

DOUBLE SHORTLIST SUCCESS AT BSIA AWARDS



What better way to open the first newsletter of the year than with an announcement that two Advance Security client facing staff are through to the national stages of the British Security Industry Association's (BSIA) Security Personnel Awards 2011, after being declared winners in the regional heats.

Andrew Poulton, who covers key holding and mobile contracts in the Leicestershire region, has won Best Newcomer category for the Midlands; while BAE Systems' receptionist Lynn Cook, is the lucky recipient of the Service to the Customer category in the North West. Congratulations to you both and fingers crossed for the national finals. We're all behind you.

THE KEYS TO CONTRACT SUCCESS



Andrew Poulton,
Mobile Supervisor

In just eight months since Andrew joined Advance he has made a real impact in the area he serves. He was initially recruited as a mobile patrol driver but soon fast-tracked to the position of Mobile Supervisor.

Working alongside the Key Holding and Mobile Co-ordinator Andrew has proactively brought about a raft of changes that have undoubtedly had a positive impact across the business. But beyond demonstrating the capability to 'make things happen', Andrew's personable nature has enabled him to demand the respect of colleagues and clients alike. He took the time to listen and learn from those around him before ringing the changes and this considered approach has paid off twofold: a marked increase in SLA scores speaks volumes about improvements to client services; as do the glowing testimonials from the team around him.

Said Advance Security Account Development Manager, Paul Smith:

"During my regular visits to customer sites, I receive nothing but praise for the mobile team and the new procedures, reports and regular communication that Andrew brings to the service.

"He clearly appreciates the need for high standards of customer care and we have complete confidence in the continuing success of the

mobile operation with Andrew at the helm".

A WINNING FRONT DESK FORMULA



Lynn Cook, Receptionist

Lynn, meanwhile, has worked at BAE Systems for two years and always goes the extra mile to give visitors to the site as warm a welcome as possible. As well as carrying out all the responsibilities that fall within her remit as a receptionist, Lynn voluntarily dedicates a lot of her spare time to looking at new ways to improve the front desk service – especially for international guests. Due to the organisation's strong ties with Saudi Arabia, BAE Systems often plays host to visitors from the Middle East and Lynn has introduced a number of initiatives to help such guests feel at ease in

their surroundings. To this end she has produced a guide pack which lists on and off-site facilities and emergency information, as well as details on accommodation, places to eat, local attractions and timetables. The feedback has been such that it is hoped a similar pack will be rolled out across other BAE sites.

What's more, Lynn has also started to learn basic Arabic and Urdu and is taking a higher level qualification so she can be sure all guests are fully informed about site procedures. Indeed, Lynn's unquestionable commitment to customer service has helped transform the reception operation into a highly valuable front line resource.

In support of Lynn's nomination Tim Baldwin, Security Operations Manager at BAE Systems, said:

"Whilst relatively new to both BAE Systems and the security profession, Lynn has quickly established herself as a valued member of the security reception team and has driven the transition to a service excellence culture".

OUTSTANDING BRAVERY

Security Officers Frank Allan and Bernard McGrory were on night shift duty at the Clydesdale Bank Exchange building, Glasgow, when they witnessed a brutal assault on a member of the public. A split, selfless decision to attend the scene and avert a prolonged attack undoubtedly saved the injured man's life and the pair have been personally praised by Strathclyde Police for taking such swift and appropriate action. **Continued on page 3.**

HR DIRECTOR IS 'INDUSTRY INSPIRATION'



HR Director Karen Rogers was recognised at the Security Excellence Awards in late 2010 as being 'an inspirational HR individual'.

Karen, who has been with Advance for over 10 years, was highlighted for her determination in driving home the importance of strategic HR initiatives across our business and the wider security industry in her role with the BSIA HR Forum. A champion of internal training, Karen has developed a number of programmes to ensure Advance is the industry vanguard when it comes to keeping ahead of the latest legislation and procedures,

as well as spearheading our diversity policy.

Advance Managing Director, Richard Bailey said: "Karen's success in integrating HR with our wider business operations is such that the discipline is now seen as being fundamental to the motivation, loyalty and development of our nearly 4,000 strong workforce". Judge Peter French of lead award sponsor SSR Personnel honoured Karen with a 'highly commended' certificate.

ADVANCE EXPANDS WAREHOUSE & DISTRIBUTION PRESENCE

We're delighted to announce that Advance has been successful in securing a number of new account wins in the warehouse & distribution sector over the last few months.

Combined with the organic growth opportunities that have been presented by our existing warehouse & distribution clients, our portfolio in this market has gone from strength-to-strength.

"Our warehouse & distribution clients account for a substantial proportion of our business and as such we have developed a unique operational model

for this sector to address the specific challenges businesses operating within this market face". said Advance Security's National Operations Director, Donna Alexander. "We are confident that we've got capable resource and experience in place to give our warehousing & distribution portfolio an even greater push in 2011".

INSPIRING SERVICE RECOGNISED AT SDG

James Howe (left), Security Supervisor at Shop Direct Group (SDG), Shaw, was awarded the client's 'Inspire Award' for October 2010, in recognition of his willingness to always 'go the extra mile' and 'live the SDG values'.

Dean Cooper, Regional Loss Prevention Manager at SDG praised James for his professionalism and dedication to duty – especially his meticulous approach in resolving a number of sensitive incidents, which he handled in an exemplary manner.

In particular, James was congratulated for his management

of an investigation into increased losses within the Shaw warehouse following an intake of agency staff. James' initiative led to the installation of covert CCTV in an area he suspected was vulnerable to theft and ultimately the dismissal of three agency employees. In a further incident James painstakingly reviewed CCTV footage to identify theft from the warehouse, giving up his days off to see the investigation through to conclusion and arrest.

James' willingness to not only undertake his regular duties, but to suggest solutions to client problems is an example to us all.



NEW APPOINTMENTS AT ADVANCE

In response to our recent growth and expansion, **Lee Ennis has been awarded the newly created position of National Operations Manager – Warehousing & Distribution**, with responsibility for driving the strategic development of our presence in this important sector.



Lee is tasked with taking our warehousing and distribution business forward and developing this market further, as well as managing existing client relationships. Lee has a wealth of experience working within this sector and will undoubtedly bring a wealth of operational knowledge and understanding from his

work with a number of key warehousing & distribution clients, predominantly from his role as National Account Manager for SDG.

We are also pleased to announce the appointment of **Joe Drew as Regional Operations Manager for London and the South**. Joe has a long standing career within the industry and has been with Advance for more than 7 years, primarily as Customer Service Manager in the south. As well as being a valuable member of the senior management team Joe's remit is to meet the demanding requirements of our growing London client base.



ADVANCE ASSOCIATES SPEAK UP ABOUT THE THREAT TO CITY SECURITY

We gathered a number of high profile speakers from across the industry to tackle the theme 'Couriers and Air Cargo: The Threat to your Business' at a London breakfast seminar held on Wednesday 26th January at State Street Bank, Canary Wharf.

The events of last year exposed growing concerns over the vulnerability of couriers and air cargo to terrorist activity. When a routine fuel stop at East Midlands Airport uncovered bombs bound for US synagogues it served as a stark reminder of the very real threat to the supply chain. To address the severity of the alert and how the City can proactively protect against another occurrence, we called upon three speakers harbouring the latest intelligence on this ongoing issue: Detective Superintendent Chris

Greaney, City of London Police; Paul Keeling, CEO of our trusted training partner, Senate; and our longstanding client, Mick Baines, Head of Security Operations at BAE Systems.

"As one of the world's biggest financial hubs, the City of London and Canary Wharf are all too aware of the risk posed by a potential terrorist plot," said Advance Security's Managing Director, Richard Bailey.

"Forming close working partnerships is fundamental for all security professionals striving to maintain the necessary counter measures to tackle today's ever changing security threat head-on. We're pleased to be able to leverage our relationships to provide City businesses with the information they need to take an intellectual stand against the exploitation of our courier and air cargo networks".

OFFICER COMMENDATIONS



• **Tariq Anwar, Arbuthnot, Latham**

Tariq proactively took responsibility for several building related issues while client contact, Saj Hussain, Assistant Building Manager at Arbuthnot Banking Group, was on annual leave in late 2010. One example was his actions in resolving an incident when the entire building access system failed. He contacted the relevant engineers to attend site and kept constant communication with the bank's building consultants, IT Manager and the relevant Chairman's staff. "It's excellent to see that Tariq went above and beyond his job role in my absence. He is an excellent member of the security team at Arbuthnot and a real credit to Advance," said Saj Hussain.

• **Elzbieta Gajownik, Capita Symonds, John Dalton House, Manchester**

Front desk representative, Elzbieta helped a tenant at John Dalton house in their hour of need. Following a puncture on a busy road in the centre of Manchester, Elzbieta thought nothing of helping with the repair, showing she's not afraid of getting her hands dirty in the name of customer service.



• **Kieran Gooding, JD Williams**

Kieran was praised for his actions in dealing with a sensitive incident, which involved one of the drivers being alcohol tested on-site. The security officer carried out his duties professionally – detecting that the driver was over the limit in the first place, and then following the necessary procedures to prevent the suspect from getting behind the wheel. Ian Hewitt, client contact and Head of Security at Hermes-Parcelnet Ltd said of Kieran's response: "I'd like to take this opportunity to compliment your security team for the expert and professional manner in which they managed this situation. Please pass on my personal thanks for all their efforts. They unquestionably took the correct course of action and we're wholly supportive of their decisions".



• **Adnan Farooq, SDG**

Adnan has been commended by Shop Direct Group for his tenacity in dealing with two males acting suspiciously during the early hours of the morning. His vigilance in detecting and then alerting the Police to their behaviour helped facilitate

an arrest, despite officers' difficulties in locating the perpetrators during a first full patrol of the facilities. Adnan, however, noticed one of the men hiding under some stairs at the back of the building on the CCTV cameras and called the Police back to site, when the suspect was successfully detained.



• **Mandy Sutton, BAE Systems, Chadderton**

Mandy has been praised by our client at BAE for her general hard work and professionalism. Said Gary Beels, Security Controller and Facilities Manager at BAE Systems Chadderton: "I would like to bring to your attention, the exceptional service that Mandy provides. As the face and voice of the site, she treads the fine line between professionalism and familiarity, perfectly. It is a notoriously difficult course to steer, but she carries it off with confident ease. She is a credit to Advance, and BAE Systems Chadderton is blessed to benefit from her services".

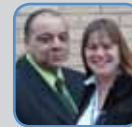
• **Paul Myers & Ryan Brown, BAE Systems, Warton**

When Paul and Ryan spotted a briefcase left unattended in a car park, they went out of their way to make sure it was safely returned to its rightful owner,

whilst following the correct security procedures to ensure there was no cause for alarm.

• **Sadiq Shire, MW Kellogg**

Sadiq's quick thinking helped prevent a serious accident on-site after he noticed some ceiling tiles were loose and alerted a member of staff to move out of harm's way before the materials fell to the ground. Though the employee was understandably shocked they expressed their gratitude to Sadiq for his alertness – especially as it was the early hours of the morning and he'd just completed a long night shift.



• **Stan Noakes & Marie Fry, Capita Symonds**

Jo Duffy, Facilities Manager at Capita Symonds, presented Security Manager Marie and Senior Officer Stan with £50 worth of Argos vouchers for all the hard work and dedication they've shown to the Bentley Bridge site over the last 12 months. Said Jo Duffy: "Both Stan and Marie continually go above and beyond their duties to ensure the site runs efficiently and safely.

"They always adopt a positive and helpful approach to the challenges they face and are liked and respected by all who deal with them".

POLICE PRAISE HEROIC PAIR

Continued from front page story

When Frank Allan and Bernard McGrory observed a gentleman being set upon by two men on CCTV during a nightshift, the two officers darted outside to help the victim and in doing so startled the attackers, who fled the scene.

The man had suffered severe head wounds but First Aider, Frank, managed to stem the flow of blood until Paramedics arrived.

Frank and Bernard put themselves in immediate danger to assist the innocent bystander – despite their professional remit being to simply alert the emergency services. Instead, they willingly went above

and beyond the call of duty in an outstanding act of bravery that, ultimately, saved a man's life.

"I would like to thank everybody involved especially Frank on night time security who took action which prevented the male being injured further. Also for the help we received with our CCTV enquiry on the night and the



following day was incredible and very much appreciated. Thank you once again".

DC Lyn Ferguson, Strathclyde Police.

SNOW BUSINESS

A number of officers have been praised for their assistance during the adverse snowy weather. Thank you to all those who worked tirelessly to clear pathways and make sure the sites we serve were as safe as possible during the freezing winter months.

- Team 1, BAE Systems, Brough
- Jim Townsend, BAE Systems, Chadderton
- Michael Greenwood, Imperial Tobacco

INTERNAL EXCELLENCE AWARD WINNERS

Quarter 2 Award Winners 2010:



Team Award – SDG Shaw: Matt Ward and Joanne Mills (above)

In Summer 2010, the serving officers at Shop Direct Group (SGD), Shaw, detained an offender in possession of high value goods worth £766, which were secretly stowed in the lining of a handbag. The client has personally extended their thanks to the pair and formally acknowledged that it's this kind of prompt and professional action that helps achieve and maintain such low figures relating to losses at the Distribution Centre.

Customer Service – SMBCE: Bimala Gurung

This award recognises Bimala Gurung's diligence in her duties as a security officer at SMBCE Bank, as well as the cheerful demeanour that prompted her successful nomination for the Customer Service category. The Bank's senior management team speaks highly of her commitment, flexibility and professional service levels and we're proud to have such a great ambassador amid our ranks.

Emergency Response – Capita Symonds: Nick Templey

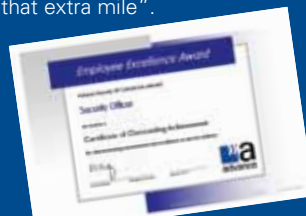
The actions of Nick Templey following a fatality at a Capita Symonds managed building are deserving of an award. What was especially impressive was Nick's ability to see the bigger picture. His quick and clear instructions to the Advance Communications Centre resulted in additional security personnel being deployed almost immediately so that the rest of the site was still receiving comprehensive security cover, despite Nick's focus being drawn to the incident in hand.

Quarter 3 Award Winners 2010

Team Award – SDG: Peter Oakley, Barry Williams, Sharon Crane, Angie Jackson and Steve Caslin (below)



The client's words relating to a particular situation at SDG best sum up the team's exemplary work ethos: "Just wanted to put in writing how supportive your team has been regarding an ongoing car parking issue here at Speke. The Advance officers have gone out of their way to help me with any queries and tracking down cars. Special thanks should go to Nick, Sharon and Steve, who all willingly went that extra mile".



Customer Service – City of Edinburgh Council: Jason Raeburn

Whilst on duty at Edinburgh Bus Station, Jason went out of his way to assist a foreign tourist. The elderly American gentleman and Alzheimer's sufferer was lost and could not retrace the steps back to his accommodation. Jason willingly took four hours to help him narrow down the search and even offered to see him safe back to the hotel. His compassion and demonstrable commitment to customer service are why we'd like to award Jason in this category.

Emergency Response – Muller Glasgow: Bernard McGrory and Frank Allan

As featured on the front page and throughout this issue, Frank and Bernard's selfless actions in assisting a member of the public who had been mugged and seriously attacked helped save a man's life. This award is formal recognition that the pair put themselves into a vulnerable situation when all that was officially required of them was to notify the emergency services.

INSPIRATIONAL TEAM MEMBERS

Following on from Frank and Bernard's act of bravery (full story on page 3), the actions of several other officers are more than worthy of a mention too...

Capita Symonds' Nick Templey (right) remained calm, controlled and above all wholly professional during an exceptionally harrowing situation whilst on evening duty at a multi-tenanted office block in Cambridge.

Nick was commended by the client company, emergency services and all those involved in managing the incident for his first class communications skills and ability to follow the relevant procedures following a fatality on site – despite the deeply distressing circumstances.

The seven strong team at SELEX Galileo, Luton, has been praised by



the client's Site Security Manager for successfully making its mark in such a short timeframe. In the year since Advance Security was first assigned to deliver our manned guarding and front-of-house security services to the leading

global defence organisation, the team has unquestionably pulled out all the stops to ensure the demanding requirements of the site are met. Through consistent collaborative working the SELEX officers have added real value to the contract and developed a solid working relationship with the Security Manager who has praised the team for their professionalism, attitude and commitment. Keep up the good work team!

During his duties at Edinburgh Sheriff Court, Gordon Gillies (right) noticed an individual acting suspiciously in the main reception area. Gordon promptly

reported the incident to court staff and the authorities unravelled a fraudulent operation worth over £160,000. Thanks to Gordon's vigilance, the perpetrator was found guilty and is currently serving a lengthy prison sentence.





LEADING BY EXAMPLE

The swine flu resurgence and recent cold snap have once again brought into question the UK's readiness to react when external events threaten to impact on public and private sector operations. As the first professional security company to have achieved the British Standard for Business Continuity Management (BS 25999), we're in a position of strength to offer our clients a watertight service amid any crisis and are calling on our peers to make sure they can do the same.

As a company we've never waned on our commitment to business continuity and this relentless approach has paid and continues to pay off for both our clients and our staff.

From snow chaos through to G20 protests and the London tube strikes, the security sector

has a duty to deliver an uncompromised level of service at all times. What's more, with the recent spending review leading to talk of public sector strikes, there is a very real risk of public services being affected; transport, policing, even waste collection – with perhaps the

additional problem of picket lines to cross. If the threatened strikes take place the private security industry will be leaned upon to ensure the security of UK private and public infrastructure.

Arguably such events are by and large beyond the security industry's control, but in order to protect our clients' assets and ultimately ensure public safety we too must have the provisions in place to cope. If we can't show evidence of proactive business continuity management, how can we expect our clients to follow suit?

It's time we took it upon ourselves as an industry to ignite a supply chain reaction by showing a demonstrable commitment to business continuity management (BCM) and seeking a similar stance from our suppliers. Only by investing the necessary time and resource into getting our own houses in order first can we add real value for our clients and confidently deliver in even the most demanding situations.

Richard Bailey, Managing Director, Advance Security

WHY DOES HEALTH & SAFETY MATTER?

2009 / 2010 saw over 150 people die at work in the UK, this has reduced year-on-year from over 230 deaths in 2007 / 2008. A significant reduction, so why are we in the security industry so concerned?

As a caring society, we are all concerned at any death or injury and we do not see any death as being more important than another. The Government through the Health & Safety Executive have policies for reducing deaths from whatever source but the ease and means of achieving this inevitably varies. In the Security Industry we have a relatively low incident rate compared to other industries such as manufacturing or construction but this doesn't mean we can rest on our laurels. This low incident rate has come about not just because of changes to the law, but more fundamentally

through a change in culture, a change that we have to continue if we are to keep our employees safe.

Here at Advance Security we continue to push that change in culture through the hard work and dedication of our Health & Safety team, and particularly through the work carried out by our Health & Safety Officer, Margaret Berry. Margaret acts as the main company contact for liaison with official bodies such as the Health & Safety Executive, ensuring that all legal requirements are always taken into account. But Margaret's main role is to ensure that every accident is fully investigated

by the operational management team, whether a major injury or a near miss, all accidents are treated the same. The aim of each investigation is to identify underlying trends, poor working practices and procedures, changes to conditions and behaviours, which have created or have the potential to create harm. The work Margaret does continues to give Advance excellent results and our accident incident rate continues to fall year-on-year.

Of course Margaret can't change the culture of the business alone. Health & Safety and particularly the changing of culture depends on everyone being involved. Employee involvement is essential and all Health & Safety issues that are raised with management through COMMs or during site visits are taken back and discussed in management

meetings in order to identify any potential issues and any changes required. Margaret works with and provides guidance and advice to management to ensure that the changes made are in line with legal requirements; reduce the impact of accidents and the probability of any further accidents from the same cause. The issues identified are reported to the Group Health & Safety Manager with recommendations for change and to the CSR Steering Group for review. These changes are most easily seen in the evolving Assignment Instructions and risk assessments but also occur in a variety of other ways such as management visits, newsletter articles, induction training, etc, which are gradually creating the safety culture in which we work.

John Berry, H&S and Compliance Manager

WEST MIDLANDS OFFICE MOVE

As those of you based at our West Midlands office are well aware, we've recently moved to a new location, complete with a brand new training suite.

The move was made to accommodate our ambitious growth plans and we look forward to making good use of the training facility soon!

SPOT THE DIFFERENCE

Following the re-brand and launch of our new website back in 2009, the eagle eyed among you may notice we've recently made some changes. Whilst it still reflects

our core values as a business, we have modified the main home page to incorporate the distinctive chevron in the Advance logo. And as well as an aesthetic update, some new content will be making an appearance soon too. Watch out for additional pages in our Services section...



CSR UPDATE

BLUE TECHNOLOGY SUPPORTS ADVANCE'S GREEN DRIVE



As part of our continued commitment to championing the environmental cause, Advance has now harnessed Volkswagen's BlueMotion Technology – one of the most energy-efficient models available – to enhance our existing low carbon fleet.

Managing Director Richard Bailey, who is an industry trailblazer when it comes to CSR initiatives said: "We trialed the Golf BlueMotion with one of our larger London contracts and saw substantial benefits in adopting the technology".

Besides bringing down our CO₂ emissions, the much more economic fuel consumption helps us save on fuel and tax costs – which can only benefit

our wider business ambitions. The dedicated security team who trialed the vehicle have reported that the BlueMotion allows 900 miles from only one tank of fuel and limits consumption by clever touches such as automatically switching the engine off when the car is sitting idle in traffic.

"It's fair to say that we've been impressed with the technology so far and we'll be looking to invest in additional BlueMotion vehicles as and when our car contract comes up for renewal," said Richard Bailey.

CSR SUGGESTIONS

Recognising that the support of our employees and customers is crucial to achieving our CSR goals, we have recently re-launched our

CSR suggestion competition. To take part, and for your chance to win a cash prize of up to £100, email our CSR Steering Group at csr@advancesecurity.co.uk with your suggestions on how we can improve our business impact on our environment, workplace, marketplace and community.

POLICY REVIEW AND UPDATE

Finally, to reflect CSR developments at Advance over the last 12 months, we have now updated our environmental and diversity policies, as well as introducing an ethical purchasing policy across our business, copies of which can be found on our website.

MOVEMBER MADNESS

Some of the Advance Communications Centre team took part in 'Movember 2010' – growing a moustache throughout the month of



The team alongside National Operations Director Donna Alexander

November to help support The Prostate Cancer Charity.

The team, which aptly dubbed themselves 'Hairy Top Lips', consisted of Group Captain, Darren Ross, along with Pete Bloomfield, Jeff Shaw, Raj Khanna and Yasir Kayani. Their efforts have helped to fund a number of world class education, support, research and awareness initiatives.

CHARITY UPDATE

PIGS ON BIKES!

Security Supervisor Alistair Munro took to his bike last year in the 'Pigs on Bikes' charity ride.

The initiative was first founded in 2000 by Sergeant David Callander of Strathclyde Police, who also took part in the event, raising £3250 for the Moira Fund (which was set up following the murder of Moira Jones in Glasgow) and

Erskine (a charity which supports ex-service personnel at various Erskine homes).

Sergeant David Callander commented: "I was delighted when Alistair agreed to join us again and assist us in raising funds for such a worthy charity. He has worked tirelessly to raise funds for us and has managed to collect in excess of £850; a tremendous achievement. Alistair has been an excellent ambassador for Advance Security in relation to his fundraising efforts and this mirrors his efforts in his capacity as Security Supervisor at Glasgow High Court".

NO TIME TOULOUSE

Members of the Advance Security team based at BAE Systems Warton took part in a challenge to cover 668 miles in order to raise almost £2000 for charity.

The officers ran, rowed and cycled to cover the distance – which relates to Warton to Toulouse – the first leg of an aircraft's journey

when being delivered to customers in far-off destinations.

The team started their challenge at 8am and completed the 668 miles in a phenomenal nine hours.

Funds raised went to ABF, The Soldiers Charity and Trinity Hospice, which is based in Blackpool and provides palliative care for children and adults with life-limiting diseases.

THREE PEAKS CHALLENGE COMEBACK

Advance Security was proud to support former Advance officer Martin Griffin and Xscape Castleford's Gareth Bragger in attempting the Three Peaks to raise money for Help for Heroes earlier in 2010.

Carrying 35lb in weight, the officers set out to cover a distance of 25 miles, over the three highest

mountains in Yorkshire but extreme weather conditions forced the pair to abandon their journey.

Determined to pick up where they left off, however, the ex-regulars of the British Army will be rising to the challenge again in May this year. Having served operational tours of duty in conflicts around the world and experienced firsthand the devastation of friends and colleagues that have been injured or killed while serving their country, the officers are committed to the cause and have secured £750 in sponsorship so far. We wish them well with the challenge.