



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

Training, testing, supervision, trials, accreditation – these are just some of the words that recur throughout this edition of *Silhouette*. This is not surprising in an industry such as Security where standards have to be set and then maintained. Organisations, companies, teams and individuals all need to work hard to keep on top of their game. With the satisfaction of earning your stripes, gaining a qualification or certification comes recognition.

This is good for all those involved: trainer and trainee, company and client. It's good for business too, of course, and encourages us all to reach higher.

At Profile, it also spurs us on to innovate and try new approaches to old problems. Issues and ideas you'll also read about in these pages. The journey can be daunting, not least when experts start talking to you about matters such as "Physical Penetration Testing". But fear not, things are not always as frightening as they seem.

Challenging as it may be, it's a journey worth taking. Our security depends on it.

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

Gingerbread recipe for success



Proof that effective security is as much about taking preventative measures as it is about reacting quickly to a situation comes to us from Wales.

For a number of years now, Profile Security have been working with Wrexham County Borough Council to tackle vandalism and anti-social behaviour. Schools face a particular problem during the Summer months when doors are closed and pupils are on holiday.

Operation Gingerbread is an initiative that pulls together teams from the Council, North Wales Police, the

Fire Service and local community watch programmes. The annual campaign starts in mid-July and continues until late September.

Profile works with these agencies and emergency services to gather and share critical evidence as they keep a vigilant eye over empty school premises. Profile's Security Manager **David Johnson** explains: "Neighbouring counties that have no such initiative have to pay hundreds of thousands of pounds every year to offset vandalism costs, whereas our programme in Wrexham has driven the numbers down to almost zero."

continued over...

Issue Highlights...

- Wrexham Council school initiative
- *INSIGHT*: covert security testing
- Top vote: our man Trump
- Knight joins Profile
- Greener cameras go longer
- Desert's marathon man

and MUCH MORE besides...

Gingerbread recipe for success

continued...

There are other benefits too. Quite apart from the cost savings to the Council, keeping schools' play areas and their amenities secure and in a good state of repair also lifts the area's good standing. It enhances the reputation of the Council as it goes on showing its commitment to schoolchildren in the county,

providing a safe and well-kept environment for their education. Profile Customer Services Manager **Paul Sopp** has great hopes for the future: "When other councils can see and measure the benefits of Operation Gingerbread, there is a huge opportunity to roll out the programme all over the country."

Discover how Profile could help your community: call our Business Development Manager **Victoria Ramsay** on 07525 731931 or email her at victoria.ramsay@profilesecurity.co.uk

ONE TO WATCH



Upwardly mobile: Profile's **Gareth Matthews** has made his mark on Milton Keynes.

Proof that team work is a two-way street (with a few roundabouts thrown in) comes to us from Milton Keynes. Seniors help juniors. Experienced hands help out new arrivals, irrespective of rank. It's all part of Profile's flat management culture that encourages communication and fosters responsibility.

Profile's **Gareth Matthews** has been with the company 11 years, having started in the security industry at just 19. Working initially as a Relief Officer, he quickly graduated up the ranks, working as an Assigned Officer at the Coca Cola site.

Before long, Gary joined the team at Profile's Security Control Room in Milton Keynes (before its move to Leeds). Developing professional relationships with all of his clients, he has also excelled as a Mobile Manager.

Customer Services Manager **Jamie Treloar** chimed in with this praise: "Gareth holds the Milton Keynes area together solidly and has been a great support to me since I joined Profile in June 2016." Helping Jamie to get to know the clients has also given Gareth the opportunity to demonstrate his potential to Profile's management. Jamie added, "He leads by example and never walks away until the job is completed to a very high standard. He is a true Profile Man and an asset to the company. He's definitely one to watch!"

Trump's election success...



Tweet

Silhouette's Editor gets twitchy when good news goes unreported, stories slip through the net, or press dates loom and we miss a trick. Here's one that nearly got away!

Probably distracted by the US election just a couple of weeks earlier, we failed to report in our last issue how Profile's own Trump got our client's vote in November last year. That's **Richard Trump**, the Profile Site Manager whose efforts prompted these glowing accolades: "His hard work and dedication helped us to secure a successful ISO 27001 recertification."

The inspection looks at a company's commitment to information security. The standard is recognised internationally

and endorses organisations that are serious about combatting threats such as cyber-crime.

With Richard's help, the company was able to demonstrate they had a secure and efficient process-driven site. **Gary Jervis**, Senior Site Manager, declared, "Richard really goes out of his way and carries out his role in a professional and thorough manner."

After presenting Richard with a well-deserved Employee of the Month award, Gary told *Silhouette*: "I regularly get great feedback from our customers who are full of praise for Richard and the team."

Something that cannot be said about every Trump we know...



Making the client great again: pictured from left are **Gary Bailey** (Site Manager), **Peter Lewis** (Profile Regional Manager), **Richard Trump** (Profile Site Manager), **Peter Dimond** (Country Operations UK & Ireland), **Gary Jervis** (Senior Site Manager) and **Bharat Kataria** (Profile Customer Services Manager).

Knight joins the Profile ranks

Established player Knight Security has been acquired by the Profile Group as part of its expansion plans around the Derby area. Formed in 1992, Knight Security has developed a strong and loyal customer base under the stewardship of Operations Manager **Joe Hall** these last 15 years.

The company currently secures 10 static sites and has one mobile response unit. Their flagship contract is Derby's RTC Business Park. Profile's Birmingham team has worked around the clock to ensure a smooth transition, retaining all of Knight Security's personnel.

We went to meet Joe to ask him about the changes.

Silhouette: Joe, tell us first a little about your background.

Joe Hall: Well, I was once a Grenadier Guard. In my time, I've protected Buckingham Palace and many other royal institutions. I joined Knight Security in 2002, initially as a Mobile Response Driver before gaining promotion up the ladder to Operations Manager.

Silhouette: So, how have you found the transition from Knight Security to Profile Security?

Joe Hall: I've been impressed by all of the support mechanisms throughout the transfer – the Help Centre has been

especially supportive and I thank their Manager **Toni Rutkowski** and the team for making all of the Knight Security Officers part of the Profile Security family.

Silhouette: How does Profile differ from Knight Security?

Joe Hall: It's a bigger company and the most noticeable difference is not being alone. My Birmingham colleagues have guided us throughout the transfer process – there is an appetite to grow the company now that we did not have before, so it's very exciting to be part of Profile Security.

Silhouette: What skills will you bring to the Profile team?

Joe Hall: I am very organised and have some great clients that I have worked with over the years. I have a good understanding of client needs and a solid knowledge of many different security systems and specialisations.

Silhouette: How do you like to spend your time off?

Joe Hall: I have always supported Newcastle as I'm a genuine Geordie! I have been married for 20 years, I have four children that I am very proud of, and they all keep me busy.

Silhouette: What would you say is your most notable achievement to date?

Joe Hall: I was in the ski team for the British Army. I competed in the south of France against the other armed forces and managed to win several trophies.



Operations Manager **Joe Hall** and the Knight Security team have joined the Profile ranks.

Green gets greener

The Environment Agency is currently undertaking major flood defence work in West Yorkshire's Calder Valley. The works cover the Todmorden, Hebden Bridge and Mytholmroyd, communities that have suffered major damage and heartache over the last five years.

As part of the project, Profile Security provides a number of CCTV solutions to protect the construction sites and offices against theft and vandalism. One particularly challenging request was to provide 24/7 surveillance on a mill building that straddles the water. The issue here was not so much about vandalism as the potential build-up of debris: with the rushing water sweeping through the supporting scaffolding, the fear was that the entire building might collapse.



An eye on the flood: Profile's Specialist Services team has been fine tuning its ultra-quiet, long-lasting CCTV towers. The programme is set to roll out next year.

This seemed like the perfect opportunity for the Profile CCTV engineering team to extend trials of its latest powered CCTV tower. The environmental credentials of the methanol-based system include:

- Near zero air pollution
- Whisper-quiet running noise – around 50dBs less than a normal conversation – enabling deployment in residential areas
- Uninterrupted power for up to 8 weeks before refueling is required.

The methanol CCTV tower has now been running successfully for over four months. The aim is for the new towers to go into production in order to build on the success of the trial. Profile's Specialist Services division plans to have these available in the spring of 2018.

INSIGHT

Blazing the training trail

Taking a belt-and-braces approach to security

When clients sit down with their security advisors to consider their options, the choice is often a stark one. Should they employ adequate numbers of security guards, or would some sort of automated surveillance solution such as CCTV be best?

Here at Profile, we're guided by a general rule of thumb that a single security solution is not always ideal. An intruder alarm on its own, a CCTV system by itself, or a manned guard working in isolation – each is likely to leave you vulnerable. Throw in a dash of complacency, thinking that you've got your security issues covered, and you're likely to land in trouble sooner rather than later.

Human touch

Even with recent improvements in technology making electronic surveillance a more reliable and flexible option, we still believe security requires the human touch. Our experience suggests that the most effective solution comes from a partnership between man and machine.

Profile Security's Specialist Services department puts this into practice. It brings together intruder-activated systems and CCTV solutions to support the guards posted on site. Systems designed to be installed both inside and out give Profile the ability to develop more effective security strategies around security personnel deployed on site.

Putting aside any bias towards man or machine, this combined approach has shown it can deliver better results and potential cost savings.

Proving the point

A UK property management company that looks after a large portfolio of vacant properties invited Profile to review its security strategy.

We looked at several sites and made recommendations on how to use the new technology. Included in the review was a large vacant location covering over 30 acres and featuring 10 separate buildings.

Their current reliance on 24/7 manned guarding was not working. Night time

cover proved particularly challenging due to Health & Safety restrictions. Hiring more guards was unlikely to solve the problem and would not be cost-effective.

Profile recommended and installed a series of self-powered video-verified external cameras covering all key entry points to the site. This was backed up with a series of internal cameras inside the buildings. The response to any event triggered by the cameras was effectively handled by the guard: his focus was now on removing the intruders, rather than detecting them.

Improved protection

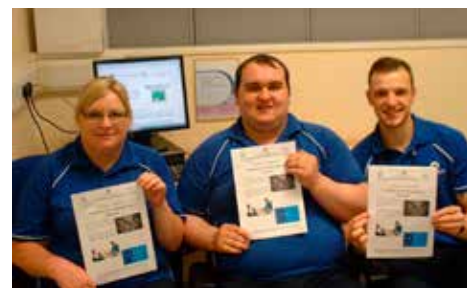
These combined solutions have delivered improved patrolling, early detection around perimeter fencing, and added protection to buildings against the risks of intrusion and fire.

A variation on this solution which Profile has recommended to some clients sees the on-site guard replaced with appropriate technology, with human intervention coming instead from a mobile patrol team.

To see how a combined, belt-and-braces approach to security can work for you or for a review of your current security requirements, please contact **Chris Reed**, Business Development Manager Specialist Services on 07442 509751, or **Alan Harwood**, Operations Manager Specialist Services on 07436 811051.



Following our feature in the last edition of *Silhouette* where we introduced readers to a new training opportunity, we're delighted to report that the take-up has been excellent. Already, a number of Profile employees have gone through their paces and achieved success.



Security Officers **Tina McPhee**, **Lewis Sutherland** and **Dean Ryder** (pictured above) were all looking for an accredited course which would develop their skills and professional knowledge. That's why the three from Dounreay were quick to sign up with training specialists **Griffin Security Solutions** for their Level 4 Security Risk Management Course. All three will attain an industry recognised UK certification on completion of their studies. Profile's Civilian Guard Force Manager **Iain Kennedy** commended the Officers: "They are to be congratulated on their pro-active approach to personal development, but I am not surprised as these Officers are destined to go far."

The three-month distance learning course is accredited by HABC (Highfield Awarding Body for Compliance) and is endorsed by the Association of Security Consultants. Griffin is still offering the course to Profile employees at a special rate of £600 including VAT, with the option to spread the cost over three months.

To find out more and benefit from this special offer, please email **John Davies** at john.davies@securityrisktraining.com

Tom storms desert challenge

Proud dad and Profile Chairman **Andrew Prendergast** has been in touch with *Silhouette*, happy to report a tale of sheer grit and determination.

Andrew's son **Tom Prendergast** competed in the infamous Marathon des Sables in April. Said to be "the toughest footrace on earth", the adventure comprises of six marathons in six days across the Sahara desert. With temperatures reaching a dizzying 53°C, and a total distance of over 250km (155 miles), the event includes the notorious "Double Day" when competitors have to cover two back-to-back marathons in a single day.

Blisters

A delighted Andrew told us, "Tom completed the Marathon des Sables and apart from a large number of rather

uncomfortable looking blisters, he came through relatively unscathed, six kilograms lighter than when he began!"

Tom was part of a team of 24 running in aid of *Walking With The Wounded*, the charity set up to support ex-servicemen and women, financing education and training programmes for those who are injured both physically and mentally as a result of war.

Historic first

Ex-RAF platoon sergeant Duncan Slater was part of the team, coming back for his second attempt and becoming the first double amputee to complete the race. All the competitors carry their own food for the week – bedding, cooking utensils and so on. The only concession being the provision of rationed water

stops and bivouac camps to welcome competitors at the end of the day.



Runners have to be self-sufficient throughout, carrying their own supplies. Tom Prendergast's only luxury: a small ration of pork scratchings to supplement his salt tablets.

The team raised over £175,000 for *WWTW*, with Tom clocking up a very creditable £8,338 thanks to donations from Profile and many others. Our congratulations go out to Tom for successfully crossing the finish line and helping to raise awareness of such an amazing cause.

You can find out more at www.walkingwiththewounded.org.uk



Marathon stats

- 400 support staff
- 120,000 litres of mineral water
- 100 all-terrain vehicles
- 2 helicopters
- 23 buses
- 4 camels
- 52-strong medical team
- 6.5 km Elastoplast
- 2,700 Compeed plasters
- 6,000 painkillers

Stats courtesy of www.marathondessables.co.uk

Praise from all quarters

More news has reached *Silhouette* from Harwell in Oxfordshire where Profile client Magnox is taking charge of decommissioning the nuclear facility there.

Security Officer **Paul Line** was on shift at the Site Security Control Room while fellow Officer **Laura Bick** was completing her training. The Civil Nuclear Constabulary (CNC) contacted the pair after receiving reports that a vulnerable missing person had been spotted in the area.

Paul and Laura immediately turned to their CCTV systems and were quickly able to identify the individual by

their clothing, direction of travel and timings. Relaying the information to the CNC, the individual was located and received the necessary and appropriate attention in a very short space of time.

Profile's Security Guardforce Manager **Brian Jackson** received grateful emails and phone calls from the Duty CNC Sergeant who was on shift at the premises. The CNC Inspector formally commended both Profile Officers for their quick thinking and intervention which was instrumental in finding the individual.

A grateful client added their thanks: Magnox commended both Officers by presenting each of them with an award.



*Magnox have commended both Officers by awarding them with a Gift Voucher each presented by **Paul Terry** (SSM) and **Greg Butler** (Deputy SSM) as seen in the pictures above."*

How secure is security?

Farleigh Consultants, part of the Profile Group and specialists in quality, discreet investigations, are regularly asked to carry out covert operations.

The aim in this instance was to do a spot check of port security arrangements at one of Britain's busiest passenger terminals. The so-called "physical penetration testing" is part of a larger on-going security procedure to ensure port staff are on their toes at all times.

Dummy

For their first task, an Improvised Explosive Device (IED) was placed in a suitcase to test procedures employed by staff operating X-ray machines at the baggage drop-off "pods" used by passengers before boarding the ships.

A dummy IED device designed to replicate a simple home-made bomb featured typical liquid mixing paraphernalia, along with some simple wiring, a battery pack and a mobile phone. This design was used because while it is easy to look like an IED, it shows up reasonably well to the X-ray operator without being too obvious.



Testing times: a dummy IED (left) was placed inside a case (above) to make sure it was spotted by X-ray machine security staff. The operator must decide whether the phone is an integral part of a device by observing what's around it and by looking at wires and batteries close to it.

Fake

The second part of the test was to attempt to breach controls at the entrance to the restricted area. For this task, a fake Security Officer arrived dressed in a full uniform and carried an in-date ID card. This belonged to a former member of staff so the photo did not match the fake officer's face.

The test was devised after previous exercises showed that persons wearing the correct uniform were sometimes given automatic entry to the restricted areas without being challenged. Procedures such as security staff remaining squarely in the doorway to prevent access and seeing that ID cards were properly verified were all put under the microscope.

Photo

Previous testing highlighted that ID cards were not being checked thoroughly enough. One fake officer was able to gain access with a stuck-on photo. This has now been eradicated by the simple use of a checklist. One test comprises of running a thumb over the photo to see if it has been stuck on and whether there is any drawing on the photo.

During this latest trial, all testing was carried out in real time with the

operators having no prior knowledge of the way the test or the methods used were to be conducted. The results were conclusive and positive. Training and testing of all personnel have been thorough and complete, with staff taking note of the faults that occurred during previous phases of the covert testing.

Staff at crew access points also took time to inspect and verify the details on the crew's ID cards before allowing them past into the restricted areas.

Random testing such as this operation carried out by Profile's sister company Farleigh Consultants plays a vital role in seeing that those responsible for our security maintain the very highest standards.

IN MEMORIAM

It is with great sadness that we have to report the passing of **David Allfree** on 17th September 2016. In his role as a Mobile Security Officer covering the many Broxtowe Council sites in Nottinghamshire, David was well liked by all those he worked with and with whom he had contact. David joined Profile nearly five years ago, and quickly established a reputation as a champion of best practice. He embraced change and committed himself to new ways of working, fine-tuning patrol routes and raising standards. Always helpful and engaged, many of his friends and colleagues were present at his funeral where the vicar spoke with warmth of David's twin passions – his allotment and his work for Profile Security. He will be greatly missed by all of us at the Birmingham branch. Our condolences go out to all of his friends and family.

Chris McKay, Operations Director

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

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