



# Silhouette

PROFILE SECURITY SERVICES NEWS

## Editor's message

As regular readers clicking through to the Profile website's news page will notice – we have a new website!

If this is your first visit, take some time to look around, not just at this newsletter which is packed with stories from the front line, but also at our new improved web pages.

Navigation has been simplified, it's easier to read on the move and there's new content to reflect where Profile stands as a business and where it's heading.

With the end of the year approaching and Christmas around the corner, it's a good time to take stock and to share the warm glow that comes from celebrating all kinds of success – be it training with colleagues, new business wins, lasting partnerships or personal endeavours.

Just the kind of warmth we all welcome at this time of 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)

## ADRIAN'S HIDDEN TALENT



Profile Site Manager **Adrian Simpson** has been carving out a bit of a reputation for himself in his spare time. He was approached by Leicestershire Police's Benevolent Fund Administrator **Dom Allen** who was looking for someone to restore a commemorative board in time for the Centenary Memorial event taking place in November: she had

heard Adrian was a bit of a dab hand at woodwork.

Adrian immediately understood the importance of the restoration for the Profile client and set to work, spending five hours a day on his return home every afternoon, beavering away in his garden shed.

*continued over...*



Pictured from left: **Chris Flavell** (Profile Regional Manager), **Ian Fraser** (Leicestershire Police), **Dale Johnson** (Profile CSM), **Adrian Simpson** (Profile Site Manager) and **Chief Constable Simon Cole**.

## Issue Highlights...

- Squaring up to Risk Management
- Managing security performance
- Focus on Scotland
- Cruise ports on the crest of a wave
- New: Void Property Services steps in
- Profile joins elite incident team in London

*and MUCH MORE besides...*

## Who's got the

# X Factor?

Read on to find out  
which Profile client's site  
welcomed TV personality  
and DJ Dermot O'Leary!



## ADRIAN'S HIDDEN TALENT



continued...

### Intricate

The first part of the process was to remove all the layers of old varnish. So many coats had been applied over the years that some of the lettering was nearly obliterated and it was even difficult to identify what type of wood the sign was actually made of.

Adrian then hand-sanded the whole board and used a special tool to re-carve all of the intricate lettering. A delicate and time-consuming process, he had to avoid going too deep as this would have irrevocably damaged the wood. Next, the board was treated with five layers of beeswax – each one applied by hand – before restoring the Leicester City Police crest.

### Craftsmanship

With the colour match needing to be exact, Adrian mixed all of the paint himself. After some painstaking craftsmanship, seven days on, Adrian's masterpiece was complete.

Chief Constable **Simon Cole** was suitably impressed: "I can't thank Adrian enough for completing this restoration project so brilliantly

and so quickly. He's done a truly wonderful job. It is important for us to remember that these officers gave up their lives and this restoration project is an opportunity to demonstrate our respect and thanks".

Although Adrian found the restoration hard work and very difficult at times, he said this was nothing compared to the sacrifice the officers made when they fought and died in the First World War.

### Remembered

**Dom Allen** added: "I think that Adrian has done superb work and I believe that it is right and proper that the sacrifice made by these men is remembered for a long time to come."

A tired but happy Adrian concluded: "I was surprised by how little I was interrupted by my children while I was working on the project!" Rumour has it he may even consider taking on another assignment. Apparently the Rutland force's commemorative board needs some attention...

## Rosewood grows CCTV network

Following the success of its first CCTV contract with Profile Security, construction company Rosewood Homes has expanded its surveillance web to a second site.

As reported by *Silhouette* in our last edition (see *Issue 21*), Rosewood's management of **Lou Lauder** and **Keith Burns** were impressed with Profile's innovative stand-alone CCTV solution installed to monitor an isolated site at Larkhall, South Lanarkshire.

Convinced about the benefits and advantages of Remote Monitoring, the pair called on Profile again,

this time to help them with another project in Carluke. Following a detailed review of their requirements, a contract was agreed in June and equipment installed before the end of the month. This time, the site calls for a wired CCTV system which will be in place for the six-month duration of the build.

Lou's son, Project Manager **Stephen Lauder** is pleased with the results: "Our people can have access to the site 24/7 by viewing camera footage via the App. They can see what the cameras see live at any time!"



**Sold:** Rosewood Homes' **Stephen Lauder** has been telling Profile Business Development Manager **Victoria Ramsay** how he loves the coverage Profile's latest CCTV network is dishing up.

# LEARNING AS A TEAM

In April this year Profile funded and delivered a Level 4 Security Risk Management course for five of its managers and two Security Managers from client company **Magnox**.

The aim was to provide professional development and to enhance the already excellent working relationship with one of our key clients.

The course, held at Profile's offices in Leeds, was an unparalleled success. The input from all delegates demonstrated the wide and varied experience on the course and contributed greatly to everyone's understanding and learning. The

Level 4 course delivered by Profile's affiliated Training Academy is a nationally recognised qualification which is a stepping stone to professional progression.

Plans are in place to develop more of these co-operative courses across the business so as to provide Continuing Personal Development to both staff and clients.



**Linking arms:** taking part in this latest training initiative, from left, were **John Davies** (Course Tutor), **Yvonne Johnstone** (Magnox), **Dai Cummins**, **James Lampard**, **Roger Riach**, **Jay Holliday** (Profile), **Nicola Stewart** (Magnox) and **Toni Rutowski** (Profile). Not pictured was **Mousan Ali**, Profile's Technical Specialist who was on hand to help with the presentation materials.

# BACKING THE HUB'S GOLF DAY

Some 90 players representing 26 companies gathered in June at the East Kilbride Golf Club for a charity event sponsored in part by Profile Security.

The day was organised by *the hub*, a networking initiative that engages with local businesses in the South West of Scotland. A public-private partnership established in 2012, its members hail mainly from the construction sector and their supply chain. Together, the partnership commits time and money to community infrastructure projects in Lanarkshire, Ayrshire and Dumfries & Galloway. The organisation runs workshops on current construction issues, business learning and provides networking opportunities.



**Playing ball:** Profile was delighted to support the hub's charity event in SW Scotland

# May the force be with you!

How's this for a special parting gift? Hydrasun's **Derek Ross** is stepping into retirement and will soon be teeing up with this exclusive kit. Golf is Derek's thing and he has duly been appointed Vice Captain at his local club. With its distinctive design, no one will be arguing with him about whose ball that is nearest the green – or in the bunker!

Profile has had the pleasure of working closely with Derek for many years. We originally made contact back in

September 2011 when Hydrasun moved their Group Headquarters to Aberdeen's Gateway Business Park from their old site at Dyce. The firm is a market leader in the provision of integrated fluid transfer, power and control solutions to the oil and gas, renewable energy, marine and defence industries worldwide.

A successful pitch saw Profile take over security arrangements in December 2014. While Derek is busy on the golf



**Hole in one:** Marking the retirement of well-liked client **Derek Ross** at Hydrasun warranted a one-off gift.

course teaching his grandsons how to swing a club, we look forward to working with his erstwhile employer for many more years to come. *Silhouette* and the Profile team wish Derek and his family all the best.

## Insight \* Insight \* Insight \* Insight

# Are the nation's boardrooms committed to security?

Profile's National Infrastructure Director, **John Davies**, looks into this sensitive and often emotive topic...

Historically, security has been perceived by the majority of organisations as a necessary evil, a costly overhead that has to be 'endured'. Like many other functions that form part of a business, security has also operated in a silo, constrained and isolated from the main thrust of a company's activities.



What hope, then, of seeing the protection and wellbeing of staff and visitors step out of the shadows, of seeing security as an essential enabler? With hindsight, the horrific events of 9/11 eighteen years ago turned out to be a watershed as the world was forced to come to terms with the threat of terrorism in all its unpredictable and irrational forms.

Organisations have since realised that to maintain a viable business, they must operate in a secure environment, accepting the associated costs and, sometimes, operational restrictions. There has been a shift in the way companies manage relationships, responsibilities and accountability. Often referred to as Corporate

Governance, the Board, managers and shareholders now play by different rules and procedures to provide the structure through which company objectives are set and adhered to.

Whereas Corporate Governance once focused merely on financial control, growth and profit, the Board now has a far wider remit: it needs to provide staff and shareholders with assurances that the business can operate in a secure environment.

### Accountability, Assurance, Performance

An effective and resilient security regime must be built around these principles:

**Accountability** takes ownership of the security process, its delivery and performance. The Board must ensure that there is an effective risk management process in place, that all managers play their part. Many companies facilitate this process by appointing an Executive Security Committee with powers to approve strategies, policy and funding.

**Assurance** needs to demonstrate to shareholders and stakeholders that everything possible is being done to protect their investment and, crucially, the people involved in the business. This 'tell it as it is' transparency must be supported by auditable evidence and a robust process. It is no longer acceptable to assume that the absence of security incidents means that security must be watertight, or that no changes or improvements are required.

**Performance Management**, properly developed and delivered, must provide the Board with hard facts. This requires 'top down & bottom up trust and commitment' to ensure that security performance and effectiveness genuinely reflect the truth about perceived and actual threats.

There has been a cultural change at Board level. There is greater emphasis on security today. Companies are, at last, investing significant capital in security. For some Boardrooms this will be a long road, but for many more the responsibility for security is now simply seen as part and parcel of 'doing business'.

*Profile can help your business set up and maintain effective security Performance Management. See our feature 'Managing Performance – Time to Act' on page 7.*

## Bell chimes for Paul

News has reached *Silhouette* that longstanding client **Paul Bell** is calling time on his career with Edinburgh City Council. Profile's Business Development Manager **Victoria Ramsay** has fond memories of working with Paul on the Edinburgh Tram Depot project back in October 2013. Wishing him well on his retirement in July,

Victoria said, "Paul is a great guy and I will miss our conversations greatly". Procurement specialist Paul had spent 11 years with the council, helping to build strong links with us at Profile. Victoria sends him this special message: "Travel, relax, enjoy life and spend all the kids' and grandkids' inheritance! They will never know, ha ha ha!"



# LEARNING & NETWORKING



At Profile, we're always on the lookout for new opportunities and never tire of learning. When we heard about *Build Lanarkshire*, a programme designed to support the construction sector, we decided it was right up our street. It consists of a series of seminars and workshops covering a variety of topics designed to help delegates get fresh insights into the workings of the industry.

## A gathering of experts

This year's full-day sessions began in January and ran all the way through to an eighth session at the end of April, appropriately named "Finals Day". Among the experts on hand were **Eliot Jordan** of South Lanarkshire Council, **Mark Houston** of North Lanarkshire Council, **Gordon Hunter**

of *hub* South West, and **Paul Hunter** of Business Gateway.

Supported by a number of major private sector Tier 1 construction contractors, many were in attendance to visit the trade exhibition which featured stands fronted by each of the delegates and to hear their respective presentations.

## Busy programme

In attendance at each of the sessions was Profile's Business Development Manager for Scotland, **Victoria Ramsay** who told *Silhouette*: "It was a lot to commit to but very worthwhile. From the programme, I learnt more about the councils' tendering and procurement process for up-and-coming contract opportunities. It was also a valuable opportunity to meet with the buyers from all the Tier 1 contractors and get onto their approved suppliers lists."

As well as providing insight and networking opportunities, attendees

were coached in a number of subjects. Victoria added, "The digital marketing day was excellent, learning about the importance of Social Media with practical tips on how to get more views and write better articles on LinkedIn."

## Profiling and training

**Andy Purdon** of HR Services Scotland carried out a series of Innermetrix Profiles on delegates. A grateful Victoria said, "I learnt a lot about myself from this. It's a great bit of science and a super tool for companies looking for that right person for the job".

The biggest bonus was finding out about the Flexible Workforce Development Fund available to companies in Scotland that will entitle Profile to £15,000 of funded training. Members of the Profile team have already benefited from this initiative, completing Excel and IOSH courses, with more to come next term.

# PORTS COVERED, EAST AND WEST

2019 proved to be a bumper year for cruise vessels in the Scottish Region. Profile has been providing security cover for Edinburgh-bound passengers stepping ashore at Hawes Pier, South Queensferry for over nine years. Working in partnership with customs and immigration officials, the Profile team has to strike a balance between making visitors feel welcome and ensuring that all necessary security checks are carried out in swift and unobtrusive order.

At the end of October 2018, we added sailings into Peel Ports Ocean Terminal in Greenock, stepping off point for Glasgow. To date, over 100

ships have docked at the two sites and benefited from our security services.

With some gentle persuasion and hard negotiation between Profile's Regional Manager **Roger Riach** and Port Manager, **Hugh Hardie**, Profile was able to prove both its capabilities and its high standards. The clincher that won us the contract was having a dedicated team led by Cruise Terminal Site Supervisor **Colin Glen**. Operating a



"one team approach" with the core port team headed up by **Ross Laurie** was another first for the site.

# V&A Dundee – One Year On

As regular *Silhouette* readers will remember, Profile Security was awarded the prestigious contract for Manned Guarding at the V&A Dundee in May 2018 (see our cover story, Issue 21).

Adding the state-of-the-art venue to Profile's portfolio cemented our status as Dundee's number one security provider. From the original plan of simply providing a team to man the control room, our remit has broadened to include the addition of Exhibition Security and Door Supervision work for the on-site restaurant, racking up an amazing 33,614 hours in the first year.

Profile has also provided Special Events Cover throughout the year. Highlights have included the opening weekend in September 2018, hosting the first-ever "live launch" of the National Television Awards in January, the amazing Royal Opening with the Duke and Duchess of

Cambridge the same month, as well as playing host to the BBC's *Antiques Roadshow* in June.

Profile Regional Manager **Roger Riach** told *Silhouette*, "It has been an absolute pleasure working with both the client and the team. The guys and gals on site have been a credit to the company, headed up by our Site Supervisor **Barry Mitchell** and supported by our Mobile Manager **Jeff Morgan**. Having known Barry for a few years, I never thought I would see him in a suit, but photographic evidence from the weekend of the *Antiques Roadshow* proves he should wear one more often!"



Taking a star turn in the company of some larger-than life co-hosts was TV's X-Factor presenter **Dermot O'Leary**, launching the National Television Awards at the V&A Dundee.



Profile Security has been providing cover for special events at the V&A Dundee all year. Seen here is newscaster and Antiques Roadshow presenter **Fiona Bruce**.

## Profile steps in to protect empty properties

While the cat's away, the mice will play... So goes the saying, but it's a very real problem for many. Businesses can have empty properties on their books for many different reasons – maybe they just acquired a warehouse, or have plans to convert offices. They may be moving in or moving out.

Profile's **Void Property Services** can take care of premises that lie idle for a long time with tailored solutions that can include fitting temporary and permanent intruder alarms, security screens, traffic bollards, maintaining lawns and more – all this in addition to our normal alarm response, key holding and CCTV solutions.

Designed specifically around your commercial premises, these innovative risk-based security solutions will help protect you from theft, vandalism, arson and illegal occupation. Not only will they ensure your buildings and property are kept secure, safe and clean, they'll also remain insurance compliant.

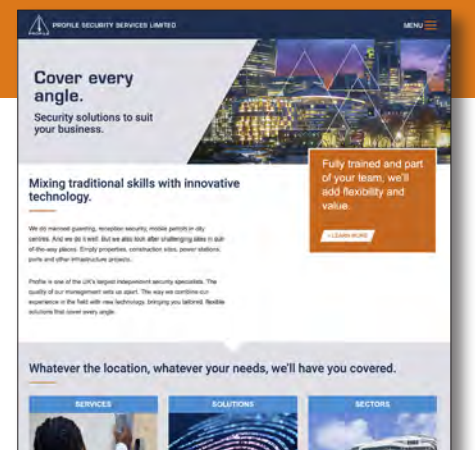
Contact Profile's Support Services Director **Chris Goode** today and ask about our Void Property Services: [Chris.Goode@profilesecurity.co.uk](mailto:Chris.Goode@profilesecurity.co.uk)

## Take a look at our new website!

There's a brand-new look and feel to the Profile website. Launched in October, the revised design is now easier to navigate with a responsive format that is easy to read on PC, tablet or smartphone.

Content has also been reviewed and updated, with pages to reflect changes in the Profile business and new services on offer for our

clients. Visitors to the website will learn about our Event Activated Monitoring and Void Property Services, there are new sections on protecting Critical National Infrastructure and Construction Sites. Plus a look at LIMIT, just one of the innovative ways Profile uses technology to keep watch and keep clients up-to-date 24/7. [www.profilesecurity.co.uk](http://www.profilesecurity.co.uk)



## MANAGING PERFORMANCE: TIME TO ACT

The way in which security is seen and supported at corporate level has been changing for the better in recent years (see *Insight*, page 4). To maintain the buy-in of senior management, security arrangements need to be assessed and reviewed. Doing so relies on effective Performance Management.

Profile can help businesses build the framework for a realistic security performance management system. This comprises of:

- Mapping security threats and risks against the current security position
- Identifying the effectiveness of current counter measures
- Conducting a vulnerability gap analysis.

Once completed, Profile can work with you to design and implement complementary solutions to bridge any gaps in security.

### Killer questions

Performance Management puts in place a series of measures that will provide 'real time' information on how your company's security is performing, showing up the good, the bad and the indifferent. From here, a programme of improvement can be planned, highlighting areas of weakness and asking critical questions such as, for example, 'Are we effectively controlling access to our sensitive material?' or 'Do we have a robust maintenance process

for our detection systems?'. Each of these questions will generate a response which indicates a level of vulnerability on which management can base decisions.

### Keeping it simple

Every business is different, each with its own systems and reporting structures. Profile will keep ongoing analysis and reporting simple so that the process is not turned into a chore.

Whether you've been working with Profile for some years, or you're reviewing your security arrangements, you should carry out regular security reviews and make these routine. Existing client **Magnox**, a world leader in the Civil Nuclear Industry, has embraced this approach and now has an effective security regime and culture which has the full support and confidence of the Board and its stakeholders. It may be time to learn from their example.

*For a no-obligation, informal discussion, call John Davies, Profile's National Infrastructure Director on 07889 647396.*

## ALARMING NEWS

Profile Security has launched a range of **alarmed key safes and padlocks**.

These smart devices are ideal for remote sites and for maintaining control over who has access, where and when.

The locks can be fixed in a number of ways and offer secure remote access with a vast range of applications. These include:

- Vehicle entrance gates
- Remote sites and facilities
- Construction sites
- Warehouses, depots & industrial units
- Hoardings, roller shutters, pedestrian gates & palisade fencing
- Storage units & garages
- Shipping containers, HGV containers & equestrian facilities.

The alarmed safes and locks are compatible with Profile's Site Alert System, giving visual verification of both illegal and authorised access to premises. They require no mains power and can be armed and disarmed remotely thanks to an IDACS-compliant system. This uses unique six digit codes that can be permanent or temporary in the form of weekly or daily codes that "self-expire" after use. Codes can also be added or deleted, with all activity being stored and recorded so users have a comprehensive audit trail.

Whether you're an existing Profile client looking to include these as part of your security strategy, or wish to purchase one or more devices, contact Profile's Support Services Director Chris Goode at: [chris.goode@profilesecurity.co.uk](mailto:chris.goode@profilesecurity.co.uk)

TESTED AND ACCREDITED BY "SECURED BY DESIGN", THE NATIONAL POLICE CRIME PREVENTION INITIATIVE!



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 The Ed at [info@profilesecurity.co.uk](mailto:info@profilesecurity.co.uk)

## EXETER FIXES JUMBO DELIVERY

Profile Managing Director **Martin McGowan-Scanlon** was travelling back from holiday in France when he stopped in to say hello to an old friend. While chatting to his friend's other guest, Helen Sawyer, he was curious to learn about her charity work which involves rehoming elephants from circuses and zoos.

Helen mentioned one particular problem that her elephants face – the bright sunshine and resulting lack of shade during the warm summers in central France. She had found an ingenious solution: a sail loft in Devon had offered some sails to provide some welcome shade but the charity was struggling to collect them.

As Profile has recently opened its vehicle hub in Exeter, Martin offered to collect the couple of sails and arrange to get them up to Elephant Haven in Cheshire where Helen's team would take care of their onward transit to France.

Profile's intrepid **Paul Brown**, part of Exeter's new Fleet Management Team, was asked to collect the sails and plan the delivery to Cheshire around routine vehicle changeovers. Imagine his (and the MD's) surprise when he saw the number of sails ready for collection! Undaunted, Paul managed to get them all on a trailer and send them on their way to Helen's heffalump herd. That's another job successfully completed by Profile!



Profile's **Paul Brown** in Exeter with some of the sails bound for France and the elephant sanctuary.

## Profile joins London's elite incident team



Profile Security is one of 18 founding members to have set up the City Security Council (CSC), a collaborative partnership between elite security companies and the City of London Police.

Members will work with the Police and the City of London Corporation whenever there is a major incident or significant threat within London's Square Mile, sharing intelligence, resources, and more than 1,000 security officers.

The CSC looks to improve collective response to threats in major urban areas and provide the highest levels of detection, prevention, deterrence and response.

The idea for a collaborative security effort stemmed from the increased incidence of terrorist attacks in 2016 and a recognition that private companies have a role to play in helping to make the capital safer. The CSC's founding follows the Home Office and Joint Security and Resilience Centre's decision to have more private policing in the future.

Profile looks forward to working collaboratively with the CSC and The City of London Police, which will enable rapid communication during fast moving incidents. The live testing exercises that CSC are looking to provide will ultimately contribute to better training and collaboration in an era of elevated threat levels.

For more information about the City Security Council, visit [www.citysecuritycouncil.co.uk](http://www.citysecuritycouncil.co.uk).



# PRIDE OF THE WEST COUNTRY

Security teams at sites in Gloucestershire and Somerset have been celebrating a host of successes in recent months. As reported in *Silhouette* last time around (see *Issue 21*), Profile Security Manager **Dai Cummins** looks after client **Magnox**, responsible for two former power stations at Berkeley and Hinkley currently being dismantled by the Nuclear Decommissioning Authority.

Both Profile teams passed their respective audits with flying colours and ticked all the right boxes in their recent Observed Exercises that run all personnel through their emergency drills.

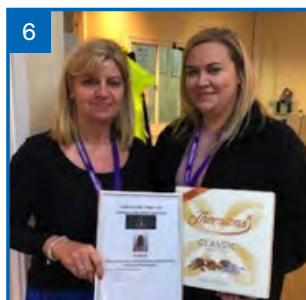
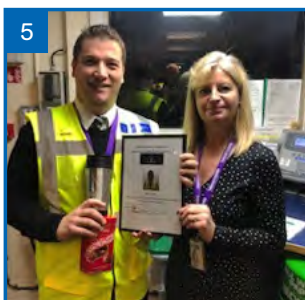
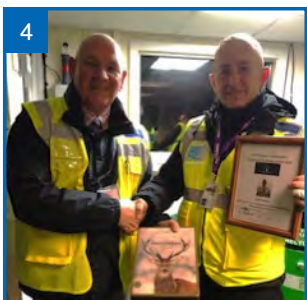
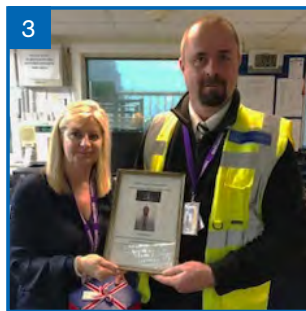
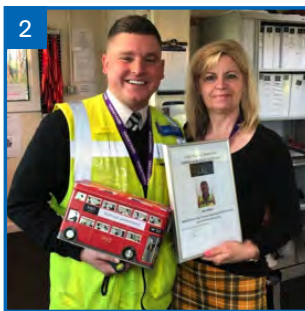
Dai praised his teams saying, "Their enthusiasm and professionalism is contagious and these results are a real true credit to them, working as they do in what is often a high pressure environment".

Profile Access Control Operators **Meg Neale** (at Berkeley) and **Jon Hook** (at Hinkley) have both worked tirelessly to get all visitors and contractors to site, carrying

out their checks in a speedy and commendable manner. Each has also had other reasons to celebrate over recent months with Meg expecting a baby girl and John having recently got married!

With changes to the client's organisational structure, outages at certain sites, some contracts coming to a close and new faces joining the security roster, it's been an eventful and challenging year.

The various sites have also been kept busy with a major Police exercise, everyone attending First Aid, Incident Management and Asbestos Training courses.



Profile congratulates Hinkley's Employees of the Month: **Terry Godden, Alan Parker, Jon Hook, Lindsey Clark, Jon Stratford and Jon Kite**. Pictured above with Profile Security Manager **Dai Cummins** and Magnox's **Carol Williams** are Berkeley Employees of the Month **Meg Neale** (1), **Matt Hiller** (2), **Sean Bekker** (3), **Steve Keliher** (4), **Alex Lewis** (5) and **Meg Neale** (6).

## IN MEMORIAM



**Richard Carter** passed away in March, aged 80. Known to all his friends and family as 'John', he was the first person to join Profile Security, way back in 1980. Working alongside co-founders **Andrew Prendergast** and **Jonathan Forbes**, John carried his badge - ID 003 - with pride.

John signed up with Profile following a distinguished military career. After enlisting into the Parachute Regiment in 1956 and surviving a ballooning accident during training, he went on to join the First Battalion Gordon Highlanders. During his 24 years in the Army, John spent time in West Germany, Kenya, Borneo, Cyprus, Singapore and Northern Ireland.

As Andrew remembers, "We used to take it in turns to operate a mobile patrol, visiting the Atlantic Drilling site twice a night. We would often use the cleaning company's minibus to kip until the mobile hits were complete and then go home. John lived 18 miles north of Aberdeen, Jonathan 25 miles away and I lived 30 miles from the site, so it was quite a commitment until we won the BP heliport contract which we held until they closed it down 10 years later."

Greatly appreciated by his colleagues, John retired in 2006. He will be sadly missed. Profile extends its sincere condolences to his family and friends.

## IN MEMORIAM



We are sad to report the passing of **Innes McCrae** in June. Always a valued client, Innes was Balfour Beatty's Site Manager at Lossiemouth for five years, having spent time at the RAF base there, as well as taking charge at two local educational establishments, Elgin High School and then Lossiemouth High School. The entire Profile team join together in expressing their sincere condolences.