

PROFILE SECURITY SERVICES LIMITED



Silhouette

NEWS FROM PROFILE SECURITY SERVICES LIMITED

Nationwide – we've got you covered!

Profile's 24-hour Security Control Room located in Leeds has recently had a welcome make-over with a top-to-toe office refurbishment and some brand new monitoring hardware. The updates follow in the wake of new business wins.

Making the switch and sprucing up Profile's Help Centre wasn't as easy as you may think. On call around the clock, there's never a good time or a right time to interrupt, unplug, bale out and build up.

With some careful planning and a lot of hard work, however, our Leeds team has got the job done with barely a ripple. With all hands to the wheel, even Profile's own staff dusted off old talents! Control Room Operator **Mick Borough** surprised the trades with his own skills as an accomplished joiner! UK Sales Manager Andrew Thompson commented, "As well as a more welcoming environment in which to work, the new equipment will help us work even more effectively."



Leeds Security Control Room Operator Toni Rutkowski (left) enjoying the refurbished surroundings of Profile's 24-hour Help Centre.

Coping in a crisis

Central to our Security Control Room's role is the support the team provides to Profile Managers and all our Security Officers – not just in Leeds, but up and down the country. As well as fulfilling and reporting on routine tasks such as Officers booking on and off shift, our Leeds hub is central to Profile's Business Continuity Strategy. If ever key staff at our regional offices are not available to tackle a crisis, our Security Control Room can make the right calls at the most senior level.

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Issue Highlights...

- Leeds: 24-hour cover
- Lydia's London mercy mission
- Mobile Manager Training
- New contracts & personal success stories
- All-weather watch: Ramsgate

and MUCH MORE besides...

MD's message



Spring is always a good time for looking forward and getting ready for better things to come. It's traditionally a time

for Spring cleaning, makeovers and facelifts.

If the price is that we have to kick up some dust and endure a little pain, Summer will tell you it's worth the effort. You may be thinking about squeezing into Speedos and bikinis. I was thinking about something else.

As you'll read in this edition, our Leeds Security Control Room has had a makeover of its own. It gives me the opportunity to sing their praises. While people often ask who looks after your premises, few think to ask who looks after those who look after your premises. The answer is in Leeds.

New business wins mean we have to be ready for what comes our way. I urge you to think of any jobs you need to do around you to make sure we're ready. Profile has been working (and training) hard over the last few months and the work is starting to come in. Customers are signing on the dotted line.

Congratulations to all management and staff for sticking with it through these uncertain times.

More proof that when the dust settles, everything we do in one season pays off in the next.

Martin McGowan Scanlon
Managing Director

Please keep your views, news and stories coming in. Simply email them all to The Ed at News.Letter@profilesecurity.co.uk

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In touch

The centre provides Profile clients with remote CCTV monitoring, with feeds automatically triggered and sent from every corner of the UK. Linked to the Emergency Services, our eagle-eyed operators can make sure Police, Fire and Rescue get to the scene within minutes.

Our national Control Room has two digital exchanges, each able to handle 500 calls simultaneously. This provides automated call-forwarding and messaging services. Our 24-hour teams can also take calls from Officers and members of the public, providing practical support and the answers they need.

Tap on the back

Our Leeds staff also look after Lone Worker Protection, taking and making supervisory calls, logging incidents and dealing with unexpected situations. Using the latest technology, we can listen in to sites hundreds of miles away, scan them with our remote monitoring cameras, and even talk to intruders when we spot them. It's like a tap on the back coming from 500 miles away!

MOBILE MANAGER TRAINING DRIVE

Reaping the benefits of our latest training initiative are some of Profile's Mobile Managers. The programme, due to be rolled out nationwide, will benefit Key Holding and Alarm Response teams, helping them to meet the growing challenges that come as part of these important Profile service offerings.



Key Holding and Alarm Response update: Training chief **Mick Austen** (centre) takes Mobile Managers **Thomas Clayton** from the Scunthorpe region and **Julian Arthur** from Warrington through their paces.

Recent changes in legislation mean that teams are now required to meet more demanding standards. Courses comprise of 16 hours of mandatory classroom training, split into ten lessons. Already, our Leeds Regional Training Centre is hosting the second course of its type. Raising the bar and awarding the certificates are EDEXCEL.

Profile's Compliance and Training Director **Mick Austen** is in charge: "This course will be rolled out to all regions in the coming months. The objective is to acknowledge and develop our Mobile Managers". Participants will work towards an external certification that is recognised nationwide. Once qualified, they will be up to speed with all the latest technology and legislation.

Dancing on ice!

Brackmills Distribution Centre was just one of hundreds of Profile sites affected by the big freeze. When a burst pipe threatened to turn the premises into an ice rink, Security Guard **Ray Bolsover's**

quick thinking prevented the spill from spreading and putting staff and vehicles at risk. Ray (left) is presented with his Officer of the Month Award by Site Supervisor **Ford Wilson**.



Thompson tipped for the top



Warmest of congratulations go to Profile's roving UK Sales Manager, **Andrew Thompson**. Between his many daily commitments working out of our Wandsworth office, Andrew has found time to combine theory with practice, earning himself a well-deserved NVQ Level 3 in Management.

All smiles for summer in Nottingham



Profile Security is set to provide Broxtowe Borough Council with Summer Park Attendants for a second year.

Spread around a number of locations throughout the Nottingham borough, the Profile team is supported by two mobile Park Attendants. Together they make sure that all the amenities are kept clean, safe and in good repair. As well as the green spaces themselves, park amenities include bowling greens, tennis courts and children's play areas.

Profile Regional Manager **Colin Martin** is delighted with the way the association with Broxtowe is developing:

“Although this was a new venture for Profile last year, in terms of the services we provide, it fits well within our broader remit to provide the Council with CCTV operators and mobile security services. It is still all about putting the right people in the right place at the right time!”

Together, Security Officers and Park Attendants are providing an essential service which has been welcomed by the local community. “It has been a great success and made a positive contribution to the area in general,” added Colin. “We are looking forward to the new season and to building on last year's achievements.”

Inspired success

Congratulations go to **Sean Lacey** who has been awarded his Level 2 NVQ, passing with flying colours.

Sean is a Security Officer at Inspired, the new £9 million office complex at Bracknell. Already earning a reputation for consistently delivering outstanding levels of customer service, Profile's man of the moment views the qualification as an important stepping stone in developing his role within the organisation.



Eyes peeled, come rain, come shine



Port security is not for the faint-hearted. Profile's team at Ramsgate is used to the hostile environment and the constant ebb and flow of ferries, freight and families through the Channel port in Kent. Thanks to a warm cuppa and plenty of team spirit, Security Officers like **Ernie Hoseason**, **Angela Atkinson** and their colleagues (pictured above) keep trouble at bay.

Have you met the NiteSafe crew?



With Police forces often stretched to capacity and communities worried about rising crime, Profile is backing an innovative solution.

First deployed in June 2005 to deal with alcohol-related violence and anti-social behaviour in Scunthorpe Town Centre, Nite Safe Safety Officers work with Police to carry out high-visibility foot patrols.

They will liaise with CCTV operators and work with local pubs and clubs, restaurants and taxi companies to make sure that a night out doesn't end as a night 'inside'.

Community leaders, councils and party-goers alike all welcome the initiative which Profile is keen to keep rolling out across towns and cities up and down the UK.



Congratulations

Best wishes go to Profile Security Officer **Imtiaz Ghumro** and his bride **Nazia** who were married on 3 April. The happy couple met three years ago while studying together at Glasgow Caledonian University. Customer Services Manager **Iain Kennedy** commented: "Imtiaz works in the South Lanarkshire and Glasgow region. He is one of our most dependable Officers and is well thought of by staff, management and clients alike. On behalf of all of us at Profile, I wish him and Nazia many years of happiness together!"



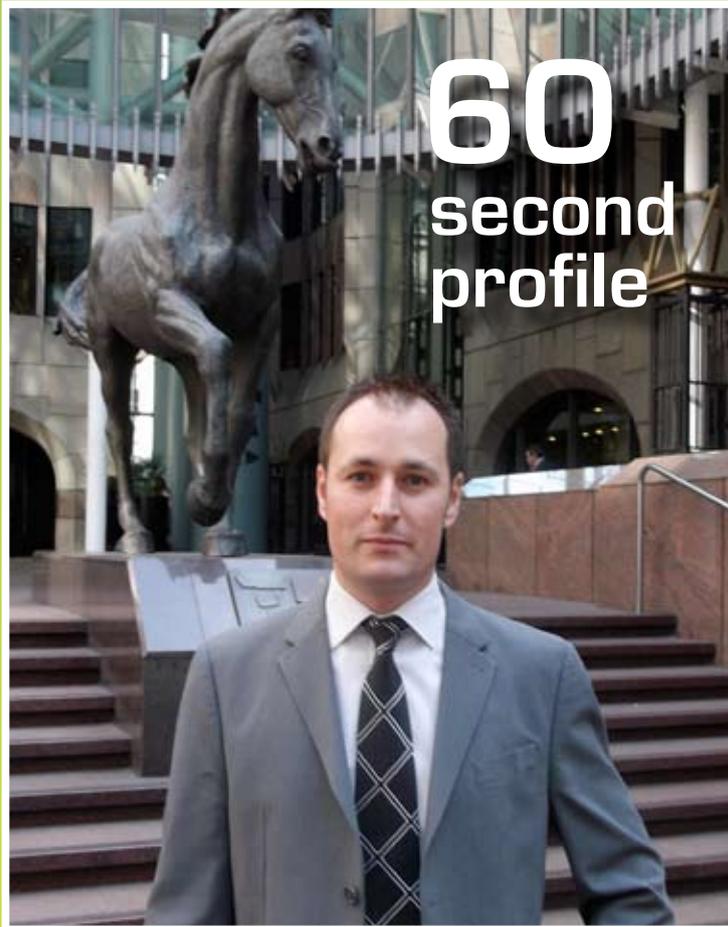
In memoriam

It is with great sadness that I have to inform you that Profile has lost two of its most valued Security Officers.

Bob Hay passed away suddenly in January, **Derek Allerdice** in February.

I know I speak for all the people at Profile, and particularly their colleagues in Scotland, when I say that Bob and Derek remain very much in our thoughts. We would all like to pass on our condolences to their families and reiterate that if there is anything we can do by way of support, they only have to ask.

Graham Stirling
Regional Manager, Scotland



60 second profile



My name is **Frikkie van Rooyen**. As you might guess from the surname, I'm from South Africa, but I moved to the UK some 11 years ago. Friends back home still don't believe I swapped my warmer climes for the cold British climate. Since I've been in England, I've been working in the security industry.



I started my career as a Security Officer in retail. I soon decided to move into the world of corporate security where I have worked at several Blue Chip organizations and faced all sorts of challenges along the way. Some of my previous clients include Deloitte, Barclays and Swiss Re.



Now that I am with Profile, I've been promoted to Security Manager at the LUC, that's the London Underwriting Centre. It's home to many of the City's biggest insurance companies. In my job, I particularly enjoy using technology and seeing how it can be applied – in security control rooms and other environments.



Away from the office, I enjoy spending time with my family. I'm also a very big rugby union fan and try to attend as many games as possible, especially when the Springboks play England. (I can normally rely on a satisfying result!)

Profile's Power Supply

Lighting up our Leeds office this Spring is more good news from Regional Manager **Chris Flavell**. Announcing Profile's third National Grid contract, this time in the Bradford area, Chris was quick to praise the entire team on their successful start: "It's a newly assembled team, but everyone involved has worked really hard to get the contract up and running."

The squad consists of 13 Security Officers: **Jamie Atack, Paul Edwards, Tomasz Gremba, Harold Hodgson, Anthony Kitson, Jakub Klingofer, Thomas Leigh, Bartosz Lisiecki, John Richardson, David Timblin, Keith Thomas, Grzegorz Wielgos and Adrian Collins**.

Three Supervisors provide mobile support for the Officers – **Adrian Ward, Stewart Mellors and Sean Broughton**.

Congratulations on all the hard work so far. We wish them continued success for the duration of the contract.

Have you joined the Social Networking revolution?

Profile has! Any visitors to the Profile website (www.profilesecurity.co.uk) will have noticed the new links to Twitter, Facebook and our own blog. Take a look and have your say, recommend us to your friends and business partners! So go on – **Tweet** us, tell us if you **Like** us, add a **Comment** and let's get talking!

Since its relaunch in January, the Profile Security website continues to go from strength to strength. Visitor numbers have risen between December and February by an amazing 60%!

READ OUR BLOG



FOLLOW US ON **twitter**

FIND US ON **facebook**

LYDIA'S MERCY MISSION

When she's not helping her colleagues at Profile's Wandsworth base, Office Administrator Lydia De-Col is helping make life much more bearable for some of London's homeless.

"I had always wanted to do voluntary work at a Homeless Shelter and last year I thought I would bite the bullet and apply," says Lydia. "We all have preconceptions in the way we perceive homeless people: we see them as drug addicts, drunks, wasters, but the reality is not always what you expect."



London light: Lydia De-Col brings hope to the capital's homeless community.

Hugs

Many of the people Lydia met are ex-military personnel. On the run-up to Christmas, Lydia gave up a few hours of her time to lend a hand. "I met some great people, including a man called JC who thought it would be a good idea to run a 'hug-a-thon'. His plan was to hug everyone in sight – just an excuse to get close to the girls, I think!" giggles Lydia. "He was a bit of a lady's man and had a great sense of humour despite his shortfalls."

JC visits the shelter every year, even though he's now in a hostel. There are many others like him who enjoy the social aspect of the shelter. One caller in particular made an impact. He is known as "Homeless Bob".

He used to sleep in a church car park in Northampton. The locals got to know him quite well when he was sleeping rough. They came up with the idea of setting up the night shelter and putting Bob in charge. Last year, he and his friends decided to do a charity walk around the Northamptonshire countryside. Lydia takes up the story:

"They couldn't think of a name for the walk. At the same time, one of the visitors to the shelter had knitted a doll, coincidentally called Bob. They put the two together and called the event the 'Homeless Bob' walk."

Blogs

The walk's success sparked a Homeless Bob Newsletter which now follows Bob on his travels. And it didn't stop there. Our wandering star now has a website, his own Facebook page, a blog, a Twitter feed and an email address – all of which help Bob to act as a springboard for information. "He even has his own mobile number. Not bad for a homeless guy!" adds Lydia.

Last winter, Bob walked from Northampton to London in the snow and minus zero temperatures, returning to sleeping rough for a week in order to raise money for the shelter and to buy blankets for others on the street.

If, like Lydia, you would like to do your bit, please visit www.homelessbob.org.uk for more information, and to make a donation to help JC, Bob and others like them.

SPRING PRIZE DRAW - WIN £50!

Here's a chance to put a spring in your step as you head to the bank with a £50 cheque! To enter our Spring Prize Draw, print up and complete the Entry Form below and send it to: The Ed, *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD. Alternatively, send an email to: News.Letter@profilesecurity.co.uk, putting 'Spring Prize Draw' in the Subject box. **All entries must reach us no later than Friday 6th May 2011!**

The draw will take place on Friday 13th May – lucky for some – and the winner will be announced in the next issue of *Silhouette*. Good luck!

Spring Prize Draw

Name:

Company:

Daytime Tel.

Email:

Eligible for entry: all members of the Profile Security Services Ltd staff and their associated contacts who are on this newsletter's distribution. No more than one entry per person.

IS YOURS A PROFILE BUSINESS?

If Profile Security does not already take care of your security arrangements, now is a good time to talk to us. Profile has security solutions to suit all sorts of unique circumstances. For a no-obligation, informal introduction to our many security services, call Profile's UK Sales Manager **Andrew Thompson** on 020 7498 3511 or email him at Andrew.Thompson@profilesecurity.co.uk