



CIS NEWSLETTER



THE AWARDS ISSUE

November 2018

Volume 19, Winter Edition

YOU CAN'T SPELL *SUCCESSION* WITHOUT *SUCCESS*

IF YOU LOOK AT THE PHOTO ON THE ADJACENT PAGE, YOU WILL SEE A RATHER FINE GROUP OF SECURITY OFFICERS, BACK THEN THEY WERE CALLED SERGEANTS AND INSPECTORS.

The marketing of the job role worked on me and I can be found amongst the team if you look closely enough.

This was at the very start of my career in 1989 and I was part of a team that was looking after an event for my client at the time, Access Credit Cards.

The exciting part of my role was knowing you were looking after millions of pounds worth of credit cards that were held in a huge vault. We also undertook vehicle escort duties while credit cards were in transit. This often included an Olympic breakfast at the Little Chef on the way, some things never change, and I think breakfast is still a security treat today.

I will not talk through many of my other exploits as a Security Officer but suffice to say in my six years in the role I did most things. When I was 25 I decided that I needed to widen my horizons and looked for a career move.

I was fortunate to work in a good stable environment, however that brought its own challenges as many of the supervisors and Inspectors where I worked were older and were not looking to move aside anytime soon. So, I decided to apply to the Essex Police, unfortunately I was unsuccessful in my application. I did pursue their reasoning for this as I was fit healthy and had a suitable

background. As far as I was concerned, I was a perfect candidate.

I was finally told it was because I had asthma. Well, this triggered something in me to prove that this should not stand in the way of my progression and in some ways, I did want to prove them wrong.

I started to become more involved with the site I was working on, took on projects and volunteered for overtime, in particular when there was an opportunity to be the Supervisor.

This led to me being offered the opportunity to interview for a Contract Manager role at the London HQ.

I think this was the most significant step and if I had not been given the chance I may well still be struggling to fill dead men's shoes, who knows.

I then took a step further and I started looking at my line management still thinking "if they can do it so can I" and that has led me to where I am today.

Self-belief is important, and I believe determination, delivering your promises and a willingness to learn yourself, is also key to career development.

If you are a Manager or Supervisor that has identified talent, I urge you to push the shining stars of the future. Whether it be for your personal succession path or not, we need to fast track management potential, and do not overlook Security Officers or Supervisors.

I think we have come a long way in the Industry and long service and knowing the job should no longer be a reason for promotion.

It needs to be based on ability and importantly attitude.

Neill Catton
CIS Managing Director



NEW CONTRACTS Regent Quarter

CIS SECURITY HAS BEEN AWARDED A £1.5M MULTI-YEAR DEAL WITH REGENT QUARTER FOR THE PROVISION OF SECURITY SERVICES.

CIS Security recently took over from VSG on the iconic site Regent Quarter located at the heart of King's Cross, London.

This tranquil oasis, where historic warehouses intermingle with modern architecture, comprises a total of nearly six acres of multi-functional spaces, from office to retail and hospitality, along with

private residential apartments.

The three-year deal, started on Monday 8th October covering the security management, Security and Reception Teams.

The winning model proposed by CIS Security is designed around maximising efficiency across every area of the specification with cutting-edge technologies and a knowledgeable leadership.



London Bridge City

CIS SECURITY WILL PROVIDE SECURITY SERVICES AT LONDON BRIDGE CITY, AN ICONIC SITE LOCATED ALONG THE THAMES, BETWEEN LONDON BRIDGE AND TOWER BRIDGE, COMPRISING A TOTAL OF 21.5 ACRES OF MULTI-FUNCTIONAL SPACES, FROM OFFICE TO RETAIL AND LEISURE ENVIRONMENTS, ALONG WITH PRIVATE RESIDENTIAL APARTMENTS.

The deal, starting on 1st December 2018, will cover the security management at London Bridge City property portfolio, including More London, Cottons Centre, No. 1 London Bridge and Hay's Galleria.

The winning model proposed by CIS Security is designed around maximising efficiency across every site with cutting-edge technologies and a knowledgeable leadership.



REMEMBRANCE CORNER



LEE LEYLAND, CIS TRAINER AND FORMER CORPORAL, 1ST BATTALION THE PRINCE OF WALES OWN REGIMENT OF YORKSHIRE, WITH HIS SON NATHAN, REMEMBERS THE GREAT MEN SERVING OUR COUNTRY AT THE WAR MEMORIAL IN NORTH FINCHLEY OUTSIDE ST KILDERS EX SERVICE MAN'S CLUB.

Each year, Lee and his wife Allison are heavily involved in setting up and helping in the running of the events related to Remembrance Day.

This year (as usual) he laid a reef on behalf of the Army and was also joined by his son who also laid a reef on behalf of the RAF, in memory of his Grandad Terrance O'Sullivan who passed away in 2014.



NEW AWARDS

Five nominations

SECURITY & FIRE EXCELLENCE AWARDS

Supported by **IFSEC & FIREX**

1. The Inspiration in HR Award
2. Corporate Social Responsibility Initiative of the Year
3. Security Guarding Company of the Year Over £25M Turnover
4. Security Manager of the Year (**two** CIS Security Managers nominated!)
5. Security Partnering Initiative of the Year

NSI Gold



GOLD

THE NATIONAL SECURITY INSPECTORATE (NSI) IS RECOGNISED AS THE LEADING CERTIFICATION BODY FOR THE SECURITY AND FIRE PROTECTION INDUSTRIES IN THE UK.

CIS are pleased to confirm that we have been awarded the greatest level possible in terms of perceived value across industry and by the police, fire and rescue services and insurers.

The NSI work with elite companies operating within the Guarding Services sector, who wish to differentiate themselves as being amongst the best providers of private security services in the United Kingdom.

Security Manager of the Year Award



National Association
for Healthcare Security

— Prevention... better than cure —

We are very pleased to announce that not only our Mohamed Belghomari has been awarded as Security Manager of the Year at our annual Awards, but he also won the Award as Security Manager of the Year at NAHS Awards 2018!

WHEN WE SAY WE HAVE THE BEST TALENTS,
THAT'S WHAT WE MEAN!



Mohamed Belghomari
University Hospital Lewisham

Rising Star Award



CASEY'S DEDICATION TO PAYROLL IS SIMPLY OUTSTANDING.

With over 90 clients and over 150 sites throughout the UK, Casey's job is a challenge every day. She deals with online and telephone pay queries with patience and a remarkable level of professionalism. She takes the time, not only to resolve any issues, but also to investigate why the error has occurred first place and how it can be rectified in order not to be repeated.



Casey Beattie
Payroll - Head Office

CIS ANNUAL AWARDS 2018

IT WAS A NIGHT FULL OF STARS AT THE IN & OUT NAVAL AND MILITARY CLUB!

Everyone was shining and looking glamorous as they walked in the magnificent halls of the venue.

From veteran to new talents, all were there at the star-studded night.

It was a night for celebration of success of our amazing teams. From great entertainment to humour, it was a full package for all the guests!

Have a look through the winners of this year's CIS Awards:

SERVICE TO THE CUSTOMER
Abraham Noah, Bow Bells House

DEDICATION TO DUTY
Daniel Aggrey, BMI Healthcare

OUTSTANDING INCIDENT MANAGEMENT
Stephen Vincent, Walnuts Shopping Centre

BEST INNOVATION
Mark Adedeji, Hammersmith & Fulham Broadway Shopping Centres

TEAM OF THE YEAR
Spitalfields, Brindleyplace, St. Botolph Building

RESPONSE OFFICER OF THE YEAR
Shoyeb Mota

SECURITY OFFICER OF THE YEAR
Mohamad Teemul, One Angel Court

SUPERVISOR OF THE YEAR
Anthony Milburn, Accenture

MANAGER OF THE YEAR
Mohamed Belghomari, University Hospital Lewisham

FRONT OF HOUSE AWARD
Kristina Wallace, NHBC

HEAD OFFICE EMPLOYEE OF THE YEAR
Erasmus Ndume, CIS Technical Support Advisor

LONDON'S AIR AMBULANCE AWARD
Deon Campbell, Brindleyplace



HEAD OFFICE EMPLOYEE OF THE YEAR

Erasmus Ndume

ERASMUS NDUME, CIS TECHNICAL SUPPORT ADVISOR, HAS BEEN AWARDED AS HEAD OFFICE EMPLOYEE OF THE YEAR!

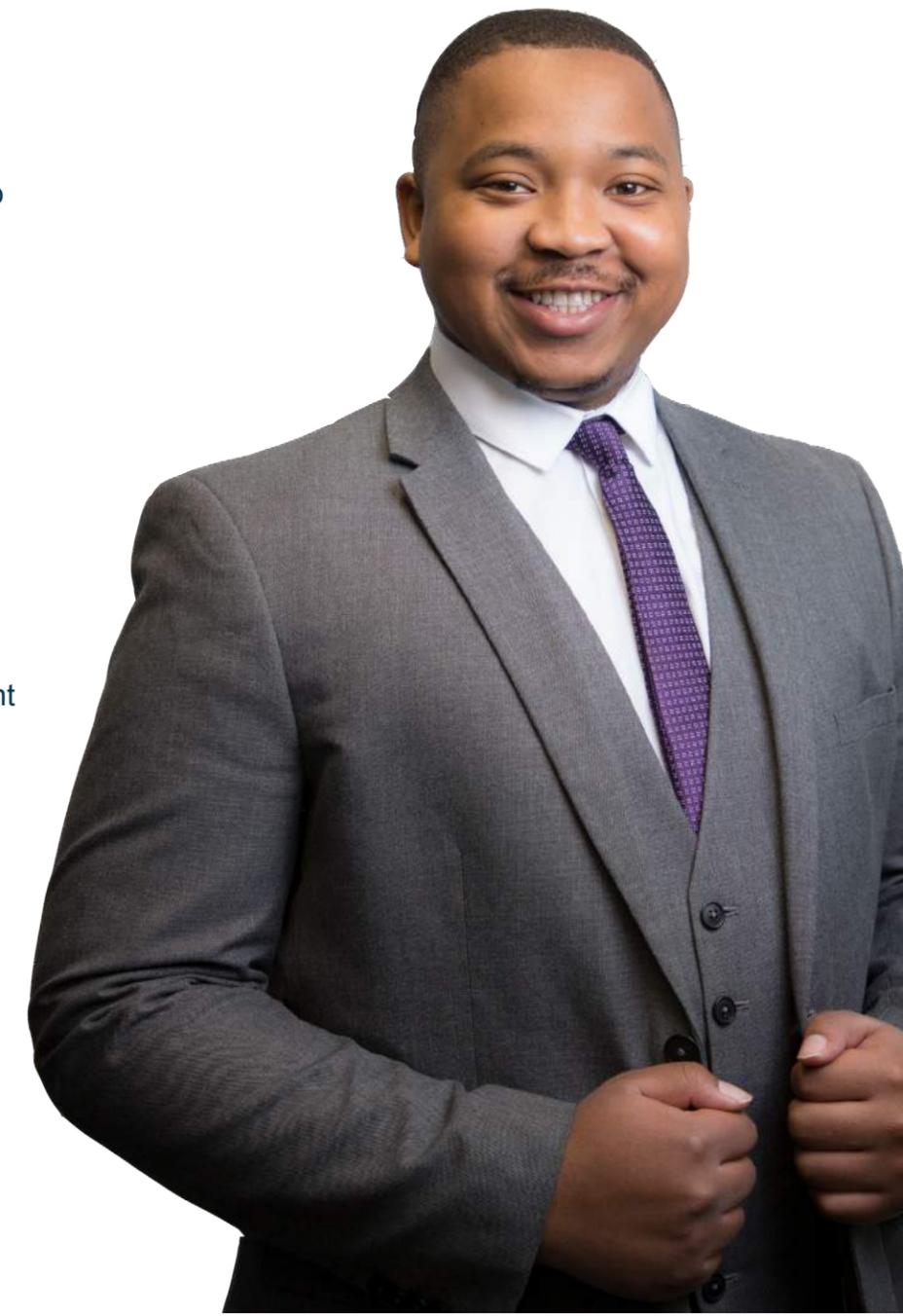
With his cheerful smile, helpfulness and exceptional commitment, Raz is an invaluable team member at CIS.

Raz has worked so hard on the refurb of Head Office along with Steve Downs, CIS Technical Development Manager.

His dedication to his role is unquestionable and has often works well above his required hours to ensure that the job is done.

Erasmus has in a year gone from a young apprentice to a valued member of staff who is very capable of undertaking all tasks given to him and is driven to take the IT department forward.

Well deserved, Raz!



THE WINNERS

THE WINNERS

**Service to the
Customer**



**ABRAHAM
NOAH**

**Dedication to
Duty**



**DANIEL
AGGREY**

**Outstanding
Incident
Management**



**STEPHEN
VINCENT**

**Best
Innovation**



**MARK
ADEDEJI**

**Response
Officer of the
Year**



**SHOYEB
MOTA**

**Security Officer
of the Year**



**MOHAMAD
TEEMUL**

**Supervisor of
the Year**



**ANTHONY
MILBURN**

**Manager of the
Year**



**MOHAMED
BELGHOMARI**

**Team of the
Year**



**ST. BOTOLPH
BUILDING**

**Team of the
Year**



SPITALFIELDS

**Team of the
Year**



BRINDLEYPLACE

**Front of House
Award**



**KRISTINA
WALLACE**

**Head Office
Employee of
the Year**



**ERASMUS
NDUME**

**London's Air
Ambulance
Award**



**DEON
CAMPBELL**







HEAD OFFICE NEW STARTERS

Davina Sawyer

I'M ORIGINALLY FROM SIERRA LEONE AND HAVE BEEN LIVING IN ENGLAND SINCE 2011.

Married with two kids and in my free time I love to cook, eating out and entertaining friends. My home is always full as my house tends to be the hub for our friends, but I would not have it any other way as I always had family around when growing up.

I have always worked with people in one way or another and my previous job was with a company called Gattaca and working in the Contracts team.

In the short time I've been here, I've been made to feel welcome by everyone I've met. I hope that during my time here I will make new friends and achieve my team goals.



Aleksandra Lynes

I'M ORIGINALLY FROM POLAND BUT I'VE BEEN LIVING IN THE UK SINCE 2004.

After graduating with a BA degree in Tourism and Leisure I decided to expand my horizons and move countries. For the past 13 years I've been working in hospitality. Whilst in a managerial role I discovered my interest in Payroll and decided to follow that path.

To help the dream come true, in September this year I completed the Payroll Technician course by CIPP.

Out of work I'm mainly a mum to a two-year old girl Lily. My free time I usually dedicate to practicing yoga, reading novels and baking sweet treats for my family.



HEAD OFFICE PROMOTIONS

Nick Hawksley

CONGRATULATIONS TO NICK HAWKSLEY PROMOTED FROM REGIONAL ACCOUNT DIRECTOR TO COMMERCIAL DIRECTOR!

Nick will maintain his operational responsibilities with the additional remit for Commercial aspects of the business. New responsibilities will include the Procurement and Negotiation of all company costs and supplier relationships. As we expand upon our Portfolio of Services Nick will oversee additional services to ensure that proposals are accurate and deliverable.



Neil Moscrop

CONGRATULATIONS TO NEIL MOSCROP PROMOTED FROM SITE CONTRACT MANAGER TO HEAD OFFICE SENIOR PROJECT MANAGER!

Neil will be responsible for providing Security and Event Consultancy across the company portfolio. He will initially be visiting a variety of customers to gain an understanding of how our front-facing teams can be supported better and risks reduced.

In addition to advisory responsibilities his lead will be on specific projects within the business including involvement with large mobilisations.



Dominic Woodley

CONGRATULATIONS TO DOMINIC WOODLEY PROMOTED FROM SITE DUTY MANAGER TO HEAD OFFICE CONTRACT SUPPORT MANAGER!

After managing several sites, Dominic will now support contract management from the start through to completion, ensuring that work is completed on time and within its budget. He will ensure quality compliance is maintained and the Company's procedures and objectives are achieved.



SITE PROMOTIONS

Faisal Javed



Anthony Amisah-Cassell



CONGRATULATIONS TO FAISAL JAVED, PROMOTED FROM SECURITY SUPERVISOR TO ASSISTANT SECURITY MANAGER AND TO ANTHONY AMISSAH-CASSELL PROMOTED FROM SECURITY OFFICER TO SECURITY SUPERVISOR!

Both individuals have been a credit to the company, taking on various aspects of the security operation in their stride. Both Faisal and Anthony are very highly thought of by the stakeholders within the London Borough of Hackney.



BLOW YOUR OWN TRUMPET



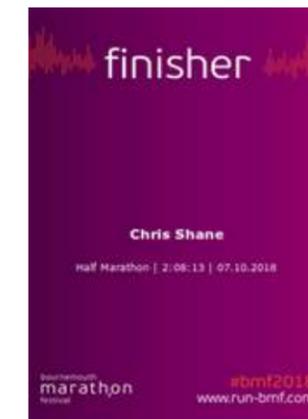
WELL DONE TO CHRIS SHANE, HEAD OF SECURITY AT REGENT'S UNIVERSITY LONDON!

On 7th October, Chris ran the Bournemouth Half Marathon to raise money for **MACMILLAN CANCER SUPPORT**.

Chris participates in various runs throughout the year and regularly runs the Bournemouth Half Marathon.

This year Chris completed the course in 2:08:13!

BOURNEMOUTH HALF MARATHON



BE A STORYTELLER!



Blow Your Own Trumpet is a space for you. If you do something worth sharing, let us know!

communication@cis-security.co.uk

The Key



News from our Front of House division



Kristina Wallace won our Front of House Award!

Her personality thrives at her site and her can-do attitude makes her a very valuable team member, always willing to go the extra mile and support with whatever she can do.

Kudos, Kristina!

I still am very overwhelmed for the award and beyond grateful for the recognition.

The evening was amazing and everyone made me feel extremely welcome to the company.

Thank you for the constant support and I am very happy to be part of CIS!

Kristina Wallace
CIS Front of House Award Winner



National Customer Service Week

1st - 5th October 2018

National Customer Service Week is a week-long opportunity to raise awareness of customer service and the vital role it plays in successful business practice, and the perfect opportunity for us to recognise and celebrate excellent customer service.

This year each day had a customer service-related theme; we sent out articles and challenges related to every day's theme for our teams to participate.

Carina (right) and Aggie did an excellent job, stood out with their proactivity and were recognised for their commitment. Well done ladies!



Halloween

Our teams got into the spooky spirit for Halloween, dressing the reception areas with lights and pumpkins.

Even our teams couldn't resist the opportunity to do some dress up with our receptionists digging out their wigs and hats to give our guests a haunting hello!

We think they look just the part!



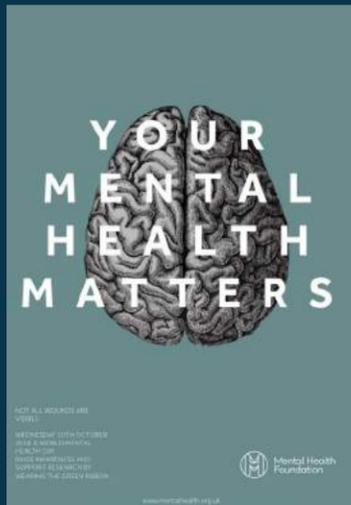


Mental Health Awareness Day

10th October 2018

For **Mental Health Day** our FoH teams wore the green ribbon to raise awareness for wounds that go unnoticed but are none the less difficult.

For more information on how to get involved, visit www.mentalhealth.org.uk



I DON'T KNOW ABOUT YOU BUT I REALLY CAN'T BELIEVE WE ARE APPROACHING THE END OF 2018 ALREADY!

We have been very busy since the last issue with new starters coming on board and new communication strategies being put in place!

Although, I have been working here for just a few months, the teams at CIS have been making me feel welcome and their energy is just so infectious!

I'm incredibly chuffed and proud to be part of the CIS family and head its Front of House division. If we are being so successful is because of our talented teams' commitment and efforts and I would personally like to push you to always make a step further and stand out over and over again.

I'm sure many of you have interesting stories to tell or things you would like to share with us, we want to hear about you – your interests and your hobbies, even your favourite recipe so please send in your articles.

The Front of House division is the youngest branch within the CIS family and we want you to be heard!



Jose Saez
Front of House
Account Manager



WOMEN'S

TALKS

FEMALE VOICES FROM CIS

CIS SECURITY ARE ACUTELY AWARE OF THE INCREASING IMPORTANCE OF INTELLIGENCE COMMUNICATIONS TO OUR CUSTOMERS.

Not only do our customers want information, they want the information that is relevant to them and their businesses and they want it fast.

NIKKI BOAKYE joined CIS in June 2017 as Intelligence Communications Officer to assist CIS in delivering these specialist services.

Her data analysis and threat assessment work are instrumental to improve intelligence, surveillance efforts, monitor computer network operations or deploy technologies for countering potential attacks.

Dealing with increasing public expectations and scrutiny, doubled with rising pressures to deliver more for less, Nikki constantly shows the right mindset and ability to harness digital and provide greater efficiencies.

A regular member of the City of London Crime Prevention Association, at CIS, she's been demonstrating great expertise on how to mitigate threats and secure public safety and overall well-being.

CIS is continually evolving our communication and curation process to filter updates, so they are tailored for its customers. Nikki recognises that different sectors need different messages and with the "information deluge" facing most professionals in today's digital workplace, being selective with information updates is essential.

As Intelligence Communications Officer, Nikki prides herself on being a very thorough researcher and communicator: in her role, collecting and sharing information can take many forms: fieldwork and interviewing, location searches and open-source research all complement each other. She also regularly delivers the CIS Security Bulletin to help further bolster security awareness and resilience.

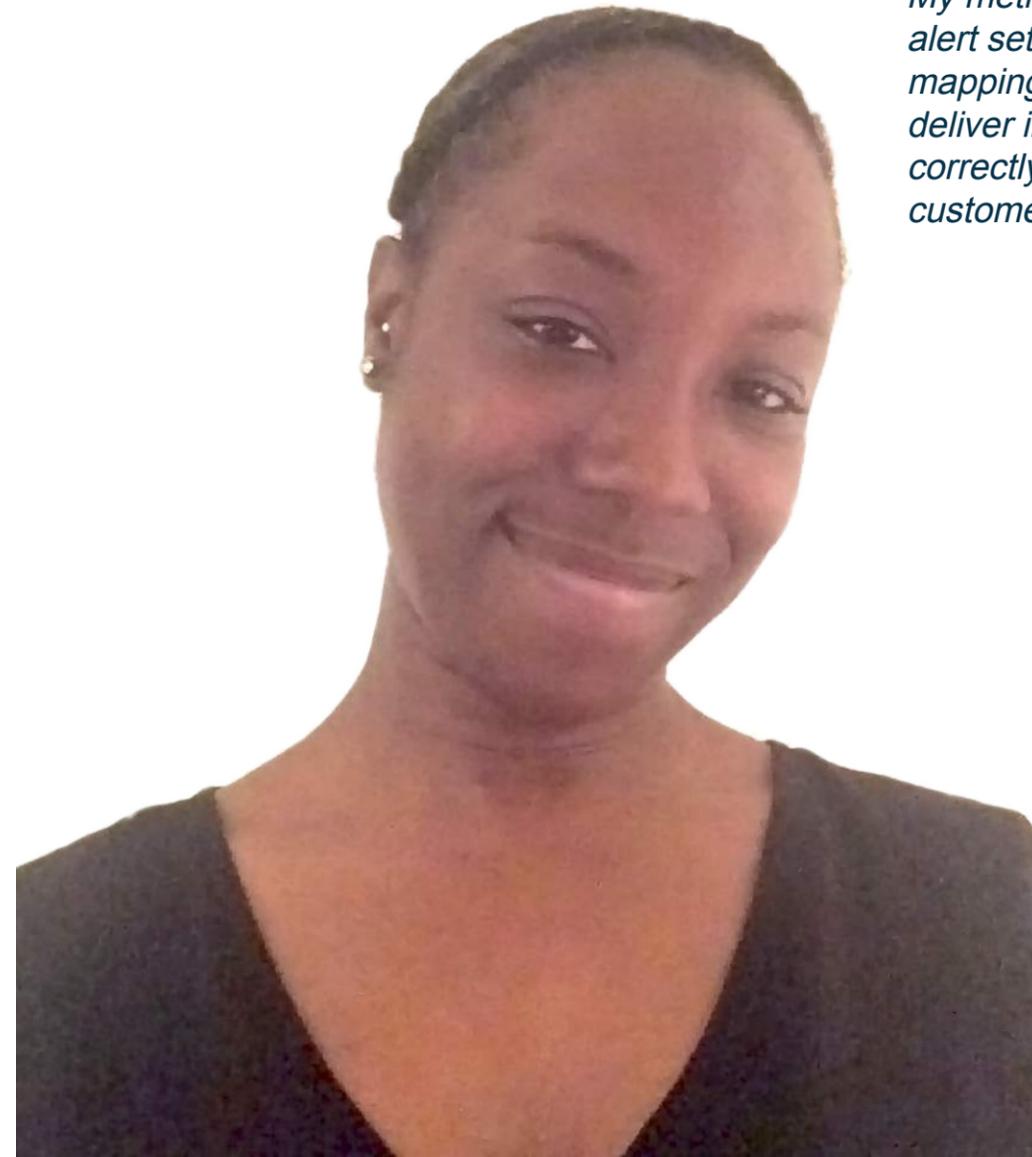
Her job relies heavily on data collection and analysis to pinpoint potential threats across London that might affect the public and CIS' teams on site.

Nikki looks at details related to geography, historical events and statistics, and puts all the puzzle pieces together. With this information, she builds a more complete understanding of risks to determine what details are beneficial, and what information is misleading or not considered a threat.



I know time is precious and information needs to be relevant and bitesize where possible.

My methods include efficient alert setups and geographical mapping, striving to always deliver intelligence that is correctly targeted for our customers.



Nikki Boakye
Intelligence
Communications Officer

LONG SERVICE AWARDS

Thomson Sawyer (middle) receives his 10-year service award from Maxine Deslandes, Director of Finance and Estates at Barking & Dagenham College and Anthony Bridgeman, CIS Account Manager



Hugh Walker (right) receives his 10-year service award from Mustafa Zeki, Security Manager at Lewisham Southwark College, London



Sefton Campbell (right), from London Borough of Lewisham receives his 10-year service award from Keith Farthing, CIS Account Manager



Karim Kaghembe (right), from London Borough of Lewisham receives his 15-year service award from Keith Farthing, CIS Account Manager



Peta Gaye-Powell (middle), CIS Head Office Receptionist, receives her 10-year award from Tony Graves, CIS Account Director, and Kim Malyon, CIS Operations Administrator



Michael Foster (left), Lewisham Hospital, receives his 10-year service award from Steve Downs, CIS IT & Technical Development Manager



Daniel Aggrey (left), receives his 15-year service award from Anthony Bridgeman, CIS Account Manager and Keith Barrett, Facilities Manager for BMI Healthcare



HEALTH & SAFETY

Weather-proofing your site / work place

AFTER A LONG HOT SUMMER WINTER MIGHT COME AS A SHOCK TO THE SYSTEM.

The first job is to fit in those external maintenance tasks; see tips below

1. Consider increasing your attention on external maintenance clean paths and steps, power wash decks', clear leaves etc.

2. Advise maintenance to clear guttering as soon as leaves have finished falling. This way you'll avoid icy patches on paths where water has overflowed.

3. If you have mature trees on site and you haven't had them regularly inspected ask a tree expert to check them over.

4. Ensure that company site vehicles are prepared for colder weather.

Stuart Bateman
SHEQ Manager

The Freeze

1. Finalise your snow and ice plan by using a safe system of work document and pull together the materials and equipment needed to deliver it.

2. It's rarely possible to ensure you have a clear paving or tarmac at all times, so have barriers, cones and signs available to direct pedestrians and drivers away from those parts of the site which have not been made safe.

3. Check that you have floor mats where needed to absorb water brought in on footwear and coats.

Comfort

The autumn is also a good time to check your heating system.

1. Give heating a test run. Ensure that you have sufficient numbers of portable heaters of a type suitable. For example, gas-fired heaters are a significant fire risk and are not suitable to office environments.

2. To combat the cold and flu season, consider installing hand sanitiser stations at the entrances and have handles and rails cleaned frequently. This has been shown to reduce the spread of illnesses.

In the Gloom

As nights draw in you or your visitors will be arriving and leaving in the dark. To improve personal safety and reduce the risk of tripping fix any defective lights.

1. Carry out a test of all exterior lighting. Whilst you're there, have weather seals on junction boxes and lighting units checked.

2. If you're aware of areas of poor lighting, now's the time to add some luminaires', you might also consider improved controls, e.g. lights triggered by movement rather than someone having to flick a switch.

Preparing early will make the transition more comfortable and reduce the risk of accidents and ill health.

PAYROLL CORNER

Important changes to Childcare Voucher Schemes

AS OF 5TH OCTOBER, CHILDCARE VOUCHER SCHEMES HAVE CLOSED FOR PARENTS TO JOIN, HOWEVER CHILDCARE PROVIDERS CAN ENROL TO ACCEPT VOUCHERS.

If you have previously been a member of a childcare voucher scheme you can log-in to your account and re-join, provided that:

1. You re-join within 12 months of previously being in the scheme e.g. if you left the scheme in May 2018 you would need a salary sacrifice payroll deduction by April 2019.
2. You have never been in the Tax-Free Childcare (TFC) scheme.

For all new parents who would like to benefit from a tax-free childcare scheme, the new Tax-Free Childcare (TFC) option is available by the Government directly.

The new TFC scheme (TFC)

Tax-Free Childcare' is a new scheme that is being introduced by the Government. In fact, it's unrelated to the tax system although effectively the parent saves 20% of their childcare costs.

This is how it works:

A parent can put money into an online account and the government will top it up by 20p of every 80p the parent puts in, up to £10,000 a year per

child. So, if a parent has childcare costs of more than £10,000 a year for one child, they would put in £8,000 and the Government will put in £2,000.

To give an idea of how this compares with Childcare Voucher Schemes (CCV), with TFC, a family saves 20% of up to £10,000 per child. With CCVs a basic rate taxpayer saves 32% of up to £2,916 (and double for two parents).

An important point is that TFC is per child, whereas CCVs are per parent. So, a family with two working parents can double their savings by both getting CCVs, and a family with two or more children can make greater savings with TFC.

As a rule, for a family with one child and two working parents, they would need childcare costs greater than £9,660 to benefit more with TFC than CCVs.

Another thing to consider is that not all families are eligible for TFC. For example, if one parent is not working, then neither parent is eligible for TFC and a family in receipt of universal credit cannot also get TFC.

The Government website provides great detail at www.gov.uk/get-tax-free-childcare **around eligibility and options.**



Evi Garoufi-London
Payroll & Staff Benefits
Manager

FIND US



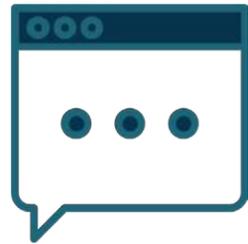
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