



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

According to a tweet by ACS Pacesetters, the organisation that gathers together the top 15% of the UK's top Contract Security Guarding Companies (and Profile is one of them), there are a total of 382,213 SIA licence holders – although some 45,000 of them hold more than one licence!

Silhouette's Editor wonders whether the number of security guards is set to increase after the popular success of BBC1's Sunday night drama series *Bodyguard*. Its dramatic final episode drew 11 million viewers at its peak, that's nearly half of the total TV audience.

Close protection work is a discipline in its own right, of course, and one of the many services Profile can provide. The TV series will have inspired many a guard to think about their options. But in the meantime, if we spot any Security Officers aping David Budd (played by the brooding Richard Madden – said to be on the shortlist to be the next Bond), we suggest they might have missed their vocation and should be heading for Hollywood. Perhaps they'll find there are another 45,000 hopefuls at the audition...

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

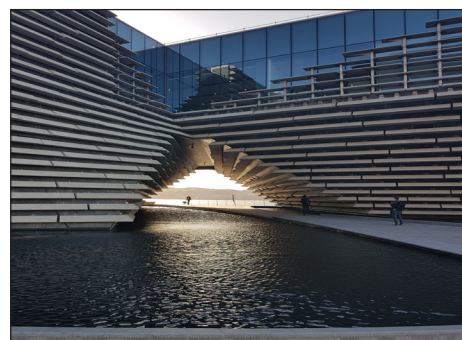
Ship-shaped grand opening

September saw the opening of Scotland's first design museum. The waterside V&A Dundee looks like a galleon from the outside, while inside, its light-filled halls provide an inspirational space for a host of stunning exhibits.

Back in May, Profile Security won the tender for the museum's security contract, beating off bids from G4S and Securigroup. Initial requirements for just two day shift officers and one night shift have since grown to include an on-site supervisor and a dedicated team of six exhibition staff, with extra staff on hand for special events. They'll be needed: over 27,000 people visited the £80 million museum in its first week!

Strong case

A successful tender followed fantastic client references from Dundee City Council and the Care Inspectorate of Scotland. Profile's **Paul Ripley** put a strong case together: **Simon Boyd**, the V&A's General Manager for Building Operations and Security told us Profile had the strongest support in the local area when it came to staff and resilience.



Kengo Kuma's architecture fascinates inside and out

Profile have already clocked up over 6,500 hours since winning the bid, with our Regional Manager for Scotland, **Roger Riach**, working closely with Simon to develop the contract. Those hours saw a busy week starting on 12 September, including the official media launch, a gala dinner and a visit from Scotland's First Minister, Nicola Sturgeon.

All set for the off

For the opening weekend, Profile Security provided 22 members of staff on the Saturday and Sunday. All worked diligently to make it a great success. Simon Boyd passed on his thanks and some well-earned praise to the team at the de-brief, stating: "I have worked with various

Issue Highlights...

- V&A Dundee opens
- Travellers stopped in their tracks
- Dai's double header
- Nuclear shifts avoid meltdown
- Beast from the East heroes
- New faces in the North

and MUCH MORE besides...

Ship-shaped grand opening

continued...

security companies since my time as the Facilities Manager at Murrayfield Stadium and Profile are the best I have seen”.



Victoria and Albert would be proud

Special mention must also go to Profile's Mobile Manager, **Jeff Morgan**, who worked above and beyond the call of duty in orchestrating events. Not only did he arrange for the manning of the V&A, but he also looked after existing clients in Dundee to ensure that it was business as usual. Jeff recruited 15 new staff members in a very short space of time and made sure all the V&A staff were suited and booted and raring to go. Great job Jeff!



Ship-shaped: the museum overlooks the Tay



Crowds gather for the grand opening

V&A Dundee facts and figures

- Dundee is only the second V&A museum in the UK.
- The building was designed by renowned Japanese architect, Kengo Kuma.
- The curving concrete walls have the look of a ship sailing out over the River Tay.
- Some 2,500 pre-cast stone panels, weighing up to 3,000 kg each, span up to 4 metres wide, to create the appearance of a Scottish cliff face.
- There are 21 separate wall sections.
- Internal space covers an impressive 8,000m², with 1,650m² of gallery space.
- Profile Security hours since contract start in May: 6,515 hours and counting.

Dai's double header

Profile Security Manager **Dai Cummins** has completed his first year at Hinkley Point and has recently taken on additional duties heading the Berkeley Power Station Guard Force, following the departure of **Tim Taylor**.

This means he now has two power stations to oversee, Berkeley and Hinkley Point A. It's a challenge Dai relishes: "It's an opportunity to consolidate a lot of Profile's training and management model," says the irrepressible Welshman. "The team have worked extremely hard to successfully complete the operational shift transition, working in all weathers to get to work."

Berkeley

The Berkeley plant sits on a 27-hectare Site of Special Scientific Interest by the River Severn in Gloucestershire. It began

generating electricity in 1962 but closed in 1989. The two reactors have been placed into safestore since 2010 as work by the Nuclear Decommissioning Authority continues. Profile Security's teams are specially trained in all aspects of environmental security, working to exacting standards to control all movement of people and plant in and out of the site.

Helping to make the process look easy is Access Control Operator **Megan Neale** who works tirelessly to get all the paperwork in order, dealing with a never-ending list of requests with professionalism and a can-do attitude.

Hinkley Point A

Dai divides his time between Berkeley and Hinkley Point A on the Somerset coast. Another twin reactor site undergoing decommissioning, the station stopped

generating in 2000 after 35 years' operation. The process of mothballing nuclear power stations is long and complex, made up of several key stages before final decommissioning work can take place.

Once any remaining waste in long-term storage has been dispatched to its final destination, the reactor safestores and any remaining structures at the site will be demolished. As part of the Final Site Clearance, soil will be excavated and the site declassified before final landscaping makes it ready for a new future.

As for Dai, he's looking forward to getting to know his teams better: "I've had a really warm welcome, we've got a few new members joining us, and I'm sure I'll come across a few characters along the way!"

Read more about Dai's year on page 6.

What happened?



Can you figure out what just happened in this photograph? A Profile Security Officer is pictured running towards a person on the ground. Has he been assaulted? Has he just been tasered? Has he had too much to drink? What's your assessment? Turn to page 5 for the answer.

READY FOR THE NEXT ONE

As autumn is set to turn to winter, teams across the country are bracing themselves for whatever the weathermen can (or cannot) predict. *Silhouette* decided this would be as good a time as any to look back at how our Profile crews helped us through the last snowy season.

March 2018 witnessed some of the worst conditions seen in this country for a long time. With the 'Beast from the East' driving wind and snow our way, reports from all parts of the country told of massive drifts causing transport chaos.

Operational teams did a sterling job just getting to their positions at the start of each working day, and that was just the first achievement of many. Numbers of Security Officers became stranded on site, but continued to provide our clients with excellent support.

North and Scotland Regional Director **Dougie Wilson** reported, "We were delighted with the number of commendations we received from customers, praising officers and management teams for their efforts during this very trying period."

After a warm summer, it's easy to forget just how harsh conditions can be. It'll soon be time to dig up that spade and dust off those wellies!



Remember this? Crews won't forget last winter's Storm Emma and the Beast from the East.

Juggling earns applause

Profile Security teams based at Chapelcross in Dumfriesshire stepped into the breach to help colleagues out of a sticky predicament.

Proof that even the best laid plans can and should be reviewed, D Shift at the Scottish site found themselves marooned by the fall-out of last winter's Storm Emma.

Plucky

With the premises declared unsafe at 18.00 hours, plucky officers who had reported for duty at 7.00 am that morning were forced to sit out the weather. It wasn't until mid-afternoon the next day that they were able to stand down, more than 32 hours after coming on shift!

As client Magnox graciously provided the team with food and drink, the emergency services mobilised a snow plough to try to clear the roads – but even the snow plough became stuck in the drifts! Next up was an excavator, called up to try to remedy the situation.

Swap

Meantime, D Shift had been on site so long, it was almost time for their next tour of duty. Guard Force Manager **Jacki Stewart** called up the cavalry, with members of the team coming to the rescue on their rest day and others swapping shifts, some of whom were also forced to do a 24-hour stretch to ensure Profile had a full complement of staff.

Magnox Site Security Manager **Stewart Wilson** nominated Profile for an award. In his letter of commendation, their Head of Security **Richard Burkmar** acknowledged the teams' contribution with a Bronze Award to be taken as either a team event or a charity donation. The citation, under the umbrella of the 'Always Strive to Deliver' category was sponsored by **Paul Wilkinson**.

Silhouette would like to add its own vote of thanks to all the men and women that make up the Chapelcross squad, and congratulate them on their "Dunkirk spirit".

New faces in the North

Silhouette is delighted to welcome a host of new colleagues to the Profile management team, joining us over the last year.



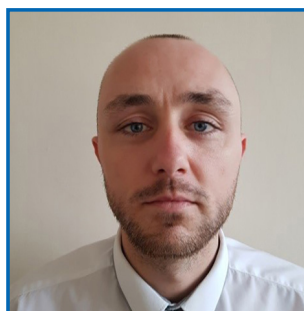
Roger Riach – Regional Manager, Scotland

It's welcome back to Roger who returns to Profile after a brief time away. Since "coming home", he's had a major impact on the business.



Brian Docherty: Customer Services Manager, Edinburgh

Brian brings many years' experience, huge knowledge and infectious enthusiasm to his role in and around the Scottish capital.



Lawrence Iddison: Customer Services Manager, Warrington

Promoted through the Profile ranks to his new position, Lawrence has demonstrated his talents and will continue to engage with our clients.



Joy Heath: Customer Services Manager, Manchester

Like Brian, Joy is an experienced Operations Manager bringing a host of skills that will benefit Profile's client base in the North.



Colin Beaver: Divisional Director North

Colin joins Profile from security and construction logistics firm Wilson James where he was the Director for the North and Midlands.



Pat O'Neill: Business Development Manager, Scotland

With a successful track record in sales behind him, Pat is set to continue driving the Profile business into new areas.

10 YEARS ALREADY?

Our congratulations and thanks go to **Victoria Ramsay** who celebrated 10 years with Profile back in April.

Our bubbly Business Development Manager for Scotland discovered she had a talent for selling when she worked at Pitney Bowes: "I sold my first franking machine within two hours of being let loose in the field – and that was in Easterhouse which is not a very desirable area within Glasgow!"

She remembers her early days at Profile with fondness, "It was great to work with **Alex Crighton** – I wish you well over in Cyprus, get well soon! – and **Brian McCombe** (formerly with Chattan Security prior to its acquisition by Profile in 2007). They really helped me gain experience and knowledge of the industry as I went pounding the streets and industrial areas all around Scotland, hounding (no, sorry, contacting) potential clients. Massive thanks must also go to **Mick Austen** for sharing all his knowledge. We'll really miss him when he retires."

One of her first big wins was the 141 Bothwell Street contract in Glasgow. Many other successes have followed since, notably with DTZ and the team at Cushman & Wakefield. In recent years, Victoria and her clients have really appreciated Profile's LIMIT system, "It has changed our business and the way we communicate with our clients with real-time information. Hats off to **Chris McKay** for this innovation, as information is the key to providing a superior service."

Silhouette wishes Victoria all the best for many more years – and clients – to come.

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, Zone 2, 2 Pensbury Street, London SW8 4TJ or by email to TheEd@News.Letter@profilesecurity.co.uk



MOVING ON!



A sharp eye and quick reactions are what are needed in the Security business. Static Security Officer **Ade Biobaku** and Mobile Patrol Officer **Zahir Ahmad** proved they had both, back in June.

Ade spotted a group of travellers removing some three-quarter-tonne concrete blocks from the entrance of an adjacent site (also under contract with Profile Security). As they began to cut their way through padlocks, Ade called the Police and Profile's 24-hour Monitoring Centre in Leeds. The Police and Profile's dedicated Mobile Patrol were quickly on the scene.

Profile's client, property management company Carter Jonas who look after the premises for Hertfordshire County Council, were kept informed and maintained contact with Ade.

As soon as they were briefed, the Police used their powers to force the travellers off the site. Ade and Zahir (who had only been with Profile

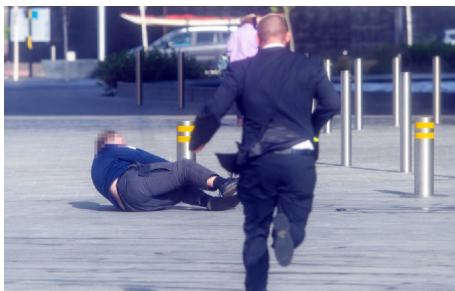
for about three weeks at this point) worked to secure the gates.

A delighted **Steve Canwell**, Security Consultant at Carter Jones, wrote to Profile's Customer Services Manager **Richard Cresswell**, saying: "I would like to commend the actions of the Officers on duty at the former Southfield School, Hatfield, and the Mobile Patrol Officer... when travellers attempted to gain entry to the adjacent New Barnfield site and set up an illegal encampment." He went on, "The Officers' actions helped to ensure that we were not left facing huge clearance costs and lengthy legal proceedings."

Silhouette would like to add its own congratulations to the dynamic duo whose actions and quick thinking saved the day!

What happened?

The answer to the riddle we set on page 3 might surprise you. The man on the ground was an innocent bystander outside Dundee's brand new V&A Museum (see cover story). Strong winds had blown him off his feet and a Profile Security Officer is running to assist him.



CCTV sends the kids packing

New client Rosewood Homes have been enjoying the benefits of Profile's high-tech, cost-effective security measures.

The construction firm is busy with a housing development in Larkhall, South Lanarkshire, some 14 miles southeast of Glasgow. With no permanent electricity supply as yet, and a building site that is in constant evolution, this was a perfect opportunity to deploy our innovative stand-alone CCTV solutions.

Working with Rosewood Project Manager **Keith Burns**, and the senior team's **Lou Lauder** and **Stephen Lauder**, Profile designed a nine-camera network together with a Site Alert System, all linked to our 24-hour Monitoring Centre in Leeds.

The surveillance campaign, due to last 78 weeks, soon proved its worth. As expected, gangs of children stepped onto the former Glengowan Primary School site as the work on building a series of flats had only just begun. The remote monitoring team caught the kids by surprise as they talked to them from hidden loudspeakers. That and a few visits from our Mobile Response Team soon sent them packing.

Meantime, the boys from Rosewood Homes report that they have had no problems since: "We are in constant contact, making sure our cameras are in the optimal positions as the project develops." A very happy Keith added, "I would also like say a big thank you to **Dave Knowles**, the CCTV engineer, who is a pleasure to work with and is always on hand at short notice."

For any enquiries about Event Activated Monitoring or Void Property Services, call Profile today.



Remote activated CCTV cameras have it covered: Rosewood Homes' Keith Burns gets a visit from Profile Business Development Manager Victoria Ramsay.

Busy Busy at Hinkley



It's been quite a year for Security Manager **Dai Cummins**. As well as taking on more responsibility (see separate story), Dai has done a great job of filling Jim Roxburgh's shoes at client Magnox, and has done a storming job with the

onset of OST (Operational Shift Transition). Dai takes up the story: "The process puts great demands on management and calls for additional training and evaluation of the team as a whole. I am delighted to say that after weeks

of continuous training exercises – all done at night – we passed with flying colours. The team was excellent and the final exercise was outstanding. To see a team come so far in such a short time was a real credit to them all.



Warning: men at work! OST training took place night and day with the Fire Service. **Mark Roan Eslo** (left) and **Nick Redwood** (right) are put through their paces.



"My own transition was made easy by a professional team who are always eager to learn, no matter what I put in front of them (and also by having a bit of a laugh and a joke along the way).

"The Profile team have been unbelievable and, come rain or shine (or snow!), they got into work and all with a smile on their faces. Special mention must go to Authorised Lead Guard **Dave Pike**, Guard **Matt Farmer** and Lead Guard **Alan Parker** who all went that little bit further to help their teams out in the terrible weather. One of them even used his own vehicle to pick up his team for their shift, which earned



them a special thank you and a voucher from Magnox.

"Lastly, a special thank you to **Heather Kennedy** and **John Hook** in Access Control who work tirelessly to overcome the day-to-day problems on site."



Some of this year's lucky Employees of the Month: pictured with **Dai Cummins** from top left to right are **Lewis Marsden**, **Jon Hook**, **Paul Rowland**, **Gary Walker** and **Dave Pike**.