

# CIS NEWSLETTER

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# THE SEPTEMBER ISSUE



September 2020  
Volume 21, Autumn Edition

# HELLO!

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## A few words from Neill Catton CIS Managing Director



Neill Catton

I would like to start this edition with a big note of thanks to everyone and how well you have adapted and worked through the past six months.

We should not forget the times when you were the only people in the building taking on more than just security roles in order to keep businesses working. We will do all we can to support our industry and raise the profile of the professionalism of our Security and Front of House heroes! I would ask that you join us on all the social channels and spread the word on the good work that is being performed by our colleagues.

There are great images of our teams being recognised and rewarded and I can confirm that we will be running the CIS Awards 2020 this year. It will be in a slightly different format but with the same Passion to recognise Industry Leading performances.

I would also like to comment on our new initiative CIS Chauffeur. This is more about the business evolving and providing a diverse range of complementary security and front of house-related services. I'm sure most of us remember Blockbuster Video who were far too late in changing their business strategy! We truly believe evolution and business agility are key.

We have been innovating consistently over the years and although I personally feel that our frontline staff will not be replaced in my lifetime (hopefully another 40 years at least!), we need to adapt and make sure the business and the CIS Family are always **One Step Ahead** of the competition!

I would like to leave you with our **Mission Statement** which you can proudly say when asked, "I work for **The Leading Security Services Company**".

# CIS Chauffeur

**The term dynamics is about change. How is the market likely to change in the upcoming months? At CIS we think dynamically.**

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This is what pushed us to anticipate market needs and expand our service range.

A brand-new service has just been launched under our Innovative Solutions division: CIS Chauffeur!

Understanding that security is not just about operations, we have developed a brand-new corporate service. This was the drive behind CIS Chauffeur. CIS Chauffeur is the latest addition to the CIS exclusive suite of services.

We have developed a reliable, safe and comfortable ride from the moment of pick-up to the final drop-off. Our chauffeur recruitment, safety procedures and management process were developed with security in mind.



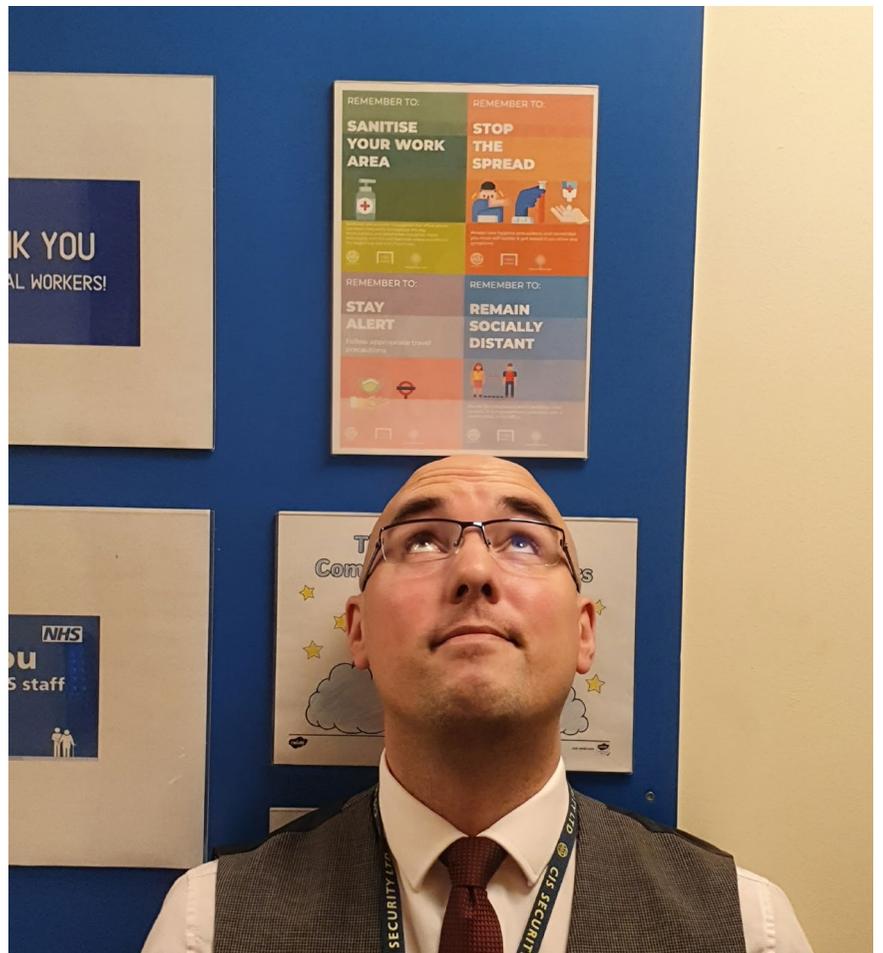
**Click here to read our blog**



# Smiling our way through

We asked our people to snap selfies showing our anti-COVID posters. Have a look at our stars!

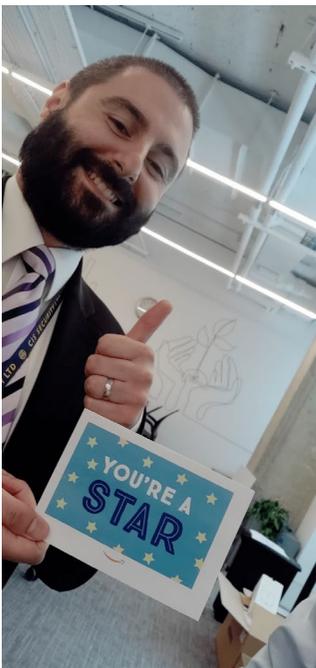
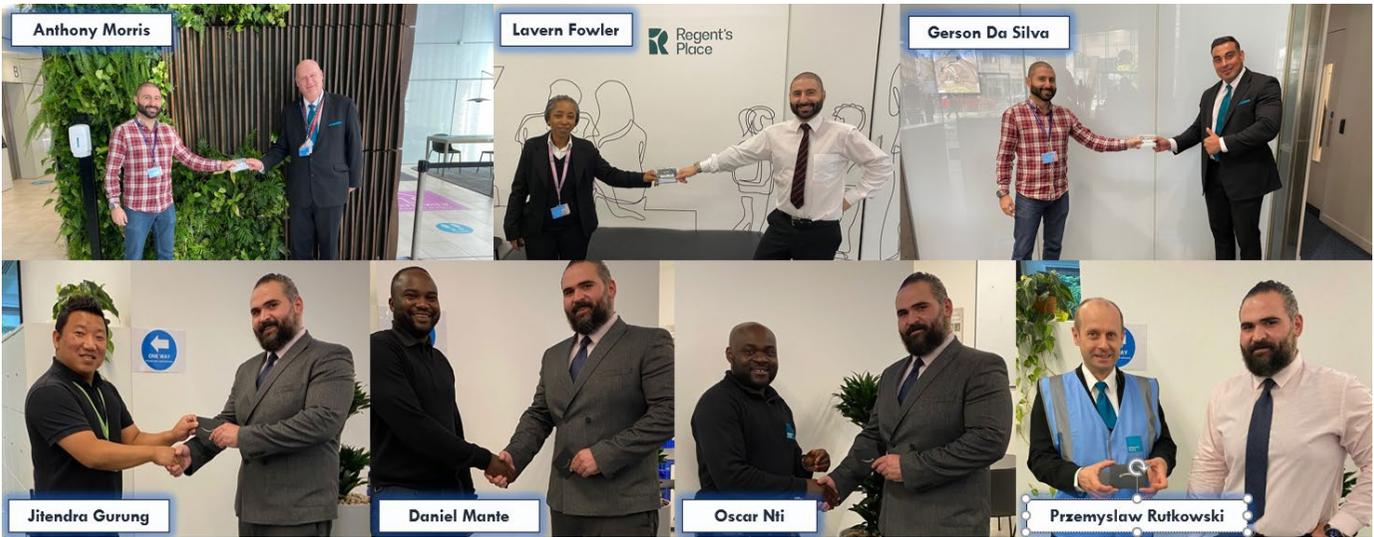




# A team to be proud of!

In recognition of some of those Officers and Supervisors that have been working throughout the lockdown and have gone the extra mile, including stepping up to cover more senior roles, Estate Security Manager Hakan Kagan, Security Manager Mario Kyprianou and the CIS Management will be presenting them with an Amazon gift voucher. Many of them have put aside their own concerns and have done what is best for the team and the voucher is a small token of our appreciation for their commitment. They deserve recognition for the way they have conducted themselves and their flexibility when these requests were made of them.

Thank you to these amazing colleagues at Regent's Place!



Mario Kyprianou, Security Manager was commended and recognised too for his hard work and extensive positive feedback!



# Setting the bar high(er)

Not only Regent's Place, but the CIS Teams at Regent's University and Spitalfields have been largely commended as well. We feel truly lucky to have these women and men in the CIS family.





# Security Officer Appreciation week



14th - 20th  
September

A large, stylized graphic of the text "£25 for you" in a bold, yellow, sans-serif font. The text is slanted upwards from left to right. The "£" symbol is white with a yellow outline. The words "for" and "you" are yellow. The text has a subtle drop shadow. Several thin, yellow lines radiate outwards from the top and bottom of the text, creating a sunburst or starburst effect.

## THAT'S RIGHT!

We have upped the Blow Your Own Trumpet game (and style!). Working in CIS means being part of a close-knit community. Share your stories and meaningful moments with us - be it a hobby, a talent, a special occasion, anything you're proud of! You'll get a £25-voucher to be spent in any high-street shop. We are all ears!

The logo for "Blow your own trumpet" features the word "Blow" in a large, yellow, stylized font. The letter "B" is white with a yellow outline. The word "your own trumpet" is written in a smaller, white, sans-serif font below "Blow".

Blow  
your own trumpet

# Running for a good cause



Krisztina, one of our Officers extraordinary, is keen on running the 2020 Virgin Money London Marathon on behalf of Phab Kids!

Due to the pandemic, the event will take place virtually - this means that Krisztina will still run the length of the Marathon herself!

Please consider making a donation to her noble mission.

Phab promotes the coming together on equal terms of children and adults with and without disabilities to make more of life together - through our exciting and challenging holiday projects for disabled and disadvantaged children and young people and also through its network of over 150 local Phab Clubs across England and Wales with 8,000 members.

**Click on the Marathon logo to learn more and donate!**



# Blowing our own trumpet!

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In July 2020 we were audited by the National Security Inspectorate against the Security Industry Authority Approved Contractor Scheme Standards and...

***We got accredited the Gold Standard - again!***

We received a score of 137 (out of 140!)  
We received a Gold Practice Commendation for our bespoke COVID-19 Training Program (that's the highest!)

We are extremely grateful to all CIS-ers that made this possible, especially under the challenging circumstances this year is posing.



**GOLD**

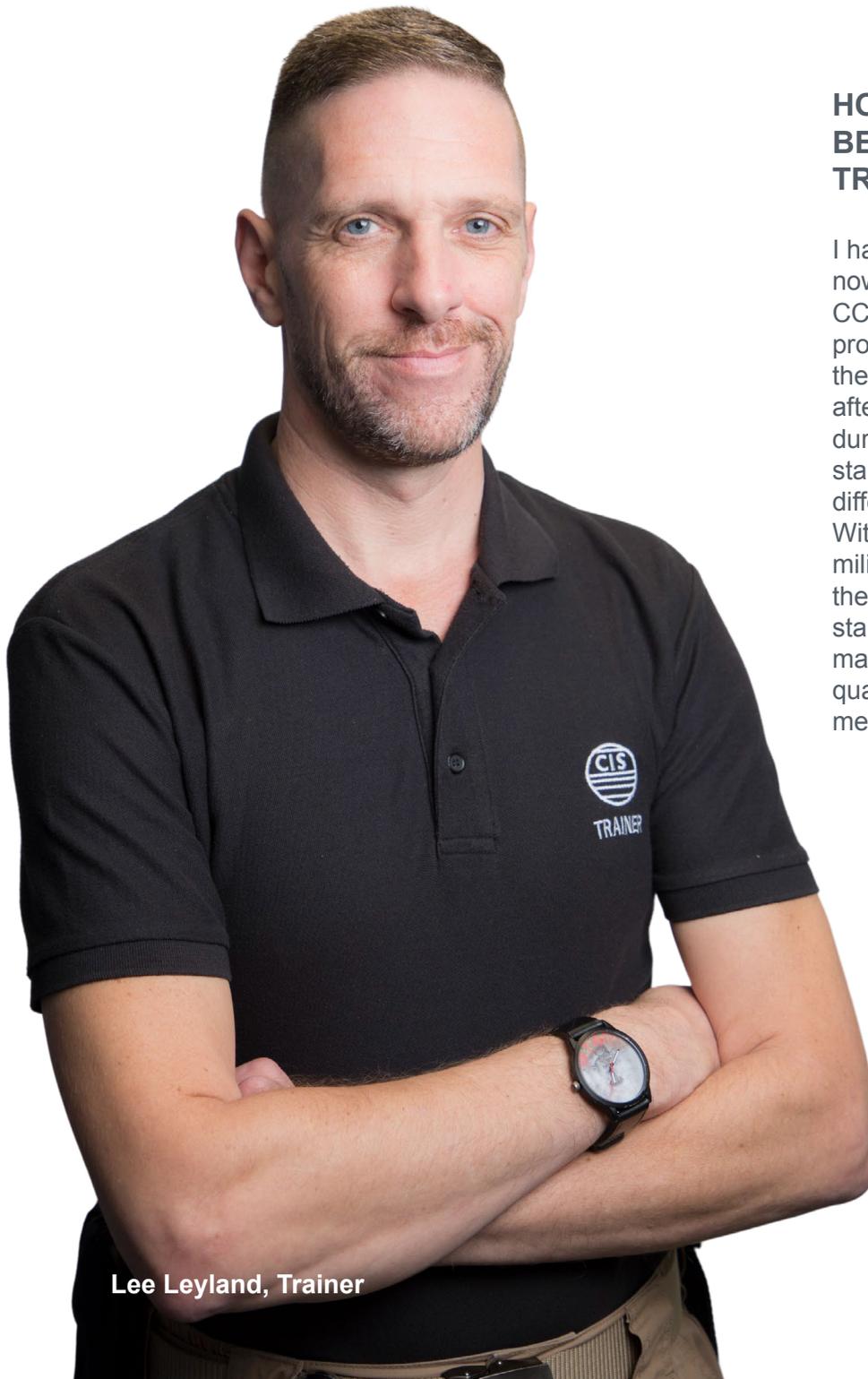
# A conversation with Lee

**A respected Security company relies on continuous improvement through education and development. We are lucky to count on a Training team that is simply second to none! Read our interview to Lee Leyland!**

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## HOW LONG HAVE YOU BEEN WORKING IN TRAINING?

I have been with the company now for 11 years, I started as a CCTV Operator and was later promoted Supervisor. Then I held the position as Manager looking after five corporate sites. It was during my time as Manager that I started looking at moving onto a different area within the Company. With my background within the military, the training team was the logical move, so in 2015 I started the process, undertaking many courses in order to gain the qualifications that would enable me to teach.



Lee Leyland, Trainer

## WHAT DO YOU DO ON A NORMAL DAY WORKING IN TRAINING?

The day-to-day routine in the Training Team is varied, depending on the training schedule in place at the time. For example, if I'm teaching First Aid, I would be in the office from 7am to get the room and equipment needed for that day set up and ready for the Officers.

However, with the restrictions in place at the moment, the room setup has to be measured so that the distancing is enforced; all the tables, chairs and equipment are cleaned and disinfected. At the same time of doing this, the paperwork needs to be generated, courses booked and making sure that there is enough stock and equipment.

Now that we are running two sessions, once the Officers start to arrive, we meet them at the door where they have their temperature taken and asked a few questions regarding their health.

Hands are disinfected and then washed, then they are taken to the training room, where tea, coffee and water are provided in the rest area (due to the restrictions movements are limited to the training room, toilet and outside rest area). Then the course (and a fun and educative day) will start!

## WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

My role as a Company Trainer is not just limited to training. I also deal with a lot of department admin.

This can entail the booking of courses, generating the required paperwork for these, the purchase of course registrations and exams, keeping a close eye on stock levels and keeping them up to the required level. I also look after the Security Awareness Days and manage all aspects that are required for these.

I am in charge of the CDO program as well and I am deeply involved in the Armed Forces Covenant being the main fcontact for all of our Veterans and Reservists.

## WHAT'S THE MOST REWARDING ASPECT?

The most rewarding part of the training is when we receive news that one of our students have used the skills that we taught them, for instance First Aid to save lives. It can also be seeing and hearing peoples reactions when they learn that they have passed courses like CCTV and the Door Supervisor course.

## WHAT ARE THE MAIN SKILLS NEEDED FOR WORKING IN TRAINING?

There are lots of qualifications needed to enable us to teach all of the subjects that the Training Team deliver.

However, some of the main skills needed are people skills, being able to relate to those you are teaching. Then there is patience, as we need to be able to deliver to and make sure that a wide range of people have taken on and understood what we have taught. Also to be able to let people enjoy what we are teaching.

I find from experience gained in the military that if people don't enjoy the training, they are not learning.

# The Key



## News from our Front of House division

Welcome to another quarterly edition of the Newsletter!

In the last few months, we focused on bringing back the majority of our colleagues from furlough and ensure we had the right measures in place on all sites to welcome them. We provided all employees with an information pack prior to their return, containing a COVID-19 Standard Operating Procedure document, COVID-19 Risk Assessments, a return to work form with information of what has changed and how the so called "new normal" will look like, and a well-being questionnaire to ensure we give everyone the support needed in facing their return to work.

Once on site, we distributed the CIS reusable masks to all employees and ensured everyone felt comfortable with the new environment. Buildings have been quiet in the last few months, but we have utilised that time to prepare our desks and tailored our procedure to the new normal and are now ready to welcome our guests and tenants back.

We have also continued focusing on training and a set of apprenticeship qualifications were sent to everyone to enrol should they be interested. The courses are 18-month long and range from Level 2 – Level 5 Apprenticeship

qualifications on topics such as Customer Service Specialist to Facilities Manager, Business Administrator or Frontline Security Manager. We are keen to make sure that our Teams develop the right skills and provide them with the right support to do so during the length of their course.

A group of ten employees have taken this opportunity and will receive their course material in the following weeks. I'm sure we will be sharing their course experience next year!

For the rest of the year, we will continue to work towards bringing the few team members that still on furlough back to work and launch a set of bi-weekly toolbox talks that will provide the team with further information on a wide range of topics that are important to have in mind on the Front of House roles we deliver.

Also, we would like to emphasise in the importance to building our friendship across sites and staying connected through our internal social media platform – Slack.

We build a community of team support and keep sharing best practices.



Jose Saez  
CIS Front of House  
Account Manager



# Payroll Corner

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



Left to right: Aleks, Evi and Casey, our Payroll Superstars

### NATIONAL PAYROLL WEEK 2020

On the week from 14th to 18th September, we celebrated the National Payroll Week.

We took the opportunity to celebrate our in-house superstar Payroll Team. The week is to celebrate and recognise the impact the payroll industry has in the UK through the collection of income tax and National Insurance, which is expected to contribute in the region of £325.7bn\* to the UK economy in 2020/21.

A huge well-done to Evi, Aleks and Casey!

### HSF ASSIST

Being a member of the CIS Family also means counting on a range of different benefits. HSF Assist is amongst those and it provides support and advice when it's most needed. You have unlimited access to a variety of assistance helplines and services:

GP Advice Line, Virtual Doctor, Counselling, Health information website and Legal Helpline.

For more details, check MyPolicy. With MyPolicy, you can check your benefit balances, download a claim form, check your scheme details and access information on your HSF Assist services.

Once your policy is issued, you can activate your MyPolicy account by visiting the website and entering your policy details.

**Click on the HSF Assist logo to learn more**



# Health & Safety

**I would like to share the below with you to highlight the importance of Health & Safety Lone Workers.**

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Stuart Bateman, CIS DPO & SHEQ Manager



## LONE WORKERS

A lone worker is someone who works by themselves without close or direct supervision.

Lone workers can be found in all industries. They might: (1) consistently work alone from a fixed location, such as a petrol station, shop etc.; (2) work from home; (3) work away; or (4) a category easily forgotten, work at the same premises as their colleagues but in a different area or outside of normal hours.

Lone workers face similar hazards to others, but the consequences of an accident can be more serious as they do not have anyone on hand to help in an emergency.

Recognising that these workers are more vulnerable, the HSE has published a 16-page leaflet Protecting lone workers. Click on the link below to view the document.

[HSE Lone Worker Guide](#)

## WHAT'S INCLUDED?

The guide begins by explaining the intended audience for the guide which includes those who employ lone workers as well as those who engage with contractors or the self-employed when they are on site. Since the last revision, the document has been increased from five to 16 pages.

As before, it begins by defining lone working situations and then looks at how changed ways of working are creating more and more lone workers, e.g. the gig economy, homeworking, etc. This is followed by an outline of the legal requirements and details of the additional training and supervision practices you may need to put in place.

**TIP 1.** You don't usually need to do a separate risk assessment for lone working, but you should take into account in your risk assessments that the work is being carried out without immediate backup.

**TIP 2.** If you employ a lone worker who suffers from a medical condition, seek professional advice so that you can better understand the specific risks to them of working alone. In this instance an individual risk assessment is likely to be needed.

**TIP 3.** This guide includes the types of risk control measures to include in your risk assessment, so it's worth a read.

**TIP 4.** While you might ask lone workers to carry out their own "dynamic risk assessment", i.e. in their head, these on-the-spot risk assessments are in addition to not instead of your risk assessment of their work.

### WHAT'S CHANGED?

The latest edition now includes a brand-new section which explains how you can protect lone workers from the risk of work-related violence. Risk factors are outlined, such as working late in the evening or early morning when there are fewer workers around, the use of alcohol and drugs, and carrying valuables including cash. It describes measures to consider, including the re-design of premises and additional training. It also covers methods of keeping in touch with those working alone and managing for good mental health.



# Find us Share us



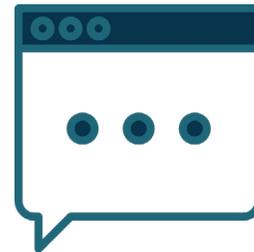
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