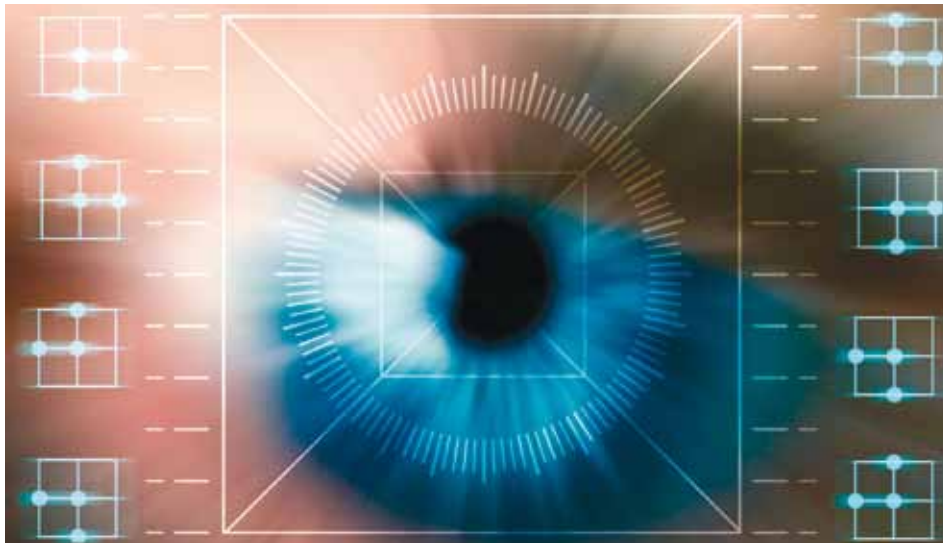


Silhouette



NEWS FROM PROFILE SECURITY SERVICES LIMITED



Farleigh joins Profile stable

Profile Security has just acquired Farleigh Consultants Limited. The move adds a wide range of investigative and security consultancy services to Profile's expanding portfolio of skills.

Farleigh's particular areas of expertise include overt and covert investigations, surveillance and "Professional Witness Scheme" services. Together, these are designed to combat issues that range from corporate, insurance and sub-letting frauds to anti-social behaviour.

The Farleigh team can also provide litigation support – be it evidence gathering, witness interviews or computer forensics.

Crime prevention

Where Farleigh can really add value to Profile's existing and future roster of clients is in the area of crime prevention. Farleigh MD David Bowen explains: "We don't just create and implement action plans to limit damage and recover losses after clients have encountered a problem. We will

continued over...

Issue Highlights...

- Security Excellence Awards
- Flood alert at telecoms business
- Ramsgate yacht riddle
- New business wins
- Val's P&O success
- Riding for Great Ormond Street

and MUCH MORE besides...

MD's message



Halle Berry and Gwyneth Paltrow are just two of the Hollywood A-listers whose Oscar night acceptance speeches we remember – not so

much for their content as for the emotion, the tears and general square-mouthed wailing that accompanied their thank yous.

We may not have got to Hollywood or even carried off any prizes (yet), but we've plenty to be pleased about at Profile. We've collected two nominations for this year's Security Excellence Awards.

A nomination in the Security Guarding Company of the Year category and for Val Baldwin in the Contract Security Manager of the Year short list are both cause for celebration. Whether or not we walk on stage at London's Hilton Hotel in October to take the top prize, these nominations reflect the hard work and dedication teams and individuals have put in.

To be short-listed at a national level is a success in itself and something we can all draw pride and inspiration from. And, should she be a winner, I'm sure we'll forgive Val if she sheds a tear or two.

Martin McGowan Scanlon
Managing Director

Read on for all the news and a number of other outstanding commendations.

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

Security Awards Special

Val raises the standard for P&O

Val Baldwin has been in the security industry for some 20 years. *Silhouette* profiles the Security Excellence Awards nominee, dipping into her citation to find out more about her approach and what makes her among the best in the industry.

Profile's Contract Manager at the P&O port facility in Kingston-upon-Hull demonstrates a rare mix of skills. Fielding phone calls from Humberside Police, stopping to speak to her Security Officers and P&O staffers on her rounds, her passion and commitment are immediately obvious. Around her is a close-knit team, inspired by her infectious enthusiasm and ready to go the extra mile. The results are tangible.

Northern Star

Despite the pressures of a port-based job where shipping timetables can change at a moment's notice, where unexpected arrivals and delays can lead to increased security alerts, Val relies

on a dedicated team that can be called up at a moment's notice.

Her own flexible, hands-on presence has not gone unnoticed. The ferry company are full of praise: "Val has the full respect and support of her staff. She leads by example where more experienced staff are concerned, and nurtures the new starters, always looking to encourage and support them".



Val Baldwin: delighted with her nomination in the Security Excellence Awards 2009

...continued from page 1

provide guidance on how to detect suspicious activity, identity theft, money laundering, counterfeiting and asset stripping".

It's all part of a rigorous programme of measures designed so clients can put in place contingency plans and policies to prevent and combat corruption and fraud – be it internal or external.

Even before problems develop, Farleigh can assist with vetting individuals (at any level) prior to employment. At a corporate level, in the case of proposed takeovers and mergers, Farleigh's

findings can avert costly errors of judgement.

An international network

With over 30 years' experience, Farleigh is staffed by former Metropolitan Police Fraud Squad officers and New Scotland Yard detectives. Working with them is an international network of security professionals around the world.

The acquisition of Farleigh Consultants is seen as another valuable string to our bow. We're delighted to welcome directors David Bowen and David Sibley into the Profile Group of Companies.

Embracing technology

They go on to say, "With so many people averse to change, Val's willingness to accept new technology is refreshing". As well as her team's routine use of CCTV, metal detectors for screening passengers, x-ray machines for checking luggage and the addition of explosive detection machines, Val has introduced a host of innovative measures, some of them quite surprising.

Mountain Bike Patrols – Val noticed how her mobile patrols were getting caught up in traffic and other restrictions around the port. She arranged for some of the patrol cars to be replaced with mountain bikes. Since their introduction, Officers have been able to cover a wider area and increase their productivity.

Beam Intruder Systems – Working in partnership with the Police, Val identified a problem with car crime in the P&O Ferries car park. After completing a full security survey, Val's suggestion of an infra-red beam intruder system helped cut the crime rate.

Over-C – Val also manages the Over-C system which is used by her team on a day-to-day basis. There to improve Officer safety and productivity, the Over-C Near Field Communication (NFC) system generates reports, distributing tasks, information and Assignment Instructions to her Officers.

Val also plays an integral role in the port's wider security team, working in close partnership with many organisations to ensure the overall port facility is kept secure, in line with the UK's National Security Strategy.

continued over...

Security Awards Special

...continued from page 2

Be the best

Humberstone Police's Crime Reduction Officer commented: "The availability of Profile staff is of paramount importance to the Police when adopting a partnership approach to solving a problem. Security operations which Val has organised have led to a significant amount of arrests and recovered property".

P&O added, "We see Val regularly go 'above and beyond the call' to perform her duties in ensuring a safe and secure site". Hull's Port Manager was equally enthusiastic: "Nothing asked of Val is too much trouble and she always gives every task 100% of her attention. In the event of a problem, Val is always available at the end of the phone, day or night."

"We see Val regularly go 'above and beyond the call' to perform her duties in ensuring a safe and secure site".

The Excellence Awards citation concluded, "Val is an inspirational leader. She recognises the benefits a high performing team can bring and strives to ensure her people are motivated, recognised, developed and provided with opportunities to progress. As a result, people want to work for her and most importantly, they want to be the best they can be".

Title race is on!

Profile is among the nominees for the 2009 Security Guarding Company of the Year Award. *Silhouette* looks at some of the reasons highlighted in our bid to clinch one of the industry's biggest prizes.

Criteria set out for the category are summarized as follows: "This Award will be presented to a security guarding company that has demonstrated professionalism, consistency of service and responsibility to both customers and staff".

A winning difference

Highlighted in Profile's citation is its enviable reputation across a wide range of industry sectors for providing reliability, flexibility, innovation and excellent staff retention levels. The latter is an area that will come under particular scrutiny by the judges. Profile's stats stack up: our employee turnover is among the lowest in the industry with a "churn" of less than 25%. This is significantly below industry average which is estimated to be above the 40% mark.

Other significant points of difference we were keen to highlight to the judges included our focus on personal service and solutions that are tailored around the individual needs of our clients. Profile took the strategic decision not

to diversify into too many areas to ensure that the standards of its core services remain high.

Key evidence for this lies in the company's unusually low clients-to-manager ratios. Each of our Customer Service Managers is responsible for no more than 12 contracts. This is almost two-thirds lower than the industry average. As a result our managers are able to spend much more time on site, allowing them to gain a fuller understanding of each client's business and culture.

Dedicated to our teams

Also highlighted in our pitch to the judges was our commitment to staff training and development, our dedicated Training Director, and an ethos that encourages a long-term, career focussed approach. Part of this is our skills pledge: currently under development in partnership with the Learning and Skills Council, the pledge promises to ensure that 100% of our staff are qualified with an NVQ (Level 2) in Providing Security Services and the BTEC (Level 2) Diploma for Security Practitioners by the end of 2009.

Finally, we also highlighted our heavy investment in management training – all our bosses are enrolled on our management development programme through which they will achieve an industry recognised qualification and learn more about effective account management.

They, along with all members of the Profile team, will be waiting with bated breath to see how they fare against some stiff competition on the night of the 2009 Service Excellence Awards – Thursday October 22nd.

Did you know?...

- Profile's turnover now exceeds £20 million
- Profile employs over 800 people
- We operate over 250 contracts
- We protect more than 500 sites across the UK
- Our contract retention rate is in excess of 95%

Narrow escape for telecoms firm

A vigilant security guard and some quick thinking helped to avert disaster, reports London Regional Manager, John Cooper.

COLT, a leading provider of business communications, operates a number of major data centres across Europe. Its London base outside the M25 is one of its largest. On Sunday 7th June, Profile Security Guard Meshwin Vigneswaran was making regular patrols as part of his 0700-1900 shift at the King John Court facility.

Thunder

Meshwin discovered a water leak coming through the roof during a particularly heavy thunderstorm. Had it not been for his swift intervention, the flow of water could easily have led to a serious incident, with the company's Nortel Switch equipment in the Node at King John Court being disabled. Had this happened, COLT's services would have been seriously disrupted.

Following agreed emergency procedures, Meshwin called up COLT's DCIS incident team, the duty Mobile Manager, and informed their Security Control Team at Powergate at the same time. With the appropriate response teams mobilized, Meshwin then took care to stem the leak, rounding up containers to catch the water and minimize its effects.

Under control

With the situation under control, he went on to search the rest of the building for further damage, checking back to the site of the incident until engineers reached the scene. As a result of his actions, roof drain maintenance to the site is now to be checked quarterly rather than just every six months. Meantime, Meshwin has been named June's Guard of the Month for the London Region and earned the plaudits of a very grateful team at COLT.



Thanking Profile Security Officer Meshwin Vigneswaran for his quick thinking and focused response are (left to right) John Cooper (Profile Regional Manager), Steve Belshaw (COLT Security Manager), David Heywood (COLT Corporate Security Manager) and Bharat Kataria (Profile Customer Service Manager).



Ramsgate raid man of the moment Ian Usher received a special commendation from senior personnel at Kent Police.

Yacht raid provides clue to money laundering scam

Suspicious comings and goings, people stepping on and off a yacht in Ramsgate Marina on Friday 10th July all drew Security Officer Ian Usher's attention enough to call in support from the Police.

Suspicious

As Police Officers arrived at the scene, the owner of the "Sea Dawn" made off. Subsequent investigations quickly revealed that the man was wanted for failing to appear in court and had recently acquired the vessel for a large sum of money, paid in cash.

Praise

The vessel was seized as evidence of an alleged money laundering offence with the owner later handing himself in to Police. Detective Chief Inspector Matt Pringle, Deputy Head of Frontier Operations, Kent Police was warm in his praise of Ian's prompt actions: "This is yet another excellent example of the first class joint working relationship that we enjoy with you (the Harbour Master - Ed) and your team".

Surprised by all the attention, Ian assured his line manager, "I was just doing my job". His vigilance earned him a £100 cheque and July's Guard of the Month title for the region.

Also in the news...



London lights up

The **National Grid** contract in Tilbury, East London, came into operation in early September. Tom von Speyr and Tony Skinner have successfully completed mobilisation. The contract and the manning requirements continue to grow, with recruitment and training still on the up. Profile's London Region has bolstered its client base with a mix of winning tenders and successful customer negotiations.

Fast ferries on the way

Business wins at the Port of Ramsgate include Manned Guarding, Baggage Handling and Ship Docking Services for the new Fast Ferries service, due to launch operations in early October 2009. This will be in addition to Profile's tally of operational tasks at the Kent port that includes Euroferries, the Wind Farm, Euro Kent Business Park, and The Port and Harbour of Ramsgate.



Congratulations

Warmest congratulations go to **Nadeem Sheikh** and his partner. Our Mobile Manager from London welcomed a baby girl, born on September 9th 2009. That's 09-09-09, considered to be very auspicious by many and the last set of repeating, single-digit dates that we'll see before 01-01-01 (January 1st, 2101).

Craig and Victoria Greenhill celebrated the arrival of baby boy **MacKenzie** on 22nd August 2009.

Well done to **Andy Scott**. He and his partner **Cassie** had a baby girl, **Darcy**, on 23rd June 2009.

Jamie Arnold and partner **Kerry Ann** became the proud parents of baby boy **Charlie** on 26th May 2009.



Charlie Arnold says 'hello'. Aaaaah... bless!

Who's the Quiz Whizz?

Summer saw the launch of *Silhouette*, Profile's refreshed and invigorated newsletter. Also stepping out of the shadows was our inaugural quiz winner, **Eddie White** of Arcadia Leeds. His was the first of many correct entries drawn out of the hat by Key Account Manager **Tom von Speyr**.

For those who didn't see Eddie's answers, they were as follows: 1a, 2b, 3a, 4c, 5c, 6a, 7b, 8c, 9a, 10b, 11a, 12c, 13b, 14a, 15c, 16a, 17b, 18c, 19a, 20a, 21a, 22b, 23c, 24a, 25c, 26b, 27a, 28c, 29a, 30c. The last newsletter and its quiz are archived on the Profile website.

Entries are open and another £50 is up for grabs on the back page of this issue!

Make it your Mag!

Silhouette would like to hear from all its readers. It doesn't matter if you're in senior management or manning the front line, your views and anecdotes are worth sharing. Send your news stories, announcements and suggestions to The Ed, *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD or by email to The Ed at newsletter@profilesecurity.co.uk.



60 second profile



You might know me by sight, if not by name! My name is Bharat Kataria. I'm a Customer Service Manager based at Profile's office in Wandsworth, South London.



I've been with Profile for eight years. I used to be in the RAF, which probably accounts for the shiny shoes! I try to take the same care about my clients – I love the challenge that building lasting relationships with clients brings.



As well as being passionate about my clients, I strive to get the work and life balance right. Profile lets me do that, so I can find time to spend with my wife Rita and my family.



We have a son, Sanjeev, who is busy starting up a building company, and two daughters. Trisha, the youngest, was married recently; Vina-Michelle gave birth to our first granddaughter Shyla last year.



Dow's low Profile racer

Making an appearance on the sides of Scottish Formula Ford 1600 entrant Alistair Dow's car are the colours of Profile Security Services Limited. A single-seater regular, Alistair welcomed Profile's support as he continues to mix it with the best in the category, a feeder series to national Formula Ford competitions that have crowned former champs such as Nigel Mansell, Damon Hill and Jenson Button.

Apprentice is a winner

Road haulage firm Spectrum for Debenhams and fellow security guards recently got together to nominate Christopher Dennis for Officer of the Month.



Northampton's Christopher Dennis: happy to sub for Site Supervisor

Christopher works at one of the Spectrum for Debenhams sites in Northampton and has settled very quickly into what is a very demanding role. Such has been his success, he had no hesitation in taking on the responsibility of covering for his Site Supervisor when the latter was on leave. Christopher maintained the team's high standards and ensured seamless continuity of service.

Profile Regional Manager Colin Martin was delighted to present the Midlands Region's first Officer of the Month Award, commenting, "Christopher's conscientious attitude to his job is a credit to both himself and Profile. He recently stepped in at the last minute to assist with a major event for another Spectrum for Debenhams site and helped make their Brackmills Fun Day a great success".

City & Guilds Success

Receiving recognition from Profile Customer Service Manager Bharat Kataria are the members of the COLT Telecom team. Pictured from left are Mike Faley who achieved a City & Guilds Level 3 Sill Coach qualification, Kellie McGirr and Marek Napierala who each gained City & Guilds Level 2, Security Practitioner qualifications.





Profile's Andrew Thompson presents Great Ormond Street's Penguin Ward with a cheque for £1,200

Cycle ride rewards Penguin Ward

Profile Managing Director Martin McGowan Scanlon and UK Sales Team Manager Andrew Thompson were among those taking to the Devon lanes in late July. A hastily arranged charity bike ride was set in response to the plight of little Beatrice Alice Todd, currently undergoing bone marrow treatment at London's Great Ormond Street Hospital for Children.



Little Bea makes her mark

When Bea's grandfather Greg Peck told us about the gruelling treatment that lies ahead, we felt we had to jump in the saddle and raise some badly-needed funds for Bea's unit at the hospital.

Thankfully, photographs of Martin and Andrew in their lycra shorts were not available as we went to press, but we send Bea and her family our best wishes as treatment continues.

Great Ormond Street Hospital and the UCL Institute of Child Health form an international centre of excellence for treating sick children, and teaching and training children's specialists. Together, they are the largest centre for research into childhood illness outside the United States. Great Ormond Street was founded in 1852, and among its many fundraising streams it owns the rights to *Peter Pan*, given to the hospital by J.M. Barrie in 1929.

If you would like to make a further donation, go to:

www.gosh.org/donate

Live wires recruited for new National Grid operation

A recruitment day recently took place in Pembroke to recruit six Security Officers for a new National Grid site due to open in Wales in October.

Customer Service Manager Adrian Bartlett and Key Account Manager Tom von Speyr were delighted with the turnout which saw 15 candidates come in for an interview at Pembroke Dock Job Centre. "The day was a great success and the quality of the applicants made it hard for us to narrow the list down to the six we required," said Tom.

Once all 15 applicants had been put through their paces, Adrian and Tom spent the next few hours going over the pros and cons of each, desperately trying to identify those who had an advantage over the others. As Adrian noted, "Trying to find the elite group of six was not an easy task but we've managed to get there in the end. We now look forward to them joining the company when the contract gets under way".



Profile Customer Service Manager Adrian Bartlett spent a productive day recruiting in Wales for National Grid's new site in Pembroke.

Win a nifty £50!

Can you match Eddie White's success, winner of our inaugural *Silhouette* quiz (see separate story)? Have a bash at our multiple-choice quiz and see if you can catch our cash prize!

Circle the correct answers, tackle the number puzzle and fill out your details at the bottom. Post your entry in a sealed envelope by internal mail or by post to: The Ed, *Silhouette* Newsletter, Profile Security Services Limited, 374 Wandsworth Road, London SW8 4TD.

Entries close at 11.59pm on Saturday 31 October. The winner will be the first correct entry drawn out of the hat on Friday 13th November. A lucky date for one lucky winner!

Good luck!

1. Which of these was invented by Birmingham solicitor's clerk Anthony Pratt?
 - a) Odor-Eaters insoles
 - b) The game of Cluedo
 - c) Corrugated cardboard
2. Which is the largest island in the Pacific?
 - a) Borneo
 - b) Australia
 - c) New Guinea
3. Which is the only one of these that has no shores?
 - a) The Sargasso Sea
 - b) The Artic Ocean
 - c) Oceania
4. By law, which of these is it illegal for MPs to do in the Houses of Parliament?
 - a) Sneeze
 - b) Kiss
 - c) Die
5. The names Nash, Rogers and Foster are all surnames associated with what?
 - a) Rock Music
 - b) Literature
 - c) Architecture
6. In which movie did Mickey Mouse make his film debut?
 - a) Plane Crazy
 - b) The Jazz Singer
 - c) Steamboat Willie
7. On a clothing label, what does the symbol of a triangle denote?
 - a) Can be dry cleaned
 - b) Can be bleached
 - c) Do not iron
8. A 'tilde' is most often used...
 - a) In rice
 - b) In sailing
 - c) In Spanish
9. Which of these Champagne bottles is the largest?
 - a) Balthazar
 - b) Jeroboam
 - c) Magnum
10. In which country is the Artois region?
 - a) Belgium
 - b) France
 - c) The Netherlands
11. Who sang 'I'm a secret lemon-a-ade drinker'?
 - a) Dennis Waterman
 - b) Elvis Costello's dad
 - c) R. White
12. Strabismus is the medical term for which of these conditions?
 - a) Knock-kneed
 - b) Pigeon-toed
 - c) Cock-eyed
13. What is a group of monkeys known as?
 - a) A troop
 - b) A clan
 - c) A committee
14. Who said, 'If you think it's difficult to meet new people, try picking up the wrong golf ball'?
 - a) Bing Crosby
 - b) Lee Trevino
 - c) Jack Lemmon
15. To an Australian, what is a 'kylie'?
 - a) A female dingo
 - b) A watering hole
 - c) A boomerang
16. Paper, printing, gunpowder and the compass were all invented where?
 - a) Egypt
 - b) China
 - c) Germany

17. Which supermarket chain was the first to trial self-service checkout tills?
 - a) Waitrose
 - b) Tesco
 - c) Marks & Spencer
18. How many paintings did Vincent Van Gogh sell during his lifetime?
 - a) None
 - b) One
 - c) 13
19. How long would it take for an investment of £1 to double in value if interest rates were at 4%?
 - a) 2 years
 - b) 10 years
 - c) 18 years
20. Who designed the original Blue Peter logo?
 - a) Rolf Harris
 - b) Tony Hart
 - c) John Noakes
21. In which city is the Nobel Peace Prize awarded?
 - a) Oslo
 - b) Stockholm
 - c) Paris
22. Which actor famously said, 'Go ahead, make my day'?
 - a) Charles Bronson
 - b) Clint Eastwood
 - c) Arnold Schwarzenegger
23. What is a mandoline?
 - a) A medieval jester
 - b) A device for cutting vegetables
 - c) An instrument of the lute family
24. Which Italian region lies to the north of Lazio?
 - a) Tuscany
 - b) Campania
 - c) Apulia
25. In what year did the Berlin wall go up?
 - a) 1949
 - b) 1961
 - c) 1989
26. Which of these is the heaviest organ in the human body?
 - a) Skin
 - b) Brain
 - c) Heart
27. If you ordered 'eggs Florentine', they would appear...
 - a) Scrambled with salmon
 - b) Hard boiled with soldiers
 - c) Baked on a bed of spinach
28. Profile's Regional Director Trevor Ward was once a member of which of these?
 - a) SOE
 - b) SAS
 - c) CIA
29. As of the 1st of October, which of the following is nearest to the average age of a Profile employee?
 - a) 27
 - b) 32
 - c) 49
30. Finally, here's a puzzle. Complete the grid! Each square contains a different number 1 to 11. Follow the clues to find the correct location of each number.

'Left' or 'Right' can mean anywhere along the same horizontal axis.

'Above' or 'Below' can mean any location along the same vertical axis.

Clues:

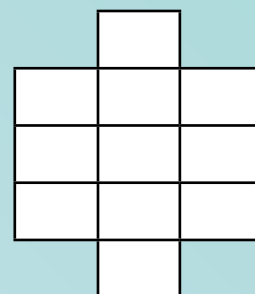
Number 9 is below 5 and left of 6.

Number 1 is below 4 and right of 3.

Number 8 is below 10 and right of 2.

Number 6 is above 7 and left of 11.

Number 2 is left of 4.



Name

Company

Daytime telephone number.....

Eligible for entry:

all members of the Profile Security Services Ltd staff and their associated contacts who are on this newsletter's distribution.