



CIS NEWSLETTER

THE CHRISTMAS ISSUE



December 2019
Volume 20, Winter Edition

MAKE YOUR VOICE HEARD

A few words from Neill Catton, CIS Managing Director



This time of year certainly brings out the fun side of life as demonstrated on the front cover and throughout this edition.

The highlight of the year our Awards night is represented in picture format. Also do not forget to view the video highlights from the evening on the link on page 6. We wanted to bring the evening to life to provide aspiration for anyone that has not experienced the buzz of the event. We believe that our awards is something special and the best way to recognise the wonderful and heroic achievements of our Team.

I would also like to reflect on the London Bridge Incident and particularly commend our teams on that day. You showed why we train and test what we do and why we constantly send Intelligence and Awareness updates. It's about being prepared for, when, not if something happens. The professionalism demonstrated was outstanding and I have seen some

excellent commendations from the Police and our customers, you did a great job.

As a call to action I would like to see more contribution from our site based teams. There is some fantastic work going on that we would love to showcase and make the newsletter as relevant as possible to the whole company. We are extremely proud of everyone that represents the business and would love to hear from you.

I would like to wish everyone in the CIS Family a safe and secure Christmas and look forward to seeing you all in the new decade 2020.

”

Neill

THE OSPAs 2020

That great feeling when you get shortlisted into FIVE categories at the OSPAs 2020!

Good luck to all our amazing candidates and see you all on Wednesday 26th February 2020 at the Royal Lancaster London for a dazzling night!

Don't forget to follow us on **Twitter** and **LinkedIn** to stay in the loop!



OSPA FINALIST 2020

The Nominations

Outstanding Security Director

Outstanding In-House Security Manager

Outstanding Customer Service Initiative

Outstanding Training Initiative

Outstanding Contract Security Company

OSPAs 2020

Outstanding Customer Service Initiative



CIS at MORETOWN

OSPAs 2020

Outstanding Security Director



NEILL

OSPAs 2020

Outstanding in-house Security Manager



RUSSELL

OSPAs 2020

Outstanding Security Training Initiative



FLEX

OSPAs 2020

Outstanding Contract Security Company



CIS SECURITY
CIS SECURITY

THE CIS AWARDS 2019

For the ninth year in a row, our Annual Awards have been a smashing success!

Recognition is such an important aspect for us at CIS. We go to great lengths to make our people feel truly valued for their commitment and dedication.

This gala night is purely for our people and specifically for those who have stood out throughout the year for their incredible work ethics.

Have a look at our champions who shone bright in the magnificent Ballroom of The Amba Hotel Charing Cross!

CLICK [HERE](#) TO SEE THE VIDEO OF THE MOST DAZZLING NIGHT OF THE YEAR AT CIS!



THE WINNERS



WALID SALEH

SERVICE TO THE CUSTOMER



NICHOLAS MITCHELL

DEDICATION TO DUTY



HAVERING SIXTH FORM COLLEGE SECURITY TEAM

OUTSTANDING INCIDENT MANAGEMENT



IAN POCOCK

SECURITY OFFICER OF THE YEAR



WENDY TOMLINSON

SUPERVISOR OF THE YEAR



DARREN ROBERTS

MANAGER OF THE YEAR



VICTORIA SQUARE HOUSE SECURITY TEAM

BEST INNOVATION



WEST ONE SHOPPING CENTRE SECURITY TEAM

TEAM OF THE YEAR



SUNIL SARKER

RESPONSE OFFICER OF THE YEAR



DARIA BERTOGLIO

FRONT OF HOUSE AWARD



GEORGINA MARTIN

HEAD OFFICE EMPLOYEE OF THE YEAR



HAKAN ZENGIL AND CHINYERE IFEDIORA

LONDON'S AIR AMBULANCE AWARD

HEAD OFFICE NEW STARTERS



I'm Neil Gibson and have just joined the company as a Key Account Manager.

I came into the security industry as a Security Officer in 1992 following seven years in the Royal Air Force as part of The Crash Rescue and Fire Fighting Squadron. Over the next few years I worked my way through the ranks and became an Operations Manager.

I have been involved with the management of several London landmarks and had the pleasure of developing and working with some great teams.

Over the years I have seen the Security Industry morph from the "Night Watchman" era through to the professional teams that we have now become and enjoy the challenge that each day brings.

To keep me sane I perform on stage in musicals and have played leading roles in a number of shows including *Thoroughly Modern Millie* and *Copacabana*. My current challenge is playing God of War in the comedy play *Crazy Horses*.

**NEIL
GIBSON**
Key Account
Manager

HEAD OFFICE NEW STARTERS



I'm Olivia, I'm 18 and I started CIS in September as HR Apprentice after finishing school - instead of going to university,

I decided to go straight in to work to learn more about the 'real' world and found a HR position here! I am new to the security industry but am ready to aid the HR team with licencing, DBS, referencing and Right to Work checks.

I love working at CIS with such a great and enthusiastic team of colleagues!

**OLIVIA
GILES**
HR Apprentice

HEAD OFFICE NEW STARTERS



After leaving the Police service in 2000, I have held numerous positions within the private security industry, from Front of House Supervisor to Retail/Corporate Security Manager and a small stint as an Account Manager.

In 2004 I moved from front line roles to back office support where I began my 'on the job' HR training and completed formal employment law qualifications. From Support Services Manager I eventually gained promotion to HR Manager, taking on the complete HR function.

I am now extremely happy to join the CIS family as your Employee Relations Manager. With a wealth of frontline operational experience, added to years of practical HR know-how, there isn't much I haven't been through, seen or dealt with.

**ALEX
MORVAN**
Employee
Relations Manager

HEAD OFFICE PROMOTIONS

There are a lot of milestones in one's life that are so momentous they deserve a separate acknowledgement, for the person going through that milestone or achievement to take pride in.

Our congratulations go out to Georgina and Chloe whose hard work and profound commitment have resulted in well deserved promotions!

Well done ladies!



**GEORGINA
MARTIN**
Talent Resourcing Lead



**CHLOE
VINCENT**
Regional HR Advisor

A CONVERSATION WITH Catia and Peta

Catia and Peta’s day at Head Office is extremely varied. Not only are they there to welcome guests, but they also invest a lot of time to support CIS employees. There are also lots of other things they need to do from an administrative perspective, such as invoicing and the ordering of uniforms. Both are pivotal at ensuring the right processes are in place to support CIS employees and visitors.

How long have you been working as a Receptionist at the CIS Head Office?

Peta: I have worked for CIS for ten years overall. I began on the ground as a Security Officer at Turner Broadcasting, then assisted the CIS HR and Finance departments.

Catia: I have worked as a Receptionist at CIS for two years.

What are the main challenges of your role?

P: for me it’s juggling between Reception and dealing with the ordering of uniforms. When Reception and admin tasks overlap, keeping the customer service to five stars can be challenging.

C: I would say last minute requests in the morning and the volume of calls we receive can be overwhelming. Unfortunately, at times we deal with unpleasant phone calls that don’t make our job easy. After all, we’re here to help.

What’s the most rewarding aspect?

Both: being appreciated for what we do is a big deal. Working at Reception can sometimes make you feel a bit “detached” from the rest of the departments, so any inclusive initiative is so important for us. Getting our job acknowledged makes all the difference because it fuels us with renovated drive. And obviously nice phone calls are a great add-on to our job! .

How do you cope with the pressure?

P: our role is very varied and there’s never a day where you can just focus on your main role remit. This can be quite stressful but I’m fortunate that I’m able to keep my work life and my private life completely separate. When I work I’m “in the zone” and I don’t let it affect my private life.

C: I keep away the stress by spending quality time with my husband, doing meditation, having strolls in the park and

watching movies. I believe that in a role like ours it’s so important to have the right work/life balance.



Our role is very varied but at the end of the day we’re here to help.



PETA-GAYE POWELL & CATIA COSTA

Head Office Reception Team



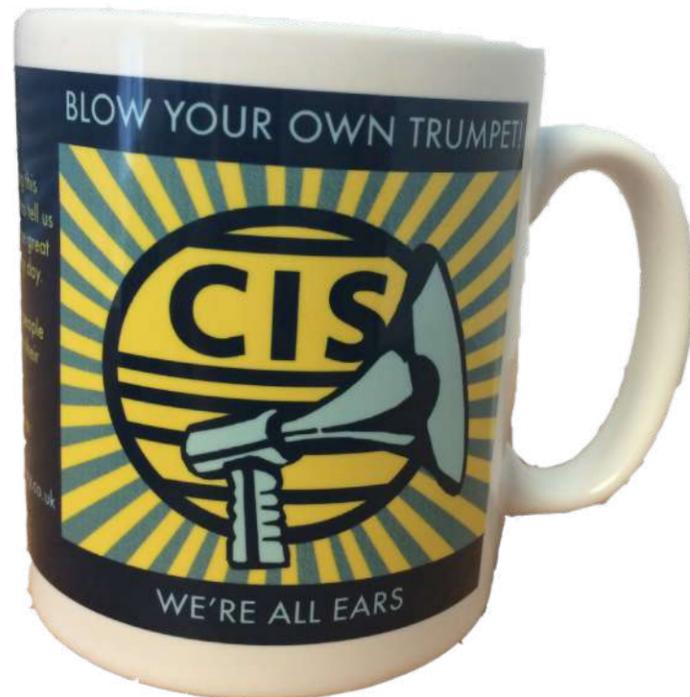
BLOW YOUR OWN TRUMPET

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 BYOT MUG!



BLOW YOUR OWN TRUMPET

**Submission by
STEVE WICKS
CIS TRAINING MANAGER**

To Steve Wicks, CIS Training Manager, cycling is the most beautiful way to see the world.

On 9th-10th May 2020, Steve, together with another CIS-er, Mark Arnold, will take on a 2-day event cycling a total of 155 miles and climbing a total of 7,476ft in a event called Dulux London Revolution.

Then just five days later, they will be flying to the southern Alps to climb the *Lacets de Montvernier* and other mountains nearby. And if this wasn't enough, on 16th August 2020, Steve and two other CIS-ers Mark Arnold and Justin Morgan will be taking part in the 100-mile cycle ride called Prudential RideLondon – Surrey 100. They will be riding to raise funds for the London's Air Ambulance.

HELP THEM SET THE WHEELS IN MOTION BY SUPPORTING THE LONDON'S AIR AMBULANCE! YOU CAN DONATE [HERE](#), [HERE](#) AND [HERE](#)



Lucy Brooks, London's Air Ambulance Head of Corporate Development with Steve Wicks



The Key

News from our Front of House division

Welcome to the Christmas edition of the CIS Front of House Newsletter! As another year draws to a close, it is a good time to reflect on the progress that our division continues to make.

In the last two months, we have won two new contracts and have a few new additions on the Elect Team, making us now a team of 71!

We have implemented the use of Slack across the division which is now improving the way we communicate, creating the community hub we wanted to build and making hand-overs easier for our Elect team too.

Everyone is now in the festive spirit and you can tell by the amount of Christmas trees and jumpers pictures that our team are sharing. That's what we want from you, to shout about everything that you do at your site and share it with everyone so we all learn from each other, apply the best practices

everywhere and suggest innovative ideas to your individual clients.

I'd like to take this opportunity to congratulate once again with Daria Bertoglio for winning the CIS Front of House Employee of the Year award for 2019, and to all the nominees too as it is not easy to win a seat at the awards ceremony.

Looking at the new year ahead, CIS Front of House has a nomination for the OSPAs, which will be celebrated in February. Huge thanks go out to the team at Moretown, led by Vika Fikovska who got shortlisted for the Outstanding Customer Service Initiative Award 2020.



Jose Saez
CIS Front of House
Account Manager

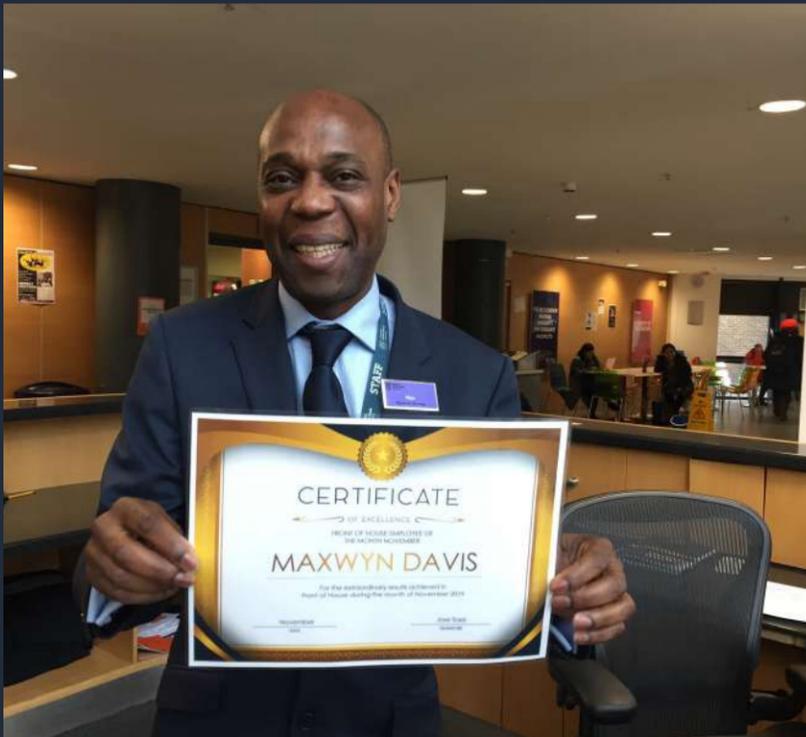
Wonderful Christmas



Congratulations!



HUGE congratulations to Daria Bertoglio (second on the right) on being recognised with the Front of House Award at the CIS Annual Awards 2019 - greatly deserved for her ongoing dedication. Well done Daria!



And the winner of The Rising Star Award for the month of November 2019 is Maxwyn Davies!

He has consistently demonstrated hardworking skills, dedication and has always been punctual. Max always shows outstanding customer service skills and is ready to go the extra mile for anyone.

Well done Max!

WELCOME TO THE WORLD, LITTLE ONE!

WELCOME TO THE WORLD, RAYAAN!

We are all so happy at your arrival!

Our sincere congratulations go to our CIS Duty Controller Abu Hussain and his wife Rashida on the birth of their little boy!



BORN 7th December 2019
NAME Rayaan Hussain

STAYING SAFE DURING CHRISTMAS

Staying safe is not just for Christmas and we are keen to support the promotion of the ACT Awareness e-learning which has recently been made available for all members of the public to complete.

We would encourage all our staff and stakeholders to share this with friends and family to help people be aware of what they might do if confronted with a terror incident and how to report something that seems suspicious.

Devised by counter terrorism officers and security experts, the ACT Awareness e-learning package was previously only available to staff working in crowded places like shopping centres and entertainment venues.

Now Counter Terrorism Policing has decided to open up the training to anyone who wants

to become a CT Citizen so they can learn how to spot the signs of suspicious behaviour and understand what to do in the event of a major incident.

ACT Awareness is made up of seven modules that take a few minutes each to complete. You can pause and re-join at any time. In total it takes just 45 minutes – so less than an hour of your time could help to prevent an attack or help save lives if one was to happen.

The course is hosted by [online training specialists Highfield](#).

More information on becoming a CT Citizen can be found [here](#).

CIS HEALTH & SAFETY CORNER

I would like to share the below with you to highlight the importance of Health&Safety on our sites, as you know we take on new properties all the time and we all have a duty of care.



STUART BATEMAN
SHEQ & DPO
Manager



Company failed to complete its own safety audit

A large UK Company has been fined £2.6 million following the death of a worker at a site the company had acquired just months earlier. What could have been done to prevent the accident?

WHAT CAUSED IT?

Inspectors from Coventry City Council carried out an investigation. They found that the premises were used as a bulk storage unit and distribution centre for tyres. Tyres on site ranged from small through to tractor sized and may have led to difficulties in storage arrangements. The tyre stillages which collapsed had been stacked in an unstable fashion, too high and too close to the internal office. After the accident it was surmised that a forklift driver made contact with the stack. In court the incident was described as a “serious corporate failure” and the Company was fined £2.6 million for breaching its duty of care and specifically for failures in its risk assessment process.

SITE TAKEOVER

Before the prosecution hearing a coroner’s inquest had identified a number of root causes. These included the absence of:

- (1) a takeover audit;
- (2) risk assessments;
- (3) staff training;
- (4) floor markings to guide stillage placement;
- (5) established rules for stacking.

There was overreliance on the judgement of individual fork lift truck drivers rather than managers taking charge of the situation.

A RECENT PURCHASE

The UK Company had acquired the site in September 2015, just five months before the fatal accident. The firm was criticised for failing to undertake a comprehensive health and safety audit of the risks on site. Had it done so it’s likely that it would have identified the poor stacking practices which had been ongoing for some time and had caused previous incidents.

Tip 1. When taking over a business / site we are responsible for health and safety from day one. Always carry out an audit of health and safety practices in advance so that you understand the risks and know what needs to be done. (Risk Assessment)

Tip 2. If your R/A highlights major concerns which will take time to fix, find a way to contain the liability. You might require the seller to resolve the problems before the sale, or plan to temporarily close some or all of the business on the day of acquisition in order to implement an improvement programme. As shown, ignoring the issues could cause serious reputational damage and financial losses.

Tip 3. Other key issues to be aware of include onsite transport, asbestos, noise and vibration. All reviews should be thorough and documented so that you have evidence of them being carried out.

Tip 4. During a business takeover, staff can often become disconnected and confused, therefore extra care needs to be taken when ensuring they are appropriately trained and capable of carrying out their duties safely.

PAYROLL CORNER



Welcome to our Payroll & Staff Benefits Corner News!

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

EVI GAROUFI-LONDON
Payroll & Staff Benefits Manager

PENSION UPDATE – KEEPING UP TO DATE

We have now successfully completed our pension re-enrolment and have reported our figures to The Pension Regulator.

Over 1,300 of our employees are saving for their retirement through auto-enrolment, and it is vital that everyone has access to their online pension portal. If you haven't received your login details for this, please contact Standard Life directly on 0800 634 7479 quoting your plan number which can be found on any letters you have received from Standard Life.

Employees are responsible for keeping their personal details up to date with their pension provider, so if you have changed your address, please report this change to Standard Life urgently.

BENEFICIARIES FORM

Through your online pension portal, you will be able to complete a beneficiaries form which is attached to your pension plan. It is important this is completed, if not done yet, in order for Standard Life to have all the details of any persons who will receive your fund in case of your death.

Please log into your plan and update these details, otherwise, you can always fill in the form manually and return it to Standard Life directly. You can also email payroll@cis-security.co.uk requesting a form, and we will be happy to email you a copy of it.

From the CIS Payroll Team, we wish you a wonderful Christmas and a peaceful New Year!

FESTIVE SEASON & STAFF BENEFITS

Christmas is a wonderful time of the year...but also rather costly!

If you are a member of HSF, you have access to a large amount of savings through the employee HSF Perkbox portal. You will find great discounts on major supermarket shopping, cinema tickets, online shopping, family days out and many more!

Just visit www.hsfperkbox.co.uk for a list of all available! If you are not a member of HSF...don't worry! You can join the scheme from as little as £4.33 per month!

For further information on what is on offer, feel free to drop a hello message to Evi Garoufi-London, Payroll Staff Benefits Managers, at evi.garoufi@cis-security.co.uk

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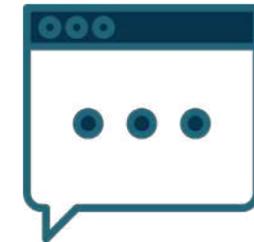
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