



# Silhouette

PROFILE SECURITY SERVICES NEWS

No.18

## Editor's message

It's been quite a year, has 2016. In many ways, it's been business as usual at Profile, serving our unique mix of manned guarding services, mobile patrol cover and more for businesses up and down the UK.

But this year has seen us grow in a number of different directions. As well as consolidating our presence at more UK ports covering both freight and passenger comings-and-goings, Profile has made significant inroads into two new sectors, both "vertical and horizontal" to use the marketing speak.

We've brought new thinking to the nuclear sector (winning a new award in the process) where our specialist knowledge and experienced teams have provided fresh insight. And we've brought our clever CCTV thinking to bear in all sorts of places with our free-standing, self-powered CCTV towers.

All of which sums up Profile Security, really. Powerful and Independent. Next year will see more ideas and individuals coming into their own, with new training initiatives and lots more to read about in *Silhouette*.

Merry Christmas and a Happy New 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](mailto:info@profilesecurity.co.uk)

## PROFILE FIRST TO PICK UP TOP AWARD



**Profile winners:** Pictured at the NDA Supply Chain event are (from left): **Ron Gorham** NDA Head of Supply Chain, **Andrew Prendergast** CEO, Profile Security Services, **David Batters** CFO NDA, **Campbell Kier** Director of Energy, Department for International Trade, **John Davies** Profile National Infrastructure Director, **John Clark** CEO NDA, and **Rear Admiral Keith Beckett** Director of Submarines.

A scheme designed to create jobs for people struggling to return to work has netted Profile a prestigious award from the Nuclear Decommissioning Authority.

Profile is the very first company to win the NDA's new Supply Chain Award for 'Enhancing Capability and Capacity'. In presenting the award, the panel recognised the innovation and delivery of the company's unique "Return to Work Scheme", set up in partnership with Dounreay (DSRL) and Job Centre Plus at Wick.

To put this award in context, Profile is just one of 3,500 contract organisations providing services to the NDA. Profile's National Infrastructure Director **John Davies** commented, "We are extremely proud to receive this award. It is testament to the hard work, professionalism and compassion of the Profile team at DSRL, who, having been given the right tools, made this *Return to Work* scheme the success that it is." An ecstatic John went on, "The award also emphasises the importance

*continued over...*

## Issue Highlights...

- Profile wins NDA Award
- Cheating the parking meter thieves
- New Retail deal in Dumfries
- Providing sanctuary for new students
- CCTV solution to 48-hour switch
- Opportunity: Risk Management Training

*and MUCH MORE besides...*

## PROFILE FIRST TO PICK UP TOP AWARD

*continued...*

of working in partnership. It demonstrates the strong relationships we have developed with our client and with the local community."

The NDA Supply Chain event attracted some 1,500 delegates and exhibitors to Manchester's EventCity on Thursday 3rd November. There were presentations on a variety of projects and initiatives, together with opportunities to network with industry colleagues.

Profile's winning scheme has created job opportunities for previously unemployed individuals who are now in full time employment with the company, offering training and work experience for those who were struggling to enter the work place or trying to get back into work.

The plan was to support the NDA's strategy to provide training, skills and a formal qualification for people in the Caithness region. By developing candidates in this way, they would be

ready to take up employment at DSRL, as soon as opportunities arose. After monitoring initial success, it is hoped the *Return to Work* model could then be rolled out across other NDA sites where guards are deployed.

"The programme was not without its challenges," explained John. "Throughout the process, we needed to convince potential candidates that this was not just another initiative or a cynical means of sourcing cheap labour. We needed to build confidence in the community that Profile, as a new contractor in the region, was committed to creating employment opportunities."

The success of the ground-breaking scheme has sparked interest throughout the civil nuclear industry, as others recognise its potential to provide a resilient supply of skilled, security-cleared guards. Profile is looking to roll out the scheme in other sectors and *Silhouette* will keep you posted on new developments.

## GOOD LUCK, JOHN!

Our very best wishes go to long-time client **John Curran**, Office Facilities and Projects Supervisor at Stena Drilling in Aberdeen. John dropped Profile's Business Development Manager **Victoria Ramsay** a line to announce his retirement saying, "It's time to hang up my pen or whatever it is that I hang up!"

John played a key role in signing up Profile Security, as long ago as July 2010. Stena's Aberdeen Head Office is responsible for drilling rigs all around the world, from the North Sea as far as Australia and South East Asia. Over the years, the relationship with Profile has gone from strength to strength.

"We are sorry to be saying farewell to John," said a sad Victoria. "Even though it took some convincing to bring John on board, it's been a pleasure working with him all these years. We look forward to working with **Jacqui McIntosh** who will



*Sporting a bottle of his favourite malt – a farewell gift from his friends at Profile – Stena Drilling's John Curran is all set for retirement.*

be taking over as Office Facilities and Projects Supervisor."

John will be handing over the baton at Christmas and is looking forward to retirement in Ireland. He hails from the Emerald Isle, but in his time in Scotland has become a committed Celtic fan. *Silhouette* and the Profile team look forward to his visits whenever he is over to support the Bhoys!

## Two bites at the cherry

Profile Security Officer **Simon Trueman** proved he was on the ball last July and earned himself an Employee of the Month Award.

While going about his round, he noticed something suspicious about a vehicle entering the site he is assigned to. He made a careful note of the registration and reported the matter to his Manager, **Brian Jackson**.

While Simon may have thought his opportunity to intervene had passed, the same car returned just forty minutes later. Simon calmly welcomed the vehicle through the security gates and ushered it straight into the compound's search bay. With his suspicions confirmed, Simon called the Civil Nuclear Constabulary (CNC) whose enquiries soon found a number of other irregularities. With both men arrested and detained, Thames Valley Police were called to take matters in hand.

Simon and Brian are part of the team that takes care of security for **Magnox**, the company that operates the site at Harwell in Oxfordshire on behalf of the Nuclear Decommissioning Authority. Established in 1946, Harwell was the UK's first nuclear facility, home to one of several nuclear research centres, a plutonium handling facility, radioactive laboratories, nuclear treatment and storage. Decommissioning at the site is well under way, with Profile in charge of security here and at a number of other nuclear sites nationwide.



*Profile Security Officer Simon Trueman is presented with a Gift Voucher from appreciative client Andy Woodruff of Magnox, as well an Employee of the Month Award from Profile.*



# Reaching for Retail

August marked the start of a new three-year deal with Loreburne Shopping Centre in Dumfries.

Profile last pitched for the security contract for this busy shopping mall on the town's High Street as part of client DTZ's "Project 2008" drive. To the

team's frustration, Loreburne was the only site to resist Profile's approaches in a campaign that won over every other site tendered.

## Big

This time around, Profile's dynamic Business Development Manager **Victoria Ramsay** beat off the competition. She explains: "We were

invited to tender in January this year and I'm happy to say we were awarded the contract. I am hoping this will be the start of something big for us in Scotland."

Loreburne's Centre Manager **Jim Ireland** is optimistic: "The contract has now been in place for three months and it is being managed extremely well by the Profile Security management team. In particular, issues arising from the previous contract have been handled very professionally and this has given existing staff confidence in their new employer."

## Getting it right

Profile is looking for similar deals and similar success. "We want to grow our presence within the shopping centre sector as we know we are good at what we do," added Victoria. "Profile brings flexible, tailored security solutions. We pride ourselves on our customer service, communication and getting the right people for the job, which I believe is the key to good retail security."

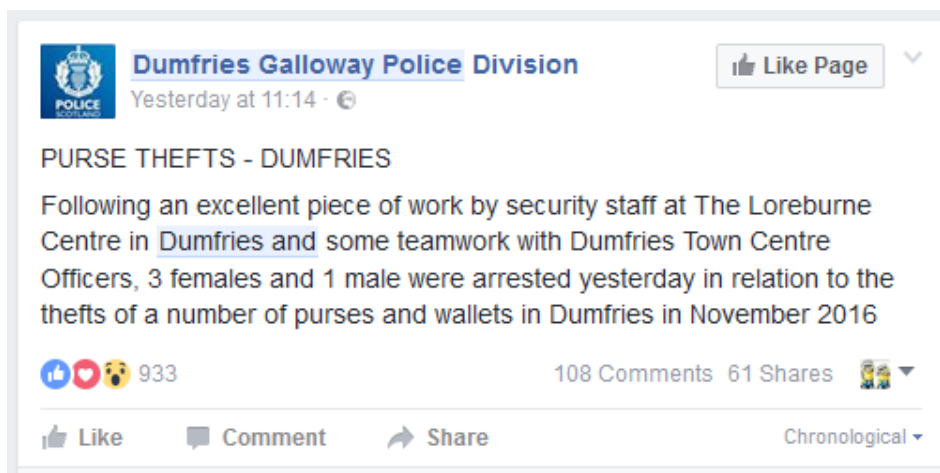
With the pitch complete and fresh security initiatives in place, we leave the last word to the client. "On current performance, I see no reason why this contract will not run its full term," said Jim. "Based on the short period of time that Profile Security Services Limited have had this contract, I would have no hesitation in recommending them to other businesses looking for a professional, well-managed security services provider."



**Loreburne landmark** – Winning the security contract for this shopping centre in the heart of Dumfries may herald many more business wins to come.

## Pickpockets foiled

As this Facebook post shows, Profile Guards at The Loreburne Centre have been keeping their eyes peeled. Our thanks to Dumfries and Galloway Police for sharing this post.



Profile's Loreburne team (from left): **Brian Candlish** (Security Officer), **Victoria Ramsay** (BDM), **Ashley Baird** (Security Officer) and **Andy Gardiner** (Security Supervisor). Not pictured are Security Officers **Chris Donald** and **Ross Mair**.

## A race to beat the clock



*Instant transformation – Work to set up a temporary storage facility took just 48 hours, despite vessels and other traffic coming and going throughout the weekend.*

Clients come to us with different needs and different challenges. Some of these can seem daunting, but as this case shows, there's nothing Profile people like better than a tall order!

This particular company builds giant blades for offshore wind turbines and is a global player in heavy industry and renewable energy.

### Limited time

The firm has been developing a harbour-side 37-acre assembly and servicing facility in the North of England. With the port undergoing rapid expansion, they needed a new temporary site to store their windfarm components. The designated area would be handed over to them at 8.00 am on Monday 12th September, but with only a weekend to prepare the site, would they be ready in time?

### Partnership

Under the leadership of Profile CCTV Operations Manager **Alan Harwood** and his team, plans were put in place to make the impossible happen over the weekend of 10-11th September. Working in partnership with the port's management team, the construction firm and the site's existing security provider, Profile's mission was to create a 1,200-metre enclosure that would need to remain in place for 16 weeks,

allow access to authorised site traffic and be ready to accommodate shipping, with vessels bringing in components up to 78 metres long!

Profile CCTV Business Development Manager **Chris Reed** sets the scene: "Our CCTV team took charge, co-ordinating the work of their engineers and several sub-contractors to bring all the elements together. Because the site is developing and changing daily, safety and security are especially challenging. In addition, the port continues to operate around the clock with strict security procedures in place."

### Pulling it all together

Profile's solution included tamper-proof fencing, pre-fabricated gatehouses and an array of its bespoke CCTV Tower units and Site Alert systems all dropping into place. Monitoring the perimeter by means of motion sensitive activation beams, these elements come together to keep guards on site and in Profile's 24-hour Help Desk located in Leeds fully primed and ready to deal with any intruders.

Monday morning came around, and it was business as usual for the blade maker, after a seamless handover.

Talk to Chris Reed (07442 509 751) if you have a challenging site that requires its own smart, flexible security solution putting together in record time.

## Joy Rider

Profile Guardforce Manager **Brian Jackson** has brought another timely interception to *Silhouette's* notice. As well as Simon Trueman's action (see separate story), Security Officer **Neil Thompson** also earned praise and thanks from our client Magnox, based at Harwell in Oxfordshire.

### Suspicious

Neil was on a Saturday shift while the plant was actually closed down, when he noticed a suspicious red VW driving around the site's perimeter. He reported the activity to the Civil Nuclear Constabulary (the armed police force in charge of protecting civil nuclear sites and nuclear materials in England, Scotland and Wales) and within a few minutes Thames Valley Police despatched officers to the scene.

The mystery driver was apprehended and taken away: he was a 14-year-old boy, allegedly with no licence, no insurance, and driving a car with no MOT.

After making a special presentation to Neil, Magnox Site Security Manager **Andy Woodruff** commented, "Although this could be seen by many as Neil just doing his job, we wanted to recognise his efforts for two reasons. First because his attention was drawn off-site, anticipating potential sources of trouble. Second, this all happened during a weekend close down when others might have been less vigilant."



*Profile Security Officer **Neil Thompson** receives a special letter of commendation from **Andy Woodruff** (left), Magnox Site Security Manager at Harwell.*



## Nee-naah, nee-nah for Shahid Nadeem

Dealing day-to-day with all kinds of incidents and accidents, it takes a lot to leave a mark on London Ambulance Service staff. But one Profile Site Security Manager has certainly made an impression.

London Ambulance Service Facilities Manager, **Nikki Smith**, takes up the story: "**Shahid Nadeem** was recently nominated for an award in the LAS, but was pipped to the post by an internal member of staff."

Keen to make sure his hard work did not go unnoticed, Nikki wrote to Profile

with this commendation: "Shahid consistently provides a professional attitude to all work situations. He is polite and welcoming to staff and visitors and a pleasure to see each morning. He meets each work task with enthusiasm and confidence. He has pride in his work and has an excellent work ethic."

Shahid was delighted to be nominated as Profile Employee of the Month. At the presentation, Nikki added, "He has trained and given his team the skills they need to deal with situations in his absence. He is a fair and consistent Manager and this is evident in his high staff retention."



**Always on alert** – Profile Customer Services Manager **Bharat Kataria** (left) was there to see **Shahid Nadeem** presented with his Certificate of Achievement by London Ambulance Service Facilities Manager **Nikki Smith**.

## An asset with aplomb!

Regular readers of *Silhouette* will remember our story in the last edition of the newsletter which looked at the changing face of security at Kingswell. The Prime Four Business Park outside Aberdeen, under construction by clients Sir Robert McAlpine (SRM), has seen its security needs evolve over time.

As construction of the latest phase nears completion, the numbers of manned guards have been scaled down and Profile's remote control CCTV mobile tower units have come into their own. But, proof that there's always room for us humans to excel at what we do, SRM's Project Manager **David Rice** touched base with Profile's Business Development Manager **Victoria Ramsay** early in November to say how delighted he was with Security Officer **Joseph Okankwa**.

"He carries out his duties with due diligence every time. He is trustworthy and very, very reliable, controlling access to and from the site with aplomb!" commented David. "We

are absolutely delighted with his performance... First class!"

SRM's Site Manager **Frank Murray** added: "Joseph has only been here since August as the main guard working Monday to Friday, but he has picked things up nicely. Joseph is doing a great job and does proper handovers with me every morning. He is very

proactive and doesn't let anyone onsite without challenging them."

Both David and Frank will be moving to a new construction site in Glasgow in the New Year and will be looking for someone as talented as Joseph to support them. Victoria is on the case and has no doubt Profile can oblige!



*Pictured (from left): Profile Business Development Manager **Victoria Ramsay**, Security Officer **Joseph Okankwa** and SRM Site Manager **Frank Murray**.*

## Students in Safe Hands

Long-time client Sanctuary Housing and their Sanctuary Students arm have featured a number of times in the pages of *Silhouette*. While we are always delighted to get good feedback from clients and their end-users, it is particularly heartening to receive a steady stream of positive notices. It shows that Profile Officers and their management are able to sustain levels of quality and dedication over the long term.

**Joanne Bell**, Sanctuary Student's Accommodation Manager, dropped us a line to say, "All guards worked extremely hard during our student moving-in week at the beginning of September. I have high standards and yet they exceeded my expectations."

### Calming influence

Sanctuary look after student halls all over the country, from Dundee down to Truro. They manage eight properties in London, from where Joanne has sent these great reviews: "The daytime guards changed easily to car park attendance duties, not only ensuring the sites remained safe, but also providing both a calming influence on stressed parents and the feel of a well-organised site. The evening guards also worked hard, assisting the new students with information."

Profile Security Officers **Goodwin Offormah** and **Cyrus Ndungu** at Don Gratton House, as well as **Obinna Onyeukwa** and **Albi**

**Yeku** at Manna Ash House each earned themselves a team reward from **Tanya Marrington**, Profile Customer Service Manager and congratulations from fellow Customer Service Manager **Roy Hudson** and Regional Manager **Peter Lewis**.

### Round the clock cover

The student halls where the guards are based provide accommodation for young people attending University of the Arts London (UAL). Like all Sanctuary properties, Don Grafton House and Manna Ash House feature an entry card system, CCTV cameras in and around the building, as well as 24-hour manned guarding.

Joanne added, "Their experience really shone through. All guards looked very smart and I had lots of good comments from my director, my university partner director, students and parents. I feel that the teams really added to making the moving-in weekend a success."

## COLIN STAYS COOL

Profile's Contract Service Manager **Sean Broughton** recently took a call from a member of the public keen to pass on some positive feedback. The caller had spotted Security Officer **Colin Hickey** dealing with a torrent of abuse from a female passer-by and her boyfriend at Newcastle's Four Lane Ends hub which is part of the Tyne and Wear Metro network.

Colin was praised for the way he handled the situation. As matters looked set to get violent, he was able to calm tempers down and was reported as having "performed his duty impeccably". Colin has been with Profile since October 2014 and, while *Silhouette* was not told what sparked the confrontation, Colin clearly called on all his talents and experience to defuse a tricky encounter.



Security Officer **Colin Hickey** earned himself an Employee of the Month award for showing what good officers are made of.

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](mailto:victoria.ramsay@profilesecurity.co.uk)

*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](mailto:info@profilesecurity.co.uk)



## CALLING TIME ON THE METER RAIDERS

Farleigh Consultants Limited, part of the Profile Group, have come up trumps, helping a Local Authority with a particularly challenging problem. The latest in a string of successful operations, this one called for a phased, softly-softly approach.

Car park staff had come under suspicion, with the Authority believing that one or more of their number was syphoning cash from the double-locked containers that are collected from meters on a daily basis.

Farleigh set to work and devised a plan of action. They rigged up a number of the vans with mini Digital Video Recorders and motion-detecting pinhole cameras. Covertly placed, these would capture any staff stepping into the back of a van.

### Sting

With the required permissions granted by a local magistrate, the sting was all set up.

After just three days, the signs were encouraging, prompting the team to double their surveillance efforts. They could see that the cash was being taken from the boxes using illegal keys, all this while the vehicles were in transit. The operation was soon extended in an effort to trace where the cash was being taken. As time went on, more and more staff were incriminated.



**Inside job:** Farleigh's tiny pinhole cameras went unnoticed by the gang as they went about defrauding the Local Authority.

A couple of days later, Farleigh's eight-man team got their reward. They were able to film the drop and given the green light to record audio, both in the back and front of the vans. Before too long, 11 people and two partners were incriminated.

With four weeks of evidence in the can, it was the turn of the Local Metropolitan Police to get involved. Working alongside Farleigh, a final sting using two vans was put in place to arrest the drivers and their accomplices at the depot.

### Red-handed

The team watched as the thieves took the cash boxes and emptied them into large black cloth bags. Once the vehicles had carried out a number of collections, they deviated from their normal route and went to one of the suspects' houses. Here, the Farleigh cameras

captured one of the suspects carrying a very heavy bag of coins into his house and coming out empty-handed a few moments later.

With the thieves caught red-handed and arrests made, Police recovered a stash of £48,000 in cash, along with luxury cars, jewellery and other expensive goods. Farleigh's efforts and those of the Met put the nail in the coffin of a scam that had been going on for approximately five years, one that had cost the Local Authority an estimated £800,000. The suspects have all been fired and are awaiting trial where they are expected to be sentenced to between eight and 15 years.

*To contact Farleigh Consultants Limited, call Tony Corrie, their Operations Manager and Senior Investigator on 07436 811771.*

# SIGN UP FOR RISK MANAGEMENT TRAINING

Profile has been working with training partner **Griffin Security Solutions** to develop a programme of affordable Continued Professional Development. The first course to be made available to staff is a Level 4 Security Risk Management Course.

This three-month distance learning course is accredited by HABC (Highfield Awarding Body for Compliance) and is endorsed and approved by the Association of Security Consultants.

Anyone looking to develop their skills and professional knowledge, or keen to progress into security management should take advantage of this training opportunity. **George Mehaffey**, a Profile

Supervisor at Dounreay, successfully undertook the pilot course: "I would highly recommend the Level 4 Risk Management Course. The modules provided a great introduction to the strategies behind Risk Assessment."

George was very impressed with the backup he received. He went on, "This course was well structured, breaking down all the elements to give a very good overall insight into all areas of Security Management. The tuition I received from Griffin was exceptional, communicating over email, Skype and by mobile phone whenever I needed advice or direction."

The full cost of the course to external candidates is £995. But Griffin is offering

the course to Profile employees at the special rate of £600 (including VAT). The cost of the course can be spread over three months.

"To those of you like myself that maybe haven't studied for some time," added George, "having direct access to a tutor was invaluable and definitely contributed to the successful completion of this course, well within the three-month time frame."

*If you would like to know more and would like to take advantage of the special offer, please email **John Davies** today at: [john.davies@securityrisktraining.com](mailto:john.davies@securityrisktraining.com).*



## UK Level Four Training Course Certificate in Risk Management (Security)



The training course is delivered online over a 12-week period (40 guided learning hours), with self-assessments, module test questions and an end-of-course marked assessment.

### Module 1

- Introduction and Registration
- Introduction to Security and Security Management
- Risk and Risk Assessment (ISO 31000)
- Crime Reduction through Environmental Design
- Situational Crime Prevention.

### Module 2

- Security Surveying
- Physical and Electronic Security Systems
- Security Project Management

### Module 3

- Corporate Security
- The Principles of Law
- Cost Benefit Analysis
- Communications and Conflict Management

### Module 4

- Business Communications
- Business Continuity Management (BS25999)
- Crisis Management
- Disaster Recovery

### Module 5

- Supply Chain Security (ISO 28000)
- Security Services
- Information Security Management (ISO27000)
- Retail Security

### Module 6

- Maritime Security
- Aviation Security
- Terrorism and Counter-terrorism

### Course Assessment