

CIS NEWSLETTER

MARCH 2023



Spring Edition





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MAKE IT HAPPEN!



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



Outstanding is probably the most appropriate way to start this Newsletter, our people, our initiatives, and of course the leading Industry Award in the UK (and probably the world). This newsletter has it all and it should be no surprise after reading it that we have been recognised as the **best in Class**. I may have said that before but **we, you, need to believe it**. What we have created over the years together is **leading the way** and we will continue to invest in the development of the service we provide to our people and our customers.

I am so proud of our achievements but what really excites me is that we have only just started our **rise to prominence!** We are restless and will continue to drive standards and promote the expertise of our Professional Security Personnel, Front of House and Innovative Solutions specialists!

Have a great Easter and **be proud of what you have achieved!**



Neill

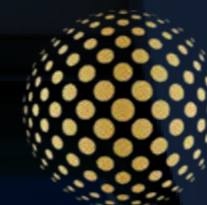
01. WELCOMING NEW TEAM MEMBERS TO THE CIS FAMILY



SECURITY



FRONT
OF
HOUSE



CIS
INNOVATIVE SOLUTIONS



Welcoming New Team Members to the CIS Family!



**Knight Frank –
Paddington Square**



**MAPP –
The Northcliffe Building**



**Savills –
The Bloom Building**



**Derwent – Property
Portfolio - London**



JLL – The Broadway



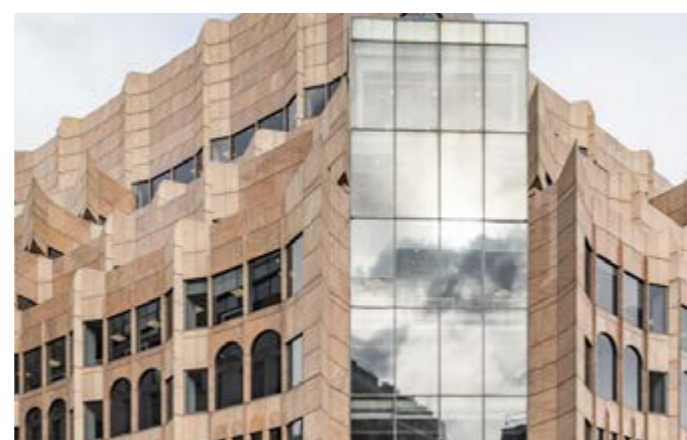
JLL – The Crown Estate



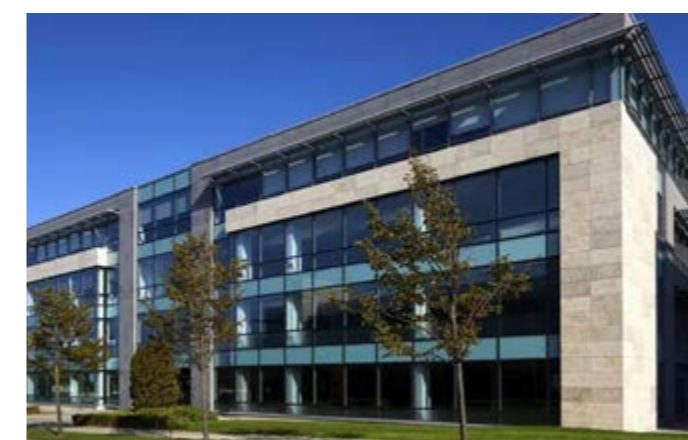
JLL – 78 St James



**Savills - 2 London Wall Place -
Retention**



**Savills –
The Minster Building**



Accenture - Ireland



Simmons & Simmons



Welcoming Our New Recruits

MONTH	TOTAL OFFERS	FEMALE OFFERS	INTERNAL OFFERS	INTERNAL PROMOTIONS
DEC - 2022	138	13	32	9
JAN - 2023	183	24	35	9
FEB - 2023	114	11	28	9



Georgina Martin
Talent Resourcing
Manager



Job Fairs

The Recruitment Team attended the Ingeus London Job Fair, with around 350 attendees, they were able to speak to some talented individuals about the career paths we have available. The relationship has grown stronger with Ingeus over the last 12 months with their mission to enable better lives, they provide us with monthly licenced applicants, new starter benefit and assisting with job adverts. In attendance to support was Darren Sparks, Crown Estates, Kola Ogundele, Site Security Manager, JLL Kingdom Street and Nicola Daughtry, Site Security Manager, Regents University London.



We also attended Bexley's Apprenticeship & Participation Event on 6th February and Langley School for Girls Event on 2nd February. We were one of many Employers and Training Providers attending these exciting events.

We were able to share our experiences as being apprentices and young people in the workplace, with individuals still in education, who are looking for their next steps. This was the second year that we have attended this event, we value the Apprenticeship Schemes we have within CIS and look forward to welcoming young talent into CIS.

More young talent into the CIS family!



02. COMPANY AWARDS & PROFESSIONAL ACHIEVEMENTS





Outstanding Security Performance Awards



2023 UK OSPAs Thought Leadership Summit

CIS Security were proud to attend the fifth Security Thought Leadership Summit organised by the Outstanding Security Performance Awards (OSPAs) in association with the National Security Inspectorate (NSI)

CIS Managing Director, Neill Catton, CIS Risk and Threat Advisor, Jon Felix, and CIS HR Director, Tracy Plant, all attended the summit at the Royal Lancaster London on Thursday 23rd February 2023.

This event is firmly established in the security calendar as one that supplies a platform to debate, confront and raise awareness to the many obstacles we face in the security sector.

This year's programme was packed with a vast amount of topics relevant to the whole industry. All in attendance were encouraged to contribute their experience and ideas to help shape our industry with all the challenges we face on a day to day basis.

There was so much invaluable discussion about the importance of the public and private sector working together.

There was also much discussion on what lessons can be learnt through our experiences in the industry, and various other topics were covered including tackling terrorism in the City.



Neill Catton - CIS Managing Director



“Understanding risk management, not risk ownership, we need to make sure that our responses are measured in how we mitigate the risks for the clients.”

Jon Felix - CIS Risk and Threat Advisor



Tracy Plant - CIS HR Director



CIS Were nominated for 7 OSPAs



Outstanding Security Performance Awards

CIS SECURITY FINALISTS

Outstanding Contract Security Manager/Director
Peter Faram – CIS Security

Outstanding Security Team
London Bridge City Security Team – CIS Security

Outstanding Contract Security Company (Guarding)
CIS Security

Outstanding Customer Service Initiative
‘Safe Strides’ Initiative
CIS Security/London Bridge City

Outstanding Security Training Initiative
Behavioural Detection Training
Simon Riley, CIS Security

Outstanding Security Officer
Barry Roberts – CIS Security

Outstanding Security Sustainability Award
ESG Strategy – CIS Security

and the winners are.....



Outstanding Security Team
London Bridge City Team – CIS Security



Outstanding Customer Service Initiative
Safe Strides Initiative –
CIS Security/London Bridge City



**Outstanding Security Officer
Barry Roberts – CIS Security**



**Outstanding Security Company (Guarding)
CIS Security**





CONGRATULATIONS

CONGRATULATIONS

Lee Hankin - Security Manager Accenture Contract - 15 years service



“We would like to congratulate Lee Hankin on reaching his 15 years of continual service with CIS Security Limited. Lee has mainly worked and been part of the Accenture Contract for the past 10 years, his commitment and dedication in his role is testament to his client knowledge and passion to do things right.

Lee leads from the front and drives his team to strive for the best results and outcomes at all times. Lee does epitomise who we are as a company; Passion, Determination and Leadership. Well done on a fantastic mile stone in your continued career with CIS Security Limited.”

**Darren Roberts BA(Hons) MCMi CiiSCM
Account Director UK & Ireland**



CONGRATULATIONS

Catherine Hasan- 15 years service



We would like to say a huge congratulations to Catherine Hasan, who has received a Long Service Award for 15 Years at CIS.

Catherine started with CIS as a HR Administrator focusing on vetting and inductions for new starters. After a few years, Catherine was promoted to HR Officer and moved on to SIA licencing and Right to Work (RTW). Catherine now manages the TUPE mobilisations, which is known to be her favourite job since starting - anyone who knows Catherine, knows she loves to organise!

Catherine stated;

“CIS has been keen to assist my personal development in various roles and most recently supporting me through my CIPD course. My time here has flown by, when you work with great people it doesn't feel like work!”

HR Director, Tracy Plant stated;

“Catherine joined the HR team 15 years ago as an HR Administrator. She quickly demonstrated excellent organisational skills and a drive for excellence. She was promoted to the position of HR Officer whereby she managed the Licensing and RTW processes, which is a key role for our industry. Catherine is methodical and process driven, which is perfect for this function. At CIS we pride ourselves on being a family, this is exactly Catherine's story. Catherine is not just a hardworking member of the CIS family, but she also met her husband and had 3 wonderful children during her time with us! Catherine now manages the HR mobilisation process, her personal approach and specialism in managing people processes, led her to recently achieving “Employee of the Month” award. Well done on your 15 years with CIS!”

We wish you many more happy and successful years here at CIS, Catherine!



CONGRATULATIONS

CONGRATULATIONS

Congratulations to Casey for achieving a Level 3 Payroll Administrator qualification.



Casey Beattie
Payroll Team Lead



“I recently achieved a Level 3 Payroll Administrator qualification, by successfully passing my Apprenticeship course. I am extremely proud of my achievement, which has allowed me to incorporate new skills within my role and has provided me with additional knowledge of Payroll overall. Having this qualification behind me has enabled me to become more confident and I am excited to see how the new skills and knowledge, continue to help me develop throughout my career.”





CONGRATULATIONS

CONGRATULATIONS

A huge well done to Claude for receiving his Highfield Level 2 Diploma in Customer Service



Claude Coleman
Security Management Apprentice



“I recently achieved a distinction in my Apprenticeship after completing the course in just over a year. The final end point assessment that I carried out to achieve this involved me having to perform a Showcase Presentation, Showcase Interview, Practical Observation & Professional Discussion. I’m very happy with this result and greatly appreciate the exceptional support I received from my assessor and managers at CIS, particularly Tracy our HR Director.”





CONGRATULATIONS

LONDON BRIDGE CITY

BRIDGE

ONE TEAM WORKING TOGETHER TO ACHIEVE EXCELLENCE

BELIEF. RESPECT. INTEGRITY. DRIVE. GENEROSITY. ENTHUSIASM



LBC BRIDGE Merit Award Winners

“The Estate was in a complete mess on New Year’s Day. The Security team were asked to assist in helping the few cleaners that were on site clean the Estate up. Not one of them said no. We concentrated on the fountains area first so the restaurants could open ensuring that there was no mess there.

We then moved from the winter market cabins by the Scoop towards Tower Bridge cleaning. This once again so the market traders could trade without the mess in front of their cabins. They have been an absolute pleasure to manage.”

Paul Morris



Martin Downham
Nominated by Paul Morris



Peter Mendy
Nominated by Paul Morris



Tunko Ceesay
Nominated by Paul Morris



Barry Pack
Nominated by Paul Morris



Joe Adamu
Nominated by Paul Morris



Simon Lawson



Simon in the London Bridge City control room has done some good work this morning. He noticed a system error with Hilton, where they managed to approve their own permit.

He fed back to us and we sorted.... But we need to acknowledge people who are looking into things more and paying attention.

“Well done Simon”

Nominated by John Day

LBC BRIDGE Merit Award Winners



Asa Womack



Asa Womack prevented a male attempting suicide.

Asa Womack had spotted a male in Battle Bridge Lane Park taking off his boots and other clothing. Asa monitored the male as he walked towards the river.

Asa observed the male climb to the riverside of the railing. Upon approach, Asa believed that the male intended to jump into the river. Asa grabbed the male and pulled him to the other side of the railing and back onto Queen’s Walk.

Nominated by Adrian Heiler



Raiane Armalis

Nominated by Paul Morris



Lamin Susso

Nominated by Paul Morris



Tyrone Green

Nominated by Paul Morris



Abdullah Ibrahim

Nominated by Paul Morris



Abdullah Ibrahim

Nominated by Paul Morris

LONDON BRIDGE CITY





CONGRATULATIONS

CONGRATULATIONS

Sam Elewa is the BRIDGE Builder of the month at LBC.



Sam's radiant personality literally glows through what has been a bleak winter so far. His smile and warm greeting is always so welcoming. Sam is loved by his clients and he is regularly commended by clients for his helpful and can do attitude.

Sam is the epitome of the BRIDGE ethos; he may not get the opportunity to save lives as they do on the estate but he certainly has the ability to bring a ray of sunshine to the

lives he touches. Sam is smart, hardworking, never moans and is always willing to go the extra mile to help out his colleagues.

Sam is extremely respectful and is respected by his colleagues and management alike. Sam's enthusiasm is contagious and for all these reasons and many more, he is a worthy recipient of the BRIDGE Builder.



THE CITY SECURITY

ARTICLE OF THE YEAR
2022 AWARD



A TOP 3 FINALIST

SUPPORTED BY



JON FELIX
SECURITY RISK & THREAT ADVISOR



CONGRATULATIONS

CONGRATULATIONS

Robert Reis

St James's Employee of the The Month



Oscar receives a certificate of recognition at Regent's Place



Our Security Team have praised Oscar for his passion and drive whilst being at Regent's Place.

Oscar never fails to please occupiers, contractors, couriers, other service partners, the client but most importantly the team around him. Oscar will always go out of his way to help the Security Team. Oscar is a great asset to the Regent's Place team.



CONGRATULATIONS

CONGRATULATIONS

The Rising Star Award

Sam Dainty

FOH Corporate Receptionist
3 Thomas More Square
at Moretown



HOW LONG HAVE YOU BEEN WORKING FOR CIS?

I joined CIS in March 2022.

WHAT DO YOU DO ON A NORMAL DAY IN YOUR JOB ROLE?

I greet visitors and help staff with daily tasks. Our estate often gets really busy in the mornings, and I enjoy multi-tasking as the day goes by.

WHAT SITE ARE YOU BASED AT AND WHY DO YOU ENJOY WORKING THERE?

I am based at Moretown at Thomas More Square. I love the team I work with, and I have built many positive relationships during my time at Moretown.

WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

Sometimes we have to deal with challenging visitors, but my calm approach is always working to defuse the situation.

WHAT'S THE MOST REWARDING ASPECT OF YOUR JOB ROLE?

I enjoy helping and advising visitors. It is also nice to be recognised from the management team by doing my job to the best of my ability.

WHAT ARE THE MAIN SKILLS NEEDED FOR WORKING IN YOUR JOB ROLE?

There are various skills needed for a FOH role, from a positive attitude and smile to computer literate and admin tasks.

WHAT DO YOU DO IN YOUR SPARE TIME (HOBBIES)?

I enjoy travelling and interior design.

3 Thomas More Square at Moretown





CONGRATULATIONS CONGRATULATIONS

100% Attendance Record

CIS Special Recognition

Ahsan Ali and Zeeshan Dawood have both achieved 100% Attendance Records and have rightly received the CIS Special Recognition Letter and 100% Attendance Pins for their outstanding dedication and reliability.



"I am very pleased to announce that Ahsan Ali and Zeeshan Dawood have received Special Recognition from CIS for their outstanding attendance records throughout 2022 and to date.

They have received a Special Letter of Recognition congratulating them on their outstanding attendance records along with the CIS 100% Pins which I know they will wear with pride.

I would personally like to thank them both for their great commitment and dedication as well as their reliability in performing their duties at Lacon. Their outstanding attendance records ensures that as a team, we are able to provide our client and the tenants with a degree of reliability and continuity which ensures that we maintain our Best in Class standards.

Keep up the good work guys and hopefully we can get a few more recipients of the 100% Pins by other members of the Security Team."

Ola Shadare

CIS Security Manager - Lacon London

LAMBS CONDUIT LONDON





LBH - Employee of the Month



WHAT SITE ARE YOU BASED AT AND WHY DO YOU ENJOY WORKING THERE?

I am based at the Hackney Service Centre. I enjoy working there as the team of security officers and controllers share good camaraderie and support each other well. Despite all the challenges we face, most of the time we see the same friendly faces and have built up a good rapport with regular residents, staff and contractors.



Hackney Service Centre

James Vincent London Borough of Hackney

HOW LONG HAVE YOU BEEN WORKING FOR CIS?

I have been in security since 02/06/2009
I TUPE transferred to CIS on 14/11/2011.

WHAT DO YOU DO ON A NORMAL DAY IN YOUR JOB ROLE AT LBH?

I am the ID officer at the Hackney Service Centre. My role is to provide and produce ID cards for staff, contractors and visitors upon request via online forms and memos from senior management. When I have completed ID card duties, I am then expected to cover the floor, assisting with customers, fellow colleagues and Hackney staff.



WHAT'S THE MOST REWARDING ASPECT OF YOUR JOB ROLE?

Customer service: I love the feeling of helping somebody solve a problem they're having. I like making a connection with my customers and making them feel that they are supported with their needs. I am there to help. Teamwork: Having colleagues that support & encourage me, making me feel valued.

WHAT ARE THE MAIN SKILLS NEEDED FOR WORKING IN YOUR JOB ROLE?

Professionalism, patience and a people-first attitude, ability to serve client's needs, good communication skills and alertness. A good s/o is always alert and aware of their surroundings.

WHAT DO YOU DO IN YOUR SPARE TIME (HOBBIES)?

I love and support West Ham United FC. I am a West Ham season ticket holder. Plus I go to west ham supporters club, where I help organise quiz nights. I am also involved in my local community fundraising for Macmillan Cancer Support and Guide Dogs. I am Part of a 5 aside football team to keep fit.

"James always goes above and beyond his duty. James is very much at the forefront of our customer services in the HSC and is often commended for his positive attitude, can do approach and his excellent customer service skills.

James always greets staff first thing in the morning with a beaming smile on his face which has been mentioned a number of times by various stakeholders. It is a pleasure having James on the team and his hard work, commitment and flexibility doesn't go unnoticed."



Michael Dawson Security Account Manager (LBH)

03. WELLBEING AND BENEFITS





Wellbeing and Benefits

Welcome to our Payroll & Staff Benefits Corner news!

Evi, Casey, Aleks, Cheryl & Kieran will be sending out tips and reminders on all things payroll!



Evi Garoufi
Head of Payroll & Benefits

PAYROLL UPDATE

Tax year end & P60's

Our tax year 2022/23 has now been completed and P60's have been emailed to each individual employee's personal emails. Please ensure you check your inbox and also your junk folder for this document.

It is important you keep your P60 safe and any tax queries you might have, you direct these to HM Revenue & Customs. You can call them on 0300 200 3300 quoting reference 961/9918805, and they will be able to assist you with your query.

Pay query process

The Payroll Department is still receiving numerous employee pay queries via the incorrect route.

The correct way to raise a pay query is via our Timegate portal. We prioritise queries which come our way via this route; queries received via email or phone will be dealt with upon our review of all outstanding ones in Timegate first.

Scheduling queries need to be discussed between employees and their direct line managers as all the scheduling is done on site.

Around the 20th of each month, you would have received an email reminder to check your Timegate diary and raise any queries by the last day of each month. If this deadline is not met, any discrepancies can only be processed with the following month's wages.

Sickness process

We still have sickness absences not covered by the correct documentation, in line with Company policy.

All operational teams have been briefed on the correct process and notes required so please liaise with your direct line manager on this.

Sicknesses not covered by a self-certificate or Med3 note, will not be assessed for payment during our monthly payroll process.



Staff Benefits - Early Pay facility

Our Early Pay facility remains suspended between the 1st day and pay day of each month, in order to allow the payroll department to process wages, without any disruptions and errors.

Please refer to our staff benefits collection under The Hub with further information on how Early Pay works and also to see what staff benefits we have on offer.



YOUR BENEFITS From HSF Perkbox



Discounted shopping



Discounted Cinema Tickets



Days out



Discounted Gym



EMAIL HSF REP:
ryan.crown@hsf.eu.com

VISIT HSF WEBSITE:
www.hsf.co.uk/hsf-perkbox?



CIS Cost of Living Tips

With the cost of living in the UK rising, there are many support options for individuals and families directly from the Government.

Millions of people are not claiming what they are entitled to, and there are support schemes for people who are not just unemployed.

We have put together few tips and some useful links for you to check your eligibility for benefits and what schemes are available to you and your family.

Benefits Calculator

You can use a free, independent, and anonymous benefits calculator to check what you are entitled to. Visit <https://www.gov.uk/benefits-calculators> and choose from a selection of different calculators.

Cost of Living Payment

The Government has announced further cost of living payments between spring 2023 and spring 2024. Most people should have received their 2022 payment, but please visit <https://www.gov.uk/guidance/cost-of-living-payment> for accurate information.

Energy Bills Support Scheme (EBSS)

You should have received a £400 discount to help with your energy bills between October 2022 and March 2023. This would have been applied to your household electricity bill, so please check you have received this. Further information can be found here: <https://www.gov.uk/get-help-energy-bills/getting-discount-energy-bill>

Tax-Free Childcare

You can get up to £500 every 3 months (up to £2,000 a year) for each of your children to help with the cost of childcare. You will need to set up an online childcare account, and for every £8 you pay into this account, the Government will pay £2 to use to pay your provider. Please visit <https://www.gov.uk/tax-free-childcare> for further information.

Marriage Allowance

Marriage Allowance lets you transfer £1,260 of your Personal Allowance to your husband, wife or civil partner. This reduces their tax by up to £252 in the tax year.

To benefit as a couple, you (as the lower earner) must normally have an income below your Personal Allowance - this is usually £12,570.

When you transfer some of your Personal Allowance to your husband, wife or civil partner you might have to pay more tax yourself, but you could still pay less as a couple.

More information can be found here <https://www.gov.uk/marriage-allowance>



CIS Cost of Living Tips

Health Saturday Fund (HSF) – through CIS Security

HSF is a health cash provider, committed to delivering simple and affordable ways to help you cover the cost of everyday healthcare such as dental, optical, physiotherapy and many more. Memberships start from as little as £4.33 per month and can be deducted directly from your wages.

A HSF membership will also give you access to the HSF Perkbox platform, from where you can get discounts at supermarkets, days out, and many more.

For more information, please get in touch with payroll@cis-security.co.uk or log into The Hub and navigate to our staff benefits collection section.

HSF Assist – through CIS Security

HSF Assist provides FREE, unlimited access to a variety of assistance helplines and services for all CIS Security employees such as GP Advice Line, Virtual Doctor, Counselling/Emotional Wellbeing Support and Legal Helpline.

For more information, don't hesitate to get in touch with payroll@cis-security.co.uk or log into The Hub and navigate to our staff benefits collection section.

Some more tips....

The Money Saving Expert website provides excellent advice on saving tips and you can sign up for their spam-free weekly newsletter by visiting <https://www.moneysavingexpert.com/>

HMRC's Personal Tax Account is an excellent tool and a great way to communicate with the tax office. You can use your Personal Tax Account to check your income tax estimate & tax code, claim a tax refund, check, and manage your tax credits and many more. You can sign up by following this link <https://www.gov.uk/personal-tax-account>





Wellbeing and Happiness

Here are three simple steps you can use anytime and anywhere to give yourself a boost and build your compassion for others.

By tuning in to your feelings, looking for what's good and sharing kindness, you can nurture yourself and help make things better day by day.

Please give it a try and, if you find it helpful, share it with others too.

There are lots of big and worrying issues in our world right now. We can't always change what is happening, but we can choose how we respond.



STEP 1: BE MINDFUL

Relax your breathing and notice:

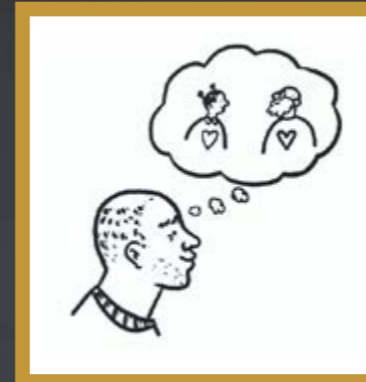
How am I feeling right now?



STEP 2: BE GRATEFUL

Look around you and ask yourself:

What am I thankful for?



STEP 3: BE KIND

With warm feelings, ask yourself:

Who do I want to send love to?



04. COMPANY NEWS





CIS COMPANY MEETING TOGETHERNESS



At CIS, our overarching culture is all about our people. We have the right people, in the right positions, to provide an industry leading service to our customers.

Our people are at the heart of everything we do, we have a culture of 'togetherness' and we only employ people who show the dedication and commitment our customers expect.

It is important for us to recruit 'people with personality' and its essential that the team dynamic works so that there is a formidable team spirit. For us, **'Passion', 'Determination', and 'Leadership'** are the core values that we look for in our staff, together with a strong work ethic and the desire to succeed.

In February, CIS Head Office staff attended our Company Meeting, hosted by **Managing Director Neill Catton**. The video below really captures the 'togetherness' of the CIS family.



"A team is not just people who work at the same time in the same place. A real team is a group of very different individuals who enjoy working together to help their organisation achieve its goals and purpose".





City Security Council

Why did you first join the security industry, and why did you carry on?



I was stacking shelves at Safeway supermarket and read a newspaper article looking for Security Officers. It looked exciting and although the hours were long, the money was good. I always had an interest in the military but never made the move as I enjoyed being with my friends at the weekend and playing football too much. I continued in Security as I did enjoy the role, being responsible for high value locations and protecting people appealed to me. If I hadn't been promoted maybe I would have looked outside but once I made it into Management I was hooked for life!



Neill Catton
Managing Director



City Security Council

What do you think the public's perception of the security industry is and how does this compare to what you've experienced?



When I say I work for a security company people who have no link to the industry will say, oh what Alarms or CCTV? If I mention Security Officers there is often a public perception that this is a guy in a gate house, or a bouncer in a club. There is a lot of work to do to improve the perception of the security Industry. Security is a profession that should be highly respected and recognised. Security is often not recognised as a career path or a stable profession.

Although I believe the perception is changing there is so much more that needs to happen before the public perception will change.



Amanda McCloskey
Sales & Marketing Director



Contract Security Management

What makes a good security management in the current climate, what aspects will influence how security is delivered, what is expected and what pitfalls do we make that can deter from the delivery of good security?

We all have our own styles for delivering security and these differ greatly depending on some common elements. External factors include; client driven parameters and expectations, risk appetites that we need to operate in, budgetary restraints and the built environment we are protecting.

Internal aspects include team dynamics, personalities for management, (those that delegate, micromanagement, and other personal styles) and our available resources.

Key elements to success in security management has to stem from an in depth knowledge of the environment that you are protecting, what core skills are available in the team and where these can be deployed to implement the best service possible.

Of course we understand that we are all human and we have days where staff are not available, sickness, A/L, incident response etc. and of course, contract constraints where we simply do not have enough officers to meet the needs. This is where your knowledge needs to be flexible to adapt your teams and those available resources to best fill these gaps, or to respond as needed.

PITFALLS TO BE AWARE OF:

Documenting what aren't doing: Where we quite often fail in this is not having the documented justification for when we are delivering resources that differ from the standard deployments or when some duties are not carried out due to these conflicting requirements. Any gaps in delivery without the necessary explanations will always open a channel for potential questions or complaints.

As a manager, it is essential that clear reporting on operational decisions is made evident and available. This offers several benefits, a valuable learning tool for reference, clear justification for why that action was taken, deployment or response templates that can be catalogued and learning opportunities.

OPERATIONAL BLINKERS:

Its very easy to get tied up in the ops side of security. Where you are down in the weeds as it were does detract from the ability to look at the wider picture. There are many facets to this in terms of resources, ability, contract support and real-world issues that we deal with. These are understood but as a common management error, allowing these blinkers to obstruct your focus completely is something that will affect decision making. There are avenues that you need to consider (these have been learnt the hard way I may add!)

- ▶ Take time to step back, and look at the situation, more often than not you will have dealt with this previously, remember what was learnt from these incidents.
- ▶ Refer to your historical plans and actions, can these be applied to save you some pain.

- ▶ Call for support, too often the situation becomes overwhelming and we operate on I must manage this etc. There will of course be immediate responses to this, but there is support available and you may need to shout loudly, but its vital that you do.
- ▶ Inform the client, there is a big difference to letting the client know that there are operational incidents and offering them solutions or your responses to demonstrate that you are that you are dealing with these.
- ▶ Evidence your solutions or responses, as previously mentioned, demonstrating as to why something was not done is far better than waiting for the client to ask why.





“Contract Management also relies on a very important factor, one easily overlooked when you are dealing with day-to-day contract needs. Understanding risk management, not risk ownership, we need to make sure that our responses are measured in how we mitigate the risks for the clients. As mentioned, we work under all manner of constraints and as such, sometimes our responses are commensurate to these conditions and we can only respond with the tools and resources that we have.”



“Keeping this in mind means that we can look to focussing our responses to clear deliverables within our remit. Its great when we can go above and beyond but remember where the limitations may lie, and ensure that these are part of your decision making process when considering how you manage your contracts, teams and locations.”





CoLP Partnership



Inspector Joe Easterbrook
Neighbourhood Policing in the City



I'll start by echoing the comments of a previous columnist [and my more photogenic boss] Chief Inspector Ray Marskell, by saying a big thank you to CIS for allowing me this slot in what I know is always a jam-packed Newsletter.

As the tactical lead for Neighbourhood Policing, I spend most of my time planning and managing local policing strategies, directing the deployment of resources, and developing working relationships with partners and key stakeholders; the latter being the bit I enjoy the most, and incidentally, how this opportunity arose!

This sphere of policing is governed at a national level by a set of Neighbourhood Policing Guidelines, which were developed to enable Forces to better understand and work with communities to build trust at a localised level. Furthermore, the guidelines recommend how this work can be supported by private, public and voluntary sector colleagues.

High Visibility Days with the security industry [including CIS] are a great example of this; a targeted visible presence in communities alongside partners to improve feelings of safety, and demonstrate a collaborative approach to crime prevention.



The first guideline is 'engaging communities' – the team and I seek to achieve this by utilising platforms and initiatives such as CityINTEL, crime prevention roadshows, and community engagement events to ensure informative and timely advice is disseminated, and open two-way dialogue with communities maintained.

The second guideline is 'solving problems' – the Partnership & Prevention Hub [a strand of Neighbourhood Policing] use problem-solving methodology, data analytics and work closely with partners [often within the security industry], to address local priorities through more creative means.

Recent projects have included a geofenced phone snatching campaign, which somewhat ironically requires you to look at your phone in order to receive crime prevention messaging! It was however, developed with partners on the basis that most people look at their phone when exiting a city transport hub. Also, a cycle theft operation centred around 'tracker bikes', which are strategically deployed around the city... I've said too much.

We are now also working with CIS representatives and others to consider our combined response to urban exploration in the city. This all demonstrates a somewhat similar approach to CIS Innovative Solutions, in taking appropriate steps to ensure a long-term approach to prevention and risk mitigation. Thirdly, 'targeting activity' – by listening to our communities, it's my aim to make sure that resources are in the right areas at the right time, focusing on community engagement, problem solving, crime prevention, and early intervention. I would always encourage you to inform that decision making by reaching out.





Having transferred from Surrey Police two years ago, I have come to the conclusion that the City is a really unique place to work, and an even more unique to police. Surrey was far greener for a start...but, the significant difference is the community landscape and demographic.

From a local policing perspective, I have to consider those who work, reside, travel through, attend venues, and visit sights within the Square Mile. Whilst the residential population is relatively small [c.9000], the current workforce population estimate is well over a million, with more than 6,000 businesses – an easy job to communicate key messages then...! Joking aside, this is where the City really pulls together. This really does help foster a shared situational awareness in the city – thank you.

I am sure [least I hope] that for those working outside of London, the relationship with your local policing teams is similar, and there is that mutual benefit. Of course, underpinning all of this, is a pressing need to improve public trust and confidence, by building reciprocal respect and trust with security colleagues. The Core Values of CIS, and the enthusiasm to engage with Police makes this a little easier as the vision is a shared one. Sincerely, thank you for all you do.

“CIS play a significant role in supporting us to promulgate messages, act as more eyes and ears, and work closely with us to support crime prevention initiatives and operational activity.”

Joe Easterbrook



Ray Marskell, Chief Inspector, and Joe Easterbrook gave CIS a great insight into Police Crime and CT Updates at our Managers Day at Clifford Chance, London.

CITY OF LONDON
POLICE





Another great collaboration with the City of London Police supporting the Safer Business Action Day.



At Paternoster Square Estate we strive on making our estate as safe and welcoming as possible. Joint patrolling and discussing best practises with Account Director **Kieron Nunney** and **Jonathan Dower**, highlight our dedication for a safer city and estate.



It was great to link up with Inspector Daniel Longhurst from the City of London Police and to provide support from both Paternoster Square and Warwick Court. Daniel clearly shows great enthusiasm, and listening to his objectives for a wider safer city was great.



Kieron Nunney - CIS Account Director and Peter Faram - MSyl MCM1 - Head of Security at Paternoster Square and Warwick Court



CIS hosted the Crime Prevention Road Show with the City of London Police (CoLP), at 55 Ludgate Hill.

In the photo to the right is Security Manager, Barnabas Izer, with CoLP officers, including our local Ward Officer, Andrew Jacks. In the photo is also Security Managers, James Reed from 100 New Bridge Street, Dean James from Bow Bells House and Sercan Turet from The Northcliffe. The three CIS security managers also attended in order to support the event, to engage with the officers, to further deepen the ongoing partnership with CoLP and to potentially host the event at their contracts in the future.

Simultaneously, a bike marking and registry was held in the cycle storage at 55 Ludgate Hill.

Security Manager, Barnabas Izer, stated; 'The Crime Prevention Roadshow delivered by CoLP provides an opportunity for the public, or in this case our building users, to speak to police officers and learn about current crime trends and how to protect against these crimes. The topics the officers talked about included drink spiking, phone snatch and theft, amongst others. They also gave away freebies. I believe these kinds of events are important to make people more aware and vigilant, so they don't become victims of criminals'.

A huge thank you to the CoLP – we are looking forward to the next event!





Earlier this month, Key Account Director, Domingo De Sousa and Security Operations Manager, Natalie Anderson, represented CIS at a partnership meeting between the Metropolitan Police, Westminster City Council, Safer West End and local Security Teams, to ensure the safety of Seven Dials, Covent Garden and the local areas.



The meeting was to establish a relationship and discuss how to support each other on;

- ▶ Intel sharing
- ▶ Rough Sleeper Awareness
- ▶ Local Crime Trends
- ▶ Local Area Resilience
- ▶ Cross Training
- ▶ Best Practice



“CIS continue to build a strong affinity within the West End and we believe that this is an integral aspect of managing our West End contracts.”



NATALIE ANDERSON
SECURITY OPERATIONS MANAGER



DOMINGO DE SOUSA
KEY ACCOUNT DIRECTOR



Islington Square has successfully achieved the Secured Environments Accreditation

We are delighted to announce that Islington Square has successfully achieved the Secured Environments Accreditation. This is a Police certification scheme which is awarded to organisations that can demonstrate the process of risk management and identify appropriate security measures to mitigate risk, threat, and harm.

Islington Square has now become the second CIS site to have achieved this. The journey has been long and the whole team is incredibly proud of the standards which have been achieved in the past 3 years since opening.

Estate Security Manager, Ataul Ahmad stated; “being part of Secured Environments Scheme has greatly assisted Islington Square in independently evidencing our commitment to providing a safe and secure environment for all our residents, retailers, and visitors. Having gone through the Secured Environments process, it is clear that an approach to Security has been established that will form the foundation of a long lasting and ‘Best in Class’ service”.

The plaque presentation for Islington Square’s Secured Environment Award was presented by Borough Commander Andy Carter, followed by Lunch.



“A huge well done to Account Director Francois, Estate Security Manager, Ataul Ahmad and the rest of the Islington Square team.”



Letter of thanks from Deputy Assistant Commissioner Jane Connors QPM for our recent support in facilitating the MPS Situational Awareness Training.



Deputy Assistant Commissioner
Jane Connors QPM
New Scotland Yard
Victoria Embankment
SW1A 2JL

12th December 2022

Dear Partner,

I am writing to thank you on behalf of the Metropolitan Police Service for supporting and facilitating us in delivering vital training sessions to officers over the past few months.

Along with the help of a select few other external partners, we have conducted 13 sessions of situational awareness training to over 130 officers. This has been delivered by our Protective Security Operations team as part of Project Vigilant, which tackles Violence Against Women and Girls in the night time economy and public spaces. Officers have been taught diversion and prevention tactics which are now being utilised to deter offending behaviour. Delivering the training to such a high standard and in such a realistic format would not have been possible without the use of your venue – thank you.

Tackling violence, against women and girls is one of our top priorities and Project Vigilant is a key piece of work in this area. You have enabled us to train officers on a specialist aspect of policing, equipping them with key skills to carry out work which will protect women and girls and prevent crime across London.

Thank you for your continued support, it is hugely appreciated.

Yours sincerely,

Jane Connors QPM
Deputy Assistant Commissioner



Hostile Perspective (HP)



Simon Riley – CIS Behavioural Detection Training Specialist



CIS delivered a 1-day Hostile Perspective (HP) course, hosted at two of our sites; Regents Place and Brindleyplace.

This course is suitable for all site staff, clients and all that have the potential to see and identify a suspicious person.

Those that attended the course had the chance to understand current threats. They learnt how a ‘hostile’ operates, tricks of the trade, and a basic delivery on behaviours of a suspicious person.

Emphasis was placed on how the threat to site and people is varied, for example, crimes, protesters, CT and ‘other country’ activity.

Behavioural Detection Specialist Trainer, Simon Riley BA (Hons), and overall this was a successful day - all aims were achieved.

Remember a threat could look like anything or anyone so always keep an open mind!

February 2023 has seen the early roll-out of the Hostile Perspective (HP) package for CIS sites. This one-day delivery caters for all staff and site ‘partners’ that operate in and around our key sites. With this new delivery we look to recreate how it feels to be a ‘hostile’ person and in addition, fully immerse the participants in how the ‘hostile’ operates, current threat and a ‘slice’ of the behavioural indicators.

Regents Place hosted the first HP day in early February and this allowed security, maintenance and site staff to receive the current threat and tradecraft of the ‘hostile’ and then to carry out Hostile Reconnaissance against another neighbouring CIS site. This provided excellent learning for the students and also provided first-hand feedback for the site being ‘targeted’ – a great two-way process of learning and development. This and the second delivery on site, has led to significant increase in general vigilance and over-all reporting of HR.

Control Room Supervisor

“This was an excellent day, I thought I knew what to look for...now I look at the world in a very different way... even when I travel to my home”.



Brindley Place then picked up the baton and hosted two deliveries back to back in the same week of February. Once again, participants were exposed to the current reality of threat and hostile activity tradecraft.

Brindley was a slight twist on the Regents delivery, in this instance we utilised ‘friendly hostiles’ from the policing and military community to operate around the site and see how the students could identify these persons. Whilst being a fun activity, this always promotes a high-skill set for the staff once they go back into their conventional roles.

Team Supervisor

“What a day, that was so interesting, this will certainly help me and my team...best day in ages”.

Site Security Manager

“Thanks Simon, it’s been a brilliant course and all the guys have had nothing but good things to say”.



March and April has seen the continued roll-out of this package over the CIS estate, with **The Welcome Trust, Crown Estate, 1 London Wall Place, Moor Place, 2 London Wall Place and Moor House** and others receiving this bespoke training and also getting to participate in hostile reconnaissance against a partner CIS site – the gold standard. This is true developmental work and it provides fair, realistic and considered feedback for sites.

As we move into the 3rd month of the HP roll-out, sites that have hosted training, will then have the option to host training exercises where trained staff will attempt to identify suspicious ‘friendly hostiles’ and **strengthen the response and reporting.**



This package is an advancement on the trial that the CIS Behavioural Detection Training Specialist **Simon Riley** created and ran for the Metropolitan Police Force in 2020-22 for Wembley Stadium (Police Officers), LBC and ExCeL.

It has always proven to lead to an increase in the identification of suspicious activity and empower staff to have the confidence to identify, engage and report this suspicious activity.



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.

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.





Temple Bar London CIS Security Limited - City of London Corporation

On Friday 10th March - CIS were proud to announce the “Grand Opening of the Gates” at The Temple Bar, in the presence of HRH The Duke of Gloucester KG GCVO FRIBA and The RT Hon The Lord Mayor, Alderman Nicholas Lyons.



Peter Faram (PJ)
MSyI MCMi -
Head of Security -
Paternoster Square
and Warwick Court





CIS were delighted to be involved with our premier client, British Land, and their Bright Lights Programme at Regent's Place.

CIS were delighted to be involved with our premier client, British Land, and their Bright Lights Programme at Regent's Place.

The Bright Lights Programme is one of British Land's initiatives to get local people into employment and on the 20th February, this year's initiative started at Regent's Place. This was a two-week programme where over 15 people were referred through different avenues to spend time at Regent's Place to meet service partners, receive coaching on interview techniques, CV writing, etc, and to spend at least two days gaining invaluable work experience.



The programme aims to give individuals who are 'work-ready' but do not have the relevant vocational skills or qualifications, the opportunity to develop the skills and experience in a hands-on practical way to enable them to move into a sustainable job at Regent's Place.

The initiative continues to support Regent's Place's employment based theme 'Aspirational Employment', supporting British Land's overarching Social Sustainability strategy.

British Land deliver needs-based employment programmes across all campuses to break down employment barriers and empower local people to access local opportunities.

Following the two week programme which culminated in a celebration ceremony, CIS have offered employment to both Ghulam and Mohammad and we look forward to welcoming back both for their site induction.

John REYNOLDS MSyl, Head of Security at Regent's Place, said, "This is a thoroughly worthwhile programme to which CIS and the team here at Regent's Place are committed to. Ghulam and Mohammad both have great experience and fantastic skill sets that we can harness and develop their potential in the security industry."

A huge well done to all involved!



Good Feedback

Google

Reviews ★★★★★



Neil Gibson
Account Manager



J **Julian Hadwiger**
4 reviews • 2 photos

★★★★★ 13 hours ago

Many thanks to the CIS Security team and Neil Gibson in particular! They found my lost wallet, searched social media to identify me, contacted me, communicated swiftly, and arranged a seamless pick-up for a trusted third person. Excellent service above and beyond the usual scope! Carnaby Street and Kingly Court can be happy to have a security service that ensures both security and customer success. Awesome job, Neil

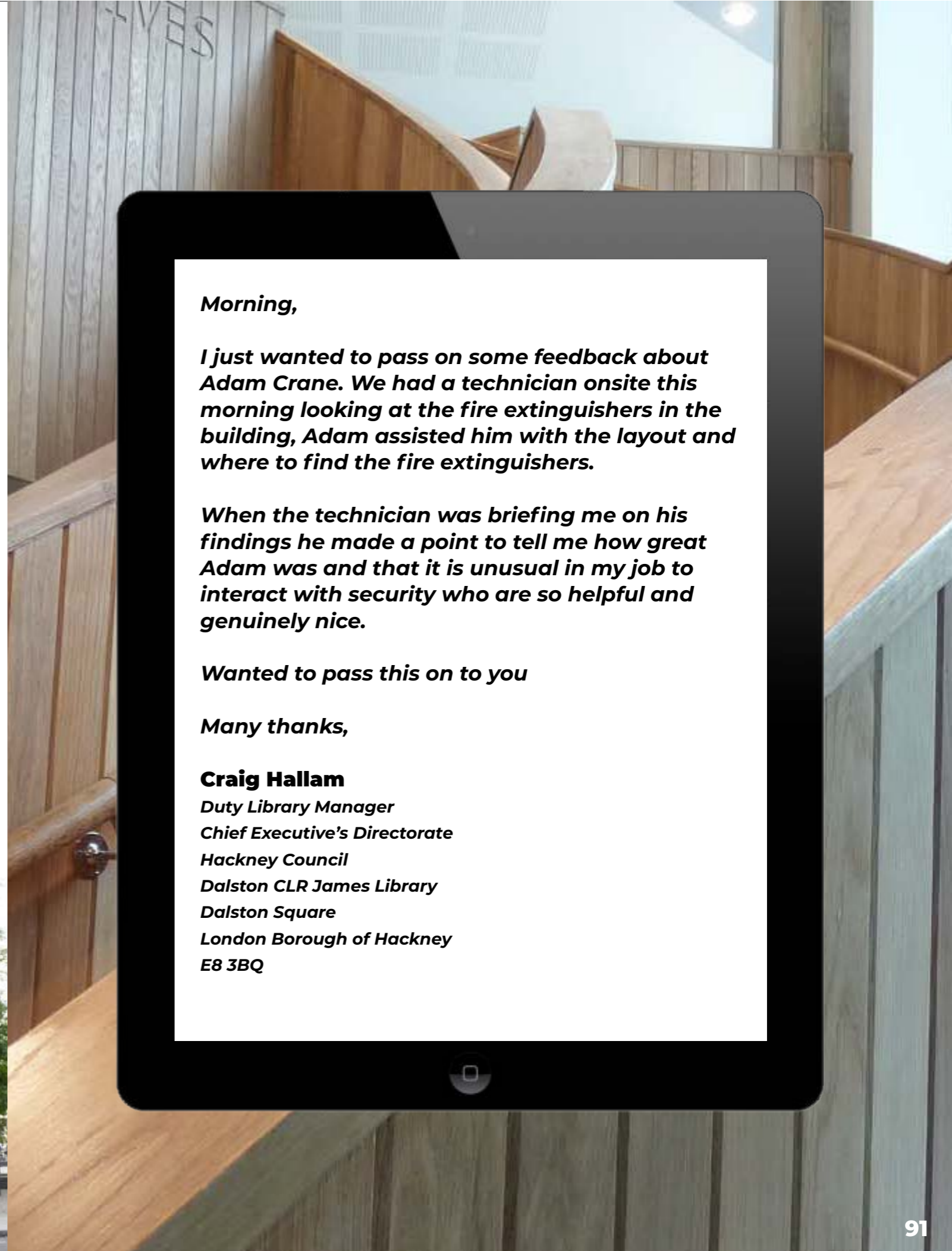
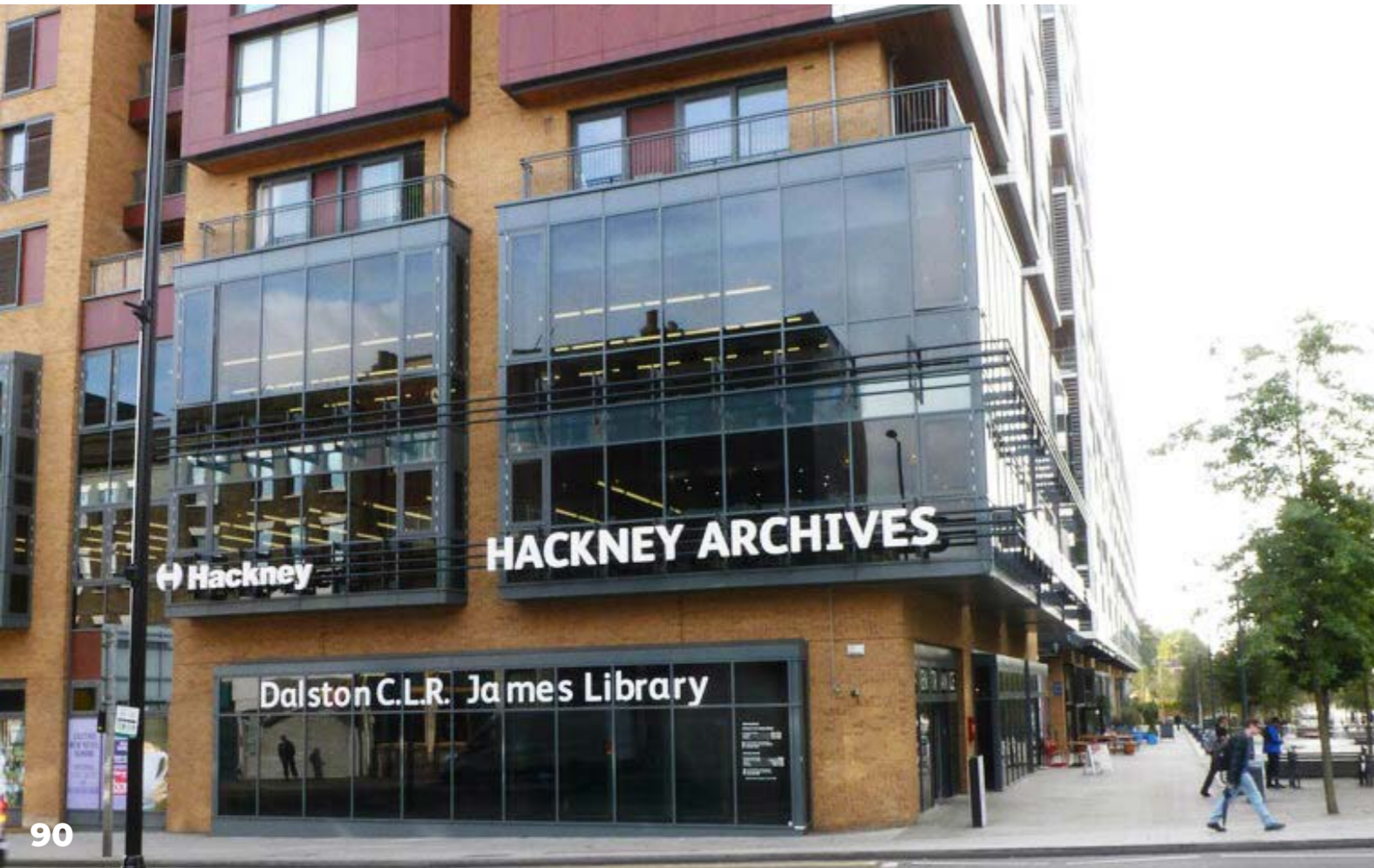


Good Feedback



Adam Crane

Security Officer at The Dalston CLR James Library - Hackney



Morning,

I just wanted to pass on some feedback about Adam Crane. We had a technician onsite this morning looking at the fire extinguishers in the building, Adam assisted him with the layout and where to find the fire extinguishers.

When the technician was briefing me on his findings he made a point to tell me how great Adam was and that it is unusual in my job to interact with security who are so helpful and genuinely nice.

Wanted to pass this on to you

Many thanks,

Craig Hallam
*Duty Library Manager
 Chief Executive's Directorate
 Hackney Council
 Dalston CLR James Library
 Dalston Square
 London Borough of Hackney
 E8 3BQ*



Good Feedback



Suki Rathore



My name is Sarah and I was in the HSC on Monday for a disability appointment with my son. Whilst sitting down and waiting to be seen, one of your staff members Suki was so helpful and kind to everyone that approached her.

I was watching her and could not believe that a security officer could be so welcoming, kind and sweet. Then when I was called for my appointment she saw that I was taking my time walking as I was using crutches and she rushed over to me to ask if I would like a wheelchair to make it easier for me, I said yes. She then got the wheelchair for me and very gently helped me into the chair, she even lifted my legs onto the foot pads for me and then wheeled me into the room for my appointment.

When I came out of my appointment I was walking out and thanked her and she offered to wheel me out to my car which again I think is her going above and beyond her duty to help people.

I really felt the need to send this email as in this day and age we don't see such acts of kindness like that. She doesn't know that I'm sending this email so hopefully when she finds out she will know her act of kindness did not go unnoticed. She's an absolute asset to the Hackney service centre.

I wish her all the best. She's an absolute star.

Regards

Sarah Hughes



CIS Staff at The London Borough of Hackney



Shirley Thompson

“It’s nice working in a warm and caring environment, I love the way Hackney Council supports diversity in the community. CIS include people from a range of different social and ethnic backgrounds, different genders and sexual orientation. Everyone is treated as equal.”



James Vincent

“Working in customer service means you’re the face of the company, which is a worthwhile responsibility in itself, it also enables me to genuinely help make people’s lives better. There’s really nothing more rewarding than that. Each CIS team member is valued for their unique talents and skills, which allows people with different strengths to work together.

Solid leadership, communication and access to good resources contribute to productive collaboration, but it all comes down to having people who understand each other and work well together. Within our team there is no one superstar, just a great happy team.”



Eric Boateng

“At Hackney Council CIS staff value and underpin everything we do. We are Inclusive, Pioneering, Proactive, Open, Ambitious and Proud. These are the reasons why I am happy working for CIS at Hackney.

I am very happy and proud to have been chosen as the macebearer at Hackney Council.”



Suki Rathore

“I was born in Hackney and have lived here my whole life. Working in the London Borough of Hackney makes me so proud and happy. I love representing and being a part of the 6 values Hackney stands for, which are:

OPEN, PROUD, INCLUSIVE, PIONEERING, AMBITION and PROACTIVE.”

I have worked in LBH just over a year and have learnt so much and have built good working relationships with so many people. I look forward to continuing my journey with LBH/CIS.”



Good Feedback

Dear colleagues,

I am writing to thank you and your teams for helping to ensure our climate day at LSBU was such a success on Saturday.

Your teams did an exceptional job to help us ensure the whole event went smoothly and was that everyone who attended had a really positive experience. I wanted to particularly thank the fantastic security staff who were really helpful, not just to us, but to the many members of the public who attended. They tried to sort out problems that came up on the day, from finding a jug for water to tracking down chairs.

Similarly, the cleaning team. We spoke to Marie who had been in since the early hours making sure the building was spotless and ready for us. She and her colleagues helped present our event and your building in the best light.

Finally thank you to the other support staff who helped things run without a glitch, the colleagues keeping the refreshments topped up, to the IT and AV support which was all much appreciated.

We are really grateful for our partnership with LSBU. We hope that our event also helped show more of the community the wonderful facilities you have here in Southwark, and introduced more residents to some of the community programmes you are running such as the energy advice service.

We hope to be able to work with you again in the future.

With very best wishes,

Chris Page

Climate Change and Sustainability Director
Environment, Neighbourhoods and Growth

EST 1892
LSBU



***“WELL DONE TO ALL
THOSE WHO ASSISTED AT
THE EVENT! KEEP UP THE
GOOD WORK.”***

Lee Colbridge
**Group Security Manager | Estates and Academic
Environment |**
London South Bank University



BARRY ROBERTS LBC OSPA WINNER



OSPA WINNER 2023
Outstanding Security Officer

Barry Roberts has been with CIS for 19 months at London Bridge City

How would you describe each day as a Security Officer?

It is extremely challenging, with a wide range of duties and very different situations to deal with. I literally don't know what I will be dealing with from hour to hour and it is that challenge that ensures the day passes quickly.

How did you find the transition from the Armed Forces?

My transition from the Armed forces was over 20 years ago.

It is very difficult coming from the military into civilisation as the discipline and purpose is no longer there.



How did you feel receiving an OSPA for Outstanding Security Officer?

I am exceptionally proud and honoured to have my work recognised, I come to work to do the best job I can, so to have service leaders recognise this is extremely humbling.



What do you think of CIS as a company?

***“In one word... QUALITY
I wish I had come to CIS years ago.”***



Barry Roberts and Scott Higgins (Security Operations Manager)

What do you love most about your job?

Meeting and interacting with the public and ensuring they are safe. At LBC, we look to provide a welcoming, safe and secure environment and this fits perfectly with how I believe a Security Team should operate.



jigsaw trust. INSPIRED BY AUTISM

“Thank you to Jon Felix BSc (hons) MDIP MBCI MSyl, Risk & Threat Advisor from CIS Security Limited who provided a workshop to our pupils last week on security, as part of careers week. It was a really informative and interactive session where pupils were able to speak directly to Jon about his role and learn about what the role entails.”

Kate Grant (CEO at Jigsaw Trust)



Kate Grant (CEO at Jigsaw Trust and Jon Felix (CIS Risk and Threat Advisor)



International Women's Day



INTERNATIONAL WOMEN'S DAY MARCH 8, 2023

Worldwide, everyone everywhere can step forward to truly #EmbraceEquity



CIS citizenship.

“CIS would like to celebrate our women who continue to bring world class customer service to our industry.”



CIS Women on the Board. Tracy Plant, Joan Cook and Amanda McCloskey.



ED&I



International Women's Day



NICOLA DAUGHTRY

in the last ten years I have worked as the Head of Security and Operations for a department store. Following redundancy, I moved across to security for high level events and conferences for three years, until I joined the Security department at the Victoria and Albert Museum (V&A) as a Supervisor in 2018. During my time at the V&A I was promoted to Security Project Manager for the Blythe House Decant, making me responsible to three separate museums for 14 months. I tendered and managed two major security upgrades to facilitate the decant, along with supporting documentation and site procedural reviews.

What do you enjoy about your job?

My job is a perfect mix of the things I enjoyed about my past roles. Client/customer facing, along with management of technical systems, I have exposure to large events for six months of the year. Forming part of the Estates and Facilities team, I work very closely with the onsite team. My opinion is valued by the University and we aren't treated as contractors. My team work very hard to ensure the best service is provided, they are motivated and vocal

Tell us about yourself?

I joined CIS and have been based at Regent's University London as the Head of Security since September 2021. I am quite a boring old soul, I enjoy spending time with family/friends and taking my dog for long walks.

Describe your role and your journey to get here?

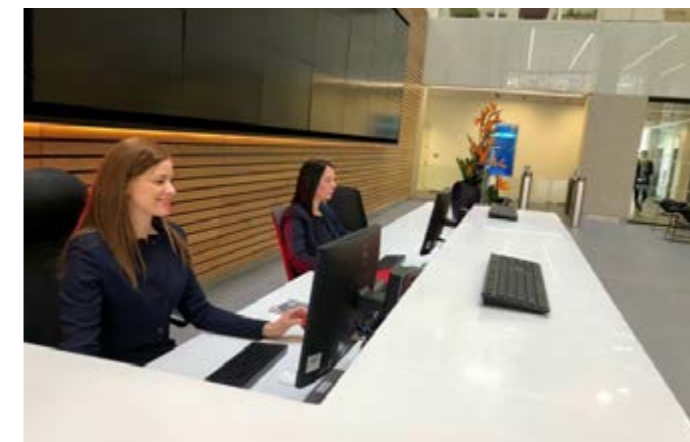
My remit includes management of onsite security personnel, premises security, any and all onsite security concerns, access control, CCTV, security manpower, and any other security related queries. I started working in the industry in 2010,

when they require support which makes them a joy to work with.

Why is ED&I important to you?

I am dyslexic with no formal qualifications from school having left without taking any GCSEs. I am a trained motorcycle engineer and would have perused that, however at the time due to me being female, I wasn't taken seriously or entertained. The Security industry at the time was calling out for females, after passing the DS course it was still a struggle to be taken seriously. When applying for Supervisor and Manager roles I had to shorten my name to get interviews.

ED&I is important to me because I have been judged on my gender instead of my ability to carry out a role. I have witnessed my friends be discriminated against due to their race and I know how it feels to be treated unfairly and how much of an effect it has on your confidence to apply for things you are more than capable of doing. All anybody needs is a chance, we should allow people that much.



What they see for the future, Either for yourself or the future of EDI?

I hope that one day we no longer have a need for discussions about ensuring people are treated fairly. To me, it is a basic requirement to be treated with respect and to not be judged on a protected human right. However, in the meantime, I am happy to work for an employer that is having these discussions and striving to ensure people are respected for who they are.





ED&I



International Women's Day



KIM McCARRON

manager I am today. Passing this onto the teams I work with.

Describe your role and your journey to get here?

2007 I came into the security industry in as a security officer, looking for a change from my previous career and to give myself a new challenge. 2008 I became the Site Supervisor; it was a small team of 4 officers a city based blue chip company. Running the site doing rosters- holidays-training. Learning and then taking over the Access Control system for the tenants.

2015 I progressed to a Deputy Security Manager, working for the same blue-chip company but at a different location with a team of 29 officers, 4 buildings, 2 DRS sites and two offices in Scotland. Looking after the day to day running of the sites, providing audits for the Facilities Management team and occupiers. Coordinating training, scenario training, lockdown of the buildings, replicating the same security control and service in the DRS sites. 2016 I was promoted to Operations Manager of the sites, working on learning, and improving the functions of the access

Tell us about yourself?

Hi, I am Kim, I have been in the Security Industry for 16yrs, never did I think I would have seen Security as a career, with the blinkered mindset that a "Security Officer" had no prospects and just stood there. How wrong was I. I had no knowledge of the Security Industry when I started, but the knowledge I gained throughout my career, the training and opportunities has feed my hunger to learn, progress and be the

control system and integrating the CCTV to work alongside the access control. 2019 an opportunity was presented to me to join a new Security Company; this role was Site Security Manager of a smaller team of 10. This gave me more time to upskill myself on AI', SOP's and spend more time mentoring the team. I manage a team of 10 officers, making sure all aspects of the security of the building and occupants are being carried out to standard and expectations of the client.

I work closely with the building's Facilities Manager, cleaners, and maintenance teams. Updating the team on all security updates in and around the area, investing in upskilling and training for everyone. Connecting with other Security Manager in the local area sharing security information. Knowledge and brainstorming.

What do you enjoy about your job?

This is a job/career I really enjoy, some nights I go home thinking is it worth the long hours, is it worth all the knock backs, 100% it is! The pride I feel for my team members who have gone on to better positions and still keep in touch with me. I consider my colleagues as family.

Why is ED&I important to you?

ED&I is important to me because it should only matter that the person has the knowledge or skill set for the job/ role, or can be trained to achieve it, what a person can bring to the company, role, team and not the colour of their skin, sexual orientation, religion, shape, size or background. Hopefully putting an end to the stereotypical person(s) in many roles in any industry.

What they see for the future, Either for yourself or the future of EDI?

I would like to see more females who actually work in security like Officers, Supervisors, Team Leader, Controllers, Managers being highlighted.

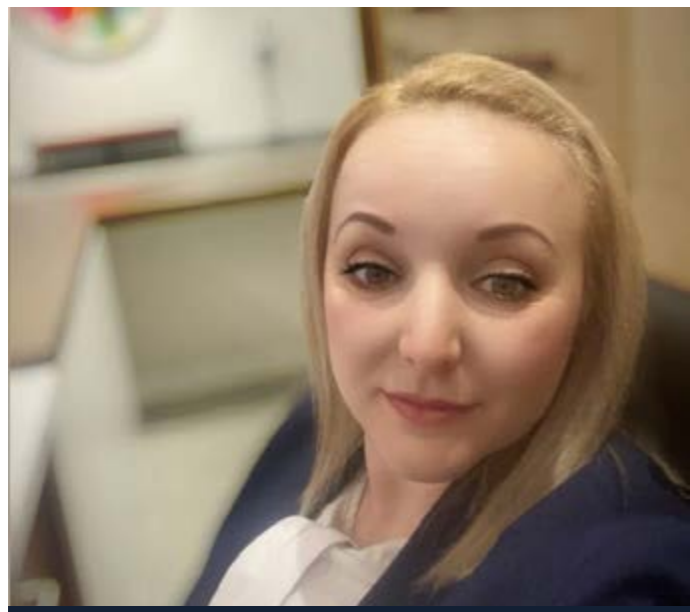
I'd like to see job fares with actual females who work in the security industry.



ED&I



International Women's Day



NAUVOO RUSSATO

Describe your role and journey you took to get here? Why this industry?

Life is a gift! My educational background is very rich! I come from a family of musicians. I studied at the prestigious Conservatoire in Vatican City to get my degree as an Opera singer.

I got qualified in Childcare and Education. Then I decided to get a bachelor's degree in Business Management, and currently, I'm contributing part-time to the Royal Opera House.

My artistic background is always with me, but I wanted to give my support in a male industry, where women must be valued for what they do, to explore different business environments and learn something new in my life.

I consider myself very sociable, bubbly, curious and friendly; being involved in good teamwork can teach me a lot about it.

What's your name and site you work at?

My name is Nauvoo and I'm a Response Officer, working on different sites.

Tell us about yourself?

I'm extremely sensitive, caring, and focused on my education. I tried most of the working experiences I wanted to do in my life. I'm very determined; if I want something, I will get it. If I see something unfair, I fight till the end to stand for my rights.

What do you enjoy about your job?

Working in a good team and environment with good vibes. If this does not surround me, it might be struggling for me.

Why is equality, diversity and inclusion important to you?

It is essential because it helps you to respect teamwork and to accept the diversity of others. Each background can bring richness to the working group and be able to teach something to each other.

Where do you see for yourself in the future? Either for yourself or the future of women.

In my future, I always see myself focused on being happy, making the right choices and supporting women's rights in any aspect, where for years we have been discriminated against and violated of our rights, where we can finally raise our voice and make the world understand what we are capable of doing.



MARIAM KIYAR



ED&I



International Women's Day



LOVIE VERDES

Describe your role and journey you took to get here? Why this industry?

I work as Front of House Receptionist. I travel from Edmonton Green station to Liverpool Street Station. I walk from Liverpool Street Station to Borough Building which is a 25 minutes walk.

A smiling receptionist, a welcoming face, someone to check the students/visitors in, show them around, and help them with their requests.

What do you enjoy about your job?

I am someone who is friendly and enjoys meeting and talking to people. Being on the front desk means I meet and speak to everyone, from senior management down. People love nothing more than a great smile and welcome.

Why is equality, diversity and inclusion important to you?

Good equality and diversity practices make sure that the services provided to me are fair and accessible. It ensures that I am treated as equal, and get the dignity and respect I deserve.

What's your name and site you work at?

My name is Lovie Verdes and I work at the Borough Building.

Tell us about yourself?

Moving to London after 15 years living in Dubai has been an absolute great journey and challenging experience, especially meeting people of different backgrounds and mindset and respecting their values. My bosses would describe me as a go getter and I have never given up to to strive better. I am self motivated and embrace new challenges.

Where do you see for yourself in the future? Either for yourself of the future of women

I am an ambitious person. I think it is important on a professional level to be so. I find that having an ambition not only makes me work harder, but makes me a lot more likely to excel at what I do in my job. And like most people, I would like to obtain a role which has more responsibility in the future.



A fabulous evening networking at TwoRuba in the Hilton London Tower Bridge in order to celebrate International Women's Day.

It was a privilege to listen to Michelle Roycroft from help me Angela and the other inspirational speakers.

Thank you to London Bridge City for organising!



ED&I



International Women's Day



POLINA NIKOLOVA

country Bulgaria. When I came to the UK I wanted to work in the security industry. CIS is the first company I have worked for after I got licensed.

What do you enjoy about your job?

I am a Security Response Officer. It is not an easy job, especially in London as a multicultural megapolis with high level of population, crime and terrorist treat. However, I am happy having this job position. It is interesting meeting different people from different culture, background, profession. Providing customer service, communicating with people, helping, meeting and greeting is my best practice. Learning about British standards in Security Industry Authority makes my job interesting. Visiting different sites, such as Corporate buildings, colleges and universities, Residential properties makes my journey challenging.

Why is ED&I important to you?

As per Equality Act 2010 everyone in the UK is protected regarding 9 protected

Tell us about yourself?

A strong personality always positive, striving for excellence and personal and professional improvement. Mother and grandmother, I take a lot of responsibilities in my personal life, trying to cope between family, work and college. I speak 4 languages and could say I am an individual with multitasks abilities. Well educated, intelligent and experienced.

Describe your role and journey you took to get here? Why this industry?

I worked as a Border Police Officer (Passport Control) for 14 years in my

characteristics. As Security operative I always respect people. I am curious to learn about different countries, cultures, religions, habits. Never treat people unfair or disrespectful. To create normal working environment and safe society everyone should be included.

What they see for the future, either for yourself or the future of EDI?

I am still continuing to improve myself. I am finishing this month DET course Level 5 (Diploma in Education and Training). I am planning to complete 2 or 3 more courses which will allow me to convert my job to Security Trainer.

I am evidence that we as women have the unique power to manage effectively with our personal, professional, social and any kind of our life by giving our contribution to our families, organisations and society.



KRISZTINA KOSZÉR - CIS NIGHT OFFICER (120 MOOREGATE)



Women in Security The Courtauld Gallery



THE ART OF BALANCE - PAINTING A GOOD PICTURE OF EQUALITY WITHIN THE SECURITY INDUSTRY!

The Courtauld Gallery is home to one of the world's greatest art collections, located in the magnificent historical setting of Somerset House in central London. The Courtauld's much-loved collection includes paintings, drawings, prints, sculpture and decorative arts ranging from the Renaissance through to the 20th century.

Our Security Team at the Courtauld Gallery have been successful in the art of gender balance, within their team there are no less than six females!

To celebrate **International Women's Day** we asked the six CIS females what providing security services for such a prestigious gallery was like – please watch the video below to see what they said!



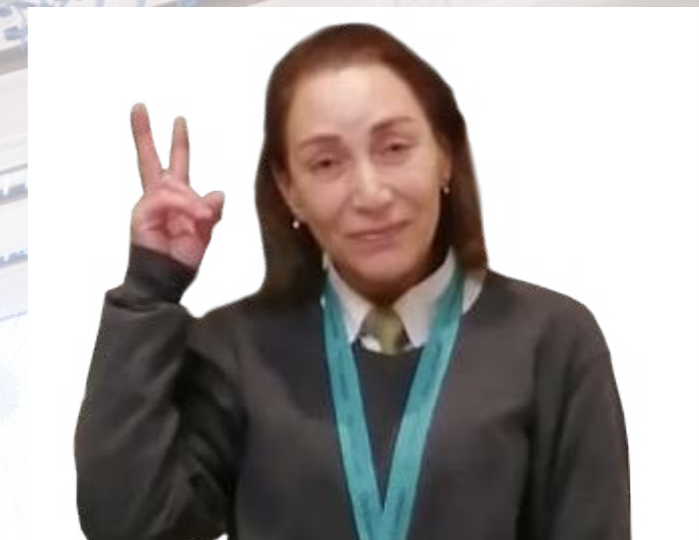
DIANA MUNTEANU
DUTY SUPERVISOR



JUSTINA OGBONNA
SENIOR OFFICER



RANJUMAN KHANAM
GALLERY ASSISTANT



WAFAA EL FAYUMI
GALLERY ASSISTANT



RAMA GYAWALI
SENIOR OFFICER



MARIA LOYO
SENIOR OFFICER



The Equality Act 2010

Equality Act 2010

Under the equality Act 2010, CIS avoid discrimination and make reasonable adjustments so that we are accessible to disabled customers.



Defining disability

Disability is a physical or mental impairment that has a substantial and long-term adverse effect on a person's ability to carry out normal day to day activities

AGE

RACE

RELIGION

DISABILITY

**MARRIAGE
AND CIVIL
PARTNERSHIP**

SEX

**MATERNITY
AND
PREGNANCY**

**SEXUAL
ORIENTATION**

**GENDER
REASSIGNMENT**





Ramadan

K A R E E M

"A month full of blessings"

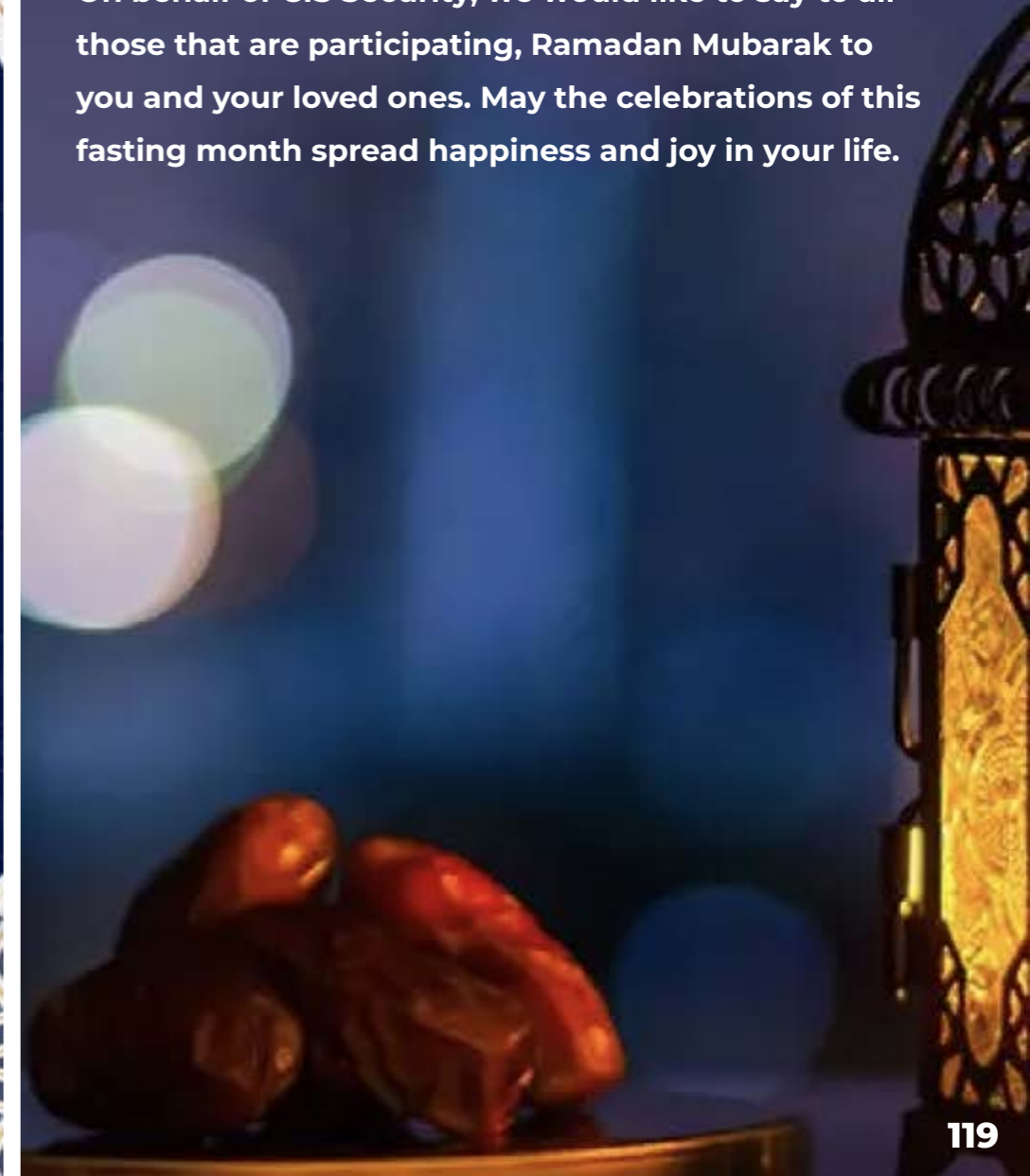


As the Islamic calendar is based around the lunar cycle, the Holy month of Ramadan rotates by approximately ten days each year. This year, Ramadan started on Thursday 23rd March 2023.

During Ramadan, strict fasting is observed from dawn to sunset and the month of Ramadan is used as a month of spiritual training for the rest of the year.

For Muslims across the globe, these few weeks are a sacred time for worshipping Allah. They offer an opportunity for devotion, reflection and celebration of the mercy and love of Allah.

On behalf of CIS Security, we would like to say to all those that are participating, Ramadan Mubarak to you and your loved ones. May the celebrations of this fasting month spread happiness and joy in your life.





CIS citizenship.

Equality, Diversity and Inclusion (EDI) is a huge focus of CIS, which is why we have our Citizenship Forum in place.



At CIS, our people are at the forefront of our priorities, which is why we have created CIS Citizenship.

CIS Citizenship was designed to promote a culture of engagement and stimulate an open mindset amongst our workforce. It aims at reinforcing our company commitment to diversity, inclusivity and dignity in the workplace, whilst bringing people together with trust, respect and a sense of belonging, no matter what your role may be.

The Citizenship Forum comprises of volunteers from across the business to have a voice about developing strategies for the better. The forum focusses on EDI, Culture, Creating Healthy Working Environments, Teamworking, Staff Engagement, Career & Development Opportunities amongst other items.

At CIS...

- ▶ Everyone is equal
- ▶ Everyone has a voice
- ▶ Everyone deserves dignity & respect
- ▶ Everyone should be able to fulfil their potential

We care, we listen, we engage and we have NO tolerance to discrimination.





21st March

INTERNATIONAL DAY for the ELIMINATION of RACIAL DISCRIMINATION



Shirley Thompson
CIS/London Borough
of Hackney

Never get heard

I talk but I am never heard.
Why don't you hear me when I speak?
Should I shout, should I cry?
I want to be heard, I want to speak.
How does it work, I speak but never get heard.
Is it the colour of my skin? The fullness of my lips,
the coils in my hair.
Is it the rhythm in my step, the aromas of my food..
Why don't you hear me when I speak?
I can't change the colour of my skin, I think that
would be a sin.
I want to be heard, I want to be noticed.
Why don't you hear me when I speak?

**Poem by Shirley Thompson -
CIS/London Borough of Hackney**

Submitted as part of Stories Untold.

**CIS recognises The International Day for the
Elimination of Racial Discrimination in our workplace.**

#FightRacism



SKILLS FOR SECURITY



CIS work with the company Skills for Security, where young learners go on a 3 week work placement working in iconic buildings in London.



"During my work experience I was shadowing multiple CIS officers.

During my time with CIS, I had experience in working on Front of House duties. All the CIS staff were very professional and approachable.

I would really like to work in the security industry and I am in the process of getting the the relevant qualifications and SIA licence."

CEZARY HOLENIEWSKI

#workexperience

SKILLS FOR SECURITY



CIS work with the company Skills for Security, where young learners go on a 3 week work placement working in iconic buildings in London.



"During my work experience with CIS I gained knowledge of different types of roles and procedure for security and logistics which I found interesting. CIS has given me insight into the security industry and expectations.

During my work experience I worked in multiple sights and felt a strong family culture.

I learned that security it is not just the physical aspect but also taking care of the site you are working at. I have also learnt that security as a service is always changing."

YAHYA QUUDUS

#workexperience





SKILLS FOR SECURITY



CIS work with the company Skills for Security, where young learners go on a 3 week work placement working in iconic buildings in London.



"I learnt a lot during my placement with CIS, everyone was really helpful. I learnt how to patrol on multiple sites, helping reception, and the public with their queries."

I would love to join CIS Security in the near future. I have really enjoyed my time with the work experience taster sessions.

This is a field that I would like to get into, and I really want to work for this organisation. I am currently looking at the cost of the SIA Licence and how long this will take to complete as I am really interested in this industry."

KASIM IQBAL

#workexperience

National Apprenticeship Week



6th to 12th February 2023



"As an Apprentice, CIS has allowed me to expand on my skills and support my career development."

I have gained skills such as managing workload, communicating with others on all levels, being independent and bringing new ideas to current processes. With CIS it really isn't just a job, it's a career."

Mafalda Oliveira - HR Apprentice

SKILLS FOR LIFE

#NAW2023





National Apprenticeship Week

6th to 12th February 2023



Grace Feeney - HR Apprentice

“As an Apprentice I have developed my interpersonal skills and learnt how to be resilient. Since starting my apprenticeship at CIS I have had invaluable experience and my self-confidence has been boosted.”



#NAW2023

National Apprenticeship Week

6th to 12th February 2023



“Working as an Apprentice for CIS has enabled me to develop various skills in my work life. The skills I have gained are transferable into my personal life. Due to my job role I have developed my interpersonal skills, time management, professionalism and organisation.”

#NAW2023





CIS INNOVATIVE SOLUTIONS



Kuldeep Kainth

Head of Innovative Solutions

kuldeep.kainth@cis-security.co.uk

"I am delighted to welcome George Harwood, who has joined CIS Innovative Solutions as the CIS Security Systems Manager.

George will bring a wealth of systems knowledge to our team and will be leading on surveys and projects for CCTV, Access Control, Intruder Alarm and Security Systems.

George has worked within the Security Systems arena for the past six years, he has held roles as an Engineer, Projects Engineer, and Project Manager.

George will be surveying projects, conducting systems reviews, and helping upskill our site-based teams with their systems knowledge."

Welcome to the CIS family, George!



George Harwood

Security Systems Manager

george.harwood@cis-security.co.uk



RECENT PROJECTS - JLL LONDON PORTFOLIO

One London Wall



We have had an excellent opportunity to upgrade the extensive CCTV system at JLL, One London Wall.

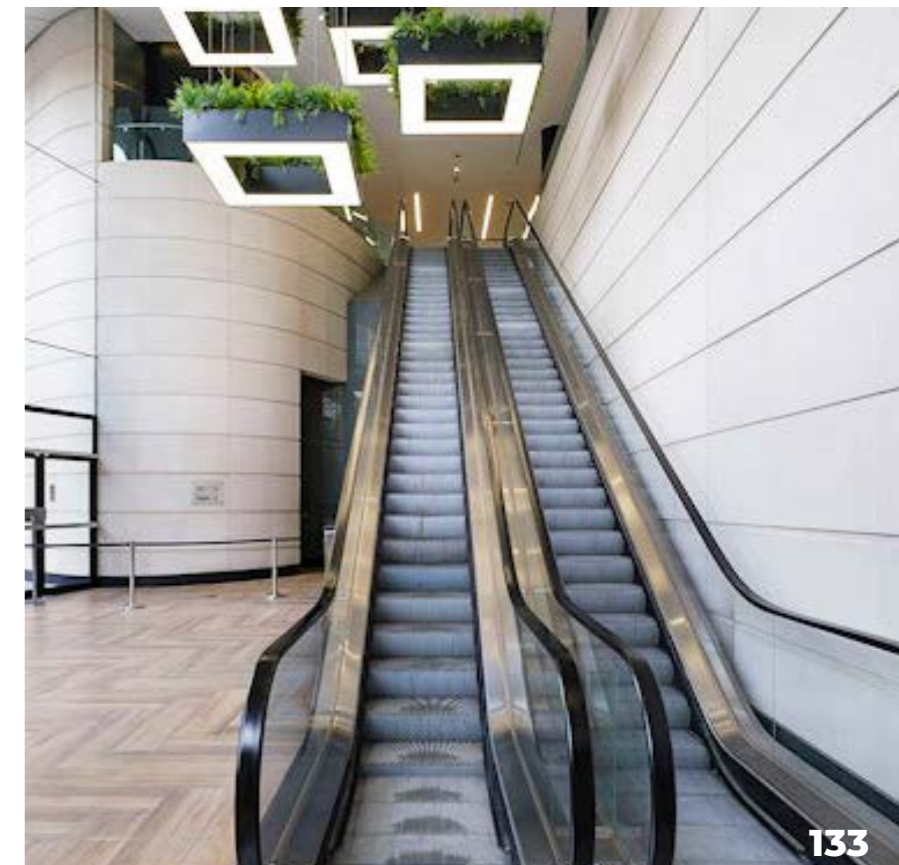
Along with upgrading the old Vista CCTV system to a fully functional IP HikVision CCTV management platform, CIS have been installed new CCTV cameras in black spot locations across the site.



We have also installed new 42' inch monitors in the Security Managers Office and spot monitors for reviewing images. The new CCTV systems is managed using HikCentral Professional, which is Hikvision's software platform for integrating and managing security systems.

HikCentral is designed to meet a variety of security challenges on a single platform. With HikCentral Professional, you will manage multiple individual systems with ease, such as video security, access control, security alarms, and more, as well as explore cross-system functionalities.

Daily operations become more efficient while protection of people and property improve all around. HikCentral has inbuilt Artificial Intelligence software, which helps spot any anomalies and areas of treat.





40 Gracechurch Street



CIS Innovative Solutions have completed an access control systems installation project at 40 Gracechurch Street.

The old access control system was end of life and with parts no longer being made for the system, it was crucial that the system was upgraded.

We replaced the old access control system and integrated with the fire system and lifts.

We installed a British manufactured access control system called Paxton.

Paxton Access Control

Systems designed to grow with your business





Our New M&E Contract

CIS Innovative Solutions has been appointed as the Physical Security Maintenance provider for a large London portfolio for a prestigious Managing Agent.

We have partnered up with a well managed, and respected supplier in the security industry to maintain security doors, barriers, bollards, and gates across the estate.

This is an excellent opportunity to bring all security related functions under the CIS umbrella and showcase CIS as the number one provider for all your security requirements.

REVOLVING ACCESS DOORS



PAS RATED BOLLARDS



ACCESS GATES



CIS INNOVATIVESOLUTIONS

TYPES OF ASSETS WE ARE MAINTAINING





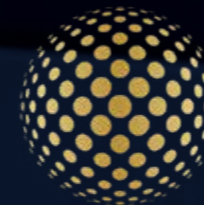
05. FRONT OF HOUSE



SECURITY



CIS
FRONT
OF
HOUSE



CIS
INNOVATIVESOLUTIONS



CIS and 85 Gracechurch Street came together to collect donations for the people of Turkey and Syria after the devastating earthquake.



Reports say more than 33,000 people have been killed and thousands of families have been forced from their homes – exposing them to freezing winter temperatures and snowstorms.

Children and their families are in desperate need of food, water, shelter, and warm clothing to protect them against the elements and get through the cold nights ahead.

The winner got an amazing Fortnum & Mason Grosvenor Hamper worth £140 donated by CIS Security.

With everybody's help we have raised an amazing **£426.62**

The Winner of Fortnum & Mason Hamper was David Inns from CBRE. Big Congratulations to David

We were selling the Raffle Tickets on the Ground Floor Reception:
1 Ticket x £5 /
2 Tickets x £10.



Complimentary raffle tickets were distributed at 85 Gracechurch Street to anyone who wanted a chance to win.



Thames Court would like to come together to collect donations for the people of Turkey and Syria after the devastating earthquake

We will be selling Raffle Tickets on the Ground Floor Reception. The Winner gets F&M Hamper
1 Ticket for £5
2 Tickets for £10





CIS Front of House - 165 Fleet Street

The CIS Team at 165 Fleet Street never fail to impress Valentine's Day

“The tenants loved the decorations and enjoyed the chocolates.”

Galina Bogdanova - Front of House Manager (165 Fleet Street)



Galina Bogdanova (Front of House Manager) and her team done an amazing job with decorating the site with Valentine's Day decorations. There was so much great feedback from the client and the tenants saying how much they loved the effort the team had put into the Day.

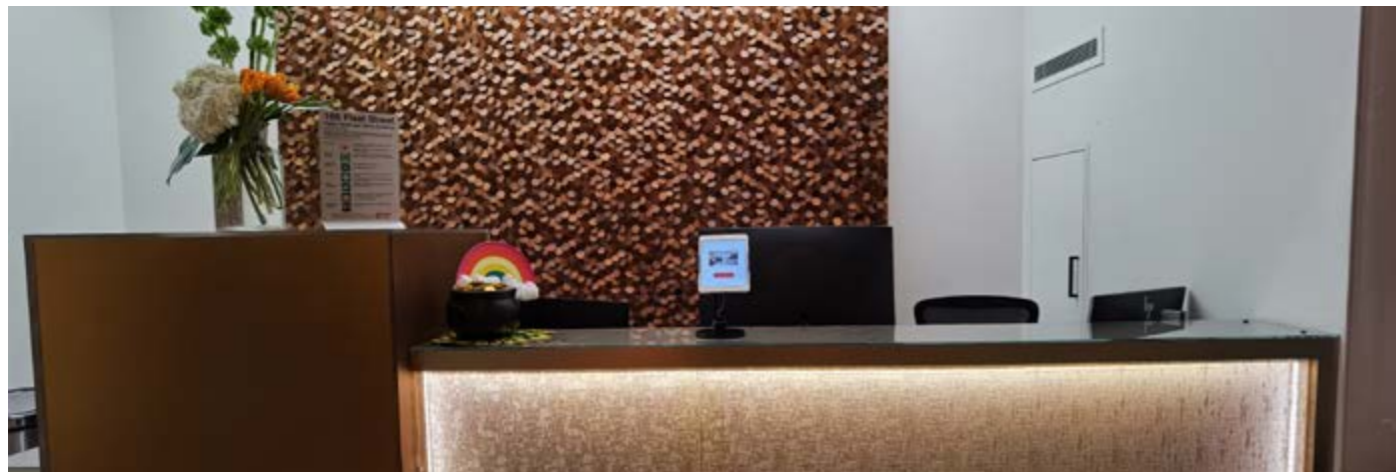




165 Fleet Street

St. Patrick's Day

Our team at 165 Fleet Street decided to cheer up the tenants on a rainy St. Patrick's day with a lovely display. The theme they went for was a pot of gold at the end of a rainbow.



London Fashion Week Event held in Focus Point – Regent Quarter

As part of the London Fashion Week, two Fashion Shows took place in Focus Point which hosted well over 600 guests and about 250 event crew members.

- ▶ **The Mark Fast Fashion Show – 17th Feb**
- ▶ **The Patrick McDowell Fashion Show – 20th Feb**

Margaret Henshaw (Customer Experience & RQ Communications) has received some very positive feedback and praise from the clients for her Excellent Customer Service and organisational skills.

Ensuring that safety was a top priority, Margaret ensured that guests followed a double-queuing system, so that invite-checks during entry and exit was done in a very calm and organised manner to avoid over-crowding at reception.

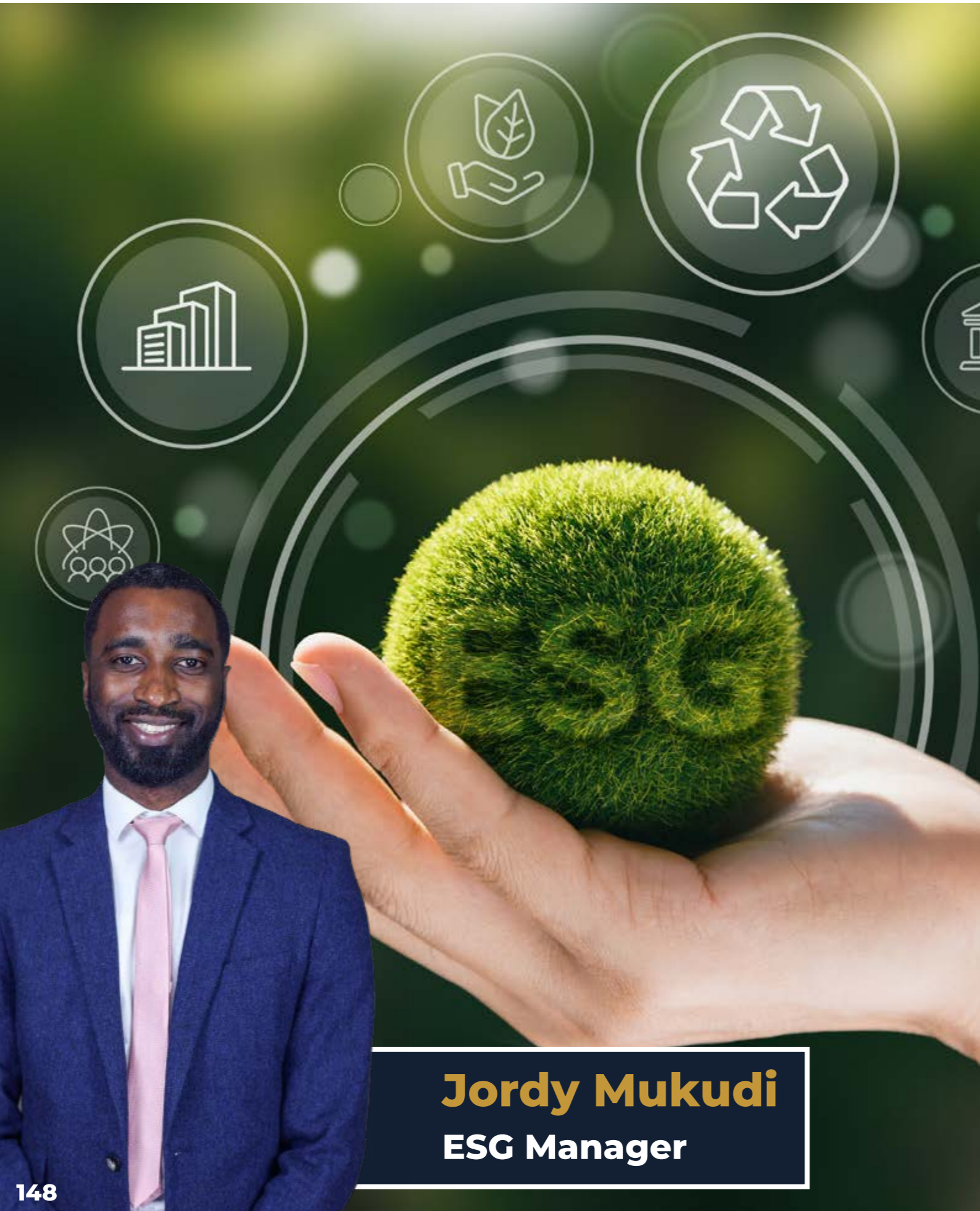


06. ENVIRONMENT SOCIAL GOVERNANCE (ESG)





Client Collaboration and Awareness



Jordy Mukudi
ESG Manager

One Creechurch (BNP) ESG presentation

Our ESG Manager, Jordy Mukudi, was invited to One Creechurch (BNP) occupiers meeting to present CIS' ESG directional approach and to help raise ESG awareness. CIS had a 15-minute slot where our ESG directional approach was presented along with joint collaboration initiatives for the site. There were 15 attendees during the presentation who all gave positive feedback. The presentation ended with CIS' ESG Manager offering 10 thermal bottles to attendees, amounting to 25 thermal bottles CIS has distributed to One Creechurch to help reduce the plastic usage.

Recruitment assessment days

CIS' ethos is highly concentrated towards local employability. Instead of individual interviews CIS has begun organising recruitment assessment days across some of our key sites to increase the local employability. Our ESG Manager attended one of the recruitment assessment days at one of our key sites, London Bridge City. 5 attendees were offered a job opportunity after their assessment day. The assessment days are very interactive and gives the attendees a high-level overview of how working with CIS will be, along with scenario testing on some situations they may encounter during their shifts if successful.





The Brights Lights Programme

The Brights Lights Programme is one of British Lands initiatives to get local people into employment. This year's programme started on the 20th of February at Regents Place. The two-week programme had 15 participants where they had a chance to meet service partners, receive interview techniques, CV completion skills and a few days on job experience which CIS helped to accommodate.

The end of the programme was met with a celebration event where key participants were invited such as the service partners, charitable organisations which participated and the mayor of Camden. CIS was able to offer 3 participants a job offer at the celebration event. Our ESG manager also caught up with the major of Camden to discuss local community initiatives and how CIS could help support the boroughs local initiatives.



Citizenship Forum



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ESG Metrics platforms

As the importance of ESG grows throughout various industries, CIS has made a crucial decision to showcase it's ESG credentials on a ESG rating metrics platform. ESG metrics are similar to credit ratings however they are ratings based on a companies ESG credentials. With the EcoVadis rating platform, CIS will be able to benchmark against our industry companies on ESG factors. The assessment for this platform was completed in February 2023, the ratings procedure will take 4-6 weeks to derive a ESG rating score.

ESG Awards

CIS' approach towards ESG has been gaining traction, CIS was selected as finalist for our ESG initiatives and strategies at both the Security and Fire Excellence awards and the OSPA awards. In the coming months we will see CIS continually being recognised by external ESG related awards.





London's Air Ambulance

CIS' chosen charity partner London Air ambulance invited CIS colleagues to visit their LAA helipad during January 2023 due to CIS' volunteering days held for the Big City Collection count where over 14k was raised. A tour of the helipad was conducted which was very informative, with an explanation of the logistics behind London's Air Ambulance. The site visit was organised by Lucy Brooks, Head of Partnerships for LAA.

London's Air Ambulance Charity

UP AGAINST TIME APPEAL

WE NEED YOUR SUPPORT TO SAVE LIVES.

CIS RAISED £2,174

WORKING COLLABORATIVELY
CIS AND BRITISH LAND RAISED
£1,728 IN CASH AND £446 VIA
THE CONTACTLESS CARD MACHINE.

Click on the social media icons for more information: →





07. HEALTH AND SAFETY





Sedentary risks underestimated

A study has highlighted a common misconception that the dangers of prolonged periods of sitting can be offset by weekend activity.

What were the findings and what's the message about office workers' health?

FINDINGS

222 desk-based workers and 121 managers were asked to rate patterns of activity for healthiness. Different scenarios were described involving various combinations of sitting and physical activity, both in the workplace and during the employee's leisure time.

The results, published in the journal Occupational Medicine, showed that neither desk-based workers nor managers fully appreciated the risks of prolonged sitting. Whilst they correctly ranked inactive lifestyles as a high risk to health, they incorrectly assumed the effect was offset by physical activity during leisure time.

WHAT'S THE RISK

The study found that prolonged sitting caused an increased risk of cardiovascular disease. Although you don't need to make staff take exercise, as it's proven to help, it won't hurt if you encourage staff to be active on a daily basis.

It appears that the findings of a previous paper have not yet entered the public psyche.

Research published in the Lancet showed that sitting for more than eight hours per day was as risky to health as smoking and obesity. It found that prolonged sitting caused an increased risk of cardiovascular disease, type two diabetes and some cancers.

Note. The report is highly credible, as it's based on a review of 16 previous research papers and involved more than one million subjects.

Only those who took part in 60 to 75 minutes per day of at least moderate intensity activity, e.g. cycling or brisk walking, were able to offset the health risks of prolonged sitting.



NOTE:

This is not to say that lesser periods of physical activity are not beneficial.

All exercise of more than five minutes is said to be good for health. Although the evidence is mounting, it has not led to any change in the law. We're not yet seeing any campaigns for employers to deliver morning aerobics sessions, for example, or provide additional work breaks. However, you may find an upside to encouraging healthier lifestyles.

Being active should make employees more alert, more satisfied with their work environment and less likely to take sick leave. Exercise also releases endorphins which in turn lead to increased happiness and reduced stress. With hundreds of thousands of workers each year claiming their job causes them stress-related ill health, exercise is an effective way to combat those symptoms.

Six simple exercises to do at your desk

1. Leg Planks. Strengthen your legs while sitting at your desk
2. Foot Drill. Another exercise to do at your desk is the Foot Drill
3. Shoulder Raises. These are a great way to relieve tension in your neck
4. Back Twist
5. Chair Dip
6. Take Frequent Walk Breaks



Stuart Bateman
DPO, SHEQ Manager






ALL MEMBERS OF STAFF

It is an offence to record any CCTV footage other than in the course of duties as a CCTV Operator for work related occurrences.

This unauthorised recording can include filming on mobile phones, unauthorised downloads for personal use, or distribution to others or posting on social media.

It could be an offence under the Data Protection Act 2018 or the Sexual Offences Act 2003.

If found in breach of the Law you could face,

-  Fines up to £17000
-  Loss of SIA licence
-  Dismissal from employment



£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



Mirek Tiller and His Daughter Poppy

Lioness Loading.....



As a father of two girls, Director of Business Development, Mirek Tiller, never thought he would become a 'Football Dad' but his eldest daughter, Poppy, now 9 put pay to that.

Since a toddler she has always been kicking a ball and followed her Dad's love for all things football, since joining a local team, which she convinced Mirek to coach she plays as the only girl in an all-boys league and has been recognised by her sports teacher as capable to play two years above her age for the school team.

Her contribution to the team has seen them continually progress through numerous competitions including Bromley Borough Schools, where they won the Bromley Games, topping the Group and successfully became the best

in the South East and are now heading to Slough to compete in the Regional Finals next month.

In another competition called the Premiere League Primary Stars; Poppy represented the borough of Bromley held at the Crystal Palace training ground and progressed through to the regional finals where the team were chosen to represent Crystal Palace against other premiersip clubs. On her way through the Quarter Finals, then the Semis, the team took on all comers including the likes of Arsenal, Fulham and even scored two goals against her Dad's club Chelsea to reach the finals which will take place in Leeds in June.

As part of this incredible journey, Poppy has been fortunate enough to play as part of the Crystal Palace Development Centre and has already made her TV debut as a mascot at Crystal Palace vs Liverpool and the Women's Intercontinental Cup Final between Chelsea & Arsenal where she got to meet her idols.

She couldn't have hit her stride at a better time for women's football so we hope Mirek can keep up.

Well done Poppy!



BQW Mohammed Nisar

your own trumpet



We want to congratulate Mohammed Nisar for his achievement in the 10K Winter Run for Cancer Research which he completed recently.

It is never easy to train in inclement weather conditions and its great to see that staff are contributing to the wellbeing of others by taking part and raising money in events such as these.



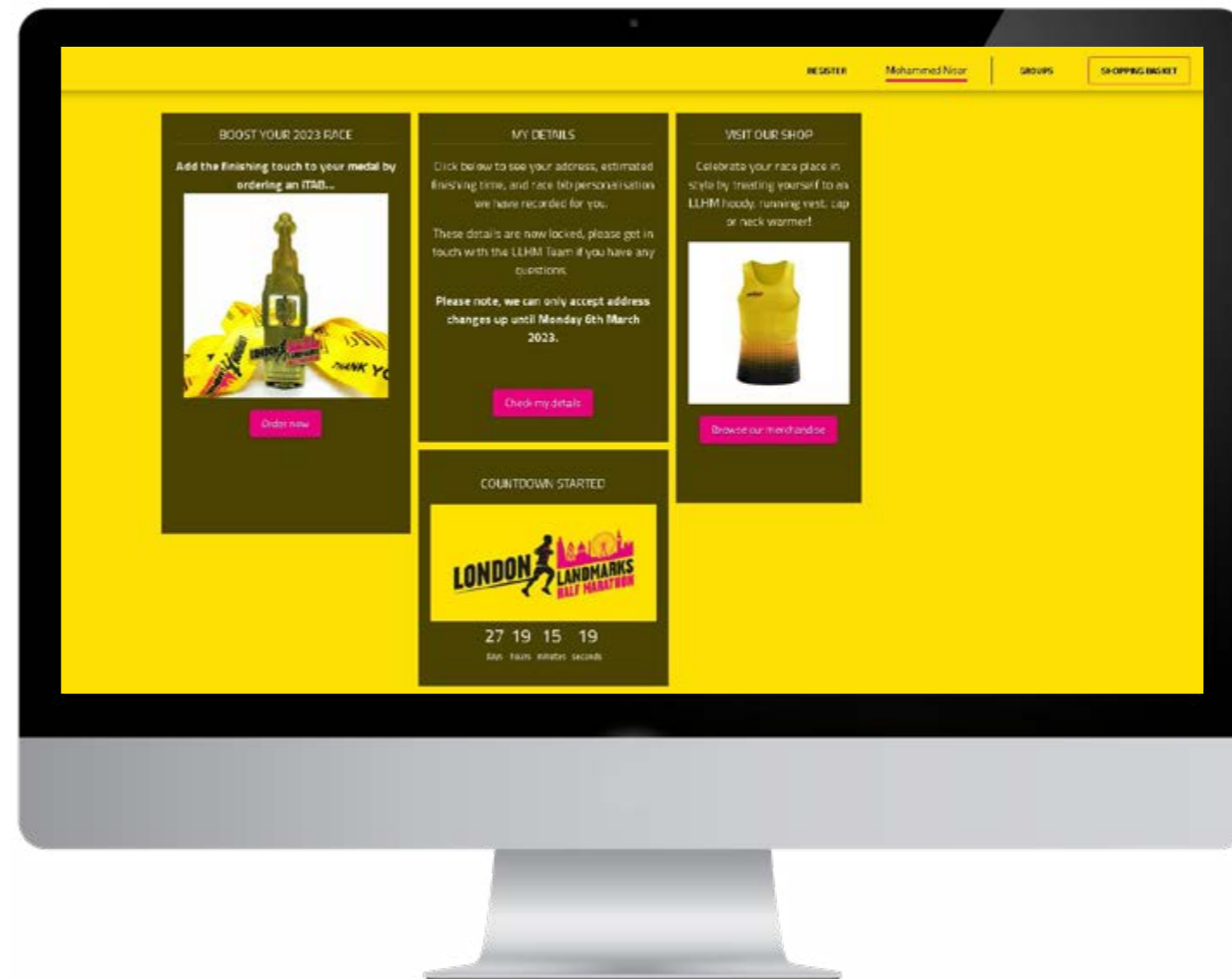
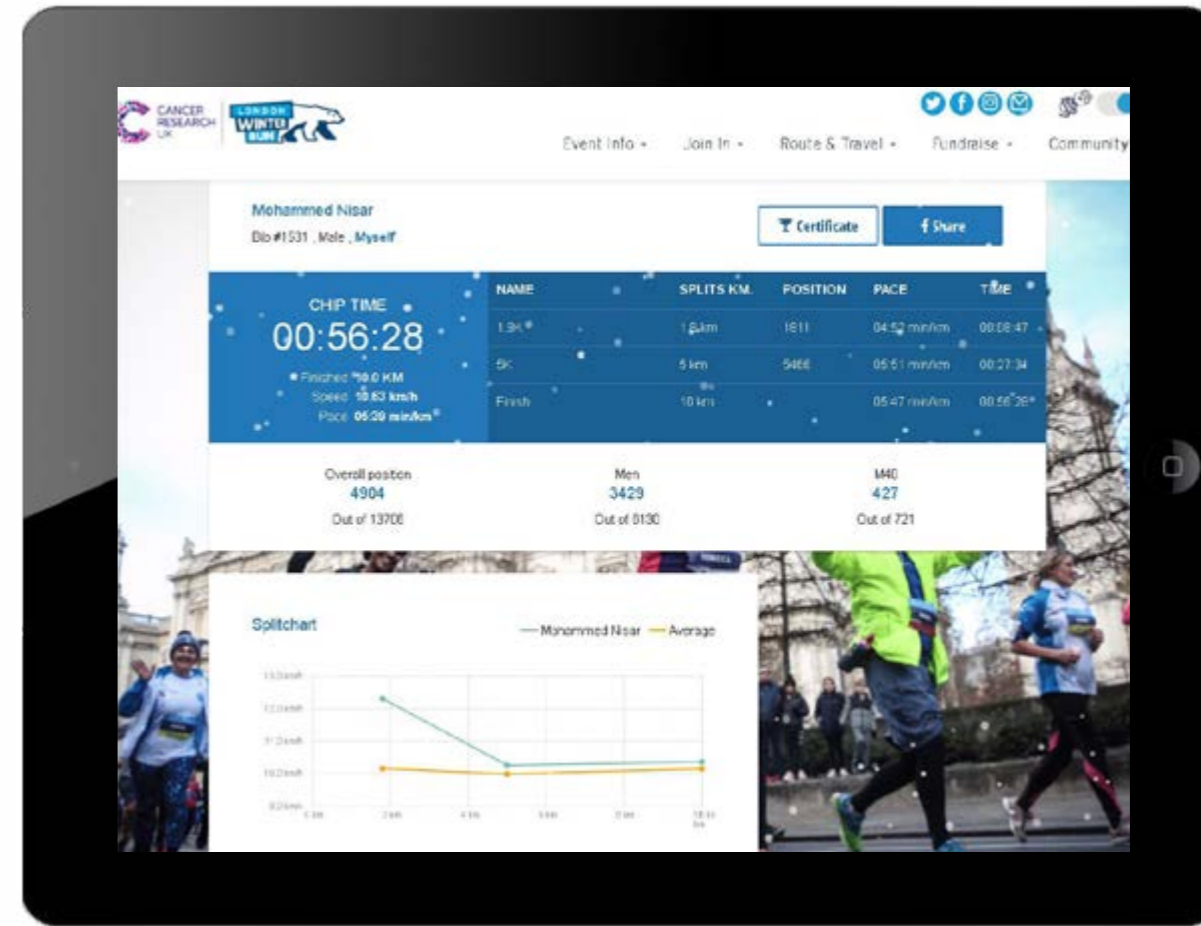


2/5/2023

Mohammed Nisar

Finished 10K @ London Winter Run 2023

Total time	00:56:28
Overall rank	4899
Men	3424
M40	427





William Harris



William Harris (Bill) has a vast experience in Law. As part of his role as a Security Officer for QMUL he puts himself out to help legal students with advice during the course of his shift.

QMUL have invited Bill into one of their workshops for their undergraduates to gain an insight into his invaluable experience.

Bill has proven what we have always known, that CIS attract staff into the security industry and shows how diverse the security industry has become, attracting such varied individuals from varied backgrounds and qualifications in so many different fields.

“Bill has very kindly agreed to assist the University at a talk on Tuesday 28th of March in the afternoon. He will be imparting his amazing advice and experience of working at the Inns with undergraduates as part of a workshop they are joining, it’ll be a totally invaluable experience for the students.”

**Edith Furlong
Facilities and Centre Manager
Centre for Commercial Law Studies**



HOW LONG HAVE YOU BEEN WORKING FOR CIS?

I started working for CIS in September 2018.

TELL US ABOUT YOUR EXPERIENCE?

I was the Manager of the practice of 100 Barristers. My job was to attract business into the firm and manage their diary and accounts. A lot of work behind the scenes goes into running a Barrister’s chambers and I was head of this for many years.

WHAT DO YOU DO ON A NORMAL DAY IN YOUR JOB ROLE?

My role here is mainly reception duties. After security around the building, I assist students with enquiries and contractors also. It is a very busy reception area at this University. I also in the past have mentored students who are looking for a career in law. This University only does law so I guess this is the correct place for me to help and assist all I can.

WHAT SITE ARE YOU BASED AT AND WHY DO YOU ENJOY WORKING THERE?

Queen Mary University Lincolns Inn fields. Because of my past career I enjoy working with the students who want to be lawyers and feel I can give them some good advice about how to become one.

WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

Students here are from all over the world and some of them do not have great English. We manage to help in the end but communication can sometimes be challenging.

WHAT’S THE MOST REWARDING ASPECT OF YOUR JOB ROLE?

With my contacts in the legal world, giving them opportunities to progress is very rewarding and making them feel comfortable here when they first begin to learn at Queen Mary is most important.

WHAT ARE THE MAIN SKILLS NEEDED FOR WORKING IN YOUR JOB ROLE?

Patience – Communication – Confidence – Adaptability.

WHAT DO YOU DO IN YOUR SPARE TIME (HOBBIES)?

Sport. Cricket - Football and Snooker.

TELL US HOW YOU HELP LEGAL STUDENTS AT QMUL WITH ADVICE ETC?

By giving them opportunities where possible with law firms, internships work experience or full time employment.



Marina

Marina was a pianist in her home country Lithuania and has been playing since she was 5 years old. She learnt in music school because she asked her Polish grandfather who she was raised by.

She worked at the academy of music and stopped playing when she came to England in 2004. She used Victoria Music Library so she could still play, but they have since moved. She tried to go King's Cross St Pancras but it's a terrible piano!



We were able to find a piano for Marina so she can now play in her break.



“We love to shout about our women and their touching stories. We hope Marina will be invited to play at a CIS event in the future. It would be incredibly special.”

Runa Begum - Deputy Manager



Barbara Havel

Barbara Havel - Operations Support Manager at London Bridge City, Barbara has worked at London Bridge City for 12 months having previously worked at other CIS sites



This includes:

- ▶ HR
- ▶ Finance
- ▶ Rostering and Leave
- ▶ London Bridge City – Bridge ethos.
- ▶ Uniform
- ▶ Officer Welfare

Barbara’s achievements:

Barbara has been the backbone of London Bridge City’s rise to prominence, with a recent OSPA win as “Outstanding Team”

Barbara’s dedication and drive have been tangible as amongst ensuring that the welfare of the team is priority. Barbara ensures that our scheduling and finance issues are dealt with in an effective and efficient manner.

How long has Barbara worked for CIS and a brief description of her job role:

Barbara has worked at London Bridge City for 12 months having previously worked at other CIS sites.

Barbara’s role incorporates all aspects of supporting the extensive operation at London Bridge City.

When we decided to embrace the “Help Me Angela App” as part of London Bridge City of the OSPA winning Safe Strides initiative.

Barbara took control, ensuring that training was provided to the London Bridge City and championed the project from start to finish.

Thus ensuring that our staff and colleagues are safer while at work and while relaxing out of work.

Barbara is an unsung hero at London Bridge City and remains the backbone of our operation.

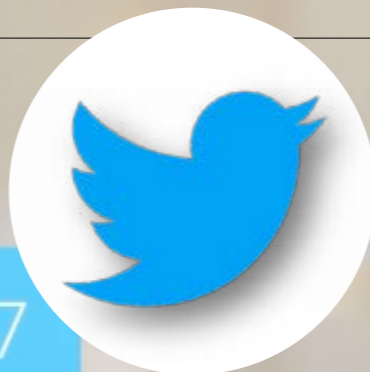
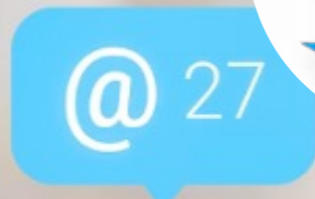
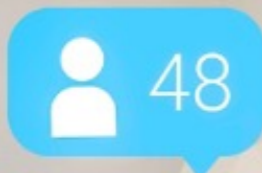


“I probably don’t get to say thank you enough to Barbara, due to the operational stresses and strains at London Bridge City... but I believe it is right and proper that I bring Barbara’s hard work and commitment to the attention of CIS.”

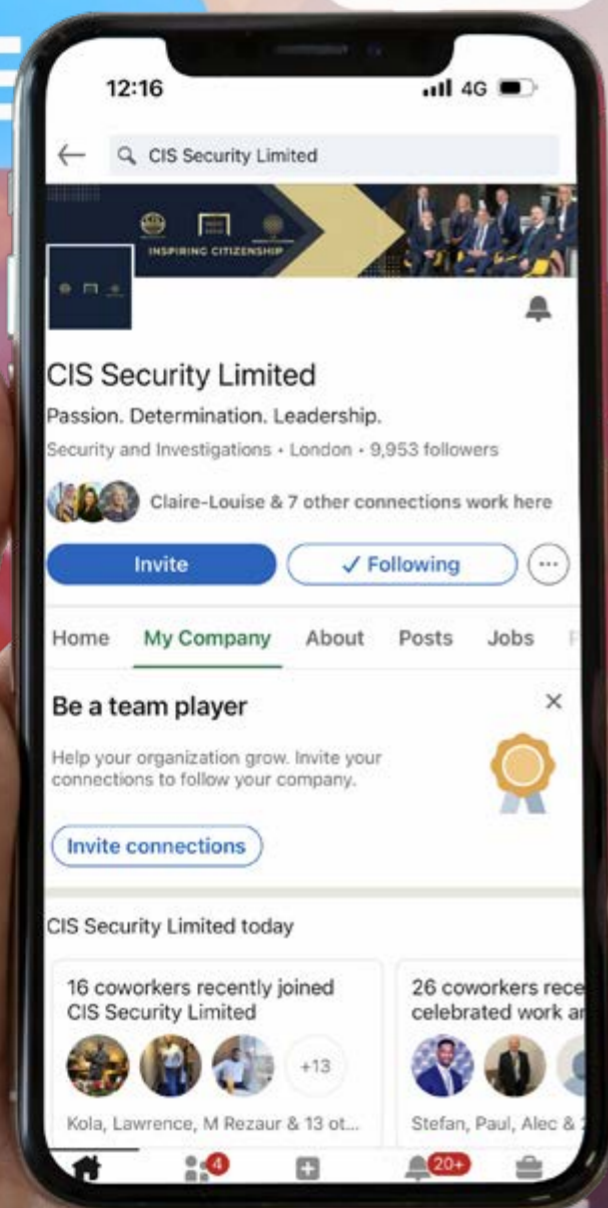
Dave Cox - Head of Security (LBC)



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CIS Head Office Address:

418-426 Lewisham High Street London, SE13 6LJ

Central London Office:

40 Gracechurch Street London EC3V 0BT



AutoCall: 01753 306 225

Reception: 020 8690 1903

Control Room: 020 8690 3221



www.cis-security.co.uk

www.cis-frontofhouse.co.uk



Email: general@cis-security.co.uk

Payroll Email: payroll@cis-security.co.uk

Feedback: communication@cis-security.co.uk

Citizenship: ciscitizenship@cis-security.co.uk

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