



# Silhouette

## PROFILE SECURITY SERVICES NEWS

### Editor's message

There's a very upbeat flavour to this issue of *Silhouette*.

That's because it's all about winners. Taking pole position in this edition is Katie Hand who has just clinched the title in her chosen sport, helped in part by sponsorship courtesy of Profile.

There is a raft of stories about Awards – prizes from our peers which are worth gunning for. Profile has been shortlisted for some of the UK's most prestigious endorsements.

And we feature stories about our people going out of their way to make their mark.

Whether winning or coming close, these stories demonstrate the spirit that drives us.

Our grit, determination and passion.

**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)

### "Grit, determination and passion"

Profile Security has helped a teenage motorcycle racer to make sporting history. Katie Hand, 16, has become the first female rider to claim the prestigious Thundersport GB Superteens Championship, long considered Britain's most coveted youth racing title.

During the final meeting of the season at Cadwell Park circuit in Lincolnshire last October, Katie

secured the points she needed to be crowned champion.

Over the season, the teenager has cemented her reputation as one of the best young racers in the business, riding her Yamaha R3. Proudly sporting the colours of Profile Security on the bike's fairing, the company's sponsorship proved crucial to her title ambitions.



With the support of Profile sponsorship, **Katie Hand** made history in October by becoming the first female rider to win the Thundersport GB Superteens title. More photos on page 2.

*continued over...*

### Issue Highlights...

- First past the flag: Katie Hand roars in
- Security & Fire Excellence Awards
- A night at the OSPAs
- P&O contract wins
- In praise of Northern Heroes
- Profile's environmental pledges

*and MUCH MORE besides...*

## "Grit, determination and passion"



*Ready for the off: Katie prepares to take to the track*

*continued...*

Profile CEO **Andrew Prendergast** was present at Cadwell Park when Katie came from behind, climbing from fifth in the early laps, as the field battled with extremely wet conditions. By lap three, Katie was up to second as she set about slicing the leader's gap from 3.5 seconds down to 0.1 seconds in just two laps. At the chequered flag, Katie crossed the line to win by 1.3 seconds. Andrew said "Grit, determination and passion were the qualities that caught my eye, combined with the immense support of her parents for Katie to reach this level in the sport."

The future looks promising for this extremely talented and courageous young lady. With continued support from Profile, Katie will go from strength to strength... Watch this space!



*Spoils of victory: with Profile support, Katie makes history.*



• AWARDS SEASON •

## Security & Fire Excellence Awards 2021 Finalists

Now in their 22nd year, the Security & Fire Excellence Awards have consistently broken new ground in highlighting the very best people, projects and processes in our sector. Profile Security submitted a number of nominations for these prestigious awards and after a nervous wait while the judges deliberated, we were excited to be shortlisted as finalists in two of the categories:

- Security Guarding Company of the Year – over £25 Million
- Corporate Social Responsibility Initiative of the Year

With dozens of entries in each class, we were up against some stiff competition, including industry leading lights G4S, Mitie and Bidvest Noonan to name but a few.

Although we were pipped to the prizes on the big night, it was still amazing to make it through to the finals.

**Andy Ellis**, Business Development Manager North said, "These awards are heavily contested within the industry and as such are extremely difficult to win. Therefore, to make the shortlist as finalists is an amazing feeling. Entering award ceremonies such as these is also great for building the Profile brand as people can see we're competing at the top of our industry".



PROFILE SECURITY SERVICES LIMITED

### WE'RE FINALISTS!

Security Guarding  
Company of the Year

SECURITY & FIRE  
EXCELLENCE AWARDS  
2021 FINALIST



PROFILE SECURITY SERVICES LIMITED

### WE'RE FINALISTS!

Corporate Social  
Responsibility Initiative  
of the Year

SECURITY & FIRE  
EXCELLENCE AWARDS  
2021 FINALIST

• AWARDS SEASON •

## VALUED AT VALERO

Profile was delighted to receive an award recently from Valero Energy. One of Profile's valued clients, they wanted to thank us for the work that we've done over the past three years in supporting them and the fabulous charity work they do.

To date, Valero Energy and its supporters have raised over £1,275,000 for children's charities.

**Colin Beaver**, Profile's Divisional Director North said, "Profile are all about working with our clients and about giving back to the communities that we work within. Therefore we're extremely proud to be recognised for the part we play in supporting and working in partnership with Valero on this great cause".



**Colin Beaver:** proud and thankful to receive a children's charity award from business partner Valero Energy.

## • AWARDS SEASON •

# Profile nominated at the OSPAs!

**Profile Security has been shortlisted for a number of security industry awards, this time for the OSPAs - The Outstanding Security Performance Awards.**

These recognise and reward companies, people and innovation across the security sector.

The OSPAs are designed to be both independent and inclusive, providing an opportunity for outstanding buyers and suppliers to be recognised and for their success to be celebrated.

The OSPAs are set up in collaboration with security associations and groups across many countries. Award criteria are based on extensive research, looking at key factors that contribute to and characterise outstanding performance.

The 2022 OSPAs have attracted more submissions and greater diversity than ever before. The judging panel faced a challenging task in narrowing down the entries to no more than 10 finalists for each category, with many very

impressive nominations narrowly missing out.

"This year's finalists exemplify the values of the OSPAs. Each one of them has demonstrated outstanding performance in an area of security, be it a company, individual, team, initiative, product or service," said **Professor Martin Gill**, founder of the OSPAs. "All those that were nominated should feel very proud that they were put forward for an OSPA, regardless of whether they have reached finalist status. The competition was very tough this year."

Profile Divisional Director North **Colin Beaver** said, "It is great that **Andy Ellis** has again raised brand awareness, not only for the region but for the company. Being finalists in a second prestigious awards ceremony in such a short

space of time is marvellous".

Profile Security has been shortlisted as finalists in three categories:

### Outstanding Security Team:

- P&O Hull Team – Profile Security Services
- Valero Energy Team – Profile Security Services

### Outstanding Security Partnership:

- Profile Security Services and Valero Energy



**OSPA FINALIST 2022**

## Flexibility Munro

*Silhouette* owes security officer **John Munro** an apology. His story reached us moments after we had gone to press with our last issue. So, please be understanding for John who has been with Profile's Edinburgh team since May 2015.

John has worked for a number of our clients in the region and took up his role at the Postcode Lottery offices in May 2017. During the Covid crisis, John selflessly supported his colleagues by

changing from the late shift to the day shift so that the reception team could be furloughed.

A delighted client thanked John for going above and beyond, taking it upon himself to assist with minor repairs, cleaning and other additional duties during the shutdown period – all this in spite of his 70 summers. The folks at the Postcode Lottery send John their best wishes and heartfelt thanks for demonstrating such a fantastic work ethic.





# P&O Boost



**It's always a nervous time when contracts are up and the time comes to negotiate new terms. This is especially the case when you have worked with clients for a long time and have to go through a re-tender process.**

Profile has provided support for P&O for over 10 years, so when we pitched recently against stiff competition, we held our breath.

At stake was another contract with P&O in Hull, but also the possibility of winning a new tender for their site in Liverpool.

There was much to celebrate, therefore, when it was announced that our bid had been successful. Profile's team in Hull has successfully retained its partnership with P&O where **Samantha Gordon** and her

team will continue to provide an excellent service. Not only that, Profile also picked up P&O Liverpool, taking the contract away from one of competitors. Proof positive that our operational offering is in good shape.

Since contracts were extended in Hull, it's great to see that Samantha and her team's efforts have been recognised by others too. They've made the shortlist as finalists at this year's Outstanding Security Performance Awards in the Security Team of the Year

category (*see separate story - Ed*).

What's more, since we started work with the P&O Liverpool team, the service has gone from strength to strength and we've received lots of encouraging feedback from our client for a job well done.

**Paul Thomas**, Profile Strategic Account Manager said, "Great to see the team getting the recognition on a new contract for the company and for the customer to so quickly see the difference that Profile is making".



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Paul,

*'I want to single out a few members of your team that were on shift Wednesday 27<sup>th</sup> October during a DFT inspection, Mary, Michael & Joe.*

*During the inspection they were carrying out their duties of processing tourist and freight passengers through our check-in and security process. The DFT inspectors reported that all members on shift were very professional and conducted all the required procedures to a very satisfactory level, whilst taking into consideration COVID 19 precautions. They also commented on how knowledgeable and current the officers were with the security situation in the port and on the site.*

*As the PFSO, I would like to personally thank Mary, Michael and Joe for their outstanding efforts during this inspection, if there is a way they can be acknowledged through any award schemes I would like to nominate all 3 for a job well done.'*





## ★ ★ ★ Heroes all round ★ ★ ★

In what turned out to be something of a "National Security Officer Appreciation Week", Business Development Manager **Andy Ellis** made his rounds in the North, visiting a host of sites between 12th and 18th September.

Profile is fortunate to have some of the best security officers in the country. Each day, they help maintain safe and secure offices and workplaces as diverse as universities, shopping centres, hospitals, ports

and harbours. Every day they bring reassurance and peace of mind to all our clients, carrying out safety routines and always being on the lookout for the unexpected.

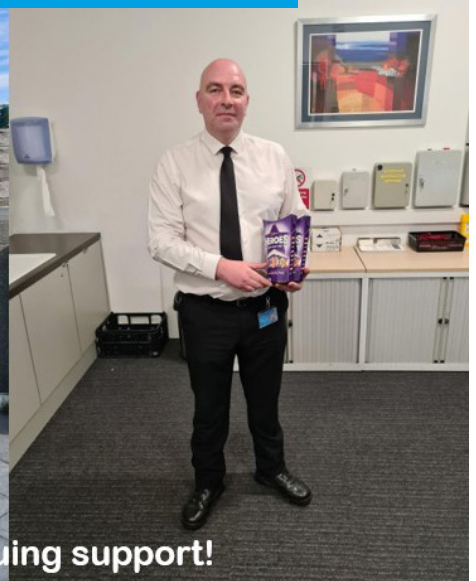
To recognise their commitment, we were pleased to show our support as Andy went visiting a number of customer sites, thanking officers in the front line and behind the scenes for the hard work they do on behalf of the company and our clients.

Andy commented, "It's always good to visit client locations and meet the officers who work for us. Without them, we would not be the organisation that we are today".

The officers were each presented with a box of chocolates. We thought "Quality Street" would be a good choice, but eventually settled on "Heroes" – the best way to describe our amazing teams.



*Hitting the sweet spot: just some of the "Heroes" **Andy Ellis** met on his tour of the North.*



**Thank You ALL for your efforts and continuing support!**

## VIP Visit at V&A

The spectacular waterside V&A Museum in Dundee has been one of Profile's charges since it opened in September 2018. Our teams of security officers are used to dealing with all kinds of visitors, not least a string of VIPs drawn to the fascinating exhibits of Scotland's first design museum.

One such recent VIP was Her Excellency Kim Jung-sook, the First Lady of the Republic of South Korea.

With all the appropriate measures in place, the visit went without a hitch. Nevertheless, our team was extremely proud to receive positive client feedback

on a job well done. Much of the visit's success was down to the leadership and management of Profile Customer Services Manager **Andrew Foley** and his team who made sure that the service and security provided were second to none.

Great work by Team Scotland again!



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Just a quick e-mail to say thank you to all those involved in the VIP visit yesterday.

*'I felt it went very well and appreciate all the help from the security team, the planning, professionalism, and flexibility shown by the team.'*



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)

Environmental & Sustainability Policy

## Where we are with CSR

It's important in a changing world to let people know the ways we address CSR issues – Corporate Social Responsibility.

Whether we work in offices, or alone at home, out on the road, on challenging sites or even on rigs far out at sea, we all share a responsibility to look after our surroundings.

Profile Security's Commercial Director **Chris McKay** has recently refreshed the company's Environmental & Sustainability Policy.

All of our employees – clients and potential customers – will, we hope heed its message.

We at Profile pledge to help the environment by setting the following targets:

- Commit to be Carbon Neutral by 2035
- Have an all-electric fleet of vehicles by 2030
- Join different tree planting initiatives worldwide to offset our carbon footprint from 2021
- Change all office lighting to low energy LED bulbs by the end of 2021
- Continue working with consultants to develop a wide-reaching innovative sustainability plan by 2022.

There's much to be done and we encourage all our employees to play their part.

For practical tips and ways you can make a difference right away, [read our Environmental and Sustainability Policy here](#).



## Congratulations to the A Team

Members of the Admin team in Profile's Warrington nerve centre have had much to celebrate in recent months. **Chris McKay**, Commercial Director, commented saying, "The 'A team' at Warrington are an amazing group of ladies. They are the heart of everything and help keep the company ticking. Without them my job would be impossible".



**Maddy Phillips** has flown the Profile flag for over 11 years. After having to postpone the big day due to the Covid restrictions, Maddy and her partner Ste Burkett finally tied the knot on 4th July 2021.



**Karen Gibson** who has been with the company for more than 18 years celebrated a significant birthday on 24th November. She also found time to get engaged to Glenn, her partner of 13 years.



**Rachael McMahon** took time out to give birth to a healthy baby boy on New Year's Eve. The team at Silhouette, everyone at Profile, her proud parents and the world are pleased to welcome little Axel.

## Nuclear Interruption



On the 17th August, Profile's Nuclear Interventions Manager North **Jay Holliday** and her partner Connor welcomed a little boy into the world. Kit William Garner was born six weeks early, before Jay had even finished work to go on maternity leave! After a couple of weeks in hospital, little Kit was allowed home and all is well with the family.

## 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)