



Silhouette

PROFILE SECURITY SERVICES NEWS

Editor's message

In his report about the Great Glen Canoe Trail Charity Paddle featured in this edition of *Silhouette*, Andy Hill mentions sunburn as just one of the hurdles he had to overcome.

As you read their story in the grip of winter, it's nice to remember that sunburn even exists. It's also heart-warming to read about the camaraderie and laughs the team enjoyed along the way.

In between were hours of physical discomfort and hardship, from cramp to blisters and those pesky midges that invade the Scottish lochs in summer.

Setting ambitious goals is something we should all do. Planning and executing adventures or the working week can bring great rewards. Shared experiences like these forge great friendships and a warm sense of satisfaction that doesn't sting like sunburn but lasts a lifetime.

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



Profile's Corporate Account Director **Peter Lewis** was joined by fellow musicians in his local area last December for a 24-hour musical marathon.

Dubbed the "Carolathon", the idea was to perform non-stop from Saturday 17th December at 9:00 am until the same time the next morning.

Peter was ably supported by local players from the surrounding area. Throughout, they took requests from members of the public asking for their favourite carols to be played.

Peter is no stranger to an unusual commission: our man is a former musician with the Welsh Guards – as pictured here wearing his full ceremonial regalia.



two local churches: St Catherine Bearwood and St Mary the Virgin make up the Parish of Winnersh in Berkshire.

The event raised over £1,000 for

Issue Highlights...

- Focus on construction sites in Scotland
- Sustainability in action
- Great Glen Canoe Trail Charity Paddle
- Recognition in Warrington
- University challenge
- In Profile: Eleri in charge of HR

and MUCH MORE besides...

Shaping the future in Fife

Profile Security has been awarded two new contracts by Fife Council. The first of these, picked up last November, is to oversee the development of the new **Levenmouth Business Park**, north of the Firth of Forth.



Our Business Development Manager for Scotland, **Victoria Ramsay**, outlines the project: "The site will comprise of seven high specification employment units covering an area of 753 square metres. The complex will be served by the proposed Leven and Cameron Bridge rail station less than a mile away, offering businesses more sustainable travel options and bringing an economic boost to the region."

Profile will put in place a range of security measures that will evolve as the project develops. With many years' experience overseeing construction sites, measures will include fencing, CCTV operations, mobile patrols as well as on-site manned guarding.



Victoria and her team will be working closely with our client's Site Manager **Craig Armstrong**, assisted by **Stephanie Ewan, Amy Gordon, Stacey Young** and **Mark Heard**.



Happy with progress so far: Profile's **Victoria Ramsay** with Levenmouth Site Manager **Craig Armstrong**.



All change at Junction 3

STOP PRESS

The second development for Fife Council, coming on stream for Profile last December, is the **Fife Interchange North** site.

Situated immediately to the north of the Amazon UK Fulfilment Centre and to the south of Junction 3 of the M90, the 4.67 acre site will be suitable for office, general industrial and storage & distribution uses.

The project is part of a wider programme to help develop and support businesses in Fife to work in new ways that will make them more competitive and transform the regional economy.

Victoria Ramsay commented: "We're delighted to be back working with **Ross McCormack** and **Stephanie Ewan**. Our collaboration on the West Way Business Units at Dalgety Bay was a great success. Working with them, **Derry Lever**, **Jim McIntyre** and the rest of the team, we're confident we'll have another success on our hands."

Silhouette will be monitoring developments with interest.

Just as *Silhouette* was closing to go to press, news broke of another significant business win for Profile.

We will have more on a new windfarm project that started on 23rd January. More details about the contract and the identity of the mystery client will appear in our next edition. Watch this space!



Ring fenced: Work gets underway at Fife Interchange North

Scotland conquered!

As previewed in the most recent issue of *Silhouette* (No.25) last summer, three intrepid Profile staff members had the crazy idea of paddling their way over Scotland's lochs, from sea to shining sea – all this in aid of Cancer Research UK.

Business Development Manager **Andy Hill** was on board and gives us his own, first-hand account...



Ready for the off: The intrepid Profile team (from left), Andy Hill, Chris McKay and Paul Sopp.

The Profile Security Great Glen Canoe Trail Charity Paddle – 8-12 August 2022

It was a catch-up call between myself and **Chris McKay**, our Commercial Director, back in December 2021 that started it all. Chris mentioned he wanted an adventure and a challenge for his 50th birthday. He fancied doing something different and I (somewhat foolishly) mentioned, "Well, I have a two-seater kayak!"

A while later, Chris called to say he had stumbled across

a kayak trail that goes across Scotland from Fort William and the Atlantic through a series of lochs and canals up to Inverness and the North Sea. Some 93km in total.

I was hooked and thought, "It's all inland waterways so it can't be that hard". On reflection – and as has often been the case in my life – I decided in haste and repented at leisure. Regardless we were on!

A few more calls followed and we decided on the second

week of August as being our target week for completing the challenge. Sunshine and fine weather were prerequisites for success, both elements which are normally scarce in Scotland. We now needed a willing and able "volunteer" (I use the term loosely) to support us.

Support

It was decided. Based loosely on his naval expertise and his penchant for camping holidays with his family, Compliance Manager **Paul Sopp** would be our suitably experienced support guy!

Plans took shape, navigation discussions took place, with rest stops, campsite bookings and innumerable changes occurring over the next couple of months. It was beginning to dawn on all of us that this might not be the easiest of challenges. Bringing Paul on board was proving to be a masterstroke, as he often pointed out that my chosen camp sites were mostly inaccessible to vehicles and, as such, cold nights with no food would result.

Due to a clashing family holiday, Paul did drop on us that he would only be available for five days which meant we had to cut our journey down to four days. This would mean paddling the equivalent of a marathon or more every day. It did occur to me at the time that arms are not as muscular as legs and that it might be quite a slog.

Scotland conquered!

We're off!

The first day came, Monday 8th August. We all met at Chris McKay's house near Stirling. After a brew and a quick re-load of all our kit we were off up to Fort William, a three-hour drive.

We arrived early afternoon and proceeded to check our kit and get organised. It quickly became apparent that my son's U12 buoyancy aid would not prevent Chris from drowning, should the worst happen! So off we set around Fort William to try and find someone to sell us something that was up to the job. Thanks to a very kind outdoor adventure company, we managed to secure a buoyancy aid for Chris (for free I may add) and so we were all good to go.



The next morning, 9th August, after a great breakfast and much deliberation, sweating and cursing, we managed to assemble the folding kayak. Thanks to his keen engineering brain and bags of common sense, Paul proved invaluable in making sure "Molly" (the kayak now had a name) was stable and safe.

Molly on Loch Lochy

Chris and I donned our gear and off we set, negotiating the 80kg 20ft Molly down a very narrow pontoon! Following some tricky manoeuvres, we got her in the water and we paddled out of Fort William up the Caledonian Canal and on towards Loch Lochy. The first 10km were fairly benign and I thought to myself... this is easy!

After a quick stop at the entrance to Loch Lochy for a brew, cigarette, comfort and repeat, we looked out across Loch Lochy. This was a big expanse of water, wide, long and deep. The weather up to now had been overcast, cool and windy – ah, a normal Scottish summer's day!

We headed out on the Loch. Waves were building fast and we were negotiating constant three to four foot waves. Luckily we had chosen to travel South West to North East and as the prevailing south-westerly wind was behind us we could pick up speed. Well at least I thought we could, however my co-pilot at this



Scotland conquered!

point told me he was only up for hugging the coastline.

Swell

This would add another five to six kilometres on the journey and would mean heading into the swell whenever we came out of bays, at times being broadside to the wind. We ploughed on. After about eight kilometres, we were really feeling it. Battling the waves was taking its toll and sapping our energy. Wearing just a tee-shirt and shorts, I was soaked and getting cold. We decided to pull in for a rest stop on a deserted beach. After a few chocolate bars and a drink we were back off again. Loch Lochy has the most amazing views, tall steep sides covered in forest and you can see the loch's end right from the entrance. This proved to be a curse as it didn't seem to get any closer.

By 6.00 pm that night, we had already paddled over 30km and we were really feeling it. As we manoeuvred the very long and heavy kayak around and into the bays of Loch Lochy and the Caledonian Canal, we were very relieved to see Paul waving at us. Somehow, we found our last vestiges of strength and paddled towards him. As we neared what we thought was the end, Paul shouted, "No! Don't pull in here. You need to go round to the next bay!" This we did. As we pulled into the next bay, we saw Paul gesticulating wildly and shouting, "No! Not this bay, the next one!"

Not funny

Chris and I at this point had a huge sense of humour failure. Morale was low and, had we not been so tired, Paul may very well have been on the menu that evening. As it was, we were really happy

to see him and the opportunity for food and rest overcame any thoughts of cannibalism. Despite the extra distance, we set up camp, got some hot food down our necks and had a hot shower. We were properly exhausted!

The next morning saw us very sore and aching, but off we headed up the canal and then on to Loch Oich. A stunning sight, all day we were blessed with a gentle following breeze and bright sunshine. All was well with the world, until... our rudder cable snapped! We needed to carry out a quick running repair but the cable had jammed the rudder in a permanent right turn. This I had to counter with my paddle and unfortunately Chris had to provide the forward propulsion all by himself. The alternative was that we would head out to the middle of the Loch and turn around in circles until we were rescued. Luckily we managed somehow to get into the nearest beach and made a temporary fix. Once we got to our next scheduled stop, we hauled the boat out and Paul made an excellent repair which was even better than when the kayak left the factory. Salty matelots for you!

No sign of Nessie

We reached Fort Augustus early afternoon and looked out over the mighty Loch Ness. We all gulped in awe but still had a good 15-17km to paddle to reach our campsite at Foyers.



Scotland conquered!

At around 8.00pm that evening we pulled into a beautiful beach and a proper campsite. I had had visions of us pulling in to see Paul sitting there with three erect tents, a BBQ and cold beers at the ready. All of it just pure hallucination and fantasy! We still had to set up camp because Paul had rightly decided not to get started pitching tents etc., in case we ran into difficulty or made a snap decision to change camp. The weather was stunning that evening with little wind which, for anyone familiar with the Scottish countryside, instantly means that kilt wearing, blue face painted midges emerge to feast on English blood. Paul and I became meals for the dreaded winged fiends!

The next morning we rose and broke camp. Paul and I resembled clumsy bee-keepers covered in red dots and each around a pint of blood lighter. Amazingly, Chris was untouched! I also had an unfortunate case of sunburn, with my head nice and crispy. Off we set with a very strong breeze behind us which we knew would flow up the Loch and by Dores beach, our next scheduled camp, would turn into quite a swell. How right we were! We navigated six-foot waves coming in quick succession right into the entrance to the Caledonian Canal before finding calmer more serene conditions.

With the end in sight we set up camp. Chris and Paul left me to go and get a Chinese. What a feast! With full bellies and the satisfaction of the hardest slog behind us, we slept soundly.

Final push

The next morning we woke early and pushed on. Paul had taken it upon himself to rebuild Molly and it was the best she had ever been. He had adjusted the air sponsons in the sides and we had more stability and speed than ever before. Around 10.00am we were entering the outskirts of Inverness where Paul took some photos of us from the canal side. We pulled up at a pontoon where there was a café which served breakfast. Chris and I waited for Paul to reappear so he could pass us a

couple of brews. Unfortunately after 15 minutes we realized Paul had other ideas and clearly wanted to meet us at the end. Off we pushed and before long we rounded our last turn of the canal and saw the North Sea and the end of our adventure.

It was tough, really tough, but an amazing experience with great people. As with all tough challenges we had highs, lows, laughs, pain and frustration but it was a great sense of satisfaction all round as we packed up Molly and headed south.

£££ and counting

We raised over £6,000 for Cancer Research UK which is magnificent and we thank all who gave to a cause which is very deserving. Thanks also to Martin McGowan Scanlon and the business, who afforded us the time and support without which we would have been unable to complete this epic challenge.

Our thoughts turn now to our next adventure, which we hope will be either Liverpool to Hull or the Thames, ideally next summer. We are open to any and all ideas though!

As Silhouette went to press, total donations (excluding Gift Aid) had reached a very impressive £5,296, more than double their original target of £2,500!



All smiles: Chris McKay and Andy Hill on the final stretch into Inverness.

Great strides in education

As 2022 came to a close, Profile was able to look back on a particularly successful year for its portfolio of clients in the education sector.

After several years of steady growth, a host of new clients have been signed up in the last twelve months across the UK:

- Bournemouth University
- Edge Hill University
- Tameside College
- The Sheffield College
- Barking & Dagenham College
- University of Leeds
- Southport & King George V Colleges

Divisional Director for the North **Colin Beaver** commented: "We believe this success is down to our real understanding of the education sector and how it aligns with Profile's own commitment to the continuous development of its people".

By taking time to understand these clients' needs and learning along the way, Profile has been able to create a service solution that goes far beyond

the basic service offerings typical of the security industry. Colin added, "Our approach has seen innovations such as tailored services creating new ways of working, improved management, increased cost saving initiatives and the introduction of additional management information through our bespoke [LIMIT software solution](#)".

At the same time as expanding its commitment to the education sector, Profile has been able to roll out many more green initiatives. Many of these have been accredited and certified as carbon neutral. They include the continued expansion of Profile's Electric Vehicle (EV) fleet for our mobile patrols. This, coupled with state-of-the-art tracking technology, ensures that these solutions are not only green but cost-effective too. Features that are very much welcomed by our enlightened, forward-thinking clients on campus.



Electric: Growth in the education sector has marked out 2022 as a bumper year, as has the opportunity to roll out our EV fleet.



Barking & Dagenham College

The
Sheffield
College

BU
Bournemouth
University

UNIVERSITY OF LEEDS



KG V
Discover • Enjoy • Achieve



Edge Hill
University



Tameside
College

**Best foot
forward**

Credit where credit is due: **Zahid Hussain**, Duty Manager at Warrington, has come in for some special praise in recognition of his outstanding levels of service.

Christopher Senior, Operations Manager for the North, said, "Zahid joined Profile Security 18 months ago and integrated very quickly into our day-to-day operations. He has excelled at recruiting since the end of the Covid pandemic, showing that a positive attitude and unstinting dedication really do go a long way".

Zahid is first to put himself forward for projects, often dealing with difficult tasks such as managing protestors outside of clients' premises and lending his support across other sites far and wide.

Christopher concluded, "He has never missed a day at work and is the 'go-to' person for knowledge of the region".

IN PROFILE

As part of our occasional series of interviews, *Silhouette* goes out to meet members of the Profile team, often those working behind the scenes. Some of you may know that we use an independent human resources company to lead on our HR issues and challenges. We met up with **Eleri Jones** who runs the business.

Silhouette: Eleri, it's good to meet you. Tell us about Capitex.

Eleri: Our business, Capitex Consultants Ltd, is a Human Resources Consultancy that offers an exceptional and professional service for a range of different clients.

Silhouette: What does that involve?

Eleri: As HR Director, I have worked with Profile since 2021 on a range of issues including sickness absence management, employee relations issues, grievance and disciplinaries. I also act as a sounding board to managers and directors across many diverse and unusual staff issues. I work closely with **Karen Gibson** and her administration team in supporting all parts of the business.

Silhouette: For example?

Eleri: Only recently we have run HR workshops to support managers and provide practical advice and tips in dealing with the complex issues that arise when managing people – these have given managers the tools to be able to anticipate and manage those challenges that arise.

Silhouette: It sounds as if there's no substitute for experience.

Eleri: I've worked for a range of businesses, including an international sugar manufacturing business where I was lucky enough to work in Vietnam for a short period. I've also worked for an employer lobbying organisation and a large medical regulator.



It's all about the people: Profile's HR Director **Eleri Jones**.

Silhouette: How do you like to relax?

Eleri: In my spare time I play netball for a local league (my height gives me an advantage!), I run and love spending time outdoors with my family and friends. I am also a fluent Welsh speaker which comes in handy on some days!

Silhouette: Any message you'd like to send out to all our Profile people?

Eleri: Do get in touch at any time with your operational and people issues – I have lots of experience and knowledge to share with you!

Keeping onside in Tannochside



We're delighted to welcome Dickie & Moore to the Profile family of clients. The construction company is developing the land at Tannochside, the site in North Lanarkshire, east of Glasgow, which Profile has looked after since 2019.

The new contract got underway in late August, the first of many more opportunities we hope will come our way. Dickie & Moore have been around for five generations, building houses and commercial units. Their team of experienced architects and innovative engineers have been responsible for some ambitious designs.

Progress on the Tannochside Park site has been swift, all trace of the old Kwik-Fit Insurance car park having largely disappeared.

Construction Manager **Andy Telfer** is very happy with Profile's service and with our response to any queries or changes he has to make within the site. He commented, "The Profile team is flexible in its approach and being local, they are the right people for the job".



New client: Development of the Scottish site under the supervision of Dickie & Moore's Construction Manager **Andy Telfer** is progressing apace.

Mobile Matloob on the move

Mobile Response Officer **Zahid Matloob** has just been promoted to a new role.

Zahid joined Profile in December 2021 and has been a leading light of Warrington's Mobile Response Team. **Christopher Senior**, Operations Manager, North, was full of praise: "Zahid has shown a great willingness to learn from our management team and has provided excellent customer service. Skills that have been appreciated right across our portfolio of clients".

When a new position became available in Salford, Zahid saw off both internal and external candidates at interview to be awarded his new role. He now works as Site Security Manager at Workman, the property management and building consultancy services specialist. *Silhouette* wishes him continued success.

Sustainability wins at every level!

Organisations everywhere are playing their part in the drive to adopt greener, more sustainable practices. Not only is the right approach good for the planet, it makes good business sense as well.

So when a project like Edinburgh's City Centre West to East Link (CCWEL) comes along, all the players have an opportunity (not to mention a responsibility) to demonstrate greener credentials.

The plan is to create a walking, wheeling and cycling route linking the west and east of Edinburgh, from Roseburn to Leith Walk. The scheme will connect key transport interchanges, businesses, neighbourhoods and the existing off-road cycle network.

On completion, the scheme will offer safer, more direct and more sustainable travel options in the city, as well as significantly enhancing the streets for visitors and residents alike.



*Green initiatives: Pictured on Edinburgh's St Andrews Square are **Karl Eckelkamp** (Balfour Beatty Site Manager) and **Victoria Ramsay** (Profile Business Development Manager, Scotland).*



*Comparing notes: **Victoria Ramsay** and Balfour Beatty Site Engineer **Cara McMurtrie** at the main site office in Edinburgh's Balgreen Road.*

Construction began on 8 February 2022 with the contractors Balfour Beatty leading the way in sustainable construction. Among the measures to cut carbon emissions, site compounds are using "EcoSense" cabins in conjunction with an ECONET power management system designed to cut energy consumption and water usage. Staff travelling between the site compound and work areas are even using e-bikes rather than cars to get about!

Profile were delighted to be awarded the security contract by Balfour Beatty. With the build due to last 18 months, we will be providing manned guarding and CCTV services. And just like Edinburgh City Council and their contractors Balfour Beatty, Profile has reaffirmed its own commitment to a more sustainable future. Our Environmental & Sustainability Policy update published in August last year reported that 15% of our vehicle fleet had changed in 2021 and we continue to target an all-electric fleet by 2030. Some 90% of Profile offices have already switched to LED Bulbs. And we have reaffirmed our commitment to be Carbon Neutral by 2035.

Commenting on the CCWEL project, Profile Business Development Manager **Victoria Ramsay** said: "It's a massive logistical challenge for the Balfour Beatty team but they are pressing ahead and doing a smashing job. I would like to thank **Brian Beveridge**, **Scott Ritchie**, **David Anderson**, **Gordon Hill** and the rest of the management team for nominating us as their preferred supplier on this project".