

CIS NEWSLETTER



THE COMMUNITY ISSUE



September 2019
Volume 20, Autumn Edition

THE POWER OF COMMUNITY

A few words from Neill Catton, CIS Managing Director



As you may imagine, we are often asked to tell our prospective customers about how we motivate, engage and promote the well-being of our employees. Also, how we create a *one team* approach where everyone has a part to play and feels valued.

I think this edition is an excellent answer to all these questions. What I am most proud about is that we do not react to what we are being asked, we are already doing these things and they are built into our culture of teamwork, mutual respect and comradeship. I am particularly pleased to see that these values are embedded in our new team members as well as in those who have been with us for longer. We do things because we believe they are right and will always do so.

Apprenticeships, supporting our Armed Forces, raising awareness on diversity, charitable giving and supporting the communities that we work in are in abundance. Also, recognition for long servers, for outstanding achievements and, last but not least, for our Officers who have shown excellent attendance for one and two years.

I have long since worried about comparing us to other security companies because we are different and what we have created cannot be

built overnight. It's about consistency and a true passion for our people.

Our sights are set on us being recognised as a leading company in any sector and with our desire to continuously develop, we will be able to teach the likes of Amazon, First Direct and Virgin a thing or two in the future about customer service and employee satisfaction.

We do not react to what we are being asked, we are already doing these things and they are built into our culture of teamwork.



Neill



Huge congratulations to Amanda McCloskey, CIS Sales and Marketing Director on this spectacular achievement at the Women in Security Awards on 12th September!

Amanda was recognised for her outstanding contribution to the industry and her tireless work in advocating women working in security.

Big kudos to our Wendy Tomlinson, CIS Security Supervisor for her professionalism! You're a winner to us, Wendy!



Our Evi (middle), and the whole of CIS Payroll team (Aleksandra - left and Casey - right) got shortlisted in the categories Manager of the Year and Payroll In-House Team of the Year for the prestigious Annual Excellence Awards organised by the The Chartered Institute of Payroll Professionals!

Awards night will take place on 3rd October, so watch this space!

WHEN EFFICIENT SECURITY MEETS STYLE

CIS held a very successful Security Awareness day at Regent's Place, London! It was the first one on site and it has received great praise and feedback - not to mention our handsome looking crew! Great job, Hakan, Mario, Runa, Faheem and Yasser!



HEAD OFFICE NEW STARTERS



Hi, I'm Peter Barrett and I'm starting as an apprentice in the IT department with Steve and Erasmus.

I finished school last year with a BTEC qualification in IT and two years before that I finished my GCSEs again with an IT qualification.

I am 19 and excited to help in the IT department however they or you need.

With IT as one of the things I am passionate for, it is nice to finally get into a job role that I enjoy and be part of CIS who all have been so welcoming.

PETER BARRETT

IT Apprentice

HEAD OFFICE NEW STARTERS



I am Francesca and work in the HR department.

I have a HR background working for several different industries, Print, Elderly Care and most recently the Plumbing and Gas industry.

I love working within HR as every day is different. I enjoy helping people and like to see people develop.

I got married in June and have one daughter. I love to travel and have been lucky enough to have visited Palm Springs this year.

Thank you for making me welcome and look forward to working with you all!

**FRANCESCA
DAVIES**
HR Advisor

HEAD OFFICE PROMOTIONS

In the last quarter, these two ladies have been promoted, so congratulations are in order!

Davina Sawyer was promoted to the role of Onboarding Lead and Erica Boiano was promoted to Marketing Manager.

Well done, ladies!



DAVINA SAWYER
Onboarding Lead



ERICA BOIANO
Marketing Manager

THE FIRST EVER CIS GAMES

On Friday 13th September we held our first ever CIS Company Games!

Our teams, split into Marketing and Finance, Operations, Directors and HR enjoyed an amazing day out on Ladywell Fields playing games like egg-and-spoon race, blanket race, penalty shoot-out, three-legged race, relay race, rounders and much more.

Such a festive occasion was a perfect mixture of fun and competitiveness which was an absolute blast for everyone!

CIS-ers gave everything for those precious trophies!



WOMEN'S TALKS

We interviewed Jodie, CIS Duty Controller. Here's what she shared with us.

How long have you been working for CIS?

I have been with CIS for four and a half years now. I previously worked on site for two years and then decided to continue my career in the whirlwind of the head office in the Control Room and I have now been here two years.

What has your career been like? Have you always wanted to do this job? If not, what were your career plans like?

I knew I always wanted to work with people however, I began training in the Police Force to be a Special Constable. After completion of my training, I began working in the police but a negative experience with an abusive member of the public in police custody propelled me over to security instead. I went into security from then on and I have never looked back.

What are the things you like the most about working in the CIS Control Room?

Although it is mentally challenging and patience pushing, I like being able to deal with different kinds of people and knowing how to handle them. Speaking to clients, Officers and Site Managers daily and building rapport is such a positive of the role. Exemplary customer service is a necessity as it is so important in the manner of which you speak and approach people. One wrong move can change somebody's whole outlook. My mantra is that you should speak to people how you would like to be spoken to.

What does working in a security company Control Room entail?

It entails a lot of different roles within one. No day is the same which makes it exuberating, but highly rewarding. Firstly, we deal with booking people on and making sure Officers and Managers are on site at the correct times. We deal with absences, shift changes, and we have to stay on the ball to make sure they are covered.

We run reports for site gaps, correspond with clients and officers dealing with enquiries of all kinds. We also get alerted of alarm activations and make sure we deploy Mobile Supervisors for them. The CIS Control Room also controls the whole of London Borough of Lewisham's issues out of hours, so if there is a leak somewhere we are notified and have to take the right action. We also have a major incidents newsfeed that we have to keep an eye on and communicate any problems.

Furthermore, we are soon to be managing CCTV monitoring for the London borough of Redbridge, and lastly, we deal with general rostering. You have to be able to multi-task in this role!

What are the main challenges?

Imagine this situation: You've come into work at seven in the morning and 40 officers have not booked on, and you have to call them one by one among having a million other things to do. 7-9 in the CIS Control room is the craziest time and is a huge challenge.

Another challenge of the role is dealing with difficult staff members, it is paramount that you keep calm and collected through any difficult situation or conversation. We also have check calls every hour during night shifts to check that officers are okay during the night, and if any are missed, we have to call them one by one which is remarkably tough in the middle of the night when there is only one of us! However, communication is the key to the Control Room and any problem can be solved with a logistical mind and good communication.

How do you deal with last-minute issues, like unscheduled absences?

We have a process called Standby Card, we call officers in the week asking their availability so that we know just in case we need someone last minute, we'll know exactly who is available. This requires a lot of organisation and relationship building, consequently, we rarely don't find cover which is a showcase of our success with our techniques.

What's the skill set required?

You need to be calm, professional and give exemplary customer service. You also need to be a quick thinker and good talker, to also have firmness and fairness. Firmness is a gold skill to have because you need to be thick-skinned if you encounter any problems and move on; you cannot wear your heart on your sleeve.

What is the piece of advice you'd give to any woman willing to start this career?

My advice to somebody wanting to begin a career in the Control Room is that you need to hold your backbone in this career. It is not relaxing. You need to be prepared to work 24/7. You need to be able to be mentally strong to handle non-stop work with no breaks. You need to be on the ball all the time and prepare to think swiftly. Also, don't overthink anything, take it as it comes then forget about it.

Communication is the key to the Control Room and any problem can be solved with a logistical mind and good communication.



**JODIE
CHURCH**
CIS Duty Controller

A CONVERSATION WITH ABU HUSSAIN

People working in CSOC (CIS Control Room) ensure that everything works smoothly and properly at every site. The high stakes nature of the job requires people who can work well under pressure, and who adjusts quickly to change. We interviewed Abu, who gave us a sneak peak on what working in a security company control room means.

How long have you been working for CIS and how did you land your role as Duty Controller?

I have worked for CIS for five years overall, I began on the ground as a security officer at UEL, I then worked as a response officer and subsequently through recommendations and connections developed within CIS I was offered a job in the Control Room, and I have now been working as a Duty Controller for two years.

What are the main challenges of working in a Control Room?

One of the main challenges of the Control Room is dealing with complex situations when people get heated. It is essential that you attempt staying on the same level as that individual and understand it from their perspective. Personally, I am good at this because I have been an officer and been in other people's shoes. Complaints are always a challenge, but you have to be reassuring and one of my main rules is to not break any promises.

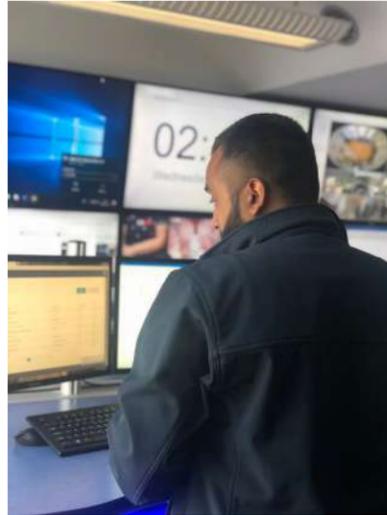
What's the most rewarding aspect?

Being appreciated is truly rewarding especially when you do someone a favour, or if someone needs a shift and I am able to deliver to their needs and go the extra mile for them. It is also profoundly rewarding being able to give people effective advice when required. I think these are important attributes to ensure people keep a positive outlook on the CIS Control Room.

Are there any protocols to follow?

There are various protocols to follow, some are remarkably hard to explain. If you are covering a one-man site, it is mandatory that it is covered without fail. You cannot have an unmanned site at any time. Check calls are done in the night every hour and need to be logged to check officers are well during night shifts. I have invented my own protocol that I follow and get other people to follow,

attaching and saving emails for proof just in case they are required.



How do you cope with the pressure?

Over the years I have discovered multiple techniques coping with pressure, and my main rule is to bite your tongue. Another is not to take anything out on anyone. This can be tricky in heated circumstances particularly when people are acting irrationally. I tend to take a walk, run or even a jog, it's crucial to get some air and take a break. I have a number of people that rely on me and you need to analyse before you act. Keeping your mind stimulated is also something that helps me. In the past, Jodie Church and I have been labelled the Dream Team, and this helps a lot when you have somebody to help you deal with the pressure and work excellently with.



**ABU
HUSSAIN**
CIS Duty Controller

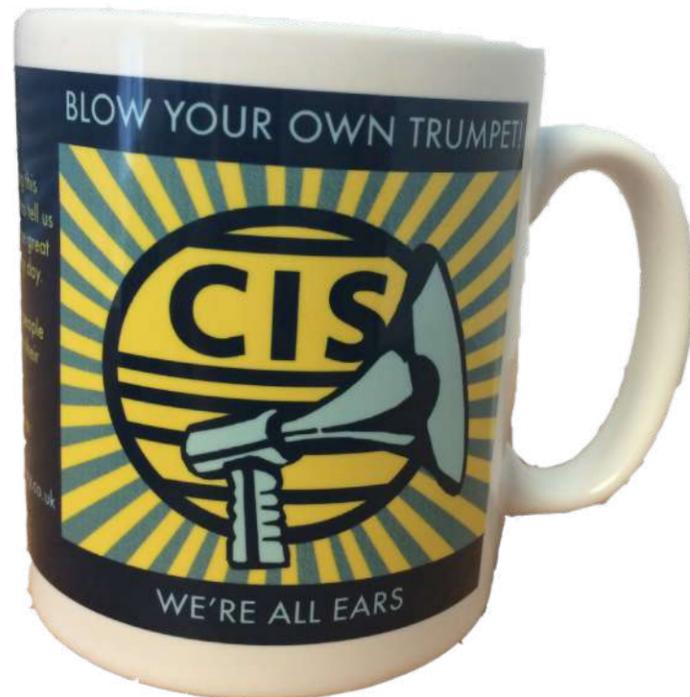
BLOW YOUR OWN TRUMPET

Be a storyteller! Blow your own trumpet is a space for you! This is where we want to showcase your life achievements, whatever you're proud of and, in general, anything you want to share with the CIS Family.

communication@cis-security.co.uk



IF YOU DO SOMETHING WORTH SHARING LET US KNOW AND YOU'LL RECEIVE THE CIS MUG!



BLOW YOUR OWN TRUMPET

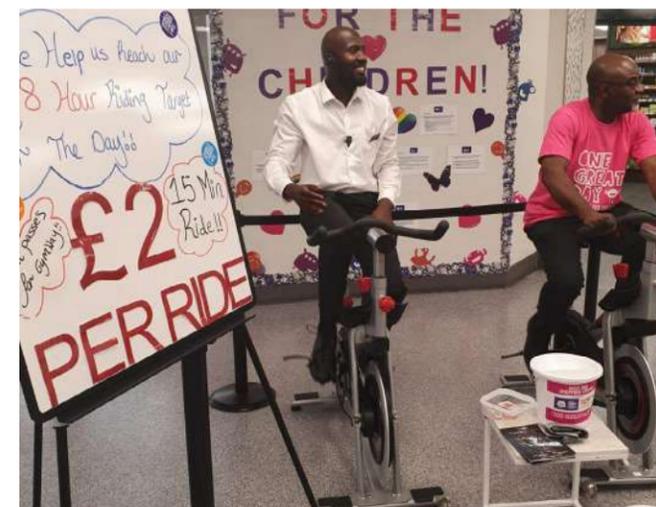
**Submission by
ANDREW GRAY
SECURITY MANAGER
WEST ONE SHOPPING CENTRE**

We are thrilled to showcase the outstanding support the CIS Security Team at West One Shopping Centre gave to One Great Day - a UK-wide annual charity day for children's hospitals and health charities.

On Wednesday 31st July 2019, West One Shopping Centre hosted a family fun day and all the money raised were given to Great Ormond Street Hospital.

The family fun day included face painting, taking pictures with superheroes and princesses, arts and crafts table for the kids to enjoy, two stationary bikes to ride and much more!

MORE THAN £2,500 WERE RAISED FOR A VERY NOBLE CAUSE!



BLOW YOUR OWN TRUMPET

Submission by **STEVE WICKS**
CIS TRAINING MANAGER

Last month our cyclists extraordinaire Steve Wicks (CIS Training Manager), Justin Morgan (Spitalfields Security Manager) and Mark Arnold (The St Botolph Building Security Manager) took on the iconic Prudential RideLondon - Surrey 2019, a 100-mile challenge, through the streets of London and up (and down!) the hills of Surrey.

And if this is not enough for these intrepid people, they have already signed up for the 2020 ride, in support of CIS' Charity Partner, The London's Air Ambulance!

THIS YEAR OUR AMAZING RIDERS RAISED £300 TO SUPPORT FARLEIGH HOSPICE. GREAT WORK GUYS!



BLOW YOUR OWN TRUMPET

Submission by **MARIO KYPRIANOU**
SECURITY MANAGER
REGENT'S PLACE

Regent's Place FC have successfully defended the Fitzrovia Community League Championship! After a slow start to the season that saw them draw and lose their opening games, RPFc recovered to win eight games in a row and scored an astonishing 85 goals in total!

A special commendation goes out to Alec Forrester (CIS Front of House Supervisor) for achieving the player of the season award. Alec played a vital role in securing the championship last season and I am sure he will help RPFc successfully defend the championship again this season.

Kudos to all the players that turned up every week no matter how harsh the weather! This season has really brought everyone together and contributed to the one team ethos we have at Regent's Place.

CIS Security staff have worked closely with Regent's Place Management team in raising money for the charities Fitzrovia Youth in Action and The Regent's Place Community Fund.

Fitzrovia Youth in Action runs the Fitzrovia Community League and is Camden's leading youth action charity. It empowers Camden's young people to create positive change in their community and their lives. Working on a wonderful site like Regent's Place in central London, it's sometimes easy to lose sight of the challenges facing the wider community around us.



43% of working age adults on the nearby Regent's Park Estate are economically inactive, one in two children in Somers Town live in poverty and one in two people over 65 in Fitzrovia live alone.

The Regent's Place Community Fund supports local grassroots charities and community groups by funding projects which support Social cohesion, Employability and Health & Wellbeing; and working with organisations to ensure local people can benefit from the huge amount of resources and opportunities here at Regent's Place.

Together we can build a socially cohesive society in which everyone has the support and opportunities they need to thrive.

Learn more about their inspiring pledge [here!](#)



BLOW YOUR OWN TRUMPET

Submission by
SUSAN JEFFERS
CIS SALES & MARKETING
ADMINISTRATOR

Tuesday 17th September saw Susan Jeffers from Head Office once again blowing her own trumpet!

We have seen her make a wedding dress for her sister-in-law and her bridesmaids' dresses, and more recently the re-upholstering of an antique armchair.

This time Susan was invited to one of our client premises to showcase her many talents of creativity in clothes, soft furnishings and accessories.

Between the hours of 11am and 3pm, Susan had the floor to herself to display her wares of bags: clutch bags, lunch bags, cosmetic bags, shopping bags, tote bags, clothes bags, shoe bags, drawstring bags, neck scarves, head scarves, baby bibs, padded hangers, lampshades etcetera, etcetera, etcetera. The list is unending to her many talents.

WELL DONE, SUSAN!



RECOGNISING OUR COMMITMENT



**EMPLOYER
RECOGNITION
SCHEME**

BRONZE AWARD

As part of our Corporate Social Responsibility, we have committed to honour the Armed Forces Covenant and support its Community.

In July we were recognised the Bronze Award from the Defence Employer Recognition Scheme!

The ERS recognises commitment and support from UK employers for defence personnel.

You can view the listing of our company as a bronze award holder on the [ERS WEBSITE](#).

We have the pleasure in being able to confirm that we have received the bronze award from the Defence Employer Recognition Scheme (ERS)!

NETWORKING IN AN UNCONVENTIONAL SETTING

As part of CIS' continuous commitment of supporting our Armed Forces through the Armed Forces Covenant, Lee Leyland, CIS Trainer, has been selected as CIS Military Champion.

As part of this role Lee has attended an Employer Engagement event which took place aboard HMS SMITER, a P2000 vessel which is affiliated with Oxford University Royal Navy Unit. The vessel is a Patrol Boat and is used for the undergrads to develop core military skills whilst studying.

There were four such vessels in London that weekend to support the Classic Boat Festival, a sub-event of the month-long Totally Thames Festival. The short river trip aboard SMITER gave employers an opportunity to learn a little more about the ways in which the students benefit from military training, but also to network with each other in an unconventional setting.

CIS Trainer Lee Leyland attended on behalf of CIS. There's scope to eventually hold an Insight Day with CIS.



The Key



News from our Front of House division

Here at CIS Front of House we are proud of the sense of community we have been building. By having and nurturing an inclusive workplace environment, we look after our teams which are rich in diversity, talent and ideas.

Diversity to us is not just about Human Resources policies and practices. It's in fact an integral part of who we are, how we operate and how we see our future.

Being a Receptionist or a Concierge at CIS is more than a job - it's a proper career. It's a place of exploration, creativity, professional growth and interpersonal relationships. It's about being inspired by our incredible community and motivated to achieve extraordinary things.

For this reason, myself and all our Front of House champions take pride in what we do, whilst building a thriving community of diverse people.

Dedication tempered with passion is the catalyst that makes CIS Front of House a community of outstanding and enthusiastic individuals.

After all, it's the combined talents, skills, knowledge, experience and passion of our people that make CIS Front of House stand out from the crowd.

Jose Saez
CIS Front of House
Account Manager



Walking for smiles

In this issue, our inspiration comes from Hohoemi Garcia, CIS Front of House Receptionist and member of the Elect Team. Along with her husband Matt, she took the pledge to beat a challenge in October.

On 12th October they will walk 26.5 Km (16.5 miles) to support the priceless work of [Maasai Molar](#).

Maasai Molar is a small Kenyan charity which literally raises money for smiles! Maasai Molar exists to support Aitong, a small town located approximately 225 Km from Nairobi, with dental, medical and professional volunteers.

Kenya has just one dentist per 42,000 population, yet most of practitioners are in urban areas such as Nairobi, leaving most of the population without access to basic dental care. Imagine having a toothache and no relief!

Hoho and her husband Matt will walk through the Sierra de Libar, across the municipalities of Benaoján, Jimera de Líbar, Cortes de la Frontera and Montejaque, in the region of Andalusia (southern Spain).

Consider supporting this amazing endeavour by visiting [their GoFundMe page!](#)



Our Rising Stars

Hrvoje Hrvatin, one of our amazing Reception Managers, and Jose Saez, CIS Front House Account Manager are proud to introduce the Rising Stars that have been flying the CIS Front House's flag high and proud.

Here they are!



Marta Pokryszka
Rising Star Winner July 2019



Magdalena Koladzinska
Rising Star Winner August 2019



HAPPY 25th ANNIVERSARY, NICK!

Congratulations on this quarter-century anniversary with CIS!

WE LOOK FORWARD TO MANY MORE SUCCESSFUL YEARS WITH YOU!



LONG-SERVICE AWARDS

Anthony Phillips (left), Security Officer at the London Borough of Lewisham, receiving his 10-year long service award from Ben Foster, Security Manager



WELCOME TO THE WORLD, LITTLE ONE!

WELCOME TO THE WORLD, LUCY!

We are all so happy at your arrival!

Our sincere congratulations go to our CIS Account Manager Michael Dawson and his wife Kirsty on the birth of their baby girl!



BORN NAME 13th August 2019
WEIGHT Lucy Jade Dawson
8lb 15oz

ON THE RISKS LINKED TO PROLONGED SITTING



Evidence suggests that prolonged sitting is a serious health hazard.

Should office workers be worried?

“Our backs have become weaker over the last few decades – we just don’t use them as much as we used to,” says professor Daniel Lieberman.

“Chairs with a seat back didn’t become common until the Industrial Revolution, before that unless you were a king or whatever, everyone else had stools or sat on the floor, and when you do that you have to use your back muscles constantly in order to support yourself. The fact that we sit so much of the day...that has all kinds of fascinating effects on our posture and likelihood of getting back pain.”

Lieberman, Professor of Human and Evolutionary Biology at Harvard university, was interviewed on Changing World, Changing Bodies, a fascinating BBC interview about how the decline of active work has led to the decline of our bodies and propensity for modern diseases like back pain.

Some doctors believe our back muscles have weakened due to prolonged sitting, a possible factor in back pain.

While at the start of the 19th century, just one per cent of people sat down for a living. Today three quarters of us work sitting in offices or drive for a living.

What do we really know about sustained sitting at work, what is the advice and solutions and what leadership should we be looking for from the health and safety community?

STUART BATEMAN
SHEQ & DPO
Manager

Prolonged sitting a definition

There's no single definition of what counts as prolonged sitting, though some studies argue that anything from 30 minutes to 12 hours of unbroken sitting can be bad for health. The HSE's Displace Screen Equipment (DSE) guidance recommends taking a five to 10-minute break every hour of continuous screen use. This is to give the body as well as the eyes a break – with advice to 'vary posture' or focus on distant objects.

Evidence for health risks

There is some recent evidence linking sitting with the risk of death. Sitting has been linked to specific and serious health outcomes. Interestingly, the reverse was true in that for each two hours' of standing or walking about, there was a 12 per cent reduction in diabetes. In women, a standing or walking occupation has been associated with a lower risk of cancer compared to sitting occupations, according to a study by Stamatakis et al in 2013.

The exercise factor

Exercise as a way to beat the effects of prolonged sitting is contested. A study on sedentary behaviour done by the University of Sydney, Australia and Loughborough in the UK of 150,000 Australian adults found that premature mortality and cardiovascular disease was an issue in the least physically active groups – those doing under 150 minutes of exercise a week, suggesting that exercise could be enough to offset the risks of sitting.

However, in *Patterns of Sedentary Behavior* (cited above) scientists found that regardless of body mass index or exercise habits, the risk of death grew in tandem with total sitting time and sitting stretch durations in excess of 30 minutes.

"If you have a job or lifestyle where you have to sit for prolonged periods, the best suggestion I can make is to take a movement break every half hour," said lead author Keith Diaz. "Our findings suggest this one behaviour change could reduce your risk of death." Standing to work can burn an extra 50 calories per hour compared to sitting.

Prolonged sitting has been linked to obesity. NHS says prolonged sitting can slow the metabolism, which affects the body's ability to regulate blood sugar, blood pressure and break down body fat.

What has this to do with health and safety?

HSE says that there are no specific regulations controlling the risks around sedentary work. However, both the Health and Safety at Work Act 1974 and the Management of Health and Safety at Work Regulations 1999 require employers to protect their employees from risks to their health, which would include sedentary work.

It is HSE's role to provide leadership and set the agenda for what it expects employers to do in health. HSE's conclusion is that more research must be done. Future work could include using wearable technology to obtain valid exposures and to assess the effectiveness of control measures. Future workplace intervention strategies may also seek to prioritise women and young people, who HSE says seem to be at greater risk of adverse health outcomes from sitting.

New guidance

Gavin Bradley, founder of Active Working says however that we know enough already and that guidance must just urgently catch up with the risks faced now. Active Working is a consultancy which works with firms to 'increase employee wellness and performance through break-up and reduction of workplace sedentary behaviour'.

It also runs the On Your Feet Britain campaign which populates advice through social media. With the tags **#SitLess** and **#MoveMore** workers are urged to have fun in coming up with creative ways to move, such as having walking meetings or standing for phone calls. Walking meetings can encourage creative thinking as well as helping to incorporate movement into the day.

Bradley has also helped to draw up new recommendations around healthy sitting durations and breaks. Desk-based workers should incorporate two hours a day of standing and light activity (light walking) during working hours, eventually progressing to a total accumulation of four hours a day. Seated-based work should be regularly broken up with standing-based work, the use of sit-stand desks, or taking short active standing breaks.

Get up, stand up?

Sit-stand desks appear to be the ideal solution to integrating so much movement and stand-ing into the office environment. What do the health experts say about standing desks as the solution to our chair addictions?

Professor Karen Walker-Bone is director at Arthritis Research UK/MRC centre for Musculo-skeletal Health and Work. Her view was surprising. She said although studies show that prolonged sitting puts pressures on the discs in the back, pressure levels have not been shown to be any higher compared to prolonged standing.

Further, she said that although there have been some studies linking positive health outcomes to standing desks, they aren't reliable. *"There's not enough high quality evidence to say there's a difference for back pain,"* she says, qualifying: *"That's largely because the studies have involved people who are not necessarily different from an average worker, they haven't said that having back pain is a problem."*

Walker-Bone did say that improved back health could be down to the opportunity standing desks provide for lifting legs, shifting weight or posture. *"By standing, you ameliorate that because you probably don't stand completely still for very long, you probably shift from one foot to the other a bit more."*

Standing allows for more movement than if you are sitting for four hours at your computer when you really don't move at all, you get focused on one thing. The stand-up desk I trialled allowed for more movement than when sitting.

The need for intervention

How much help do employees need in this area? Often, advice for computer users around posture and breaks is a 'tick-box' exercise, perhaps done on induction and then swiftly forgotten.

Research into this topic has uncovered a body of evidence that says that prolonged sitting carries some pretty big health warnings. Although HSE says there aren't enough studies that can pinpoint these to the workplace, largely it's about common sense. It feels good to vary movement in the day, it does not feel great to sit for ages.

Our bodies were made to MOVE



PAYROLL CORNER



Welcome to our Payroll & Staff Benefits Corner News!

**Evi, Casey and Aleks
will be sharing out
tips and reminders
on all things payroll!**

**EVI
GAROUFI-
LONDON**
Payroll &
Staff Benefits
Manager

Workplace pensions automatic re-enrolment

Due to government legislation, employers are required to automatically enrol their employees into a qualifying workplace pension to help them save for the future. You may have been automatically enrolled previously, and are now, as per government regulations, due to be assessed for re-enrolment under the three year cyclical re-enrolment process.

You may have previously opted out of the pension, however, re-enrolment may deem you eligible to be put back into the CIS Occupational Pension Scheme, which is the Group Flexible Retirement Plan with Standard Life. If you wish to opt out of the scheme and receive a refund of your contributions after you have been re-enrolled, you will be able to do so (if you wish) within the 30 day opt-out period.

When will this happen?

The regulations require employers to automatically re-enrol employees every three years even if they have previously opted out, or have never been in the scheme. CIS will commence automatic re-enrolment on **8th November 2019** using your earnings for October 2019.

Am I going to be automatically re-enrolled?

You will automatically be re-enrolled into the Group Flexible Retirement Plan with Standard Life on 8th November 2019 if you are:

- aged at least 22 but you are under State Pension Age
- earning more than £10,000 a year (£833 a month or £192 a week)
- working, or usually working, in the UK

Even if you have accessed your pension savings, if you are still working for CIS, we are obliged to re-enrol you. If you do not meet the conditions above on 8th November 2019, you will not be re-enrolled on this date, however, if at a later date you meet the above criteria, you will then be automatically re-enrolled on the date you are deemed eligible.

Please note that there are a variety of exceptions that may deem an employee not eligible for re-enrolment, such as if:

you are under notice of dismissal, resignation or retirement or
your pension savings exceed the lifetime allowance; and/
or
you have informed us of your relevant 'protection' from HMRC

Can I join even if I will not be automatically re- enrolled?

As long as you are aged between 16 and 75 you are able to join the Group Flexible Retirement Plan with Standard Life at any time.

You will pay 5% of your earnings each pay period. This will be taken directly from your pay and may include tax relief from the government. The company will also pay 3% of your earnings each pay period. Therefore, the total amount put into your pension pot will be 8% of your earnings.

If you wish to opt in, you should sign a letter telling us you would like to join the CIS occupational pension scheme. Alternatively, you can also send an email to let us know that you wish to join the pension scheme, but your email must include a statement confirming that you have personally sent this request to us.

Example: *'I confirm I personally submitted this notice to join a workplace pension scheme.'*

Address: CIS Security Ltd
418-426 Lewisham High Street
London SE13 6LJ
Email: payroll@cis-security.co.uk

What happens next?

Once you have been re-enrolled into the Group Flexible Retirement Plan with Standard Life, they will send you 'new membership/joiner' information. This will include information about how your pension works, and how you can ask to opt-out if you so wish. Please note, you cannot opt-out of the scheme until you have been re-enrolled and you have received your joiner information which will state your membership number.

We are also obliged to check if you need to be re-enrolled again in three years' time, as part of the government's continuing automatic re-enrolment regulations.

**TO GET MORE INFORMATION ABOUT
AUTOMATIC ENROLMENT**
www.gov.uk/workplace-pensions

**TO GET MORE INFORMATION ABOUT
STANDARD LIFE**
<https://library.standardlife.com/frp17.pdf>

**IF YOU HAVE ANY QUESTIONS AFTER YOU
HAVE READ THIS LETTER, THEN PLEASE DO
NOT HESITATE TO CONTACT US AT**
payroll@cis-security.co.uk or 020 8690 1903.

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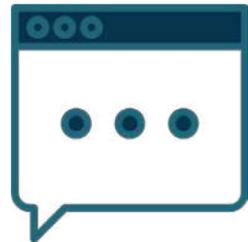
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