcome visitors.

As part of *Silhouette's* mission to keep customers and staff better informed, we see the development of a more knowledgeable and skilled workforce as something that can benefit all of us. And, as part of Profile's commitment to providing our staff with development opportunities, we're delighted to announce a new programme of Continued Professional Development.

The initiative will be available to all staff who show potential and a willingness to progress through the company. We'll have more details in our next newsletter.

So let's hear it for all receptionists, all manned guards, CCTV operators, managers – all who work front of house and behind the scenes. If the calendar celebrates "Squirrel Appreciation Day" and "International Buy Nothing Day", these good people certainly deserve recognition at least once a year.

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

COMPARING NOTES WITH NEW YORK'S CRIME FIGHTERS



Profile's **John Davies** joins the NYPD on his recent visit to New York, to compare notes on their Crimestoppers campaign.

It may look like Profile's National Infrastructure Director John Davies is having a brush with the law on his recent visit to the USA, but things are not always what they seem.

As our readers discovered in the last issue of *Silhouette*, John is Chairman of the Lancashire branch of Crimestoppers. A visit to the Big Apple was an unmissable opportunity to compare notes with officers of the New York Police Department (NYPD) to find out how Crimestoppers helps to reduce crime on the other side of the pond.

Anonymous

Although it's now a familiar name in the UK, Crimestoppers actually originated in Albuquerque, New Mexico in 1976. Following a shooting during a robbery at a filling station, police set up an anonymous phone line so witnesses could come forward with information. Within 72 hours, arrests were made, but what amazed the local police force was the number of people giving information on other, unrelated crimes. The Crimestoppers concept was born.

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Issue Highlights...

- Profile's brush with the NYPD
- NCR Employability scheme
- Meet the new face behind CCTV
- Discover Victoria's secret...
- Hinkley Point scare
- News from McAlpine's, Horizon, GPE

and MUCH MORE besides...

COMPARING NOTES WITH NEW YORK'S CRIME FIGHTERS

continued...

Six years later, Detective Inspector Mike Cole from Norfolk Constabulary learnt about the scheme on a police visit to Peoria, Illinois. He was impressed with the way information was given anonymously, spurred on by the possibility of earning a reward put up by local businesses.

Norfolk pioneers

On his return to Great Yarmouth, DI Cole submitted a report to his Chief Superintendent and the Chief Constable, who gave their approval for a Norfolk scheme. Locals like Jim Carter, Manager of the town's Woolworths store, were quick to respond, recognising the Crimestoppers initiative as a good opportunity to get the community involved in crime-fighting.

Other areas around the UK soon followed suit, but there was no national, co-ordinated approach. It was not until 1985 and the notorious riots at the Broadwater Farm Estate in London that the public at large could begin to see the potential behind the idea.

Ashcroft reward

As the investigation into the murder of PC Keith Blakelock went on and the police appealed for information from frightened residents, businessman Michael Ashcroft put up the money for a reward.

This led to discussions with the Commissioner of the Metropolitan Police, resulting in Ashcroft and a number of business colleagues establishing a national operation in January 1988, known as the Community Action Trust.

The charity was renamed the Crimestoppers Trust in 1995. By then it had expanded to cover the whole of the UK as the other Crimestoppers' schemes foundered or became an integral part of the charity. Initially designed to mirror the ITV regions, its administration eventually moved to a local, county-based model with committees working in partnership with single police forces. The roll-out of this structure continues to this day: there are now 44 volunteer committees across the UK.

Murder

Michael Ashcroft (now Lord Ashcroft, KCMG) has been Chairman of the Trustees of Crimestoppers for the last 20 years and remains a core donor to the charity. And, it is thanks to the grass roots support of the likes of our own John Davies and hundreds like him across the UK, that Crimestoppers has become such an integral part of driving down crime and catching up with those who might have thought they had got away with murder.

Thumbs up for Ahmed



Great move: **Corinna Singam**, Team Leader for Paradigm Housing (left), thanks Security Officer **Ahmed Edries** and Profile Customer Service Manager **Tanya Marrington**.

Congratulations go to Security Officer **Ahmed Edries**. Based at Paradigm Housing in London, Ahmed was nominated by client **Corinna Singam** for his excellent work ethic. His dedication has been greatly appreciated, not least during a recent internal office move when Ahmed remained on site after the end of his shift to make sure everything went smoothly.

A delighted Corinna told *Silhouette*, "Ahmed is a credit to the company and has exceeded my expectations on many occasions. He is a great asset to the Security Team at Lea Bridge Road".

For his part, Ahmed really enjoys working on the site and was extremely proud to receive the Officer of the Month Award – together with a cheque from Profile Security to say thank you.

Make it your mag!

Silhouette will soon be back with more news and views. We'd like to hear from all our readers, so keep your stories and photos coming to The Ed, *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD or by email to The Ed at info@profilesecurity.co.uk



John Phelan (right) is presented with his GPE 'Officer of the Quarter' award and a £50 Waterstones voucher by Profile Site Supervisor Phil Clark.

Profile client Great Portland Estates is singing the praises of its security team with a clutch of quarterly awards.

Security Officer **John Phelan** was on duty at the London headquarters of property investment and development

Great work at GPE

company GPE early in April when he was in for an unwelcome surprise.

While taking the night shift, John discovered a significant water leak on the premises. Some quick thinking was called for and a dash of inspiration: John found an old roll of floor vinyl, taped it up into a sturdy tube and then used it as a pipe to divert the water away from the floor and straight into a toilet.

His prompt action and smart thinking saved the building from a great deal of potential damage while also keeping masses of the tenants' equipment safe.

Also in line for an award were **Davit Mkrtchyan** and **Ibrahima Barrie**. The pair were recognized for going the extra mile at the end of March. With resources exceptionally stretched, they stepped into the breach by staying on

site at GPE's New City Court complex opposite London Bridge mainline station for a full, uninterrupted 24-hour stint. Taking turns to patrol and man the offices in two-hourly stretches, they made sure normal service was maintained



Receiving their runner-up awards from Profile's Key Accounts Manager South Richard Brooks (centre) – and £25 of John Lewis vouchers each – are Davit Mkrtchyan and Ibrahima Barrie.

The new face behind CCTV



Chris Reed heads Profile's push into flexible, temporary CCTV solutions.

We've delighted to welcome **Chris Reed** to Profile. Chris joins us from ADT Fire and Security, one of the largest security system providers in the world, where he worked for over five years on sales of alarm systems, CCTV and access control.

As Business Development Manager for Profile's CCTV division, Chris will build on our success in providing professional temporary CCTV security solutions to new and existing customers.

Over the last year Profile has set up over 100 secure site solutions throughout the UK. Each project is different and varies in terms of size, layout, visibility and the availability of power, but we can design and install a solution that takes budget and all of these variations into account.

Once a tailored solution is installed, it can be backed up by Profile's ability to review the CCTV footage from our in-house monitoring station. We can then complete the loop by acting on the information, either with a Police response or Profile guards attending the scene.

"I am a firm believer in the Deter – Protect – Review - Respond model for security. We will create an integrated "joined-up" solution for customers. That's why I had no hesitation in joining Profile because they can bring all these elements together," said Chris.

If you would like to find out more about Profile's CCTV solutions and how they can protect or work alongside your current security arrangements, please contact Chris Reed on 07442 509751 or by email: chris.reed@profilesecurity.co.uk



A Profile CCTV Tower – just one of a series of available options to monitor challenging sites.

Critical moments at Hinkley Point A

With nuclear power stations often generating column inches filled with controversial stories, a crisis of a different kind was averted in February.

Profile takes care of site security at Hinkley Point A. The twin reactor site in North Somerset closed in 2000 after 35 years. Management and operations contractor Magnox has been busy on behalf of the site's owners, the Nuclear Decommissioning Authority, defueling, dismantling and cleaning up the plant.

Security Officer **Sam Picton** is part of the Profile team responsible for monitoring the 19-hectare coastal site while these important works are carried out. On 23rd February, Sam had just completed his shift and was making his way across the car park when he spotted a body lying on the ground near a stairwell.



Lifesaver: swift-thinking **Sam Picton** was first on the scene.

Oxygen

Sam ran over and could see the man was in a serious condition. Without a moment's hesitation, he called Duty Supervisor **Paul Rowland** to make the 999 call. With an ambulance on the way, the Magnox Shift Leader was then informed and first aiders were on the scene within minutes, administering oxygen.

Paramedic and Fire & Rescue vehicles arrived to take over, with the ambulance reaching the patient shortly afterwards. The site's senior first aider was heard to comment, "Another five minutes and the casualty would probably not have made it."

Positive

Recovering in hospital, our very grateful patient, named Chris, was full of praise for the Profile Officer and his Magnox colleagues: "In the cold light of day, I don't think the outcome would have been so positive without the quick response and excellent medical support which I received. My heartfelt thanks go out to all those involved."

Dounreay dust off their kit

Civilian Guard Force Manager **Iain Kennedy** reports from the touch line after a team from CGF limbered up for a charity seven-a-side football tournament.

The competition, hosted for the second year at Thurso's all-weather pitch, took place early in April. Teams from the Civil Nuclear Constabulary (CNC), the Fire Brigade, Police Scotland, Caithness Ladies and Profile's own Guard Force team that make up DSRL Security at Dounreay all took part, competing for the Phil Williams-Blake Memorial Trophy. Named after one of CNC's officers who lost his battle with cancer, the event raises money for the North Highland Cancer Information and Support Centre, based locally in Thurso.

Family and friends joined CGF staffers to make up a "magnificent seven". The result? The team made it to the play-offs for third and fourth place. Not bad for boots that only get one outing a year!

A delighted, if breathless Iain told *Silhouette*, "We look forward to next year's event. Not only do we hope to have enough players for the tournament, but we also hope to be able to raise money for our own football strip (hint, hint)!"



Taking to the turf in Thurso: Dounreay's Civilian Guard Force pulled together with family and friends for a great cause.

New Horizon



Profile's **Kyle Hammond** (left) and **Krzysztof Slodczyk**, taking care of security for our latest nuclear contract.

September 2015 was another significant landmark in Profile Security's ever-expanding portfolio of nuclear industry clients. The new contract with Horizon Nuclear Power covers the provision of manned guarding at their Gloucester Head Office, Sunrise House, as well as at their construction site, Wylfa Newydd on the Isle of Anglesey in North Wales.

Horizon is an energy company developing a new generation of nuclear power stations in the UK. They are currently planning to produce enough electricity to supply around 10 million homes by building new plants, both at Wylfa on Anglesey and then at Oldbury, South Gloucestershire. Each power station could create up to 1,000 permanent jobs, with a construction workforce of around 4,000 workers for the majority of the time, potentially reaching 8,500 during peak periods.

Profile Security successfully transferred existing staff under TUPE arrangements from the outgoing security provider, as well as recruiting additional officers to supplement their number. Profile's National Infrastructure Operations Manager **Jay Holliday** commented, "We very much look forward to working with Horizon as they build the next generation of nuclear power stations. This new appointment clearly cements Profile's position as a leading provider of security in the nuclear sector."

EMPLOYABLE ME

It is 12 months since Profile Security began piloting a partnership with Glasgow-based NC Resources Ltd. The scheme reaches out to local unemployed people and is designed to help them get back to work.

NC Resources Ltd already run a number of employability programmes for local government organisations. These initiatives retrain candidates from different walks of life. Some already have different skill sets, others come with existing qualifications within a range of professional sectors. What they all have in common is that they have fallen victim to the economic downturn sparked by the 2008 credit crunch.

A way back

Many are looking for a route back into work in the security sector. **Gareth Cuthbert** and **David Neary**, the Directors of NC Resources, will train and license hopefuls, ready for the job market. Some even brush up on their first aid. As they are put through their paces, all candidates on the programme are made fully aware of the professional standards required of them.

For their part, employers have the chance to recruit candidates who are ready to begin work in the security sector. They get to meet them during their training and pre-screen them for interview further down the line.

Expectations

The partnership is paying off. So far, Profile Security has recruited 14 officers in South Lanarkshire and has them signed up on a variety of contracts.

Profile's Customer Service Manager for the Glasgow Area, **Brian Cooper**, was approached recently by NC Resources to speak to candidates on a new employability scheme. This one, piloted by Falkirk Council, was presented at Stenhousemuir Football Club. Brian offered current candidates an insight into the industry and set out expectation levels required for those hoping to join Profile as Security Officers.

Professional

As a result of the scheme, staff retention levels are high, while there is no cost to recruit for employers. More importantly, the prospect of a job gives candidates the incentive they need to do well during their training course.

Brian commented, "The feedback from clients on some contracts where we have placed officers has exceeded the Area Manager's initial expectations." He concluded, "The level of professionalism, flexibility and conduct shown by these employees has justified our decision to engage in these programmes with NC Resources."

Steve's Air Lift!



Guard Force Manager **Steve Robinson**, based at the Horizon site at Wylfa on Anglesey, set himself several goals. Said Steve, "I decided to run the Anglesey Half Marathon this year to get fit, raise some money for the Air Ambulance and – hopefully – to lose a little weight!". Steve successfully completed the run in 1hour 52minutes, raised £350, and lost almost two stone in the process!

On watch for Sir Robert McAlpine

If you ever wanted evidence of Profile's tailored response to any security situation, then look north to Aberdeen. Construction firm Sir Robert McAlpine has been busy developing the Prime Four Business Park at Kingswell since 2012.

The firm appointed Profile to manage its security on the site from September that year. As well as a team of manned guards, Profile installed a wired CCTV network at the start of the contract.

Thousands

The first phase of the business park has seen the erection of three state-of-the-art office buildings and a training centre, creating a world-class hub for leading oil and gas



We have you in our sights: Tending to the McAlpine site with the help of Profile's remote control CCTV tower are **David Fenwick** (left) and **David Rice**.

companies working in the offshore industry.

At one point, between 1,500 and 2,000 contractors were working on the site on any given day, giving Profile's security officers plenty to do.

As work on the park's buildings and its network of roads reaches completion, the site's security requirements can be now scaled down. With the number of contractors down to about 300 visitors each day, security needs can be tailored to match: the total of manned guard hours is down but security levels have been maintained to the same high levels, thanks to an innovative solution.

Spy in the sky

Profile has recently installed one of its mobile tower units. The camera mast can be operated remotely from our nerve centre in Leeds and at quiet times will be tripped by any activity. Profile's Business Development Manager **Victoria Ramsay** told *Silhouette*: "The tower has been a huge success. McAlpine's are more than happy with it and with Profile's continued levels of service. They all agree it's a cracking system."

Whether your project demands that your security be scaled up – or scaled down – the Profile team will ensure you always have the cover that best meets your situation.

Nice as Pye

Security Officer **George Pye** celebrated 25 years with the company at the end of February. George works on the Milton Keynes Council contract and is a familiar face – and voice – for many all around the Profile network. For many years, he worked in the Control Room in Milton Keynes, fielding calls and dealing with issues arising in every corner of the UK. Here's to the next 25 years, George!



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 **Victoria Ramsay** on 07525 731931 or email her at victoria.ramsay@profilesecurity.co.uk

IN PROFILE

IT'S ALL ROCK AND ROLL TO DAVID



Silhouette's regular feature is back, helping our readers get to know the people who work at Profile Security. In the spotlight this time around is a familiar face around Glasgow and in the pages of your newsletter – but we thought it was time we got to know Scotland's Business Development Manager, Victoria Ramsay, a little better.

Silhouette: You're very passionate about your job. Have you always worked in security?

My background, originally, was in the motor trade. I did everything from mechanic to car sales executive before leaving for a Monday to Friday job. I spent a year at Pitney Bowes as a Field Sales Executive before joining Initial City Link for a new role as Regional Sales Executive. I worked there for six years, covering the country from Carlisle to the very north of Scotland.

Silhouette: How did you find the change when you started with Profile?

I joined Profile in April 2008. The security industry was all new to me. It was challenging and with the recession about to hit the country, things were not easy. It's all about how hard you work. I was used to knocking on prospects' doors and that's what I had to do. At first I worked out of Edinburgh, covering Glasgow as we hadn't opened an office there yet.

Silhouette: How have things changed since then?

Things just keep growing. We moved to bigger premises within the building in January. When I first started, the business as a whole was turning over £17m. That figure has doubled in the eight years I've been here, which shows we are delivering the service our clients are looking for, through the knowledge and experience that exists throughout our operation.

Silhouette: What do you enjoy most about your job?

I've enjoyed growing with Profile and the challenges we've overcome. Although my area of business is in Scotland, I'm proud to have brought a number of national accounts to the company – I've asked Dharmesh, our Finance Director, how much business I have drummed up over the years. He's not saying, but I would guess it's in the region of £10m...

Silhouette: Single-handed?

Not at all. I have to thank all of my clients for the business they've brought us, and all of our North & South Operations people for delivering the service.

Silhouette: What would you say is the secret of your success?

It's all about building relationships. I have a super relationship with the clients that have decided to come on board – probably because I have hounded them for so long!

Profile Security Supervisor **David King** has proved quite a hit with one Profile client. He's based at Warner Music in Wrights Lane, London and has chalked up 20 years' continuous service since he started in April 1996. Warner Music's Facilities Service Manager **Ian Davis** presented David with a certificate and a clutch of M&S vouchers, speaking very highly of David and the Profile team on site. Ever generous, a delighted David confirmed that he was looking forward to taking his wife shopping at the weekend!



Warner Music UK's **Ian Davis** (left), presents Security Supervisor **David King** with his 20 Years' Service Award in the company of **Tanya Marrington**, Profile's Customer Service Manager for London.



Bonus record: To mark the occasion, Warner Music also handed David a Blur Limited Edition Gold Record and a cheque for £500!