

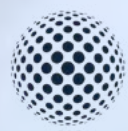
# CIS NEWSLETTER



## THE AWARDS ISSUE



December 2022  
Winter Edition



CIS  
INNOVATIVE SOLUTIONS



**PAGE NO.**



**A Few Words From Neill Catton, MD**

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# MAKE IT HAPPEN!



**A few words from  
Neill Catton,  
CIS Managing Director**



I would like to congratulate our Annual Awards nominees and winners; it was a fantastic evening of achievement and friendship. The room was filled with the smartest people you will see at any awards event and the sense of togetherness was amazing!

In the new year, we will be sending out our 2022 '100% Attendance' badges. Please wear your badge with pride and do not underestimate the difference your attendance makes to our service delivery.

As we welcome more new team members into the company, I can honestly say it has been the most well managed end to a calendar year that I can remember. The work done by all team members regarding booking leave in advance, managers approving, account managers overseeing and the Control Room team delivering has been excellent. It really demonstrates that with growth comes personal growth and many people have risen to this opportunity. Our Response Teams are increasing each week and will have the capacity to expand upon the wide range of Training and Development programs in 2023. You have all really made it happen!

As another year passes, we build upon our solid foundations and our retention rates for customers, officers, management and the HQ team is outstanding. We must keep innovating through training, intelligence, solutions, and social initiatives, whilst not forgetting the basics that make a difference every day.

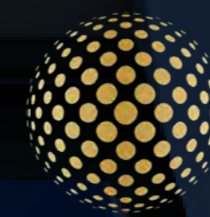
I would like to end by thanking everyone for their hard work and commitment in 2022, please have a peaceful Christmas and New Year and my very best wishes to all your families.



# Neill



# 01. WELCOMING NEW TEAM MEMBERS TO THE CIS FAMILY



CIS  
INNOVATIVE SOLUTIONS

# Welcoming New Team Members to the CIS Family!



**Avison Young – Bretby Business Park**



**Savills – Bloom Building**



**Knight Frank - 165 Fleet Street FOH (Retention)**



**London Portfolio - 48 Dover Street**



**London Portfolio - 65 Kingsway**



**Savills - Minster Building**



**Brookfield - CityPoint**



**Knight Frank - Paddington Square**



**CBRE - 90 Fetter Lane**



**CBRE - 8 St James**



**JLL - The Broadway**



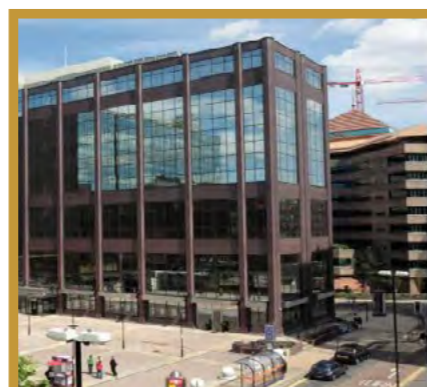
**JLL - 78 St James**



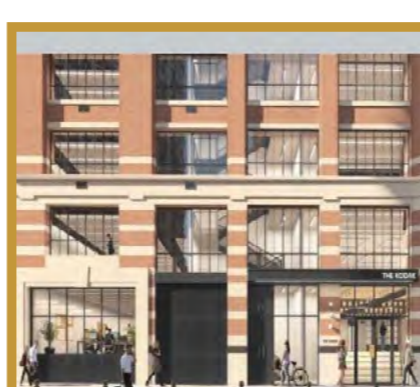
**JLL - Crown Estates**



**Derwant - London Portfolio**



**Ashdown Phillips - One Colemore Row Birmingham**



**Ashdown Phillips - Kodak Building**



**Ashdown Phillips - Muro Building**



**Ashdown Phillips - 48 Dover Street**

# Welcoming our new recruits over the last three months

# New starters attending CIS induction - Welcome!



**Georgina Martin**  
Talent Resourcing  
Manager



# 02. COMPANY AWARDS & PROFESSIONAL ACHIEVEMENTS



# CIS Annual Awards at The Royal Horseguards Hotel in Whitehall

## SERVICE TO THE CUSTOMER

- ▶ Ahmer Rizvi from CBRE Knightsbridge Estate
- ▶ Jahangir Alom from The Leadenhall Building

## INCIDENT MANAGEMENT

- ▶ Marko Vuković from Brindleyplace
- ▶ Mark Greaves from The Wellcome Trust

## TEAM OF THE YEAR

- ▶ London Bridge City
- ▶ Paternoster Square

## RESPONSE OFFICER OF THE YEAR

- ▶ Maja Zietarsaka from CIS
- ▶ Islam Uddin from CIS

## SECURITY OFFICER OF THE YEAR

- ▶ Barry Roberts from London Bridge City
- ▶ Robert Jagiello from The Wellcome Trust

## SUPERVISOR OF THE YEAR

- ▶ Vladimirs Kaluznijs from Paternoster Square
- ▶ Hayley Gordon from Brindleyplace





# CIS Annual Awards at The Royal Horseguards Hotel in Whitehall

## MANAGER OF THE YEAR

- ▶ Natalie Anderson from Shaftesbury
- ▶ Peter Faram from Paternoster Square and Warwick Court

## FRONT OF HOUSE

- ▶ Frank Obaseki from 110 Bishopsgate
- ▶ Vaida Puskepalyte from Fetter Yard

## THE LONDON AIR AMBULANCE AWARD

- ▶ Richard Rollins from Rathbone Square
- ▶ Girogio Russo from London Borough of Hackney

## HEAD OFFICE

- ▶ Olivia Giles
- ▶ Peter Barrett

## MD ACCOUNT MANAGEMENT AWARD

- ▶ Domingo De Sousa



# CIS Annual Awards at The Royal Horseguards Hotel in Whitehall



# CONGRATULATIONS

# CONGRATULATIONS

## Long Service Awards 10 Years - Michael Dawson



**We would like to say a huge congratulations to Michael Dawson for his 10-year anniversary at CIS.**

Since joining CIS in October 2012, Michael has worked in various job roles both on site and at Head Office. All roles have presented unique challenges which in turn have given Michael a wealth of experience and helped him grow in many aspects.

Michael states:

*“CIS has always been fully supportive and has encouraged me to focus on personal development, therefore I now have IOSH and MHFA qualifications, and I am due to commence the CSMP course on 1st December 2022. The past 10 years has flown by, and I think it’s because I genuinely enjoy working for CIS. It is refreshing working for a company who value their employees and who are committed to investing in them also. Here’s to the next 10 years!”*

Well done, Michael - you are an integral part of CIS and we wish you many more happy and successful years as part of the family!



# CONGRATULATIONS CONGRATULATIONS

## Long Service Awards 10 Years - Tunmi Adebayo



# CONGRATULATIONS

# CONGRATULATIONS

## Casey Beattie Promotion

We would like to say a huge congratulations to Casey Beattie for her recent promotion to Payroll Team Lead.



Casey joined CIS in 2015 as an Apprentice, the progression of our apprentices is very important to CIS. We have detailed Casey's journey with CIS below:

- ▶ 23rd March 2015 – Casey started as an Apprentice covering maternity leave.
- ▶ June 2016 – Casey secured a permanent role in Payroll as Payroll Assistant.
- ▶ October 2017 – Casey was promoted to Payroll Officer
- ▶ September 2018 – Casey was promoted to Senior Payroll Officer
- ▶ October 2020 – Casey was promoted to Payroll Analyst
- ▶ October 2022 – Casey was promoted to Payroll Team Lead

On her promotion, Casey stated:

*“I have enjoyed the last 7½ years working at CIS Security, alongside some amazing people and I am extremely grateful for the opportunities of progression that I have been given within the Payroll team.*

*I started as a young 17-year-old Payroll Apprentice and previously had no exposure to a working environment, or the Payroll industry – I am very proud of how much experience, knowledge and skills I have gained at this point in my career; I like to think this is due to my own ‘Passion,*

*Determination & Leadership’ ethos inspired by CIS’ core values, and of course due to the constant support provided by my direct management team. I am excited to take on the new responsibilities required to be a Payroll Team Lead and I am looking forward to my future within CIS Security”.*

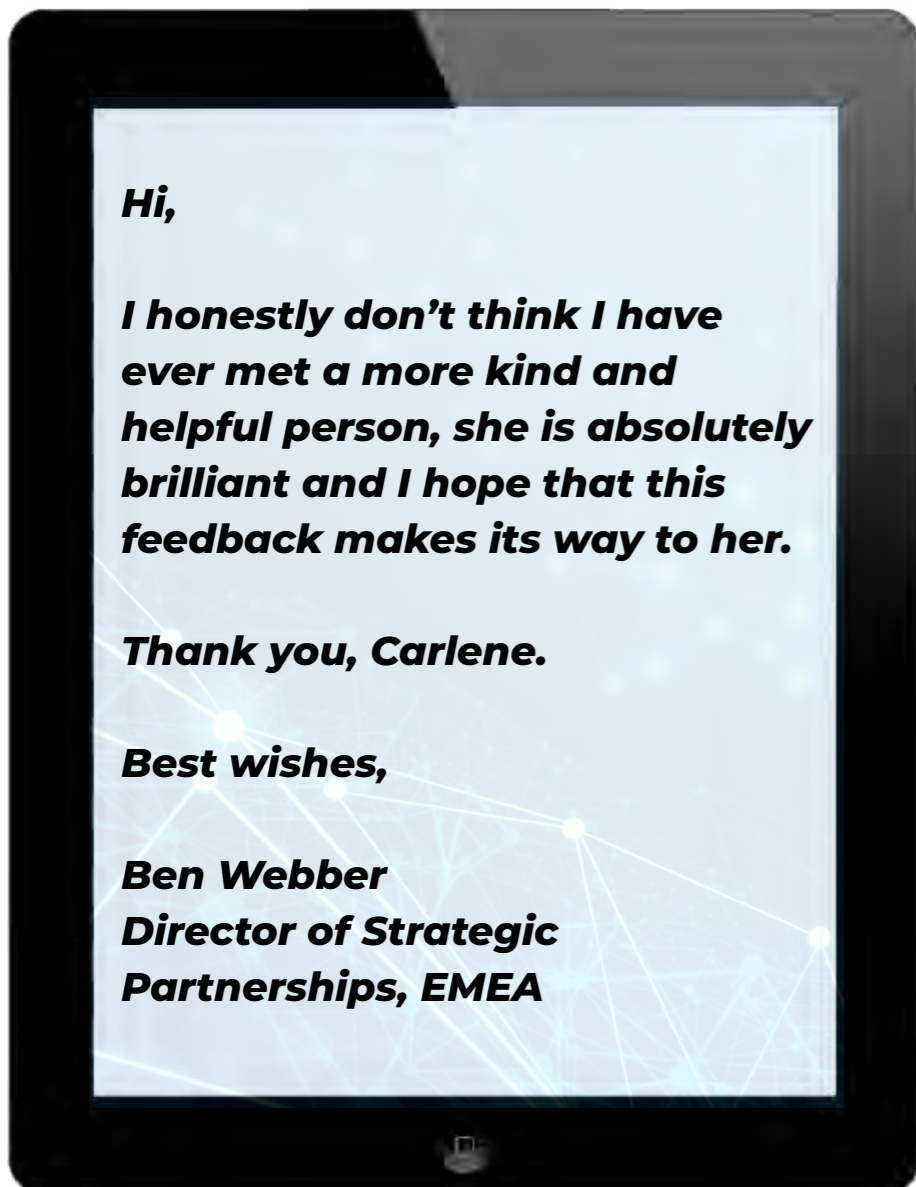
Casey's line manager Head of Payroll and Benefits Evi Garoufi-London stated; “I have been fortunate enough to work closely with Casey on a day-to-day basis. The department would not be where it is now without her dedication, drive and professionalism over the past few years. Casey has leaped from a Payroll Apprentice to a Payroll Team Lead role within her time with CIS and the contribution Casey has made to the department is enormous. I am proud of Casey's development, and I am looking forward to what the future will bring”.

**Well done Casey – you are an asset to the CIS family!!**

# CONGRATULATIONS

## CIS are proud to put Carlene forward for a commendation for her fantastic customer service

Quote from attendee:



***"Whilst I have personally congratulated her on her ethic, I thought it pertinent that yourselves are made aware of the endeavours of the security team at present".***

**Lawrence Myers**  
**Shift Supervisor**

***"Carlene always gives her best with customer service, so this is no surprise to me. We are proud".***

**Runa Begum**  
**Deputy Manager**



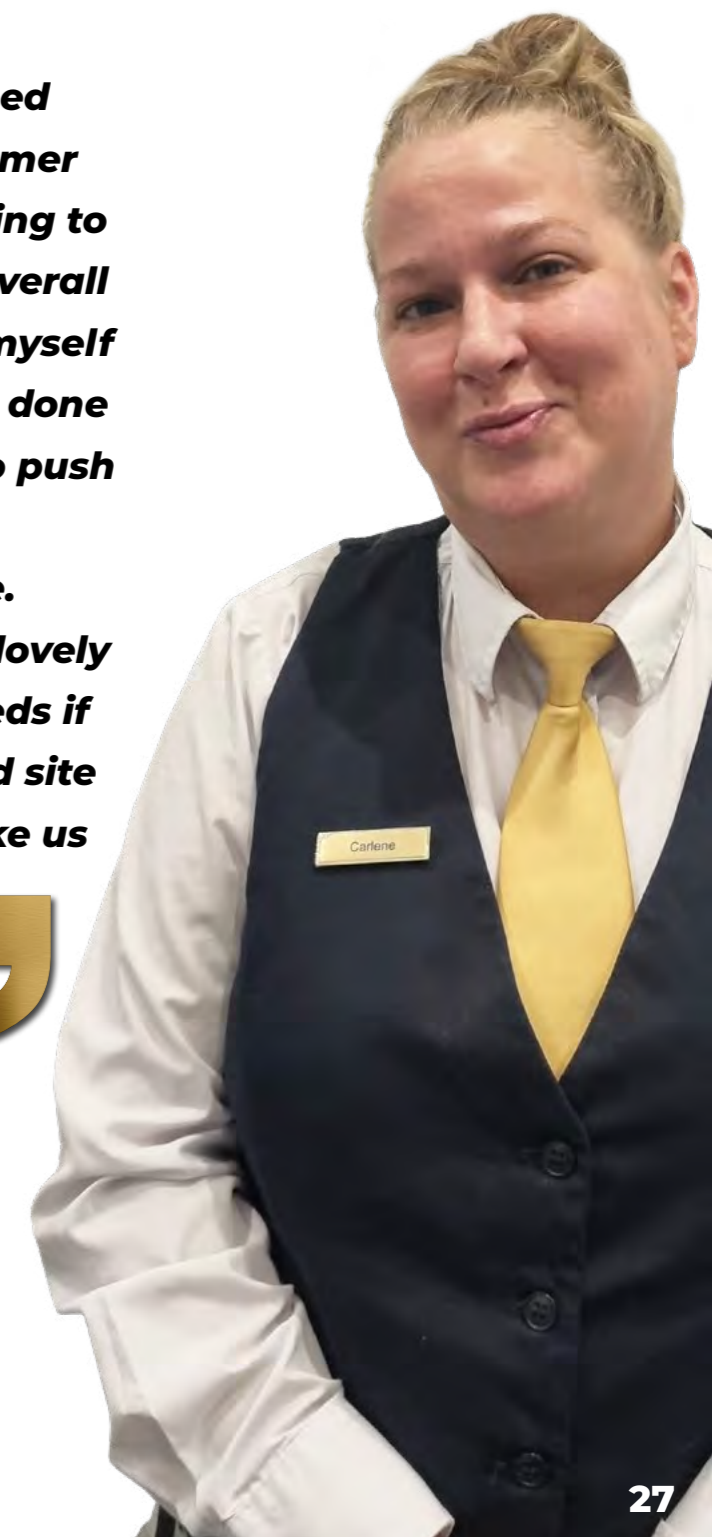
***"Since working in security, I've gained communication, management, customer service and training skills. I enjoy coming to work, interacting with my team, and overall enjoying the industry I'm in. I can see myself excelling at WT even more than I have done already under Team WNJ and I want to push myself even more.***

***I now feel I am more than capable. Not forgetting the added bonus of my lovely managers who accommodate my needs if and when necessary. I love my job and site and will always be grateful, I will make us proud as a team."***



**Carlene**

**Carlene has received a 4 on the customer service skills matrix!**



# Security & Fire Excellence Awards

We were so honoured to attend the Security & Fire Excellence Awards, where we were FOUR times finalists!!



**CIS SECURITY**

**CIS FRONT OF HOUSE**

**CIS INNOVATIVE SOLUTIONS**

## SECURITY & FIRE EXCELLENCE AWARDS

### 2022 FINALIST

#### CIS SECURITY FINALISTS

**Outsourced Security Individual or Team of the Year**  
 Ahmer Rizvi, Security Supervisor, CIS Security  
 Jay Alom, Duty Security Manager, CIS Security

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**Security Guarding Company of the Year Over £30m Turnover**  
 CIS Security Limited

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**Security or Fire ESG Environment, Social and Governance Initiative of the Year**  
 CIS Security Limited



# Women in Security Awards

A fabulous evening hosting a table at the Women in Security Awards at Shakespeare's Underglobe Theatre. A huge well done to all the finalists - CIS will always be an advocate for women supporting women.





# LBC Bridge Merit Awards

We would like to say a huge well done to 7 of our Security Officers at London Bridge City, who were awarded BRIDGE Merits for their excellent work.

Please find the nominations below and 3 of our officers being presented their awards by Estate Director, Magnus MacAulay:

## Paul Haxell

*“When travelling into No.1 London Bridge this morning, I was surprised to see Paul in the upper reception with a mop in hand cleaning the floor. Paul explained that there had been a coffee spillage and he was clearing it immediately rather than waiting for the cleaner who was attending to other areas of the building. The sense of pride and ownership shown by Paul in this situation was great to see and clearly defines the BRIDGE values.”*

## Mark McCabe

*“Mark went out his way to tidy up the East Loading Bay at No.1 London Bridge as all the wee waste left in the bay by the occupiers was left in an untidy manner. Mark, without any hesitation ensured the area was left in a safer manner for occupiers and staff to use without causing any injury to anyone.”*



LONDON BRIDGE CITY

## Kamran Hussain

*“I walked across from London Bridge Underground and into LBC. I was heading for HMS Belfast but was not sure of the way and was obviously looking a bit lost! One of your officers was standing at the entrance and without me engaging with him first, came forward and asked if he could help. He was smart, helpful, and polite and even walked a few yards with me to point me in the right direction. I just wanted to let you know that he was a credit to London Bridge City and when I come across good customer service, I like to give feedback.”*

## Barry Pack and Krystian Baranowski

*“I just want to compliment Barry and Krystian on their excellent work ethic, and commitment to delivering a high-quality Security service for the building. They have been a great help to me in my role, saving me a lot of stress and headaches. Their job isn't easy, so it is truly appreciated. They are credit to your company. Please thank them for me and issue a BRIDGE merit for their hard work.”*



## Ousman Sarr

*“Whilst passing through Hay's Galleria, the nominee stopped and spoke to Ousman. He later contacted CIS HR to compliment Ousman Sarr on his professionalism and observance, stating that he believed Ousman deserved recognition for his commitment.”*

## Lee Colbridge

*“Lee has recently stepped into the role of Sustainability Champion for the security team and played an integral part in setting up and managing the littler pick with the team and volunteers from Hilton Hotel. His commitment and enthusiasm is infectious, and he displays all the BRIDGE Values that are vital to the success of LBC.”*

**Well done Team, keep up the great work!!**



# Ataul Ahmed

Estate Security Manager - Islington Square



We would like to congratulate Ataul on this amazing achievement and all the hard work he has done. You are a true asset to CIS and the industry. Keep up the good work!



Ataul attended the CBRE HQ in London, where he received a CBRE annual customer service award. The award was given by Simon Henderson (Executive Director).

# THE CITY SECURITY



## ARTICLE OF THE YEAR

### 2022 AWARD

SUPPORTED BY



**FINALIST**

**JON FELIX**  
**SECURITY RISK & THREAT ADVISOR**



*“Being a regular reader of the City Security Magazine, I know the quality of the contributors and their expertise, so to be a finalist among these is a real privilege. I know we all contribute to the betterment of the industry.*

*To be included with the finalists for 2022 is fantastic. So a big thank you to those that read my musings, I hope that they help to make dealing with the risks we all face a little easier, or at the very least a little less confusing. Good luck to all the finalists this year. Stay safe and best wishes to all for this Christmas and New Year. Thank you”.*

**Jon.**



Please find a link below for Jon’s article:  
Effective Risk Management – Seven ways to make an impact.  
<https://citysecuritymagazine.com/risk-management/effective-risk-management/>



# UK OSPAs 2022

Outstanding Security Performance Awards

**Finalists Announced!**

The panel of independent experts from across the security industry has announced it's finalists of the 2022 UK Outstanding Security Performance Awards (OSPAs).

### CIS are 7 times finalists!

Fingers crossed and good luck to all our outstanding CIS nominees who make us a leading force in the industry.



# CIS SECURITY FINALISTS

**Outstanding Contract Security Manager/Director**  
**Peter Faram – CIS Security**

**Outstanding Security Team – sponsored by**  
**Trackforce Valiant + TrackTik**  
**London Bridge City Security Team – CIS Security**

**Outstanding Contract Security Company (Guarding)**  
**sponsored by Team Software by WorkWave**  
**CIS Security**

**Outstanding Customer Service Initiative – sponsored**  
**by Danhouse Security ‘Safe Strides’ Initiative**  
**CIS Security/London Bridge City**

**Outstanding Security Training Initiative**  
**sponsored by BSIA - Behavioural Detection Training**  
**Simon Riley, CIS Security**

**Outstanding Security Officer –**  
**sponsored by Corps Security**  
**Barry Roberts – CIS Security**

**Outstanding Security Sustainability Award**  
**sponsored by KeolisAmey Docklands**  
**ESG Strategy – CIS Security**

WELL-BEING

# 03. WELLBEING AND BENEFITS



# Wellbeing and Benefits

Welcome to our Payroll & Staff Benefits Corner news!



**Evi Garoufi**  
**Head of Payroll  
& Benefits**

## CHRISTMAS PAY PERIOD

As usual, our Christmas and New Year pay period will not be affected by the Bank Holidays over the festive period. This means that December wages will be paid on the 10th January 2023.

## TIMEGATE CHECKING

Please ensure you check your Timegate diaries regularly and raise any discrepancies via the pay query functionality on the portal no later than Saturday 31st December in order for any scheduling errors to be rectified in time for our next pay day.

## FESTIVE SEASON & STAFF BENEFITS

CIS offers amazing staff benefits available to all employees. From the Early Pay app to tax-free bike purchases, large restaurant discounts with TasteCard, dental & optical plans with HSF and high street savings that make a difference to every pocket! CIS has it all!

For further information on what is on offer, log into the Hub and visit our interactive Staff Benefits platform with details on each benefit, alternatively, feel free to drop a hello message to our team at [payroll@cis-security.co.uk](mailto:payroll@cis-security.co.uk) and we will be happy to assist you with more details.

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

# Wellbeing and Benefits



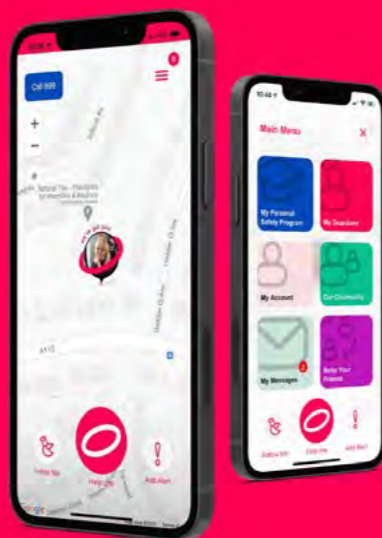
Personal safety in your pocket



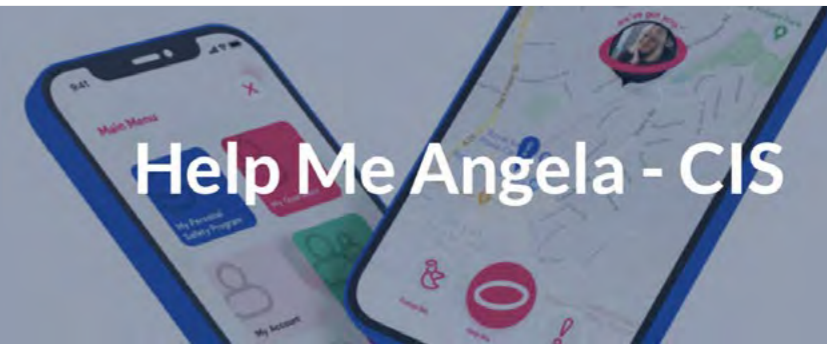
**Tracy Plant**  
HR Director

The help me Angela safety app is a world's first. Leading edge tech, live Personal Safety Specialist support and a unique Incident Recovery Programme if something happens to you.

We've got you 24/7



- A Help me button which connects you to a live Personal Safety Specialist
- Urgent messaging & Get Me Out Of Here assistance
- Invite your Guardians to come with you on your journey
- A follow me feature available on your request



## Help Me Angela - CIS



### App Only

30% Discount

£2.09 per month - sign up  
Personal Safety App features:  
24/7 Personal Safety Specialists

- Safety alerts
- Audible & silent alarm
- Follow Me journey support
- Urgent messaging
- Get Me Out Of Here assistance
- Guardians
- [Sign Up Here](#)



### App & Standard Incident Recovery Programme

30% Discount

£2.79 per month - sign up  
App plus Incident Recovery:

- Physical therapies
- Mental therapies
- Confidence programme
- Dental treatment
- Replacement of stolen items
- Lock & key replacement
- Family support expenses
- Identity theft
- Emergency accommodation
- [Sign Up Here](#)

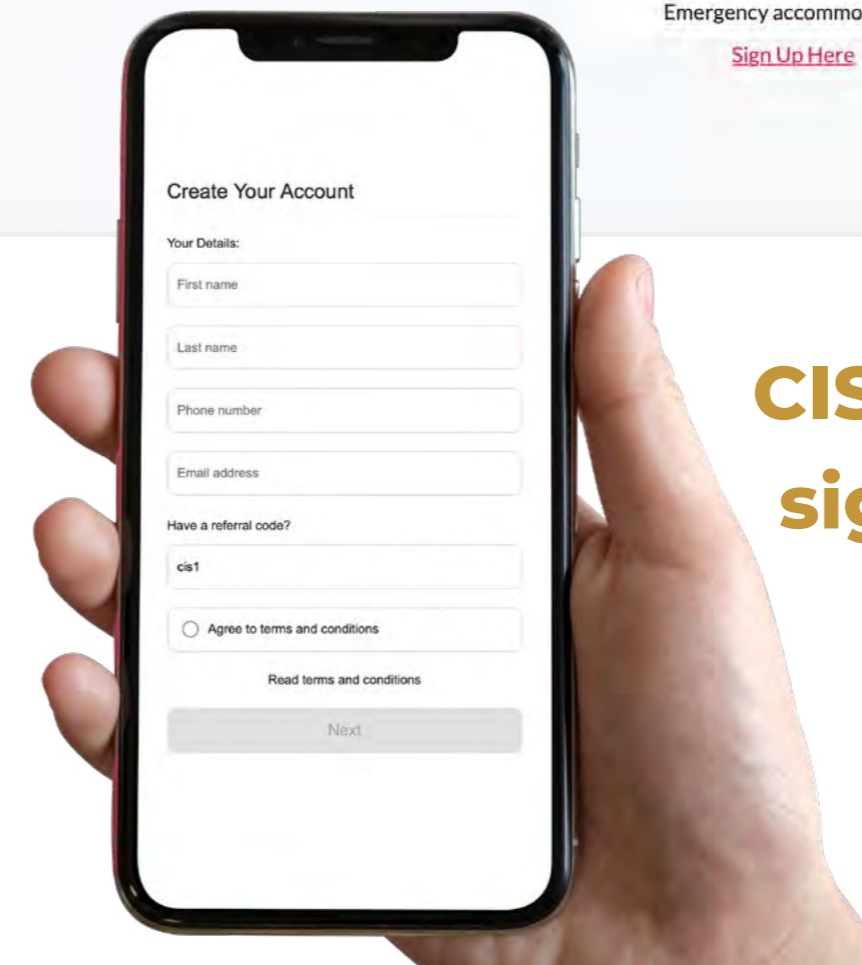


### App & Premium + Incident Recovery Programme

30% Discount

£3.49 per month - sign up  
App plus Incident Recovery:

- Physical therapies
- Mental therapies
- Confidence programme
- Dental treatment
- Replacement of stolen items
- Lock & key replacement
- Family support expenses
- Identity theft
- Emergency accommodation
- Scar repair
- Additional living costs
- [Sign Up Here](#)



**CIS Employees can sign up today for a 30% discount**

**CLICK HERE**



# YOUR BENEFITS

## From HSF Perkbox



Discounted Shopping



Discounted Cinema Tickets



Days out



Discounted Gym



EMAIL HSF REP:

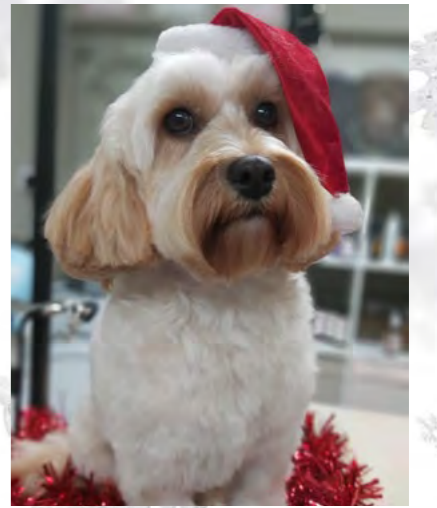
[ryan.crown@hsf.eu.com](mailto:ryan.crown@hsf.eu.com)

VISIT HSF WEBSITE:

[www.hsf.co.uk/hsf-perkbox?](http://www.hsf.co.uk/hsf-perkbox?)



# It's Beginning to Look a Lot Like a CFS Christmas



# 04. COMPANY NEWS



# CoLP Partnership



incidents/events and sharing knowledge and experience through training. As I mentioned at your recent managers day, we are here for the shared purpose of keeping people, places and infrastructure safe, which is why we must work together.

As a partnership, we have run several Hi-Viz days across the square mile. These days see police and security partners working together to reassure our communities that we are working together to keep them safe. These days are well received by the public and our staff and often see a significant reduction in crime which goes some way to demonstrate how important it is to be present and visible.



**RAY MARSKELL**  
**Chief Inspector**  
**Lead for Partnerships at the**  
**City of London Police.**

Firstly, can I thank CIS for giving us the opportunity to have a slot within your company newsletter.

As lead for partnerships at the City of London Police I can say with confidence that I have been very impressed by the willingness of our security industry partners to support us. Policing works with a number of partners across various sectors, but I feel the partnership with your industry is a key ingredient to build community resilience. We can achieve this by sharing information, supporting each other around operational activities, testing and exercising our response to

Following on from the Hi-Viz days, we have created an initiative to improve responses to major incidents such as terrorist attacks or natural disasters. The Major Incidents, JESIP and Reception Centres: Joint response training is designed to boost awareness of procedures, and encourage collaboration between private security firms and the police.

The aim is to raise awareness and standards of security in the industry and to apply the training proactively rather than learning after the next major incident. CIS have been an integral partner in supporting this initiative across the City which builds on the Joint Emergency Services' Interoperability Principles (JESIP), established in 2012 to ensure the blue-light services (Police, Fire, Ambulance) are trained to work together in response to major incidents. The programme covers various areas of response to major incidents involving mass fatalities, including SRCs (Survivor Response Centres).

Supported by the City Security Council we have also implemented the CityINTEL platform. This platform gives us the opportunity to work closely with our communities and security partners across the City.

This is an important way for us to gather intelligence, and share information to enable faster crime prevention and detection and engage with our contacts on the ground more efficiently. All of the above examples demonstrate that as partners we are moving in the right direction, with CIS very much being front and centre in support of these initiatives.

I appreciate that the reach of this newsletter is wider than just the City of London, but on behalf of my colleagues across London and the UK, please do reach out and build relationships with your local policing teams.

Our plan for 2023 is to build on the good work carried out together so far in support of a safe City for all.

## Thank you for continued support

Ray





The City Security Council (CSC) is working to bring together security companies to develop collaborative approaches to support the police effort in the City. The CSC is an outreach programme in partnership with the City of London Police, aimed at protecting businesses and the public from criminal activity.



Our Managing Director, Neill Catton, was the previous Chair of the City Security Council. In partnership with The City of London Police, on 19th October 2022, the CSC was proud to host yet another visibility event, where private security and police joined forces to showcase the men and women who make London a safer city for everyone.



# Secured Environments Breakfast Briefing at The Savoy

As part of CIS' commitment to security excellence, Neill Catton hosted a presentation on Secured Environments.

We have recently had success in gaining this accreditation for two of our premier PAL (publicly accessible locations) sites in London.

Such is the value that we place on this level of accreditation and the ongoing partnership with **Secured By Design, Secured Environments, Professor Martin Gill, and Perpetuity Research**, we want to embark on a company wide approach to working with you all to gain this recognition to the locations that you are responsible for.

Secured Environments works by applying a set of core principles that form part of the day-to-day security processes and procedures.

- Principle 1 - Commitment**
- Principle 2 - Understand**
- Principle 3 - Respond**
- Principle 4 - Management**
- Principle 5 - Implement**
- Principle 6 - Evaluate**

In attendance was leading security thought leader, Professor Martin Gill, with his view on Protect Duty.



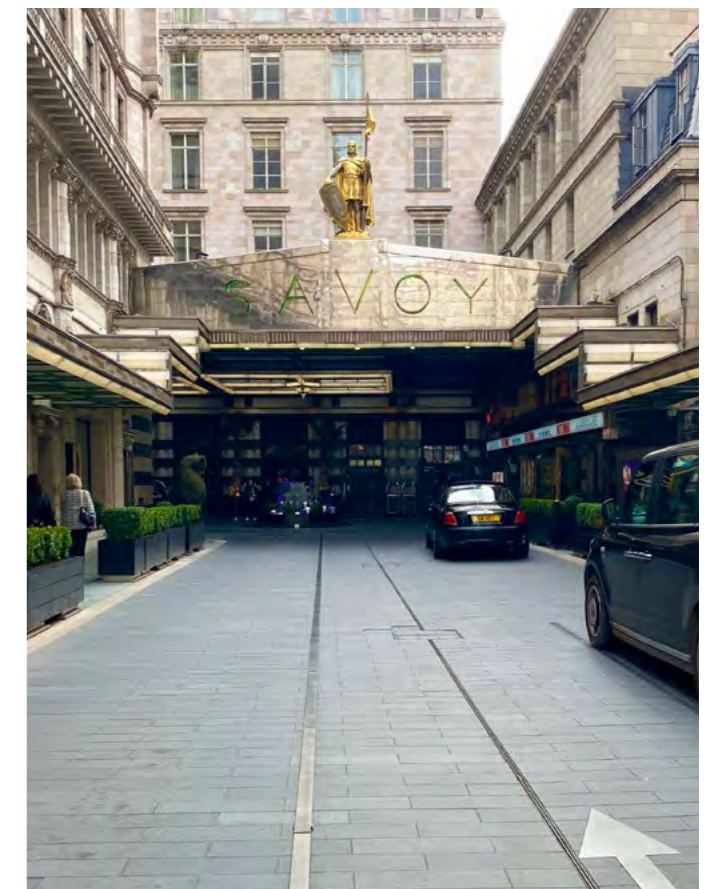
- ▶ National Subject Matter Expert presentation on behavioural detection
- ▶ Knowledge of how your premises may be affected and actions to be taken
- ▶ Senior peers networking across property management organisations



**Simon Riley - Behavioural Detection Specialist, Professor Martin Gill and Neill Catton - CIS Managing Director**



**Professor Martin Gill and Mirek Tiller - Business Development Director.**



# Employer Supported Policing Scheme



CIS Security has teamed up with Hertfordshire, Essex and the Metropolitan Police to champion the Employer Supported Policing (ESP) scheme.

The ESP Scheme was re-introduced by the Home Office in 2019, every Force in the UK has been encouraged to use it to help improve policing in the local community. Across the forces, there has been ask for an uplift of 20,000 new officers in the UK by 2023.

CIS has adapted our Volunteering Policy and we will support our employees by giving them time off to carry out their volunteering duties. We believe we will benefit from real, long-lasting advantages and we will celebrate what volunteering can achieve within a business and community.



# Leadership forum selection day at the Wellcome Trust



The 8th of December saw the culmination of the selection process for the inaugural CIS Leadership Programme. We were warmly welcomed at The Wellcome Trust in order to further develop our 22 candidates, initially selected from 39 strong applicants.

In what was a fulfilling, emotional and very positive experience all 22 participants performed to a fantastic level in what was a long, challenging, and inspirational day.

This competitive process has now identified our 12 candidates to move on into 2023 and as our first Leadership Cadre.

The organically selected group are a refreshingly diverse mixture of new and experienced, coming from many facets of our business. Culmination has been

fulfilling, emotional and very positive. Many people need to be thanked for making this day so successful, including a great team of observer / assessors, Neill our MD for a heartfelt and very personal presentation and Peter and Runa at the Trust. However, the biggest thanks goes out to those not successful on the day for their professional standards, fortitude in the face of disappointment and dedication to all tasks on the day.

Well done and thank you.

For the 12 these are exciting times, lets see what the next 12 months brings!



# CIS Managers Day at Clifford Chance



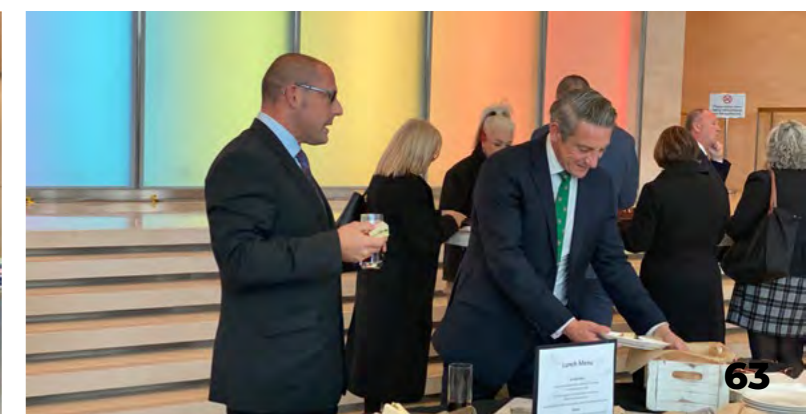
On the 14th October we held our CIS Managers' Day at Clifford Chance in Canary Wharf.

The day was hosted by our HR Director, Tracy Plant and we would like to say a huge thank you to our speakers...



- ▶ **Carl Palmer**, Executive Chairman  
Opening Address
- ▶ **Calvin Pillay**, Operations Director -  
Operational Highlights
- ▶ **Marianne Ibrahim**, Management  
Accountant - Finance
- ▶ **Ronald Henry** - Sergeant at City of  
**London Police** - SCan
- ▶ **Ray Marskell**, Chief Inspector, and Joe  
Easterbrook, Inspector, at CoLP - Police  
Crime and CT Updates
- ▶ **Jon Felix** BSc (hons) MDIP MBCI MSyl,  
Security, Threat and Risk Advisor and  
**Neil Moscrop**, Head of Intelligence -  
Risk Mitigation
- ▶ **Amanda McCloskey**, Sales and  
Marketing Director - Business Expansion  
and Commercials
- ▶ **Michelle Roycroft**, Help me Angela,  
Chief Ambassador - Help me Angela  
App
- ▶ **Philip Thomas** Dip.CSMP, Learning  
and Development Manager - Learning  
and Development Structure and  
Programme.

It was great to have our managers together and as you can see the topics we covered was quite extensive. Thank you to all our subject matter experts for sharing your knowledge.





# Women in Security

## Krisztina Koszér



### How long have you worked for CIS?

I've been working for CIS since 2015.

### What site do you work at and do you enjoy working there?

I started working at 120 Moorgate in 2020. I was offered the job by Tony Graves. 120 Moorgate is a single officer site 4on/4off night shifts.

I work on duty as a night door guard with my door supervisor license. I don't have an official title but my duties are similar to a daily supervisor. I am also involved in training with my 15 years experience.

I enjoy working here, because the role is independent. Assignment tasks are obligatory, however the night role is up to the officer.



### What are the main challenges of your role?

The main challenges can be sudden occurrences as we have basements and landlord side responsibilities in a contract site building.

We receive great training from engineers and building management, which is concise and confident. Great training is key to prevent possible errors, faults and failures.

A big challenge is to solve a failure which has already occurred, like a problem in the generator room, plant room, sprinkler system room, leaks and electrical problems which can always be a challenge.

### What's the most rewarding part of your job?

The most rewarding thing for me is working night shifts, the shift pattern really works for me as it gives me time for my hobbies like training and exercising. My line Manager Neil Gibson is always at hand for any help I need.



### What do you do in your spare time when you're not at work?

I love cooking and I'm currently working on my own cookbook which I plan to get published. I am an outdoor person who loves gardening.

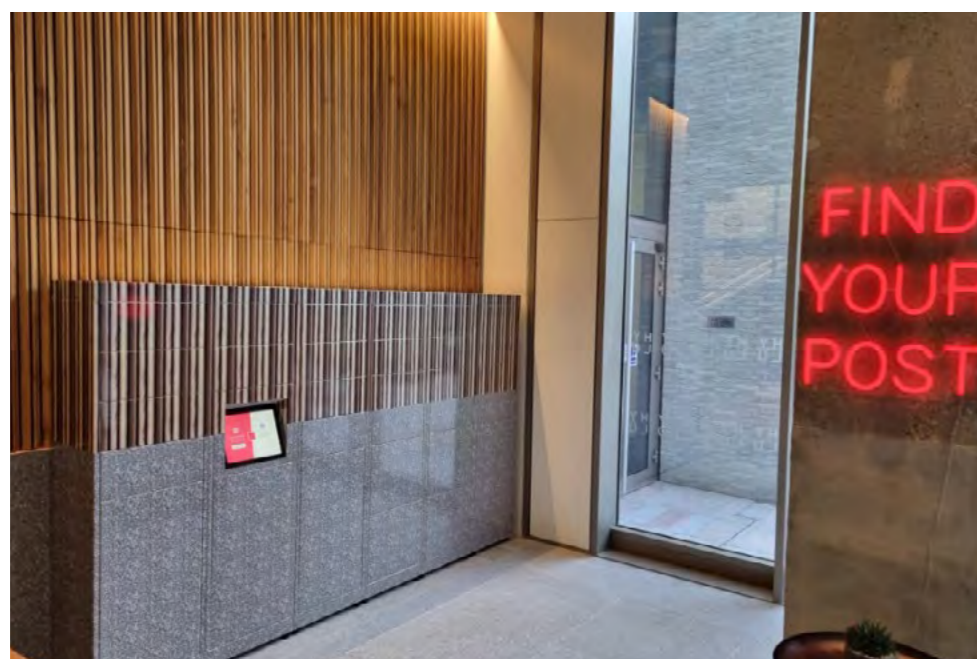
I like to keep fit by going to gym classes, nutrition is really important to me. I also enjoy Latin and salsa dancing.

One of my main passions is running and training for marathons. As a child in primary school I always enjoyed running and went on to become a junior athlete. I love outdoor running so have used that to raise money for various charities in numerous marathons, the most recent one being the London Marathon 2022.

I have always enjoyed raising money for charity which comes from my upbringing and has now become a lifestyle.

# CIS INNOVATIVE SOLUTIONS - PROJECT CASE STUDIES

## HYLO Building Smart Lockers



HYLO have been using OmniPost for a few months to record client deliveries and notify them when items need collecting. Recently SMART lockers were implemented to work with this system. When items arrive, they are booked into the system and then placed into the locker. The moment items are delivered to the locker an email is sent to the client with a QR code.

When a customer comes to pick items from the locker, they simply scan their QR code, and the relevant door opens, which will have all their deliveries inside. This means that the HYLO team no longer need to be present for items to be collected,

items can be collected securely 24/7 by the customer. The collection of items is also a lot quicker as the HYLO team no longer need to locate the item.

Mark Stevens, CIS Security Manager at the HYLO Building worked alongside EXPD (Service partners) to ensure the product was bespoke and fitted the exact client requirements.



## Spitalfields Market - Bishops Square Development Project

Bishops Square completes the regeneration of the historically important Spitalfields neighbourhood, which bridges the City and the East End, and provides a new public space for London - larger than the Piazza at Covent Garden.

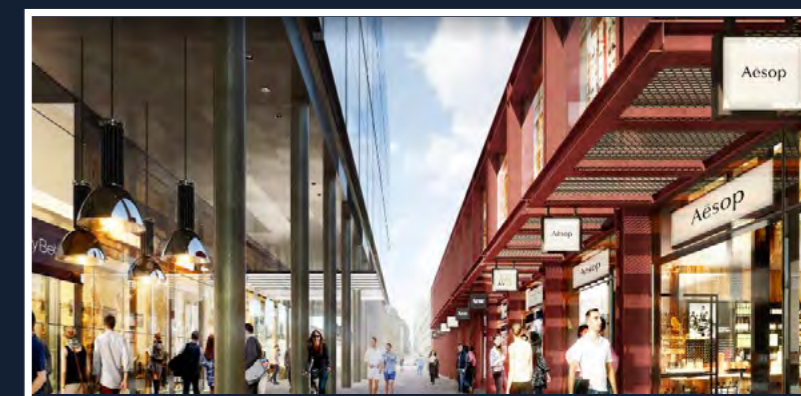
The development includes the restoration of the old market buildings along Brushfield Street, with a new covered pedestrian route behind. Lined with shops, this promenade opens up unexpected views of Hawksmoor's magnificent Christ Church Spitalfields.



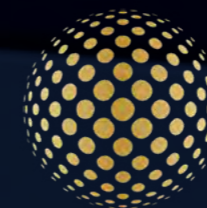
**The security measures designed Bishops Square should aim to:**

- ▶ Protect the Public, its shops, its operations and the Tenants property.
- ▶ The provision of physical, electronic and operational systems will collectively act as both a deterrent and prevention and with a management incident review mechanism in place for incidents of crime and anti-social behaviour risks of any such incidents can be further reduced.
- ▶ Enhance the perception of security for the building occupants, making them feel safer and imparting a "feel good factor".
- ▶ Provide effective access control of pedestrians and vehicles both externally and internally.
- ▶ Provide effect means of monitoring of areas with Video Surveillance

CIS Innovative Solutions have been chosen as the security systems installation supplier and are currently installing CCTV, Access Control and an intruder alarm system into the new structure, which will protect the building and individual kiosks. The project will be completed in the first part of 2023.

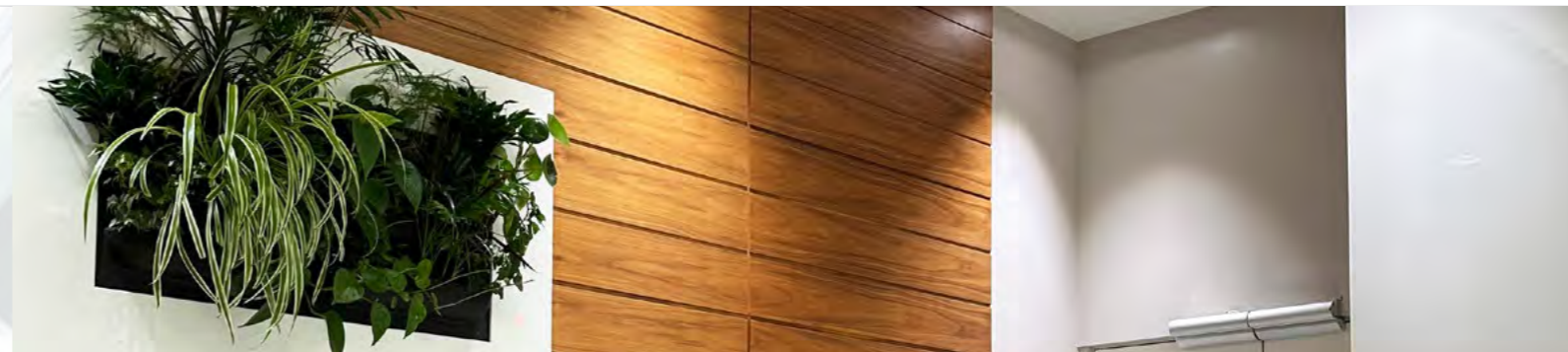


# 05. FRONT OF HOUSE



CIS  
INNOVATIVE SOLUTIONS

# Introducing our New Front of House Contracts Manager



## Dimitrious Svolooulos



### Give us a brief description of your industry experience?

A highly motivated and driven account manager with a track record of excellent hospitality and communication skills, backed by a quality education in Economics and formal Hotel Management. I have over 15 years experience in hospitality industry and 6 years in FOH services in the corporate environment.

### Tell us about your new role at CIS?

A FOH Contracts Manager oversees the FOH division and supports the FOH team to deliver exceptional services to our clients. Implement new procedures and facilitate the operating procedures run smooth for a healthy environment where the team can thrive. The main role is to provide the right direction and operational tools for delivering exceptional bespoke FOH services to clients and inspire the team towards this direction.

### How long have you been working for CIS?

I have only been working for CIS for 2 weeks and I had such a warm welcome. I already feel like part of the family!

### What will you be doing on a normal day at CIS?

I will oversee the operation of the FOH services day-to-day, supporting the team to deliver excellent services. I will listen and observe our customers and design bespoke services. I will identify issues with the FOH operations during site visits and resolve any issue that can affect the team for delivering exceptional services.

### What have you enjoyed in your job role so far?

I really enjoy working with people (in a team) and achieving a goal through collaboration, respect and mutual support.

### What will be your main challenges in your new role?

The biggest challenge is to deliver what we have promised to our clients.

### What's the most rewarding aspect of working for CIS?

The biggest reward is to see a great smile on people's face and your team feeling happy and proud working with you.

### What are the main skills needed to work in your role?

- ▶ Team player
- ▶ Customer skills
- ▶ Adaptability
- ▶ Time management
- ▶ Focusing on people

### What do you like doing in your spare time?

Learning a new language, reading a book, listening to music and planning my next trip as I love visiting new places and learning about new cultures and civilizations.



# CIS Front of House

We are so proud to feature our Front of House teams in this issue of the CIS newsletter. The initiatives you have run this year have been amazing. As you are the first point of contact for visitors it is important to run these initiatives and we can truly say on all our sites FOH continues to impress. **Keep up the good work!**



**Elvira Signorile**  
Front of House Supervisor

## Thames Court



Every Month at Thames Court we host a Pop-Up Shop. On the 30th November 2022 we had a Pop-Up Shop for Cosmetics for a very well known beauty brand, Benefit Cosmetics. The Benefits Cosmetics team came to our site to promote their amazing products which were fantastic ideas for Christmas Presents. 5% from their total sale was donated to our chosen charity, MacMillan.

### 8th December 2022 - Thames Court Christmas Jumper Day

Each Year, Thames Court get involved with Christmas Jumper Day supporting Save The Children charity. CIS FOH Management donated a lovely Fortnum & Mason Hamper worth £110. For Christmas Jumper Day we raised £65.



### December 2022 - Thames Court Christmas Tree Decorations

At Thames Court, we always take pride in our fantastic Christmas Tree Decoration. It is always nice to see the reaction of visitors when they enter the building. We know first impressions matter!





# CIS Front of House

## 85 Gracechurch Street

At Gracechurch Street, we love to host charity events. For Christmas we have raised money for Great Ormond St Hospital to help all the families in need. We believe Christmas is a magical time for children, therefore as a team we chose The Great Ormond Street Hospital, so that we can put a smile on their faces.

Earlier this year we also ran initiatives at Halloween and hosted an event where we collected money for the Armed forces.



Amandip Kaur who is a receptionist here at 85 Gracechurch has shared a beautiful picture of her daughter Arya. Merry Christmas All!





# CIS Front of House

## The Bailey, London



*“We have such a stunning Christmas tree and decorations, it is causing people to stop and stare and take pictures. We are all in the Christmas spirit here!”*

**Yasmin Lee-Cummins**





# CIS Front of House

## The Broadway



We want to congratulate the team for organising the Christmas market, it looked very festive. A huge well done to Charles who was the brains behind this Christmas operation, your extra care and initiative really resonated with the visitors and tenants.



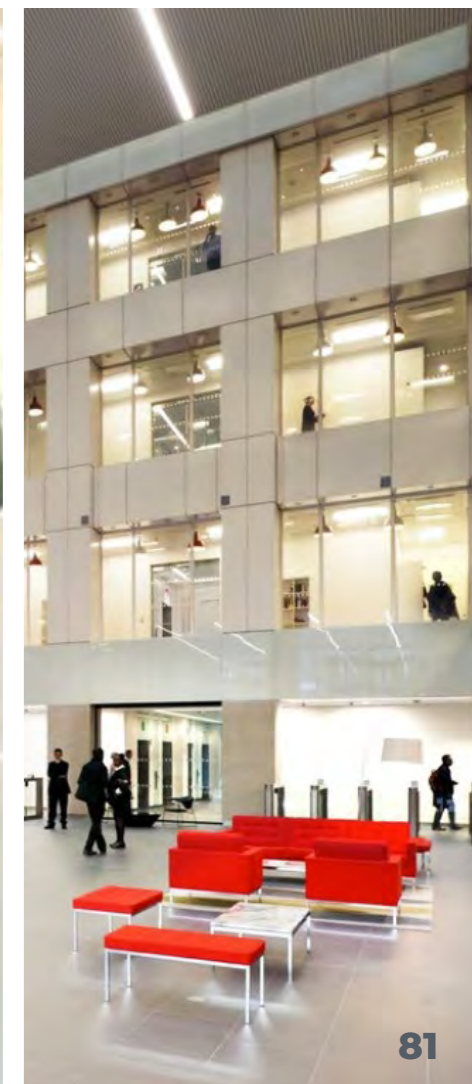




# CIS Front of House

## Moretown

Moretown is getting in the festive mood this December with a duo of Christmas events in the lead-up to the big day, offering treats and gifts to all the tenants.



# 06. ENVIRONMENT SOCIAL GOVERNANCE (ESG)



## Environment Social Governance (ESG)

CIS has a robust commitment towards sustainability. Our focus within sustainability is to drive forward our ambition towards climate change, help our clients along their climate transition and to increase ESG awareness and good practice within our contracts.

We have established an ESG committee, led by our ESG Manager, Jordy Mukudi. This has a focus on the whole landscape of sustainability, driving forward our ESG strategy, which is aligned with the 17 sustainable development goals and sustainability efforts across our company. Our activities relating to sustainability present risks, our process of managing these sustainable risks is broken down into segments depending on client sites.



**Jordy Mukudi**  
ESG Manager

We have implemented ESG champions across our contracts, who are encouraged to ensure site employees lead the way in delivering these shared goals for our clients. Each site reports on these elements monthly to monitor progress and assist the ESG Manager in working to meet CIS' and our customers' aims and objectives. As part of the oversight, these reports are reviewed by the ESG champions and committee to guide and align the reports with our ESG framework.



**All our employees also receive ESG training, this is done through the inductions of new staff and the mandatory ESG awareness course for all employees semi-annually. Now is the time to sign up to become a ESG champion!**

## CIS' Annual donation of £10,000



It was a pleasure to have our chosen charity partner, London's Air Ambulance Charity attend our CIS Annual Awards last month.

LAA's Head of Corporate Development, Lucy Brooks, presented the 'London's Air Ambulance' Award to Richard and Giorgio for going above and beyond in the community.

London's Air Ambulance Charity delivers an advanced trauma team to London's most seriously injured patients. They are completely reliant on donations so CIS realise the importance of helping to raise as much money as possible.

Last week we gave our annual donation of £10,000. If you or your organisation are interested in finding out more about this important charity, please follow their page at London's Air Ambulance Charity.

***"We are delighted to have ongoing support from long-term partners CIS Security. Their commitment to our charity helps us to run our life-saving service for the people of London 24/7, 365 days a year".***

CEO of London's Air Ambulance Charity, Jonathan Jenkins



# Remembrance Day 2022

On the 11th hour of the 11th day of the 11th month, CIS ex Veterans, Lee Leyland, Barry Thompson and Darren Roberts put on a service and paid their respects at Lewisham War Memorial.



CIS SECURITY

CIS FRONT OF HOUSE

CIS INNOVATIVE SOLUTIONS

# REMEMBRANCE DAY

11TH NOVEMBER

*LEST WE FORGET*





# 07. HEALTH AND SAFETY



# Health and Safety - Limit the chances of fall injury

With the seasons changing and cold and wet weather on the way, is there anything that you can do to reduce the likelihood of your staff or visitors suffering a slip, trip or fall on your premises?

## An underestimated hazard?

Each year, slips, trips and falls are the most frequent type of accident in the work-place, injuring over 145,000 employees and members of the public and costing employers over £500 million.

## The cost of slips, trips and falls

It is estimated that a third of all personal injury claims are made up by slips, trips and falls at an average cost of £7,500 per claim. The more claims you receive, the bigger the impact on your insurance premiums. Depending on your culpability, you could be fined between £3,250 and £10,000,000, although it is worth noting that fines of over £500,000 have increased 20-fold since 2014.

## Factors influencing slip risk

What many businesses are unaware of is that there are many factors which could impact an employee's or visitor's risk of a slip including:

- ▶ The floor maintenance and cleaning regime

- ▶ Contaminants that may be on the floor surface or footwear
- ▶ Footwear worn by members of the public
- ▶ The range of floor types
- ▶ Floors degrading over time
- ▶ Poor lighting will prevent people from seeing hazards
- ▶ If rainwater gets onto a smooth surface inside or outside of a building, it may create a slip hazard
- ▶ Temperatures of 4o C or below can cause frost and ice to form
- ▶ Condensation may make a smooth floor slippery.

## Taking the correct measures

Address your slip risk holistically, considering floor type, friction and footwear. Begin by carrying out a slip risk assessment considering all factors that can influence a slip. Use our **slip, trip and fall risk assessment** form (see **The next steps**).

Consider the entrance to your premises. Is it well-lit? Do you have anti-slip matting or footwells to absorb rain and debris on the soles of shoes? Is the main entrance floor of a suitable type with adequate slip co-efficiency? If not, strategically placed matting could reduce your risk.

**TIP:** Ensure your floor surface is maintained and that any damage is barriered off and repaired as soon as practicable.

**TIP:** Purchase footwear for employees which are fit for purpose in the working environment.

**TIP:** Have the correct floor cleaning regime in place, e.g. wet mop, when your premises is closed to the public and most of the staff have left.

*“Take measures such as well designed entrances with absorbent mats to keep employees as well as members of the public safe from avoidable slip hazards. Measure the slip resistancy of your floor and assess to ensure appropriate controls are in place”.*

**Stuart Bateman**  
DPO, SHEQ Manager



# STAYING SAFE DURING THE FESTIVITIES

## ON THE TRAIN OR TUBE KNOW WHERE YOU'RE GOING



Take a minute to know the route you're taking and where you need to change, have a clear plan!

## DON'T USE HEADPHONES ON THE TRAIN OR TUBE



Be alert to your surroundings at all times, if you have noise-cancelling headphones turn this feature off for better awareness.

## DON'T LOOK AT YOUR PHONE WHEN WALKING



Pay attention and try to avoid unnecessary distractions - walk with purpose!

## LISTEN TO YOUR GUT



If something feels off - it usually is. Move away - go to a safe area or a crowded place - Alert a member of the public that you may need help.

## DON'T SHOUT FOR HELP SHOUT FIRE



The logic is that people around you will react to 'fire' more so than 'help' due to 'Bystander Apathy' and the fear of getting involved.

## RIDE IN THE MIDDLE OF THE TRAIN



If possible, board from more crowded platforms to avoid being alone. Safety in numbers.



£25 for you

# 08. BLOW YOUR OWN TRUMPET



## 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!

**Blow**  
your own trumpet



# Samantha Stewart

**Our Event & Business Manager, Samantha Stewart supports her Mum's church fete every year at St Stephen's in Norbury with her own amazing hand made Christmas Hampers and Reef's. Yet another hidden talent from our Sam!**



**Sammy's  
Handmade Christmas  
Hampers & Reef's**



**Price List**

- £15** Large Hamper
- £10** Small Hamper
- £20** Candle Centrepiece
- £15** Large Christmas Reef
- £7.50** Medium Christmas Reef
- £5** Small Christmas Reef





# Ahmer Rizvi (Riz)

I am delighted to inform you that I have completed my one year service as a supervisor at CIS. During this journey, I have acquired so much knowledge and enhanced my skills. Last year I stepped into CIS and my dream organisation.

I feel proud to complete one successful year with great satisfaction. Initially my journey was full of training, and I must say congratulations to CIS, we have the best in house training department. The best part is to get a chance to attend online sessions and participate in CIS citizenship meetings where the Managing Director and management interacts with you and that's the best place to put your ideas on the table.

My first quarter was very challenging as we were in the middle of establishing the new site in the heart of London 'Knightsbridge' and we are very successful so far. This happened because my management believed in me and motivated me to an extent that I was one of the finalists for the Security & Fire Excellence Awards 2022 and already received the recognitions and gift vouchers from my account director/clients for continued support & hard work.

As a part of this journey, there was a lot of learning in this year and I hope, there is much more for me. I hope that the coming years will be full of learning, challenges, and fun.

My goal is to contribute all my efforts with honesty in this great journey and take CIS Security Ltd to the next level and set the benchmark in the history of Security Industry.

One last thing let's not forget to mention that I always feel that I am up to date with the latest technology, policies and procedures. Thank you to my managers, administration, control room team, pay roll and HR department. I am glad that I'm a part of this wonderful Organization and I hope to complete many more years at CIS.

CIS is not only a company for me, it's also an institute where you can grow, learn and enhance your skills. The administration provides you the platform and lots of opportunities to excel in the security industry.

Thanks to all who made this start a happy and successful one. To conclude " The Mind is everything. What you think you become"



**"I am taking my flying lessons at The North Weald Aviation London and having the time of my life. After completing my 10 hours of flight lessons I feel very confident. I have 35 hours remaining for my PPL and look forward to the next step".**



# Gergely Somogyi

Gergely is a Security Supervisor at Moor House. Gergely ran the Boston Marathon in a time of 2 hours 52 minutes, quite an achievement!

Gergely has been part of the CIS team since 1st April 2022 but has worked at Moor House for over 14 years.

Gergely stated:

*“I manage a good team who I can rely on at any time. We always help each other out”.*

Gergely recently ran 2h53m07s in the Chicago marathon, one of the biggest races in the world.



*“I tried to complete the 6 Marathon Majors after achieving a time qualifying standard for the 2022 Boston Marathon. I plan to achieve this in 2-3 years. This requires lot of discipline and sacrifice because I want to perform at my best on all the events. I know how it feels when I don't train. I still want to run under 2h40m over the age of 42. That's my biggest goal.*

*I was extremely proud of myself and how resilient I was when I finished the Boston marathon after getting an achilles injury at 10k. I still ran under 3h06m. Next stop is London marathon 2023”.*

Gergely

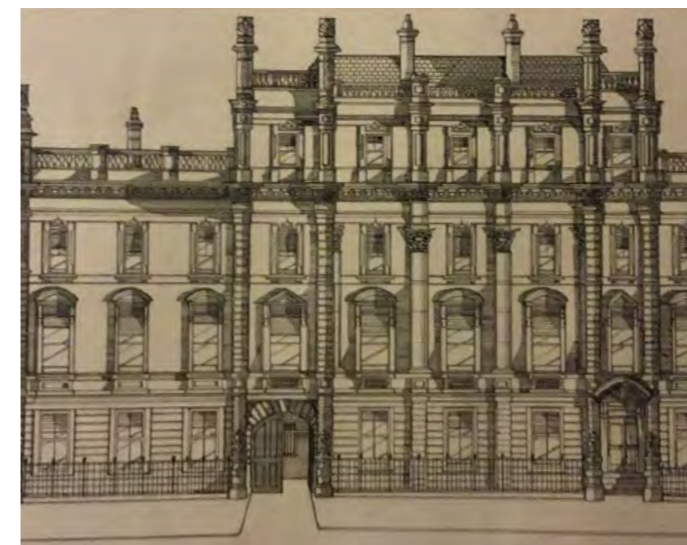
# BQW Phil Thomas

your own trumpet




**Phil Thomas**  
Dip.CSMP Learning and Development Manager

**Our Learning and Development Manager Phil is kindly sharing his works of art with the CIS Family.**



# BOCW your own trumpet

## Vijay Chand



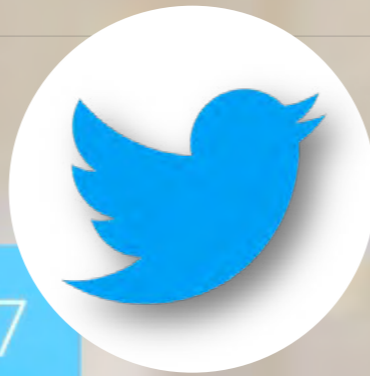
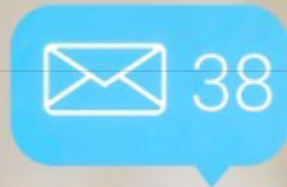
Our CIS Graphic Designer Vijay Chand is a published Author. The book in question is called 'The Footie Fruits Vs The Meat-heads' it is a children's book and can be bought from most book retailers, including Amazon. The book was created by Vijay and his childhood friends, there are five of them in the team and they are currently working on the second book in the 10 book series.

One of Vijay's best friends Sarah runs the 1st Northolt Sea Scouts. Vijay and his team went to their base to donate and sign some books for Christmas.





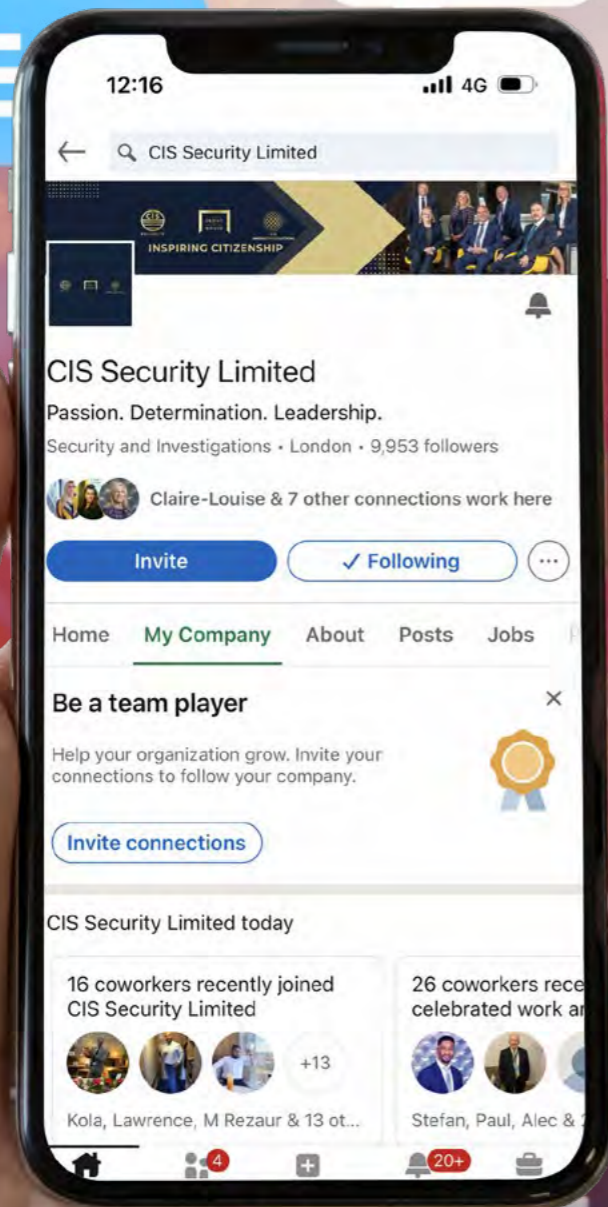
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