

# CIS NEWSLETTER

JULY 2023



## Summer Edition







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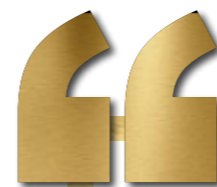




# MAKE IT HAPPEN!



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



Keep it coming.. more pictures, stories and great work that can be recognised! This newsletter is 73 pages long, just a few years ago it was nine pages, a small sign of how we have adapted to change, expanded our range of services and increased the support we give to our customers and colleagues.

Well done to the old and the new - Tony Bridgeman, our longest serving Account Manager, in recognising his teams, and to the Crown Estate for flying the flag in the recognition of their people. We remain obsessed with equality and supporting our colleagues. Happy, motivated and appreciated team members will always make the difference in long term achievement, and this year's successes reflect this.

There are many articles of recognition within this newsletter and equally please read through the articles that will assist your professional development and industry awareness. Every team member is an Ambassador for the company and the more everyone knows and shares, the greater the ripple effect of providing good citizenship, customer service and safety in our communities.

Thank you again for your continued hard work and performance in making CIS the Leading Security Solutions Specialist and I would like to wish everyone a sunny and enjoyable summer.



## Neill



# 01. WELCOMING NEW TEAM MEMBERS TO THE CIS FAMILY







# Welcoming New Team Members to the CIS Family!



# NEW BUSINESS



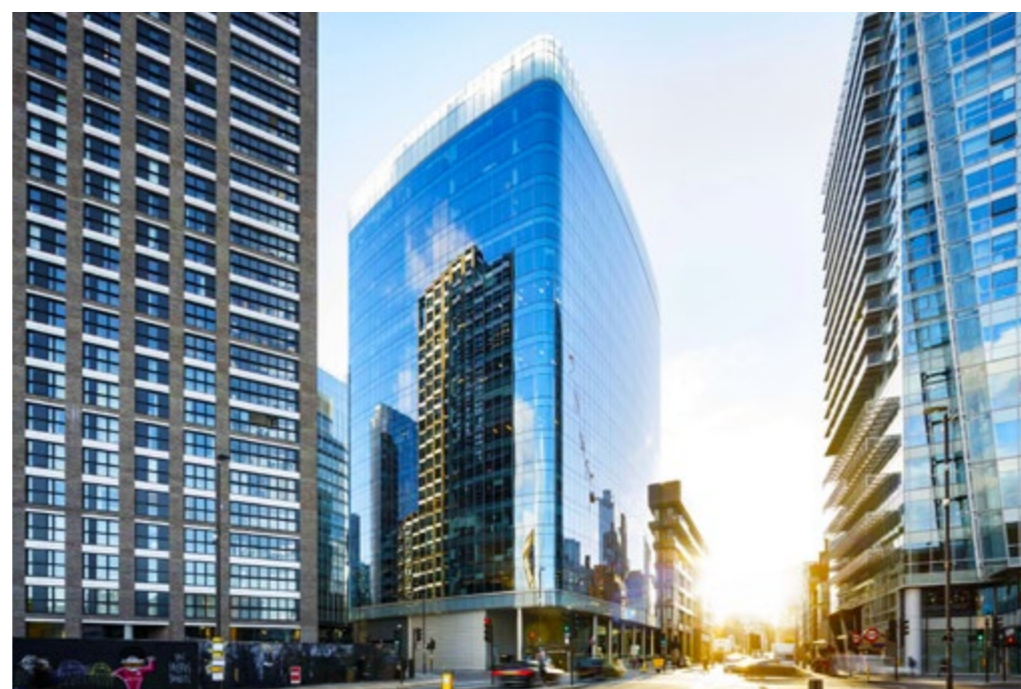
**BANK OF CHINA - SYSTEMS**



**CBRE - ONE CROWN PLACE**



**HELIX - THE GRAINHOUSE**



**BROOKFIELD - ALDGATE TOWER**



**SAVILLS - ROLLING STOCK YARD**



# WELCOMING OUR NEW RECRUITS

MONTH	TOTAL OFFERS	FEMALE OFFERS	INTERNAL OFFERS	INTERNAL PROMOTIONS
MARCH 2023	162	18	41	9
APRIL 2023	110	10	27	5
MAY 2023	117	19	18	4



**Georgina Martin**  
Talent Resourcing  
Manager

# WORK EXPERIENCE

We continue to support young people by offering work experience across the company, we will be having students in Marketing, HR, IT on site throughout the next month. It is fantastic to be able to offer these valuable experiences.

We have 2 students completing their work experience in IT, 3 students in Marketing, 3 students completing their work experience in HR and 1 student completing a months long work experience on site throughout July.



**We look forward to welcoming the other students coming in!**







# LONDON BRIDGE CITY - JOB FAIR

Thank you so much to the team that was part of the careers fair last month, especially in the heat!

Your commitment to London Bridge City's people - current and future - is immensely appreciated.

Cllr Martin Seaton, Cabinet Member for Jobs, Business and Town Centres was so impressed by London Bridge City's commitment to inclusive and local recruitment he would like a follow-up meeting.

This is a true testament to all your hard work in being responsible employers and working in an imaginative, empowering way.

# ASSESSMENT DAY

CIS Security had a proactive day at the Camden Works jobs fair on the 18th May. With over 370 attendees, we were able to speak to individuals about the career paths we have available.

Camden Works mission is to provide great employment support across the borough, to everyone who needs it. They support local residents with job-searches, applications, CV writing and much more. CIS fully support all London boroughs and our aim is to better lives, give opportunities and to provide career paths within the security industry.

It was a successful day, with a great selection of attendees all wanting to take the next steps in their careers.

This is the second year we have attended this event and we look forward to attending again next year!





# CIS INDUCTION - NEW STARTERS





# 02. COMPANY AWARDS & PROFESSIONAL ACHIEVEMENTS







# THE ACS PACESETTERS AWARDS 2023



CIS INNOVATIVE SOLUTIONS

## BARRY ROBERTS

WINS THE SECURITY OFFICER OF DISTINCTION AWARD



THE APPROVED CONTRACTOR SCHEME



PACESETTERS

## CIS SECURITY

WINS THE COMPANY OF THE YEAR AWARD



On Wednesday 24th May 2023, CIS Security attended the ACS Pacesetters Security Officer of Distinction Awards.

We are excited to announce that CIS Security was commended the ACS Pacesetters Award for **Company of the Year 2023**.

Barry Roberts, Security Officer at London Bridge City, also received the the **Security Officer of Distinction Award**.

This really is a testament to all the hard work that we do and we would like to thank you all for the support that we receive. We were absolutely thrilled with the result, it means so much to us seeing our people receive the recognition they deserve.

Well done to all the other finalists and winners!



***“It’s one thing to be nominated for this award from the organisation I work for and like so much. But to actually win, makes me totally happy and grateful as well as proud”***





# FIRE AND SECURITY MATTERS (FSM) 'SECURITY TEAM OF THE YEAR' AWARD.

We're thrilled to announce that CIS Security Limited in partnership with Here East was awarded at the FSM Award for 'Security Team of the Year'.

With over 280 team entries, we are pleased to be featured in the top 3 for such a prestigious award. The award highlights the hard work and dedication each and every one of our security team members at Here East demonstrates.

*"This achievement is a testament to the unwavering dedication, relentless efforts, and exceptional professionalism that our Security Team delivers. Their commitment to maintaining a secure environment and focus on continuous improvement has propelled us to new heights.*

*We were up against some exceptional competition and I want to extend my appreciation to these teams for raising the bar and pushing our team to be up there with the best in the field."*

**Leighton Jones, Head of Security & Front of House at Here East**



Colin George - CCTV Supervisor | Rebecca Thompson - Security Officer  
Nigel Reilly - Duty Security Manager



Colin George - CCTV Supervisor | Mafalda Oliveira - HR Apprentice  
Rebecca Thompson - Security Officer





**Directly associated with the JLL Crown Estate contract in London, there has been some excellent good news stories and achievements. From Jan 2023 onwards.**



**Muhammada Khan was awarded the Employee of the Month!**  
In addition to his exceptional work ethic and dedication, Muhammad has demonstrated an unwavering commitment to ensuring safety and security in the work place.



**John Ford awarded Kadir Beyleroglu for his outstanding efforts when stepping up to cover the SRO Manager role whilst Omer Jamshed was away for 6 weeks on emergency leave.**



**Darren Sparks awarded Jason Southon for his professional and meticulous efforts when tasked to review close to 1,500hrs of CCTV with a scope to identify a suspect following a burglary incident**



**John Ford awarded Employee of the Quarter (Q1) to Leo Silva. Leo's unwavering dedication and commitment to CIS in (Q1) has been outstanding.**



**Darren Sparks awarded Michael Cane for outstanding performance and professionalism. Michael Cane also went on to be promoted to a Security Response Officer last month.**





# CONGRATULATIONS

# CONGRATULATIONS

## SHIRLEY THOMPSON - LONDON BOROUGH OF HACKNEY - 10 YEARS SERVICE



CIS INNOVATIVESOLUTIONS

*“We would like to congratulate Shirley on reaching her 10 years of continual service with CIS Security Limited. Shirley, we recognise all the dedication, passion and hard work Shirley has demonstrated over her ten years service. You are a testament to CIS and the London Borough of Hackney.”*

**Michael Dawson - Security Account Manager**







# CONGRATULATIONS

## AGNIESZKA LEGOWSKA - 10 YEARS SERVICE AWARD



**We would like to say a huge congratulations to Anieszka, who has received a Long Service Award for 10 Years at CIS.**

# CONGRATULATIONS

## JALLEEL OSHODI - 15 YEARS SERVICE AWARD



**We would like to thank Jalleel for his commitment and dedication to CIS. Congratulations on receiving a Long Service Award for 15 Years at CIS.**





# CONGRATULATIONS

## TONY ROBERT - 15 YEARS SERVICE AWARD



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

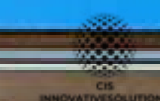
# CONGRATULATIONS

## JAMIE CALVERT - 10 YEARS SERVICE AWARD



**Congratulations to Calvert, who has received a Long Service Award for 15 Years at CIS.**





# 03. WELLBEING AND BENEFITS







# PAYROLL & STAFF 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!

## PAYROLL UPDATE

### Making Child Benefit claims quicker and easier for new parents

If you are about to become a parent, you may be interested to know there is a new, easier way to claim Child Benefit online or using the HMRC app.

Parents can claim as much as £1,248 a year for one child, which could add up to almost £20,000 by the time they are 16. You could also receive nearly £827 a year for any other children you have.

There is more to Child Benefit than just payments, by claiming you will also:

- ▶ Receive National Insurance credits which count towards your State Pension,
- ▶ Make sure your child automatically gets a National Insurance number when they are 16 years old.

**Evi Garoufi**

Head of Payroll & Benefits

There are two simple steps to using the HMRC app for the first time:

1. Download the free HMRC app from the App Store for iOS, or the Google Play Store for Android.
2. Sign in using a Government Gateway user ID and password. If you do not already have an ID and password, this can be created on the same sign in page.

Once this is all set up, signing into the app can be even faster with a pin, fingerprint or facial recognition. This gives you everything you will need to know about your Child Benefit claim at your fingertips.



### National Insurance numbers can now be saved to the Apple Wallet

Employees with an Apple iPhone can now store their National Insurance number in their Apple Wallet either online or through the **HMRC App**.

You may provide your proof of National Insurance number using your Apple Wallet rather than through the HMRC National Insurance number confirmation letter. HMRC wants to reassure individuals that this is genuine and should be accepted in the same way a letter would be.

Issuing National Insurance number confirmation letters by post can take up to 15 days, but now your National Insurance number can be viewed, shared and printed in the HMRC App within minutes and saved for future use.

HMRC is now working to give Android phone users the ability to save their National Insurance number to their Google Wallet and will provide a further update when this is released.

## Staff Benefits

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

Our extensive staff benefits collection can be found under The Hub, and it is best to visit using a desktop version of a PC rather than a phone as this way it is easier to navigate through the different benefits.





# YOUR BENEFITS From HSF Perkbox



Discounted shopping



Discounted Cinema Tickets



Days out



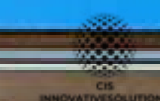
Discounted Gym



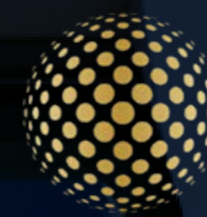
EMAIL HSF REP:  
[ryan.crown@hsf.eu.com](mailto:ryan.crown@hsf.eu.com)

VISIT HSF WEBSITE:  
[www.hsf.co.uk/hsf-perkbox](http://www.hsf.co.uk/hsf-perkbox)





# 04. COMPANY NEWS



CIS  
INNOVATIVE SOLUTIONS





# PERSONAL SAFETY

We are all aware of the reports of mobile phone thefts, rise in ASB, and crimes within the City, especially in the night-time economy. The police are operating under more and more constraints in dealing with these incidents. Taking this into consideration, we have to realise that we need to take steps to ensure our own safety and to make sure the awareness of our actions can have an impact on how we are perceived by hostiles. This is not a fix to all crime but as we know and understand from many studies, certain elements are true to make ourselves much less attractive to those with hostile intent.

available in many guises over a long period, we have put together these in a quick checklist and as a reminder.

## THE ENEMY

Hostiles will be looking for easy targets, those that are vulnerable, unaware etc. Our busy lives and activities make us and the immediate areas we share a fertile environment for crime. We can reduce this vulnerability. They want to avoid detection and delays as much as they want to commit the crime, therefore the easy target to maximise success will be far more attractive to the potential challenge, we can make this work to our advantage.

## SECURITY AWARENESS

Be Aware: You need to make sure that you are aware of your surroundings, common habits like headphones, walking while using your mobile etc. These activities take away your situational awareness. If you are guilty of these activities, make sure your headphones don't completely block out ambient sound, DON'T walk along and use your phone. If you do, walk close to a building or wall with the phone on that side, not on the exposed side or near the pavement edge. If you need to text. Stop and do it in a shop or in an area that offers some protection, keep looking up, be aware.

## HOME

Don't allow familiar environments to impact your awareness, familiarity can breed contempt. Whether at work, home or anywhere we automatically feel safe, consider these points:

- ▶ Report all security related incidents or suspicions of such incidents.
- ▶ If safe to do so, challenge those who do not appear to have any rightful authority/acting suspiciously in these areas. If you're not comfortable raise with your security teams if applicable, appreciate that you probably won't have security at home outside of systems and locks.
- ▶ Don't bypass security measures, lock doors and windows, access controls etc.
- ▶ Do not tolerate cold callers/ unsolicited visits or deliveries. At work challenge tailgating or those that you don't recognise, again use available resources.

## VEHICLES

Be aware of vehicles around your place of work or home, take note to register new or unfamiliar vehicles. If vehicles are a natural part of your landscape and you do recognise them, take the time to notice any changes to them where possible.

## KNOW HOW YOU LOOK

This may sound odd, but things we do that need consideration, wallets, phones in back pockets, bags being carried that are open, bags carried over one arm, body language, posture. If possible, keep your hands free, if you do need your hands make sure they aren't busy holding or carrying anything. Travel light, keep valuables to a minimum or as unobtrusive as possible. These need to be thought about. If you portray alertness, confidence this is a good deterrent.

## KNOW YOUR ENVIRONMENT

Scanning ahead and taking stock of surroundings, keep a check on critical distances, consciously look at 5m, 10m and 20m ahead, this proactive scanning keeps you alert to the immediate area. Take stock of what's around and occasionally behind you. Embrace your inner meerkat!



Jon Felix - Risk and Threat Advisor







## IF YOU DON'T FEEL COMFORTABLE, TAKE ACTION

You may not like the look of individuals, situations, groups as you travel around, take action, change direction, cross the street, make sure your behaviour demonstrates you are alert to your surroundings. It cannot be stressed enough that projecting confidence is essential to personal security.

When we add alcohol and social distractions this can exacerbate the lack of awareness, below are some simple reminders for socialising:

- ▶ Plan your night and avoid going home alone.
- ▶ If you are meeting someone you don't know well, tell a friend or relative where you will be and what time you will be back.
- ▶ Don't accept drinks from anyone you don't know.
- ▶ Be vigilant of where your drinks are
- ▶ Remember, just because you are not drinking alcohol you can still be affected.
- ▶ If you start to feel drunk after less alcohol than normal, tell a friend or bar staff venue security.
- ▶ If you notice a friend is drunk after just 1-2 drinks, keep a close eye on them.

## TRAVEL

We have a multitude of options with apps, various cabs, travel, and safety apps, all readily available. Again, we need to be vigilance in how we use these, they are not the answer in themselves. Remember that taking simple observational steps to increase your safety is simple. Examples include, sitting near the driver on buses, near doors on public transport, not being totally immersed in books, or technology, conscious movements demonstrating you are aware of your surroundings, (inner meerkat again)

## HOLIDAYS

The above advice is especially important whilst on holiday, we are more relaxed and in unfamiliar surroundings, paying more attention to sights, distractions and where the next place to sit down, have a drink etc. Hostiles will be looking for this and tourists make easy targets. Body language and confidence is vital. So do the following in the area you are on holiday to make sure you are not easy pickings:

- ▶ Don't walk around taking pictures without scanning your immediate area first
- ▶ If you are taking pictures, try to be in an area where you have some protection from getting your camera snatched
- ▶ Don't leave valuables on the tables or in sight when sat down eating or drinking
- ▶ Don't walk around looking at your map or phone, do it when you are sat down or go into a shop and review where you are going
- ▶ Hotel room safes are not that secure, be careful about what you put in there

**Please don't let this put you off! But having good situational awareness, taking simple steps to look confident, are excellent deterrents in avoiding possible crimes towards you and those with you.**



**NEIL MOSCROP - HEAD OF INTELLIGENCE & OPERATIONAL SUPPORT | AKASH LEAL - INTELLIGENCE RESEARCH APPRENTICE | NIKKI BOAKYE - SENIOR INTELLIGENCE ANALYST  
JON FELIX - SECURITY & RISK ADVISOR**





# SKILLS SUMMIT

As member of the Skills Board, our HR Director, Tracy Plant, was delighted to be invited to the Skills Summit, to take part in a collaborative forum to discuss the work that Skills Board has been doing over the last 12 months.

### The objectives of the Skills Board is:

- ▶ To increase standards of training
- ▶ To provide access to learning
- ▶ To create a clear and consistent career pathway
- ▶ To support the security industry in becoming a career of choice
- ▶ To ensure the industry is considered a professional career

Tracy had the pleasure of facilitating the **“Make Space for Learning”** panel. Thank you to; HR Director of Carlisle Support Services, Suzanne Hawkins, Leadership & Learning Design Manager for Securitas Security Services, Cathie Babbington Leader - Educator, and Figen Murray OBE for your contribution of the importance of high standards and quality training needed in this industry and the need for CPD.

Tracy also took part in the **“Re-imaging-Retention”** panel discussion, explaining the importance of employee engagement. It is essential that our staff are listened to, their voices are heard, and ideas are considered. If your employees feel valued, inclusive and have the sense of belonging they will be happier at work, more engaged and with remain with your business.

As part of the Skills Summit, Managing Director, Neill Catton, signed the Skills Pledge showing our commitment to high standards of training, access to continuous learning, improving professionalism in the industry and being an inclusive employer.

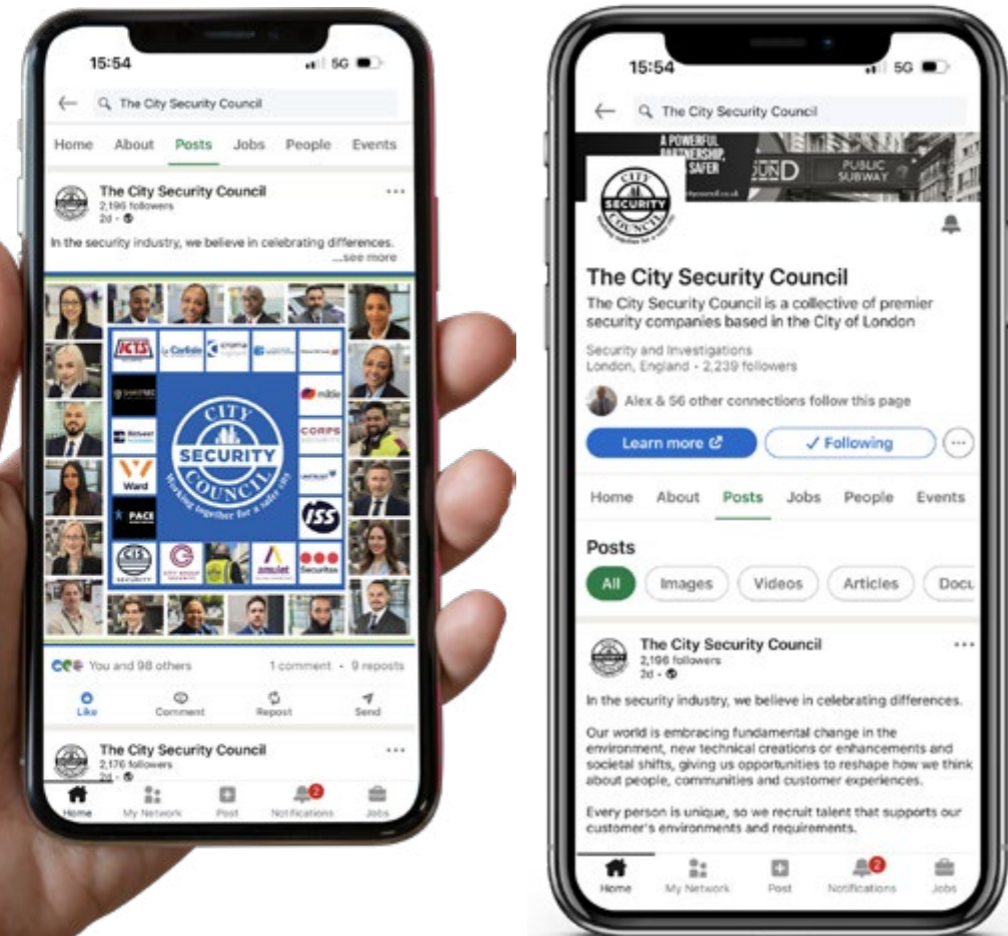






# CIS WORKING IN COLLABORATION WITH THE CITY SECURITY COUNCIL

## FOLLOW US ON LinkedIn



Since its inception the group has grown considerably in membership and its remit has also evolved. The CSC is now recognised as a leading and authoritative voice of the security industry and one that represents the interests of thousands of security officers.

The committee has now extended its membership beyond the City of London to include any UK based security company who is ACS approved or is working towards the relevant British Standard.

The council's strategy aims to ensure the highest levels of Detection, Prevention, Deterrence and Response.

The Equality, Diversity and Inclusion Board (EDI) formed from members of the City Security Council is to collaborate on best practices and setting standards for being an inclusive employer. Acting as an EDI Ambassador for the City Security Council and CIS demonstrates our commitment in achieving a culture of diversity and inclusion throughout the City Security membership.

Please follow the LinkedIn page via the link below to see some of the great work that we are doing!

The City Security Council was originally established as a collective of premier security companies based in the City of London. The groups key objective was to work in close collaboration and support of the City of London Police and City of London Corporation in times of crisis or when any significant major event took place in the city.

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# CIS is very proud to be taking part in The City Security Council's EDI Filming Project.



**Runa Begum  
Deputy Manager**



### **Why you wanted to take part in this project?**

I make sure I get involved in all projects supporting the movement. Also, to share my journey and show that it is absolutely possible!

### **Why is ED&I important to you?**

For me, it is an integral part of the employee experience. Our people, no matter their characteristics, should be valued. Positive attitudes to remove barriers and enable people to equally fulfil their potential should be part of the culture across the industry. No matter sex, gender, or economic/educational background, you do well because you are determined, passionate and willing to do a great job.

### **Why you enjoy working for CIS Security?**

Having such amazing managers who are fun, always willing to teach me and trust my decisions with support just makes the entire experience a fantastic journey of development and growth. This is because CIS have a great company culture which is unbeatable and well known, we work as a team and every ones door is always open. We are only getting better and better as we grow and set industry standards which make us proud to say that WE ARE CIS.







### Barnabas Izer-Major Security Manager

#### Why you wanted to take part in this project?

I wanted to participate in this project with the intention of fostering industry growth and offering valuable perspectives to individuals considering a career transition.

#### Why is ED&I important to you?

Promoting Equity, Diversity, and Inclusion (ED&I) is important to me because I believe that individuals from diverse backgrounds can contribute knowledge and perspectives that will greatly enrich the industry to do a great job.

#### Why you enjoy working for CIS Security?

From the very beginning of my journey at CIS, I have found great satisfaction in my work due to the company's values and their unwavering pursuit of success. This perfectly aligns with my own approach to work.



### Sercan Turet Security Manager

#### Why you wanted to take part in this project?

This is a great project for a good cause and an interesting opportunity to be a part of. This was something I haven't done before, being in front of a camera was out of my comfort zone, but I always like a challenge and to participate in new experiences. I wanted to put my story out there to help introduce new people to this great industry.

#### Why is ED&I important to you?

Having people from all walks of life is important to me, as there are many experiences that I have not had an opportunity to be enriched by. From culture to food, I am always interested in more ways to live life to the fullest.

#### Why you enjoy working for CIS Security?

CIS has a management structure where you feel that they are approachable and more aware of the on-the-ground business side of the company.

I can truly see and relate to the Passion, Determination & Leadership in people within the company.







# CIS' ANNUAL SERVICE PARTNER EVENT AT THE CLERMONT HOTEL

On the 14th June CIS hosted our annual Service Partner Event at the Clermont Hotel in Charing Cross.

Our Service Partner Event is a great opportunity for networking and discussing the exciting services and innovation we can offer to our customers.

A huge thank you to our speakers; Managing Director, Neill Catton, ESG Manager, Jordy Mukudi, Finance Director, Joan Cook, Commercial Director, Nick Hawksley and Head of Innovative Solutions, Kuldeep Kainth.

We are looking forward to a bright future of collaboration and success!



NEILL CATTON - MANAGING DIRECTOR



JOAN COOK - FINANCE DIRECTOR



NICK HAWKSLEY - COMMERCIAL DIRECTOR



JORDY MUKUDI - ESG MANAGER



KULDEEP KAINTH - HEAD OF INNOVATIVE SOLTIONS







# CIS IFSEC EXHIBITION AT THE EXCEL CENTRE

**John Salthouse, Security Manager (The Gilbert) and James Reed had the pleasure of attending IFSEC exhibition at Excel centre.**

It was an eye-opening experience. The expo brought together industry professionals, security enthusiasts, and cutting-edge technology from around the world. It was a unique platform where the latest advancements and solutions in security were showcased, discussed, and demonstrated. Here, we would like to share our observations and insights from this fascinating event.

First and foremost, the sheer scale of the IFSEC was impressive. The venue was buzzing with energy as attendees explored the vast exhibition halls filled with booths representing companies and organisations from various sectors of the security industry. From physical security to cybersecurity, surveillance to access control, every aspect of security was well-represented.

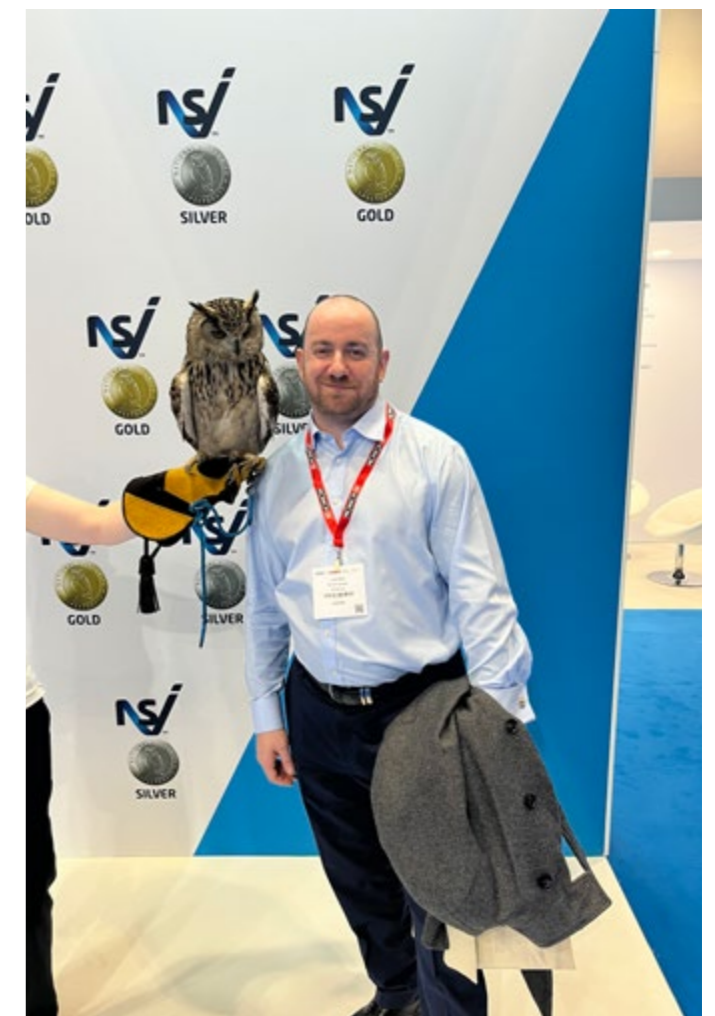
The exhibition booths were a treasure trove of innovation. We witnessed live demonstrations of state-of-the-art surveillance systems, biometric technologies, facial recognition solutions, and smart access control systems. These cutting-edge advancements demonstrated how technology continues to play a pivotal role in ensuring safety and security across various domains. It was exciting to see the convergence of artificial intelligence, machine learning, and data analytics in empowering security professionals to tackle emerging threats more effectively.



Furthermore, IFSEC served as a launchpad for new products and solutions. We had the privilege of witnessing the unveiling of next-generation security devices, software applications, and integrated systems. From “robot dogs” to AI-powered threat detection algorithms, the expo showcased how technology is continually evolving to stay ahead of potential risks and vulnerabilities.

Attending a IFSEC not only broadened our horizons but also reinforced the significance of prioritising security in our increasingly interconnected world. It highlighted the need for continuous innovation, collaboration, and knowledge-sharing to stay one step ahead of evolving threats.

In conclusion, attending a security expo was an enlightening experience that showcased the immense strides being made in the field of security. From groundbreaking technologies to insightful discussions, the event left us with a deeper appreciation for the efforts being made to create a safer world. If you ever have the opportunity to attend a security expo, We highly recommend seizing it. You'll gain invaluable insights, witness technological marvels, and connect with passionate individuals dedicated to safeguarding our present and future.







## GOOD FEEDBACK - THE GILBERT



**Ana Burke** and **Yousef Jaraya** have received praise for dedication to their work and for their ability to identify problems, manage contractors, and find solutions. Both officers exhibit excellent observations while on routine building patrols, and the Building Manager has referred to them as a “Formidable Force” when it comes to spotting problems.

Both Ana and Yousef were able to effectively manage the 3 teams of window cleaners who worked on the site. Cleaners used a mobile platform without any barriers or warning signage, both made sure that public safety was implemented by ensuring that the cleaners put out signage and barriers. They both displayed excellent due diligence in stopping one contractor from entering the site under a false pretence. Despite doing all of this, they were still able to patrol the building normally and highlight Security vulnerabilities.





# GOOD FEEDBACK - 90 FETTER LANE



**JOAO DE SOUSA - SECURITY OFFICER**

### Supervisor Stated:

*Dear all, I would like to thank Joao for his professionalism and care he took in this instance. No one can predict these things and for him to face this challenge on his first shift and to perform his duties in this manner is nothing short of excellent. I think he truly deserves a commendation, and look forward to working with him.*

### Client Stated:

*I would like to pass on my sincere thanks to Joao for the dedication and commitment he has shown during his first months on the team.*

*The response to the incident during his first shift was excellent and has led to a visible positive impact throughout the building. We are very lucky to have him as a member of the team.*

*Please pass on my thanks again for his support. I look forward to hearing future achievements and successes.*



# FREC 3 FIRST RESPONDERS LONDON BRIDGE CITY

Highly trained and dedicated First Response Emergency Care (FREC) officers like **Barry Roberts** play a significant role in providing care to unwell individuals. Their training ensures that they are well-equipped to offer reassurance and critical intervention in such circumstances.

When an unwell individual was on the estate, Barry was able to use his expertise to provide immediate assistance. He offered the person water, juice, and put an ice pack to the persons neck to alleviate the health issue (possibly sunstroke). The person then reported feeling better after 45 minutes and left with colleagues. Barry advised the person to seek medical assistance should any further faintness or discomfort arise.

FREC officers are trained to handle a variety of emergency situations. Their presence provides a sense of security to all those on the estate and enhances the level of safety.

FREC officers such as Barry Roberts are a vital asset to the safety and wellness of individuals at London Bridge City. Their highly specialised training enables them to provide the necessary intervention and care during emergency situations, creating a safe environment for all.



**BARRY ROBERTS - SECURITY OFFICER**

*I would like to put in a big thank you for one of your First Responder called Barry. One of my friends was taken ill on Friday 16th June (possibly sunstroke) and Barry arrived very quickly on the scene and did whatever was needed at the time. After a while my friend slowly recovered all thanks to Barry. Could you please pass this message on.*

**Regards  
John Parsons**





Account Director, Sammy Harrington, visited and personally thanked Team Leader, **Feysal Igal**, for his outstanding efforts when faced with a particularly volatile situation.

Feysal's professional and resilient actions, together with an immediate need to dynamically assess matters as the incident unfolded, were more than worthy of personal gratitude and a token of appreciation. His response, along with his colleague, Security Officer, Benjamin Akosah's, resulted in the personal safety of a building occupier not being compromised.

Sammy Harrington commented; 'It is so important that when our people go above and beyond, we take a moment to recognise that, and not just accept it as 'business as usual'. Feysal is a real asset to the team he leads and with Security Manager, Krasimir Chavdarov's support and guidance, he will be destined for further career progression in the very near future'.

**Well done Feysal!**

## CIS' CONTINUED COLLABORATION WITH THE METROPOLITAN POLICE



As part of our continued collaboration with the Metropolitan Police, our team at Islington Square took part in a training session to help ensure the safety and security of the residents, businesses, and visitors at Islington Square.

As part of this invaluable partnership, CIS has now established an annual Police Training Session Program for Islington Square.

Estate Security Manager, Ataul Ahmad stated; "The training program aims to equip our staff with the necessary skills and knowledge to effectively respond to emergency situations, such as counter-terrorism measures, conflict resolution, crisis management, major incidents, and emergency response. By working closely with the police, I have been able to invite specialised officers to conduct these training sessions, ensuring that our staff receive high-quality training".

A huge well done to Ataul and his team and thank you to the Metropolitan police for your continued support!







# CoLP Partnership



**Chief Inspector  
Ray Marskell**

**Inspector  
Joe Easterbrook**



## Embracing Technology – Chief Inspector Ray Marskell & Inspector Joe Easterbrook, City of London Police.

Firstly, a sincere thank you to CIS again for affording us the space in another packed Newsletter. It's a bit double act this time around, with the two of us offering slightly different perspectives; one could say both the tactical and strategic. We hope you find it relevant and useful when considering more innovative solutions in your own business areas, and perhaps more widely across the security sphere. Within 'Local Policing' [the directorate responsible for community engagement and crime prevention], we utilise different technological solutions to meet our core responsibilities, below are just a few examples:

### CRIME MAPPING

Our teams now use Geographic Information Systems [GIS] to visualise and analyse crime data, map patterns, identify hotspot areas in the City, and highlight emerging trends in specific areas. This information is then used at a bi-weekly tasking meeting to deploy resources effectively and develop targeted crime prevention strategies. Predictive analytics helps examine historical data to predict future crime flashpoints.

Horizon scanning is key to enabling us to respond effectually and understand seasonal crime trends across the city, such as bike theft and phone snatching. We recently visited a company in London who have developed a 3D modelling software solution, which imports and then overlays data from various sources, such as the police [crime data], planning departments, and TFL. The next stage is to see how this software can improve our response to spontaneous and pre-planned events, understand the terrorism risk on emerging open spaces and vulnerable locations, and therefore, where to focus efforts to have the utmost effectiveness.







## FORENSICS

As you can imagine, technology plays a crucial role in the collection and analysis of forensic evidence. For example, our officers and staff routinely use mobile fingerprint identification systems and digital software to aid in criminal investigations and interventions.

With the increasing prevalence of crime in the digital space, there are also several digital forensic tools to investigate offences linked to computers, mobile phones, and the internet. Such tools allow us to extract and analyse data, including recovering deleted information [in some cases] and tracking online activities. Digital evidence management systems enable the secure storage, organisation, and linking of evidence and investigations. These databases can be accessed by investigators across the force, facilitating shared organisational awareness and helping to link repeat crimes and suspects.



## SURVEILLANCE & MONITORING

In the city, and no doubt similarly to CIS, we draw upon the comprehensive CCTV infrastructure and use of body-worn cameras to gather evidence, maintain safety, and enhance officer accountability. Additionally, technologies like automatic number plate recognition [ANPR] help identify vehicles involved in criminal activities. More recently [and still ongoing] the Safer City initiative is upgrading cameras deployed in public spaces and vulnerable locations within the Square Mile to enhance situational awareness and better interventions. For example, cameras can be used on city bridges to detect those that have stopped moving or breached a pre-determined safety line. We have also invested in sophisticated tracker technology that can be used to address varying crime types.





## SOCIAL MEDIA

It's no secret that we use technology to search and monitor social media platforms to gather intelligence, identify potential threats, and detect criminal activities. This can involve automated software or dedicated intelligence teams that actively search for relevant information. For example, we may search for 'unlicensed music events in the Barbican', if we received intelligence that a rave might occur in that area. The technology would run systematic key word searches and flag potential risks. Of course, companies like CIS, with sophisticated intelligence capabilities can often go beyond conventional policing methods and that is why partnerships and information sharing is so important.

We also use social media to engage with our communities, warn and inform, and seek public assistance in addressing crime and Anti-Social Behaviour [ASB]. Our main platform to get messages to our residents is Nextdoor, and City INTEL for businesses and security professionals. Using these platforms, as well as other social media channels we aim to foster collaboration, trust, and confidence.



## COMMUNICATIONS

We rely on communication technology to stay connected with each other and other blue light services when required. This includes radio systems, smartphones that double up as mobile data terminals, and GPRS that enable real-time communication and coordination. Plans are afoot to develop intelligence sharing platforms for retail outlets and licensed premises, so that timely, relevant information can be shared pertaining to prolific offenders, new deterrence methods, and crime prevention advice.



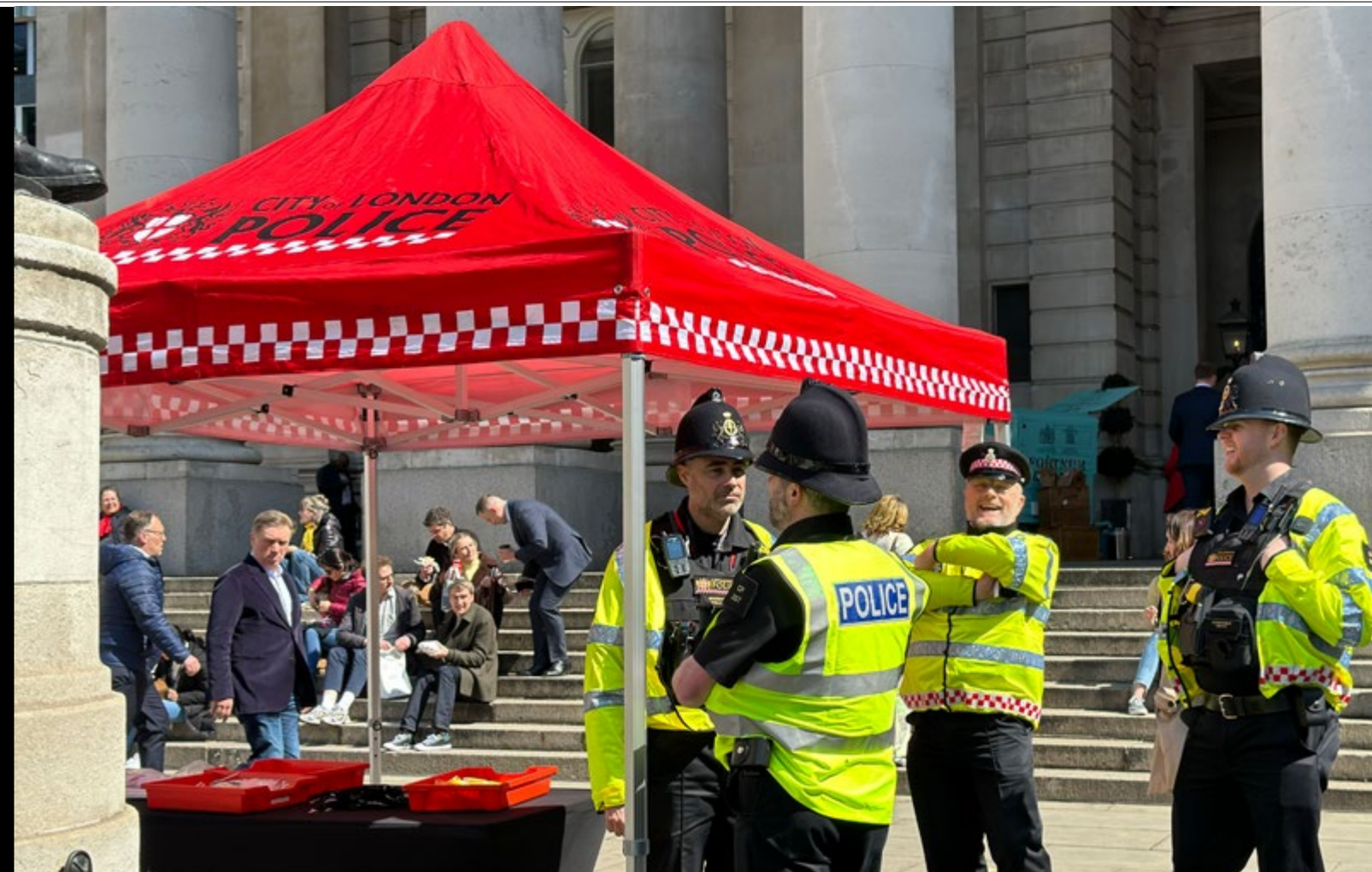




## VR

In the not-too-distant future we hope to make use of virtual reality technology to provide an immersive experience to the public and our partners across several thematic areas, including but not limited to knife crime, theft from licenced premises, hostile reconnaissance, and violence against woman and girls. We envisage a VR experience using headsets to show a role play scenario, followed by an immersive educational experience and discussion.

We feel that such a platform would raise awareness on pertinent issues, and positively influence the security posture, presence, and infrastructure across of our partners.



**So, akin to CIS, we use technology across business areas to enhance effectiveness; in our case, this is in the prevention and deterrence of crime, maintaining public safety, and engaging with city communities. Of course, we are always seeking new ways to work, particularly within the partnership space – exciting times are ahead...!**





# CIS WORKING WITH THE WORSHIPFUL COMPANY OF SECURITY PROFESSIONALS



THE WORSHIPFUL COMPANY OF SECURITY PROFESSIONALS

The first post-pandemic Whittington Course took place in May 2023. Organised by the Worshipful Company of Security Professionals, the course, inspired by the story of Dick Whittington, aims to empower students from the Harris Garrard Academy in Bexley with valuable career insights and life skills to help unlock their full potential.

The day began with an exciting commute on the Thames Clipper to Canary Wharf, where the students visited various business and financial institutions. JP Morgan's Graduate Analysts delivered an enlightening talk on banking opportunities, while UCL School of Management at 1 Canada Square provided a presentation on entrepreneurship, emphasising creativity and resilience in building successful ventures.

In the afternoon, the students gathered at Butchers' Hall in the City of London, immersing themselves in City traditions and the history of Livery Companies.

They engaged with WCOSP Apprentices during a working lunch, gaining awareness of different professions and had the opportunity to ask questions.

**CIS Security conducted a workshop on CV writing, interview techniques and networking.** The day concluded with a captivating presentation by the City of London Police, offering first-hand knowledge of their work and allowing students to handle police equipment, sparking interest in public service careers.

To wrap up the day, the students were collected by a convoy of Black Cabs provided by the Worshipful Company of Hackney Carriages and driven to Bankside Pier for the Clipper home.

The students found the day highly beneficial, in developing crucial soft skills for employment, a better understanding of the modern workplace and a broader perspective on the diverse range of available career paths.

***“We would like to recognise the following CIS stars who supported this event; Georgina Martin for CV skills presentation, Kim Maylon for arranging the students transport, Matthew Crooks for the goody bags on the day and Khuram Nazir and Atakan Kantar for transporting various items in support of the day.”***

**Neill Catton - Managing Director**







# PADDINGTON SQUARE

**On Wednesday 5th April the team at Paddington Square (including our very own Emilia Maria Andruhovici) enjoyed a chocolate fountain breakfast provided by St James Facilities.**







# THOMAS MORE SQUARE



The security management was informed by a Shift Supervisor that his patrol Officer had found various items in various places that were not supposed to be there.

The security management team decided to carry out a thorough investigation. During the investigation, they discovered several items were removed from their original places to very unsafe places. They also discovered cables were cut in one of the main plant rooms.

Prior to this investigation, the security team had noticed the engineers removing some wires and copper cables in bins, but they did not pay too much attention to it because this work was being carried out during their normal working hours.

As the engineers were seen bringing bins from the Public NCP car park (one-half of which is under TMS 4), the management team decided to focus their investigation on TMS 4, starting from the roof.

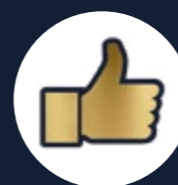
The team discovered that the electric cable inlet rubber seal was tampered with and replaced it with the aluminum tap and the remaining aluminum tap was on the floor. It was decided to check the floor below this area, which is an electrical riser room, they discovered some leaks coming from the roof, and 6 thick electrical cables were cut.

The Client was informed, he was unaware of these activities and wanted to see them for himself. After having seen the evidence physically client wanted to view the CCTV footage.

The client then decided to involve the Metropolitan Police for the damage caused by these activities.

Three engineers seen on the CCTV footage have been suspended pending further investigation.

## Teamwork recognition to:



**Gideon Asante, Hari Limbu, Riyad Ateshin, Jorge Monteiro, Stephen Lewis, Syed Ali Jafri, Neville Henry, Omar Nelson.**



*Hope you're well?*

*I'm sure you're aware of the incident at Moretown concerning potential criminal activities involving cutting and removing cables from the building?*

*Firstly, I have to say vigilance in initially spotting this is a credit to the team we have working at Moretown. I will expand on this further once the matter is concluded.*

**Tony McCarron  
Estate Manager  
Moretown**







# GREAT FEEDBACK FROM HYLO



***Just to say a huge thank you to all the Security team this afternoon and tonight for working so hard to ensure our occupier event went as well as it could.***

***I've heard such positive feedback from tonight and it's the site Security team that have been the driver to ensure our clients event went smoothly. It was seamless. Thanks so much to you all for your efforts. It was great to be there and witness how well we perform. Really proud.***

***Thank you!!***

**Darren Keating  
Operations Manager**







# OUR INNOVATIVE SOLUTIONS



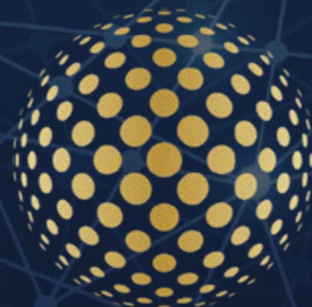
**Security Systems Installation**

**Planned Preventative Maintenance**

**Car Park Management**

**Procurement of Security Equipment**

**Technical Security Consultancy**



**CIS  
INNOVATIVESOLUTIONS**



**Kuldeep Kainth**

Head of Innovative Solutions

[kuldeep.kainth@cis-security.co.uk](mailto:kuldeep.kainth@cis-security.co.uk)

**George Harwood**

Security Systems Manager

[george.harwood@cis-security.co.uk](mailto:george.harwood@cis-security.co.uk)





# RECENT PROJECTS - JLL LONDON PORTFOLIO



中國銀行  
BANK OF CHINA

### National Contract to Maintain the Security Systems for The Bank of China.

## HI-SCAN 6040C – 110 BISHOPSGATE

CIS Innovative Solutions appointed approved suppliers and manufactures Smiths to install and commission a Smiths Hi Scan X-Ray Scanner for our client at 110 Bishopsgate.

HI-SCAN 6040C is designed to detect prohibited items and threats by screening bags and packages at security checkpoints. It is ideally suited for public buildings such as prisons, courthouses, embassies, banks and hotels, where its contemporary design and small footprint fit well into any entrance environment.

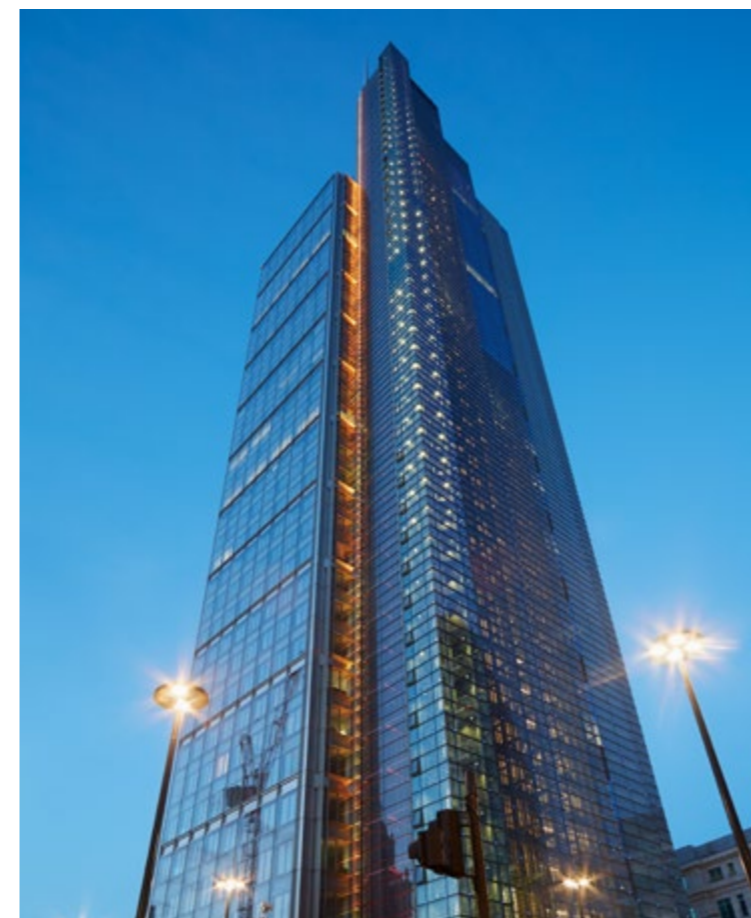
HI-SCAN 6040C is the result of Smiths Detection's pre-eminence in X-ray technology: more than 40 years of

experience in delivering engineering excellence to meet the highest security standards with proven product reliability.

The X-ray scanner is a valuable addition to support the team at 110 Bishopsgate minimise risk of undetected threats entering the premises via deliveries and post.

### FEATURE HIGHLIGHTS

- ▶ High reliability
- ▶ Best-in-class image quality
- ▶ Easy to operate
- ▶ Future-proof electronics and software







# Recent Projects

For this project, we played a crucial role in managing and coordinating all aspects of the project.

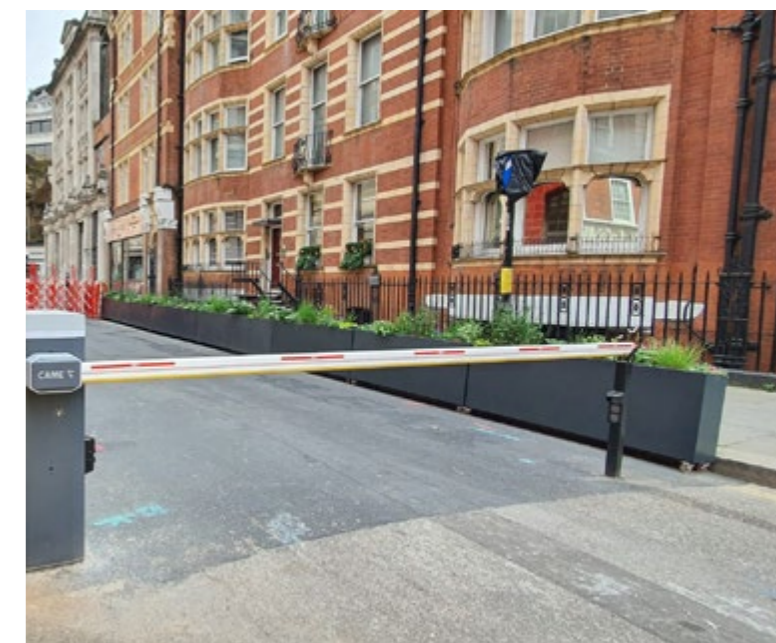
Our objective was to install an Inner Range access control system in the landlord areas. This system would be integrated with the newly installed and commissioned lift system on site.

Working with Inner Range, an Australian access control company, presented challenges due to the time difference. Despite this obstacle, we successfully overcame it, and the system is now fully operational and working in conjunction with the New Lift systems.

To ensure efficiency and minimise disruptions, we utilised existing cabling where possible. We conducted continuous testing during the installation process to identify and address any potential issues.

It was paramount to ensure a smooth and efficient transition to the new Inner Range system without causing any inconvenience to the building's tenants.

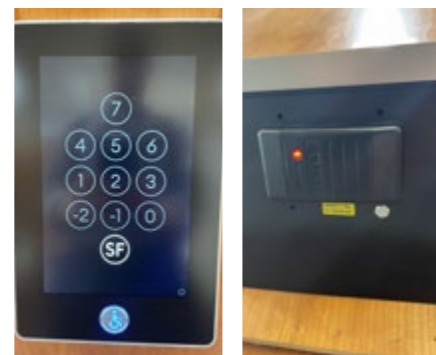
To maintain a sleek appearance, we strategically positioned the readers underneath the lift call screen, ensuring they remain hidden while preserving a polished aesthetic.



**ir inner range**

Unified Platform  
Cyber Secure  
Vastly Scalable

Access Control and Security with Integrations to Major Brands







# Knightsbridge Estate

For this project, we installed a barrier at the loading bay entrance. This barrier would be connected to an intercom system for communication with the control room. We will also be installing CCTV and wireless bridges on a pole to wirelessly transmit the signal.

Through a series of site visits and necessary adjustments, we found the perfect solution for our client's needs.

The barrier is designed to be operated either through a fob or manually, offering convenience for the guards to open and close it as required.

The client is currently in discussions with the council regarding the use of an existing pole for mounting these systems, as opposed to installing new.

In addition to this project, we have provided further solutions for our client, these consist of; additional CCTV installation, protect for vacant offices, and even the implementation of artificial grass.







# SECURITY EXPO AT NEC BIRMINGHAM

Members of the CIS Innovative Solutions team attended the Security Expo at NEC Birmingham. We were hosted by our partner Northland Controls who introduced us to several manufacturers within the security industry who demonstrated there new technologies for us.

The Exhibition was very informative and we met many suppliers of new products that we will be looking to implement for our customers over the next twelve months.

### Suppliers we met include:



a Motorola Solutions Company



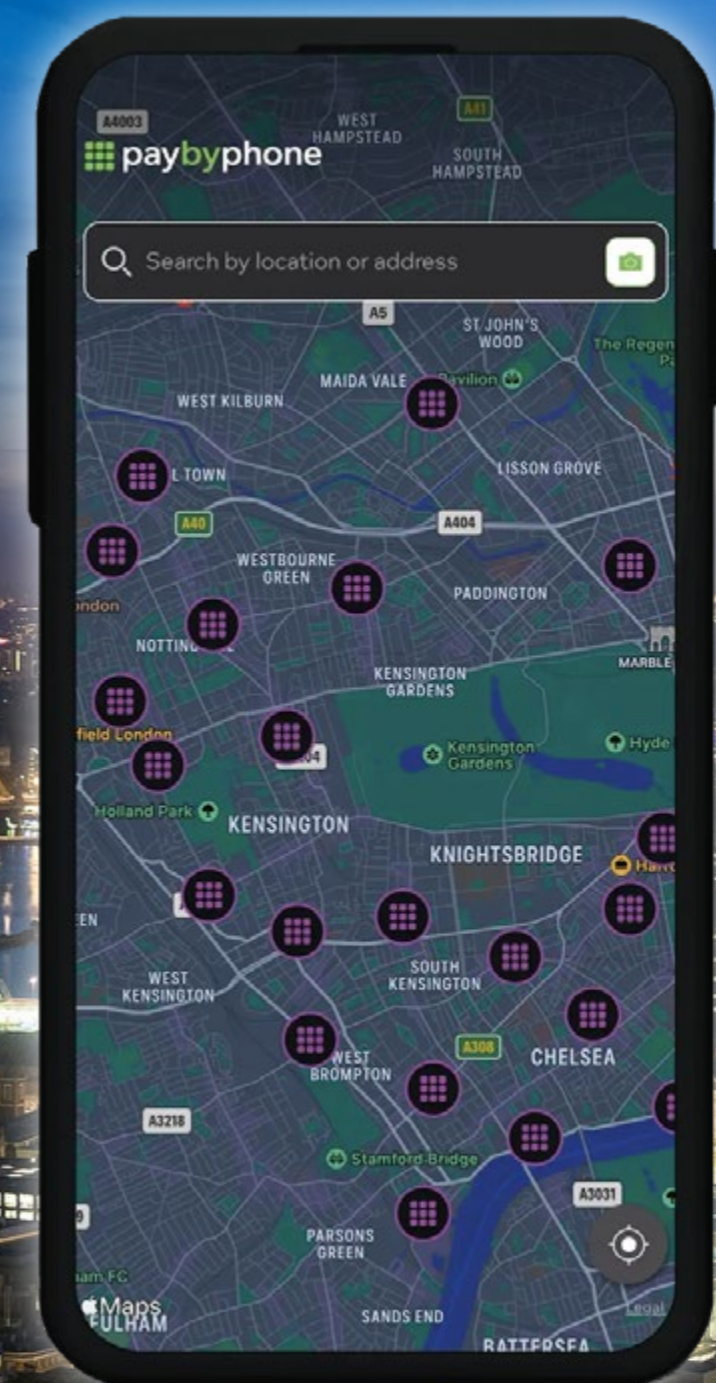




# WHAT'S NEW

## TOTAL CAR PARKING SOLUTIONS

- ▶ Car parking revenue stream assessments
- ▶ Physical parking enforcement officers
- ▶ PCN issuing, processing and debt recovery services
- ▶ ANPR camera payment and enforcement systems
- ▶ Bespoke design car park management permit system
- ▶ Green sustainable transport permit systems
- ▶ Pay-by-phone, pay-on-exit, pay-on-foot and pre-booking payment solutions
- ▶ Supply and installation payment machines
- ▶ Supply and install integrated barrier systems
- ▶ Car park surfacing and bay line marking services
- ▶ Supply and install enforcement signage
- ▶ Car park consultancy





# 05. FRONT OF HOUSE







# CIS CELEBRATED NATIONAL RECEPTIONISTS DAY - 10TH MAY

National Receptionists Day is a holiday celebrated on the second Wednesday in May each year, to recognise the importance of receptionists in our daily lives and to show appreciation for their hard work and dedication.

At CIS, we recognise the importance of our Front of House employees - they are the first contact most people have when entering a building, and the last face they see on their way out the door. Our Front of House employees create an all-important first impression, and because of this, they are an integral part of our business.

Front of House Contract Manager, Dimitrios Svoloopoulos, stated "To our wonderful CIS Front of House Team, I thank you for your support and services, not just today but every day. You are integral to the CIS family and we appreciate all that you do".

CIS' Front of House staff promote professionalism and pride for the key role that they hold within our organisation - to celebrate this important day, we spoke to some of our Front of House employees.

# NATIONAL RECEPTIONISTS DAY

**Patrocina has been working for CIS Front of House for two years at Moretown - Quadrant House**

*"I like to meet interesting people and enjoy creating good relationships with everyone"*

CIS SECURITY    CIS FRONT OF HOUSE    CIS INNOVATIVE SOLUTIONS







# NATIONAL RECEPTIONISTS DAY



**Airida**  
has been working for  
CIS Front of House  
since April 2018 at  
Moretown - Tower Hill

*"I really enjoy providing the best possible experience to visitors, tenants, estate management and staff. I love to supervise and co-ordinate the entire front of house team within the estate. Some days can be challenging but I have a brilliant team around me and my manager is very supportive too. Great team, great site – smashing success!"*



# NATIONAL RECEPTIONISTS DAY

**Nadege**  
has been  
working for  
CIS Front of House  
for two years at  
One America  
Square

*"What I enjoy most about my role is guest and tenant interactions. I love the relationship that I have built for the past 2 years which makes my job a lot more fun and enjoyable. I look forward to coming in to work purely because I get to conversate and laugh with great people."*







# THAMES COURT STREET PARTY



## KEEP CALM IT'S THE KING'S CORONATION

Please join our Thames Court Street Party  
to celebrate the Coronation of

*King Charles III*

*Tuesday 2<sup>nd</sup> of May 2023*

*Thames Court Ground Floor Reception*

*2pm - 4pm*

Donate £2 for a slice of cake or savory treat and tea or coffee  
to help us raise money for Prince's Trust Charity





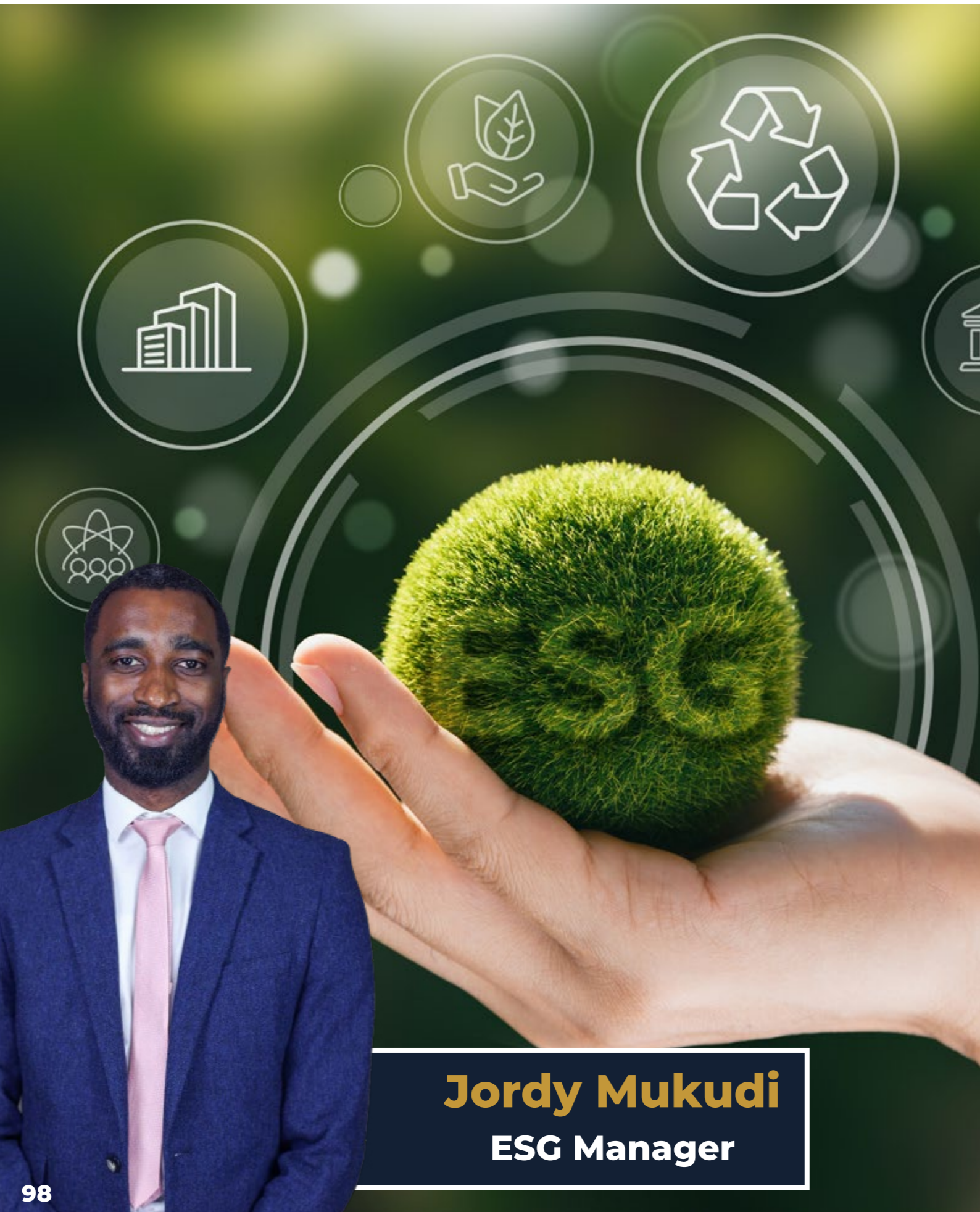
# 06. ENVIRONMENT SOCIAL GOVERNANCE (ESG)







# Client Collaboration and Awareness



## Lacon London

On the 14th of June our ESG manager conducted a site visit at Lacon London to assess the procedures within the site. There was also a ESG introductory meeting held with the client to discuss the sites directional approach and possible coloration initiatives to target in the months to come. Upon the site visit our ESG manager distributed thermal water bottles to some of the service partners at the site, the client and our staff to reduce the plastic usage at the site.







# CIS MARKETING - WORK EXPERIENCE

## Mia Mcloughlin - Year 10 Student at Langley Park School for Girls



We are committed to having students join CIS for work experience placements. On the 22nd May Hayley Hayden, Head of Careers at Langley Park School for Girls arranged for Mia Mcloughlin to join Claire-Louise Hagon and the Marketing Team for a five day placement.

Matthew Crooks, Marketing Assistant, and Vijay Chand, Graphic Designer arranged marketing tasks which included social media marketing strategies/campaigns, and Graphic Design software workshops.

Mia completing various tasks showcasing design in an increasingly digital world, she also joined our Teams meetings to display how remote working and meetings have changed the landscape of how we work.

During Mia's work experience placement the Marketing Team took her on a site visit to one of our prestigious sites in the City of London.

It was great to have Mia's help during our visit to one of our charity initiatives near our head office in Lewisham. CIS donated £10,000 to the Therapeutic Garden at St Mary's Church and the marketing team had a grand tour to see what our donation had achieved.

**Well done Mia and good luck with your exams!**

*"Today I visited One Crown Place as part of a site visit for CIS and Work Experience. We started by taking the lift all the way up to floor twenty and it was here we were toured round a magnificent penthouse giving views across the vast city of London in many directions. As well as having spectacular views across London the double-height ceiling made way for a sweeping terrace that captured the city air from up high. This space was truly magnificent and showed me how CIS upkeep their property.*

*We were then also shown round a host of communal areas which you could book out privately. This included a tremendous private cinema where you had the option to watch what you want in proper cinema style. Overall, the block was a great experience to see what CIS is involved in managing and what the team completes regularly".*

**Mia Mcloughlin**

*"I have been meaning to email and thank you for organising such a fantastic placement for Mia. She had a great week and was welcomed into the team and able to gain experience in a wide range of areas such as social media/internet profile of the company, zoom meetings, site visits and community initiatives.*

*She really enjoyed working alongside Matthew and Vijay both of whom were extremely warm and approachable. I feel she has benefited massively from gaining an insight into a work place environment and loved working right in the City!*

*Best Wishes".*

**Cheryl Mcloughlin (Mia's Mum)**







# Langley Park School for Boys



## BENEDICT DAVID

### Describe your work experience role?

I shadow workers in the IT department when they are called up for a task to help me gain an understanding of what it's like working in that department. I helped with maintenance for the laptops to make sure they are always up to date and working. I let people know when tickets have been completed on teams. I am learning how to navigate The Hub in order to get more of an understanding about how important IT is for a company.

### How long was your work experience?

My work experience was a week lasting from the 19th to the 23rd of June 2023.

### What did you learn during your time with CIS?

I have gained a greater understanding on the IT department and what goes into the work they do. I also now realise how important they are for a company. As well as this, I have gained a couple more Excel skills.

### What did you think of CIS security?

I think CIS is a good company. The work they do is very important. The atmosphere and people are great. It is all very organised too and I can tell that a lot of work gets done.

### Would you want to join the security industry when you're older?

It has definitely piqued my interest. Especially the IT department side of it.

***“My time at CIS has been helpful. The people as well as the diversity is clearly important to this company. I have learnt a lot about IT the work environment and it has helped me think a lot more about the career path I'd like to choose.”***







# Langley Park School for Boys



## DAVID TASKER

### Describe your work experience role?

My work experience role is with the IT team, my tasks were to help and update computers, sort out and list items within the room to know what they had that was working and what wasn't working.

### How long was your work experience?

My work experience was 5 days long 19/06/2023 – 23/06/2023.

### What did you learn during your time with CIS?

My time here was not wasted doing nothing, I learnt a lot such as exactly what the team does, and how they do it. I learnt about The Hub, what an AP device is, Cybersecurity, their ticketing system, latency on the server rooms, etc. While the IT team was out on lunch, I got put with the control team and learn quite a bit of how they function and what their role is as well.

### What did you think of CIS security?

CIS security is a very well thought out and well-built company, they obviously have taken a lot of factors into consideration, such as for cybersecurity to help increase it they need to teach and test their employees about the potential dangers of clicking on random links. They all seem to know each other well and get along which helps me to believe that everyone can work even

better then and make the company more efficient.

### Would you want to join the Security Industry when you finish your education now you have had a taster?

I am giving it a lot more consideration now as this seems to be a lucrative field and a lot of fun to work with people like the employees at CIS security. Although the hours do seem to be quite long as most shifts are 12 hour shifts for a lot of employees.

***“It is an all-inclusive company that seems like one big family, although there are many different types of cultures and roles within the company, everything just flows like water.”***







# ST MARY'S THERAPEUTIC GARDEN

**CIS is delighted to announce that through our CIS Charitable Foundation, we were able to donate £10,000 to the St. Mary the Virgin's Churchyard Garden Project.**

Marion Watson, a Lay Minister at the Church, invited the CIS Marketing team to St Mary's Therapeutic Garden to take some photos and videos, to witness the progress that has been made so far, and to raise awareness to this great project which has benefitted all who live and work in this part of Lewisham.

Vijay Chand and Matthew Crooks from our Marketing team visited the garden along with Mia Mcloughlin, who joined the CIS marketing team on work experience, Mia is a Year 10 student from Langley Park School for Girls.

The Marketing team had a great time taking photographs and videos and were able to have a detailed discussion with Marion and her team about the progress that has been made through donations and volunteers. The photos and video link below shows the new path that was made with CIS' donation.

With further funding, Marion and her team want to transform the other half of St Mary's Churchyard, turning it into an eco-friendly green space for all.

**Click on the link to donate through the St. Mary the Virgin Lewisham website. When donating, please make the reference to either "Garden Donation" or "Garden Giving":**



## Mia Mcloughlin, Year 10 Work Experience from Langley Park School for Girls stated;

*"Today I visited the St Mary's Therapeutic Garden as part of work experience and it was clear to see the pride and passion these volunteers had for their community, and the dedication that went into that. The garden was glorious in the afternoon sun and all colours from the vast flower beds were on display. The gardens were bigger than anticipated and as we were toured front to back and told how all improvements were in full swing it was impressive to hear this was all down to the humble volunteers of the Garden.*

*Shortly after, we were then greeted by a host of volunteers that were on site and shown by them what current improvements they were making and how special this space was for them. Every person had a role to fill, which made this space feel so inviting. It was great to see how the local community benefited from having a large scale team aim. I will be definitely coming back to volunteer and see the fast changing garden".*

**We are looking forward to seeing this project develop and will continue to provide volunteers on a Tuesday afternoon in order to aid this wonderful cause!**





# CIS attended St Mary's Therapeutic Garden Community Picnic Day

CIS had the pleasure to be invited to the St Mary's Therapeutic Garden Community Day on the 24th June which was organised to help support the churchyard and garden.

This amazing day included a clay workshop, refreshments, pant sale, a fantastic live band, and activities for children.

We are so happy we get to support such a great cause.



Marion Watson and the team







# CIS COMPLETE THE 13 BRIDGES CHALLENGE



We would like to say a huge WELL DONE to the CIS Security Wanderers who successfully completed the 13 Bridges Challenge on Saturday 24th June 2023.

What a fantastic way to celebrate Armed Forces Day 2023 and a great opportunity to raise money for SSAFA, the Armed Forces Charity.

The team has managed to raise over £1500, however it is not too late to make a donation. If you would like to donate, please click on the link below - any amount, no matter how small will be much appreciated:

**Thank you to everyone that has donated and great work team!**







# LAA's CHARITY ABSEIL

We would like to say a huge thank you and well done to Security Officer, Eric Asomugha, for assisting London's Air Ambulance Charity (LAA) with their annual abseil, which took place in June. This event included fundraisers and crew at LAA's helipad, which is the highest rooftop helipad in Europe, based at the top The Royal London Hospital.



**We received very good feedback from LAA's Senior Community Fundraising Manager, Simon Pitts. Simon emailed and stated;**

*"We just wanted to feedback in regards to Eric and the incredible support he provided to Molly and the abseil team at The Royal London Hospital.*

*Eric was brilliant, he was very professional and supportive of the Abseil and all our participants, cheering everyone on, talking to people passing by and promoting the event, chatting to our volunteers and abseil instructors.*

*He really did make sure everyone was ok and happy. On the Saturday we were over running due to the high winds and Eric stayed until 7pm making sure our abseilers were safe and well.*

*Eric's support was invaluable, and he put a smile on everyone's faces; it was a genuine pleasure to have him there.*

*Thank you for also offering to support us at our September Abseil. Molly will be in touch nearer the time with details.*

*Massive thanks to Eric, to yourself and to CIS for your continued support."*



**Well done Eric and thank you to Simon for the wonderful feedback!**







# CIS AT THE BUSINESS FIVES LTD LONDON FOOTBALL TOURNAMENT

On Friday 30th June, CIS took part in Business Fives Ltd London football tournament, at Shoreditch Power league.

We entered this charity football tournament in order to raise money for London's Air Ambulance Charity (LAA), our chosen charity partner.

## Did you know:

- ▶ London's Air Ambulance are a charity and without donations, there is no life-saving air ambulance service for Londoners.
- ▶ It takes LAA just 11 minutes to get their helicopters to the scene for their medics to give life-saving treatment
- ▶ £15 million must be raised to replace LAA's helicopters by 2024.
- ▶ 5 patients a day need LAA's help when their life is on the line.

If you wish to donate, please do so by clicking the link below. Any donation will be much appreciated, no matter how small:



## TEAM CIS:

- Neill Catton** - Managing Director
- Jordy Mukudi** - ESG Manager
- Matthew Crooks** - Marketing Assistant
- Vijay Chand** - Graphic Designer
- Paul Brady GCGI, MSyl** - Account Director
- George Harwood** - CIS Security System Manager
- Reece Downs** - IT Assistant







# CHARITY ABSEIL AT REGENT'S PLACE

We would like to say a huge well done to our CIS Account Director, Francois Reynders, and the shift managers and officers who took part in a charity abseil at Regent's Place, for British Land's nominated charity, Hopscotch.



FRANCOIS REYNDERS - ACCOUNT DIRECTOR



Francois stated;

*"I frequently engage passionately for charities of any kind and this was a great opportunity to try abseiling, which has always been one of the many items on my bucket list. Yesterday, I made new friends and met many colleagues, collectively it's been an amazing experience for a good cause."*

Head of Security for Regents Place, John REYNOLDS MSyl, stated;

*"It was great seeing our team participate in the charity abseil yesterday, raising funds for our client, British Land's nominated charity Hopscotch. Well done to James, Krishan, Lavern and Thomas as well as Account Director, Francois. It took some bottle to go over the edge of an 18 storey building, but they all smashed it!"*

**Well done team! If you would like to donate to this very worthwhile cause, please click on the link below:**

**hopscotch** <https://hopscotchuk.org/>

EMPOWERING WOMEN FACING INEQUALITY IN A CULTURALLY SENSITIVE WAY





# 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**







# ACS AUDIT



## CIS Security is approved for the following scopes:

Static Site Guarding Services, Mobile Patrol Services, Keyholding and Response Services, Door Supervision Services, Retail Static Guarding Services, Provision of Security Screened and Trained Personnel to Conduct CCTV Monitoring Activities,

## Standards: This company is approved to the following standards:

BS EN ISO 9001:2015, BS EN ISO 14001:2015, BS ISO 45001:2018, BS7499:2020, BS7858:2019, BS7984-1:2016, BS7984-3:2020, BS7958:2015 Annex C, BS7960:2016, BS10800:2020, NSI Passport Specification 01/19, NSI NCP 101,



## Areas of Good Practice:

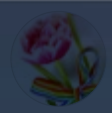
**Good Practice 1** - Frec Level 3 course is available to employees enhance understanding of the Security Officers first response emergency care for any potential first aid incident.

**Good Practice 2** - The company have developed a Leadership programme for all employees within the business from leaders, supervisors, managers and the senior leadership team.

### C.2.7 Documentation:

Good Practice - The company have ensured that an interactive screen with the site security briefing is available within the control room at LBC London Bridge City site allowing Control room officers to quickly see all key points on the site in case of emergencies.





# 07. HEALTH AND SAFETY







# Asbestos dangers unknown to under 35s

Millennials and Gen Z workers such as plumbers, electricians, etc. aren't fully aware of the risk of asbestos. What is the new HSE campaign about?

**New campaign.** The HSE has launched a campaign to raise awareness of the risks as-associated with asbestos, called "Asbestos and You". It will target all tradespeople but with particular focus on younger workers who started work after asbestos was banned in 1999. The campaign provides free guides and information for employers in trades such as plastering and joinery. For more information on the campaign.

**Concern for younger workers.** The HSE has expressed concern that there is a percep-tion among today's younger workers that ill health as a result of asbestos exposure is something that only impacts older people who were working before the ban, especial-ly due to the length of time it takes for symptoms to develop, in some cases 20 to 30 years.

**Extent of the problem.** Asbestos can still be found in buildings built or refurbished before the year 2000. Asbestos-containing materials were used extensively in the construction and maintenance of buildings from the 1950s until the ban. That means construction workers of all ages could still be exposed to asbestos fibres today.



**Ill health effects.** Asbestos is dangerous when not maintained in a safe condition or if physically disturbed without the right measures in place to avoid fibres being released into the air. If **asbestos** fibres are inhaled, they can cause serious diseases such as mesothelioma and asbestos-related lung cancer. Exposure still kills over 5,000 people per year. Tradespeople of any age are at significant risk if they disturb materials con-taining asbestos during repairs and refurbishment.

**Tip.** If your work has the potential to disturb asbestos, you'll need to take every reasonable step to prevent this from happening. Use our **accidental release of asbestos** instructions to put steps in place to protect everyone in the vicinity.

**HSE Link below:**

[https://workright.campaign.gov.uk/campaigns/asbestos/?utm\\_source=press.hse.gov.uk&utm\\_medium=referral&utm\\_campaign=asbestos-trades-23&utm\\_content=homepage](https://workright.campaign.gov.uk/campaigns/asbestos/?utm_source=press.hse.gov.uk&utm_medium=referral&utm_campaign=asbestos-trades-23&utm_content=homepage)



## Next steps Guidance ( issued to contractors on your sites good to know )

### ACCIDENTAL RELEASE OF ASBESTOS INSTRUCTIONS

#### Introduction

Every effort is made through the planning of our work to prevent the accidental release of asbestos fibres. This is achieved by asbestos awareness training for staff, carrying out asbestos surveys of our own buildings, keeping an asbestos register and labelling materials with warning signs, monitoring the condition of asbestos-containing materials and obtaining details of known or suspected materials before starting work at third party sites).

We recognise that accidental exposure to asbestos may occur, e.g. when materials are discovered which have not been previously identified or if there is accidental damage of known asbestos-containing materials (ACMs) such as may occur during water leaks.

This emergency procedure for the accidental release of asbestos fibre forms part of our health and safety policy, may be used as part of a construction phase plan, or may integrated within a set of emergency procedures for a project.



## Stuart Bateman DPO, SHEQ Manager





## PREPARATIONS

When work could accidentally disturb ACMs our staff have an emergency kit readily available including disposable respirators, disposable overalls (several pairs), spare clothing, tape, baby wipes or rags which can be damped down, plastic bags and a warning sign **“Danger, Asbestos Dust”**.

## IMMEDIATE ACTION

Immediately on suspicion that there has been an accidental release of asbestos fibres, and without waiting for confirmation of asbestos content, the following actions will be taken:

- ▶ immediately stop work
- ▶ evacuate the contaminated area, closing all windows and doors as you leave
- ▶ prevent others from entering the area
- ▶ alert a manager who can take responsibility for the area, e.g. a client representative if you are on a third party site, or the facilities manager of the building where the incident has occurred
- ▶ limit the movement of those who may have been exposed to the fibres and also of any plant, equipment or materials which were in the vicinity

- ▶ ask the manager whether they have any records immediately to hand which can confirm the nature of the materials which have been disturbed

### **Assuming that the status of the material remains suspect or unknown:**

- ▶ secure and tape off the doors to the area where possible, and display warning signage **“Danger, Asbestos Dust”**
- ▶ check that ventilation systems within the contaminated area are switched off
- ▶ make a written note of the names of those who were working in the area and are likely to have been exposed to the asbestos; ensure that this list is passed to the manager or health and safety advisor who investigates the incident.



## DECONTAMINATION PROCEDURE

- ▶ issue FFP3 disposable respirators to all personnel involved, unless they are already wearing them
- ▶ wipe potentially contaminated clothing with damp rags and put rags in a plastic bag
- ▶ carefully remove clothing and place in a plastic bag
- ▶ remove FFP3 mask last and place in plastic bag with rags for disposal
- ▶ shower or wash thoroughly
- ▶ keep plastic bags of clothes/waste secure and marked as potential asbestos waste, until results of tests are obtained. (If asbestos is confirmed, dispose of as hazardous waste.)







## TESTING AND RESPONSE

It must be confirmed as quickly as possible whether the material is ACM.

- ▶ Check records for the building including any asbestos survey or register (this may also reveal materials which appear to be asbestos but which are not)
- ▶ If checks on records fail to confirm the nature of the disturbed material, arrange for a specialist asbestos survey company to survey the work area and sample the disturbed material. Note. If on a third party site, responsibility for arranging and paying for this will normally rest with the client
- ▶ If the disturbed material does not contain asbestos, no action is required and work can resume. Ensure that all materials are identified as non-ACM before disturbing

### If it is confirmed that asbestos fibres are present:

- ▶ The incident will usually require reporting to the HSE under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013
- ▶ If a major disturbance is suspected, it is advisable to arrange for air monitoring by a specialist contractor, independently of all other parties involved
- ▶ Assuming that the HSE does not demand that the scene is left undisturbed, clean-up work must be initiated as soon as possible. In most instances a licensed asbestos contractor must carry this out in order to comply with legal restrictions on work with asbestos. Clearance monitoring will also be required (clean up requiring less than two hours work and involving less friable types of asbestos may be undertaken by properly equipped and trained in-house staff. Amend this section if you wish to retain this option)

- ▶ Liaise with the owner/occupier of the premises and any other contractors affected, sharing with them any information on the type of asbestos and level of exposure. Ask the other employers to pass on the information to their affected employees, e.g. those employees not wearing FFP3 masks when the release occurred
- ▶ A record of the incident should be held on the health record of each employee exposed, i.e. employees who were not wearing FFP3 masks at the time of the incident. If there is no health record, it is to be kept on their personnel file. Employees must be provided with information about the incident, type of asbestos and the level of exposure. The employer's record should be kept for 40 years therefore it must be ensured that the file is not disposed of when the employee leaves the company.







Smokefree City & Hackney is the local NHS-led stop smoking service for City of London workers (working within the square mile).

With twelve weeks of regular telephone support from a trained stop smoking advisor and access to stop smoking medication, Smokefree City & Hackney has helped thousands of people to quit smoking.

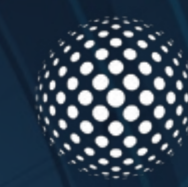
Anyone wishing to quit smoking can call us on 0800 046 9946, Monday to Friday 9am to 5pm. We'll explain how the service works and hopefully get them booked in for their first stop smoking session. Weekend and evening sessions are available.



For more details on the above, please contact Penny Steed, Whittington Health NHS Trust, Smokefree Lead on 07961 254 116. When calling if you could mention that you were referred by CIS. [psteed@nhs.net](mailto:psteed@nhs.net).



Smokefree City & Hackney is moving back to face-to-face appointments, with our first in-person clinic opening soon at the Guildhall, 71 Basinghall Street, London EC2V 7HH



CIS INNOVATIVE SOLUTIONS




## 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







## Keep safe if you spot a battery fire!



There are increasing concerns about the risks posed by goods that contain lithium-ion batteries such as e-scooters, especially if they are faulty or damaged.

Damage, overheating, overcharging or indeed undercharging can all lead to the sudden release of toxic fumes or an explosion and fire.

The fumes alone are very dangerous and if there is a fire, it will be very intense. We also understand there is currently no suitable fire extinguisher product capable of dealing with lithium-ion battery fires, even if caught early on.

If you see fumes, often mistaken for smoke, or fire involving such a device when patrolling, the advice is not to attempt to unplug or use a fire extinguisher but evacuate immediately, raise the alarm for the premises in line with site procedures and to call 999 for Fire Brigade attendance, making sure they are aware the cause is believed to be a lithium-ion battery.





£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





# PHIL THOMAS

***On sunday 14th May 2023  
Phil and Mrs Thomas  
(Karen) completed the  
Weston Super Mare half  
marathon.  
An annual event for them  
both.***

***A fantastic race, a  
reasonable performance  
and great fun with the  
unique finish at the end of  
Weston's famous old pier.  
A little bit of money raised  
for charity.***

**Well done both!**





# Mohammed Nisar



## NSPCC

*“Part of my training leading up to race day, I would do speed and endurance training either after work or on the weekends at my local gym or road and it has paid off.*

*I also had to loose around 6.25 KG in body weight ( 1 Stone) in order to get my body in Optimum condition ready for the race.*

*Other tips are eating and resting well at least 24-48 hours before a major road race and not watching TV.”*

On Sunday 2nd April 2023 Mohammed Nisar completed the London Landmark half Marathon (13.1 Miles) He completed the marathon in 2:18:43.

Mohammed was supporting and aiding the children’s charity NSPCC.

London Landmarks Half ... » Half Marathon » Mohammed Nisar

## London Landmarks Half Marathon 2023

Running @ London, Uk, Half Marathon 4/2/2023



Mohammed Nisar

Bib #4815 , Male

Share

CHIP TIME  
**02:18:43**

Gun time 02:36:14  
Finished 21.0 KM  
Speed 9.08 km/h  
Pace 06:36 min/km

NAME	SPLITS KM.	POSITION	PACE	TIME
5K	5 km	5533	05:33 min/km	00:27:48
10K	10 km	8185	06:03 min/km	00:58:02
15K	15 km	8388	06:13 min/km	01:29:08
20K	20 km	14634	08:32 min/km	02:11:51
Finish	21 km		06:52 min/km	02:18:43

Overall position  
**4680**  
Out of 17248

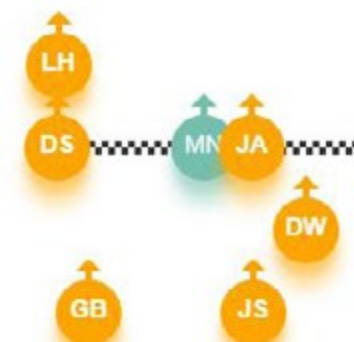
Men  
**5439**  
Out of 7068

M40-44  
**729**  
Out of 938

### Spiltchart



### Finish overview







# John Sephton

**John Sephton hit the number 1 spot for listens and downloads on the IFPO The Security Circle Podcast.**



**John Sephton FSyl**  
Account Manager

*“This has been a total surprise, especially with the top contenders ranging from IFSEC global influencers to many of the industries finest. I would be happy to lose the spot to any of them, but for now I am the winner.*

*To be asked by Yolanda and Ashley to do the inaugural IFPO podcast was an honour, but then to be top of the downloads in front of all the other high calibre interviews is amazing”*



## MOST DOWNLOADED PODCAST



**SECURITY AND SOCIAL MEDIA FRIEND OR FOE!**

**JOHN SEPHTON**  
EXPERIENCED ACCOUNT  
MANAGEMENT PROFESSIONAL  
FELLOW - SECURITY INSTITUTE

**“We can’t believe it, we don’t know how he did it, John Sephton takes the number 1 slot for the most downloaded Security Circle podcasts. Well done John”**

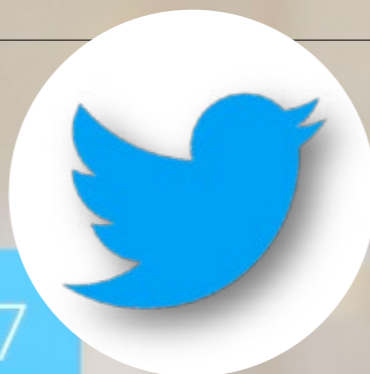
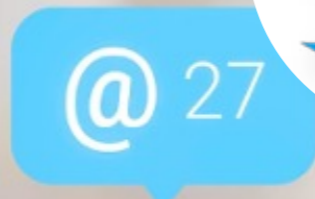
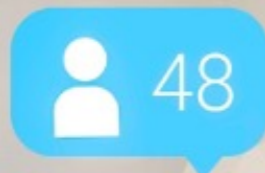
**Yolanda “Yoyo” Hamblen - Security Circle Host**



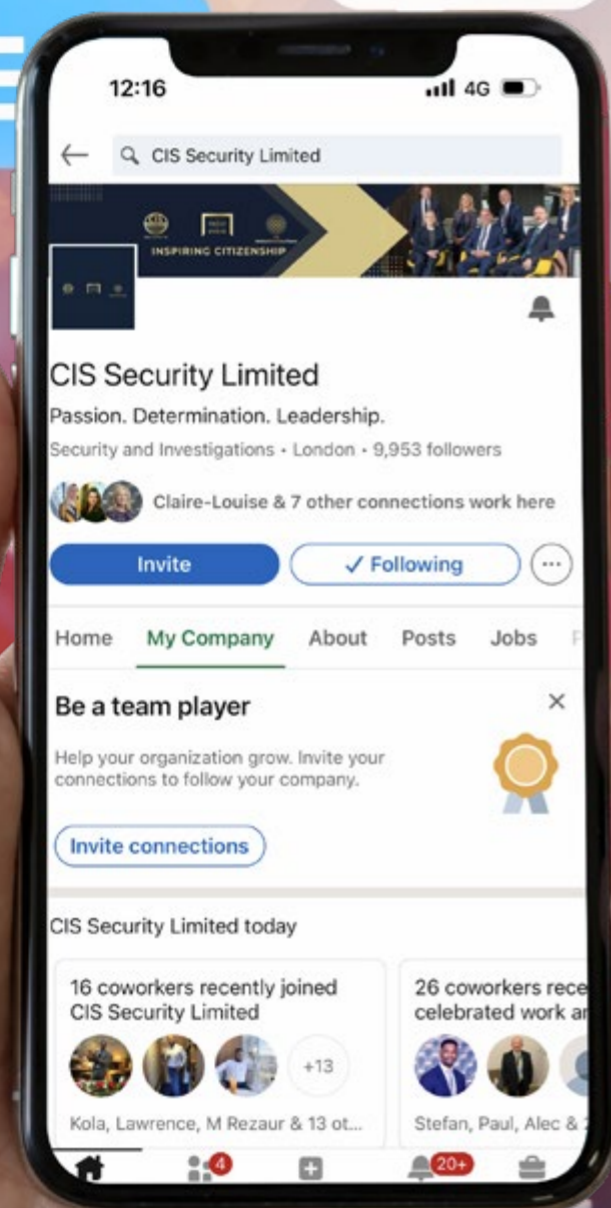




**211**  
**FOLLOWERS**



**1,025**  
**FOLLOWERS**



**10,803**  
**FOLLOWERS**



## FIND US

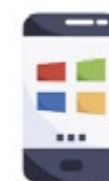


### CIS Head Office Address:

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](http://www.cis-security.co.uk)

[www.cis-frontofhouse.co.uk](http://www.cis-frontofhouse.co.uk)



**Email:** [general@cis-security.co.uk](mailto:general@cis-security.co.uk)

**Payroll Email:** [payroll@cis-security.co.uk](mailto:payroll@cis-security.co.uk)

**Feedback:** [communication@cis-security.co.uk](mailto:communication@cis-security.co.uk)

**Citizenship:** [ciscitizenship@cis-security.co.uk](mailto:ciscitizenship@cis-security.co.uk)

## SOCIAL ENGAGEMENT



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