

NB ENTRUST SECURITY OFFICER DELIVERS GOLD STANDARD SERVICE

A security officer's prompt and professional reaction to a potentially hazardous incident at an NB Entrust building has been highly commended by the property operator group.



L to R: Darren Perkins, (CSM), Ansar Ahmad and Nigel Kennings, Account Manager

When a fire alarm sounded at Nottingham's Chapel Bar complex – a multi-tenanted location with bars, restaurants, a hotel and office space – Service Representative Ansar Ahmad's ability to keep calm under pressure and go above and beyond the call of duty has seen the Advance Officer selected as the winner of NB Entrust's 'Good News Story' for 2009.

Ansar was called to site following the fire alarm activation and he quickly made sure that the area had been successfully evacuated and there was no immediate danger. He liaised and worked alongside the attending fire officers to ensure he was fully up-to-date on the situation, communicating clear instructions and information to the site Fire Marshals and those that had been evacuated from the building. He also worked with

the fire officers to enable them to enter the building and access the fire alarm panel and extraction fan to clear all the smoke without causing any damage to the building. Along with the fire officers, Ansar made sure the building and surrounding areas were completely safe and that the complex was fully operational again as quickly as possible.

"Ansar's brave actions meant that any damage to the building was minimal and moreover his communications skills at working alongside the wider security team and the emergency services enabled a swift evacuation without incident, protecting bystanders from any immediate danger," said NB Entrust's Facilities Manager, Stewart Greenfield.

"During the two years Ansar has worked at Chapel Bar he has always shown a real willingness to go the extra mile but his

actions last December deserve special mention. I believe his recent completion of our Gold Standard training programme - which we introduced in 2008 to ensure all our personnel provide the very highest levels of customer service - helped him cope with the situation but I don't believe there are many people that would demonstrate such dedication in similar circumstances."

In recognition of his outstanding service, Ansar was presented with a trophy and certificate earlier this year. Named after the company's former Facilities Manager Andy Kulhwilm – who sadly passed away in 2009 – the trophy is a fitting tribute and was awarded to Ansar by Andy Kulhwilm's wife and NB Entrust's Managing Director, Richard Wilson.

ADVANCE ACHIEVES ACCREDITATION HAT TRICK

Following a rigorous two-part auditing process we're pleased to announce that Advance has become the first security services provider to be awarded the British Standard for Business Continuity Management (BS 25999).

What's more, with ISO 14001 Environmental Management and the OHSAS 18001 Occupational Health and Safety accreditation already under our belts, we're the only company to hold all of the 'big three' certifications.

Here at Advance we've long championed the importance of Business Continuity Management (BCM). Due to the nature of our business we simply cannot

underestimate any potential disruption to the service we supply our clients – especially during a crisis. We only have to think back to the extreme weather conditions at the start of the year and the more recent ash cloud fiasco to see the ramifications of not carefully preparing for every eventuality as far as possible. Even before the high profile threat of a flu pandemic in 2009 we had already drawn up

comprehensive BCM procedures and our success at being the first professional security organisation to receive BS 25999 is testament to our proven commitment to continually providing high levels of security provision.

"The security industry has been pontificating on the importance of business continuity management for some months now. But we've shown we're prepared to pay more than just lip service to the

issue by proactively investing the time and resource to make sure we're absolutely confident in our ability to supply customers with complete cover should an incident occur" said Advance Security's Managing Director, Richard Bailey.

See page 4 for more information on our accreditation hat trick and what this means for the business moving forward.

OFFICER SATISFACTION SURVEY DELIVERS HIGHEST EVER RESPONSE

Thank you to all staff for giving us the highest return rate to date for our Corporate Officer Satisfaction Survey.

Indeed, the number of completed surveys has increased by 15% with officers serving the North giving the biggest response, closely followed by the Midlands, Scotland and the South.

When asked to indicate your satisfaction against a number of statements relating to management support, centralised support, training and development,

and communication you told us we'd improved in all four areas, with average scores reaching nearly 90%.

The greatest percentage increases were recorded for training and development and in particular our commitment to supporting your career progression. High scores were also achieved against communication, with Advance Edge – and advancesecurity.co.uk highlighted as being especially valuable.

Scores for management support

were also 'up' on last years survey, most notably for the skills displayed by Customer Service Managers (CSMs) in terms of their helpful approach, knowledge, understanding and staff communication. In particular Darren Perkins, Lee Ennis and John Lyon were all named as being especially valued by the officers they work alongside.

However, as well as pointing out all the positive aspects the purpose of this survey is to give you the opportunity to vent your opinions, so that we can

work towards improving those areas that you raise as potential sources of dissatisfaction.

Once again, many thanks for your continuing cooperation and as a token of our appreciation we're pleased to present the following randomly selected participants with Marks & Spencer shopping vouchers:

Michael McBride - £75.00

Alan Preston - £50.00

Surinder Sagoo - £25.00

CONTRACT MONITOR RESULTS PAINT POSITIVE PICTURE

As well as gaining valuable insights from the inside track, we've also recently conducted our Contract Monitor Survey to assess just how happy our customers are with the service we provide.

It goes without saying that we're extremely grateful to all our customers who took the time to feedback their experiences. Not only does it allow us to keep tabs of our performance on individual contracts but

it also gives us an accurate, in-depth understanding of our overall strengths and any key areas for improvement.

Our customers rated us most highly for our management and supervision, customer support and company performance; reflecting our commitment to providing a first class customer service, led by a strong and effective management team. Furthermore, we've achieved an overall

increase in satisfaction levels in the areas of management and supervision, customer support and contract personnel since the last Contract Monitor, showing that we never become complacent. We always act on the results and work hard to implement improvements where customers flag any concerns. The latest survey results are just-in and we'll be contacting customers directly over the coming weeks to discuss any issues highlighted.

CITY BREAKS

Advance Security is pleased to announce two prestigious contract wins which further expand our impressive central London portfolio.

A global banking organisation has signed a three year contract with Advance for the provision of a multi-skilled security team incorporating concierge, reception and control room duties. This win adds to a significant list of banking and financial services providers who rely on Advance's expertise. 'The Knightsbridge', one of London's most exclusive residential developments will make use of Advance's ability to deliver security guarding and technology based solutions from a single source.

"The recent contract wins add to our established central London client base, building upon our credibility as a first choice security provider to organisations operating in the UK's most challenging security environment," said Advance Security's Managing Director, Richard Bailey.

"The Knightsbridge team was impressed by our approach to the tender process. We looked at their current security arrangements and suggested a fresh approach. The initial focus being to train and recruit a team of high calibre individuals. Our commitment to business continuity management is also proving notably influential when it comes to being considered for such demanding City contracts."

ADVANCE UNLOCKS FURTHER POTENTIAL

We've further strengthened our long-standing partnership with Shop Direct Group (SDG) by confirming a contract to provide keyholding and alarm response services across more than 100 sites nationwide.

Advance Security has worked closely alongside SDG's in-house resource to keep the leading home shopping and online retailer's employees, premises and assets safe and secure since 2003.

Now, as well as delivering its manned guarding services, SDG has affirmed its arrangement with Advance by entrusting our team to take care of its keyholding requirements too.

Operating in accordance with BS 7984 requirements we've heavily invested in our IT infrastructure to provide officers delivering our

mobile patrol, keyholding and alarm response services with 'live' incident reporting through GPS and Blackberry technology and believe we're still the only provider to offer real-time tracking as part of our keyholding service.

"Because of the strong alliances between in-house and contracted security staff we have always taken a collaborative approach to enhancing SDG's security provision," said Advance Security's National Operations Director, Donna Alexander.

"SDG saw the value in extending the Advance contract to cover its complete requirements and this is testament to the strength of our ongoing professional relationship. I look forward to working with them to identify further enhancements to the service we deliver."

OFFICER COMMENDATIONS

Sno'w Trouble!

Special mention goes to the following team members who took the snow in their stride at the beginning of the year!

• **Terry Smith, Darren Ross, Matthew King, Rajan Khanna, Jeff Shaw, Athena Davies, Yasir Kayani, Pete Bloomfield, Chris White, Steve Durrant, Jonathan McEwan and Jay Unadkat** – Advance Corporate Communications Centre

• **Martin Foy** – Northumbrian Water, Durham

In addition to Martin's politeness, helpfulness and all round customer service, his assistance during the bad weather early this year has been exemplary and recognised by our client.

• **Shah Khalid** – Support Officer

Shah Khalid has been praised for his proactive and flexible assistance on site during the stint of bad weather at the start of the year.



Martin Foy



Shah Khalid

Security's Great and Good

Helen Stevens – Arla Foods, Wythenshawe

Several personnel at the large logistics park where Helen is based have commented on her continually high standards of service:

"Helen has been a great help from day one. (We) truly believe that without Helen our job would be much harder.

"Helen continues to demonstrate superb communication skills and meticulously follows procedures".



Jim Owen and Tracy McRoberts – Echo, Belfast



Lisa Garrick, Head of Operations at Crystal Alliance nominated Site Supervisor Jim Owen and Security Officer Tracy McRoberts for the services they've delivered throughout the three years. Advance has managed the company's security contract – in particular, their ability to add value to the business by making recommendations for site improvements.



Wayne Lay – Imperial War Museum North (IWMN), Manchester

A grateful member of the public felt compelled to email the museum after Wayne went the extra mile by escorting the visitor around the attraction, engaging them with the exhibitions. It's this level of commitment that contributes to IWMN's continuing awards success, including those detailed on page 5.

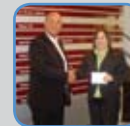
Security Team - BAE Systems Warton

Neil Boardman, Scott Powell, Peter Hardacre, Paul Myers, Mark

Bruce, Ben Oliver & Tony Storey

When the Rt Hon Lord Drayson, Minister of State for Strategic Acquisition Reform, visited BAE Systems Warton site Advance officers worked hard in the lead up to the event to ensure that the relevant clearances were obtained.

Said Jane Russell, UK Government Relations Director at Military Air Solutions: "I just wanted to express a very big thank you for the support of both you and your team in all the arrangements. It went extremely smoothly and much of this can be credited to the efforts of you and your team."



Kelly Mills – Stuart House, Peterborough

And last but by no means least, Kelly Mills was deservedly presented with a £25.00 voucher by NB Entrust's Senior Building Manager, Richard Broughton, for the contribution she's made to customer services at Stuart House.

INTERNAL EXCELLENCE AWARD WINNERS

Here's our pick of the best performing teams from Quarter 4 2009 and Quarter 1 2010:

Quarter 4 2009

Team Award – Alfred Willis, Ray Whitelock, Jeremy Hales and Keith Fletcher, Selex, Southampton

Following a visit to the site by our client's Directors, the security team was nominated for the professionalism and efficiency shown in making sure that visitors were dealt with in a friendly and professional manner, whilst maintaining strict security checks at all times.

Customer Service Award – Martin Breen, Paragon, Solihull

Martin was nominated by our client for his assistance in ensuring a massive delivery of high value goods was delivered to the correct area on time and in perfect condition.

Emergency Response Award – Grant Williams and Fernando Blake, MacFarlanes, London

The client was impressed by Grant and Fernando's quick response in apprehending an intruder onsite and was hugely reassured to know that the building was being guarded by such a dedicated team of professionals.

Quarter 1 2010

Team Award – Willie Lynch, Jim Welsh, Charlie Johnstone, Tom MacKay, Alex McGowan and Peter Gwafa, National Australia Group, Glasgow

The team based in the Group Control Room was nominated by our client for their support and assistance during a move which involved the transfer of highly

confidential files from one secure area to another. The client passed on their praise saying the team was "...fantastic and really responsive, which has meant all risks were mitigated."

Customer Service Award – Helen Stevens, Arla Foods, Manchester

As highlighted in our officer commendations section, Helen (above right) was nominated by our client for the continuous commitment she demonstrates in her logistics role, in particular for her assistance and hard work onsite during the busy 2009 Christmas period.

Emergency Response Award – Angelo Navaratnam, Derek Mallows, Fred Worsfold, Jeff Gregory, John Middleton, John



Snyman, Michael Selley, Mitch Kelley, Mukesh Patel, Roger Taylor, Steve Thompson, Tina Price, Tony Farr and Wayne Miller, MW Kellogg, Leatherhead

Thanks to the efforts of the security team at MW Kellogg who worked exceptionally hard to keep the site and operations up and running by making sure the snow was cleared and the grounds properly gritted in a prompt and efficient manner.

ACCREDITATION, ACCREDITATION, ACCREDITATION

SLIP IN ACCIDENT STATISTICS

Continuing our front page story we take a look at what our current status as the only security provider to have achieved the British Standard in Business Continuity Management (BS 25999) means for the company as we continue to implement critical BCM initiatives on behalf of our existing client base.

A testament to solid teamwork

Firstly, a big thank you to Advance Security's Group Health & Safety and Compliance Manager, John Berry, who managed the rigorous, two-part BS 25999 assessment process following our independent nomination by the NSI.

While high profile threats such as terrorism, flu pandemics and data loss tend to be frequently highlighted, BS 25999 adopts a more pragmatic approach towards BCM. Rather than focusing on disaster management, the accreditation encourages continuity managers to alter their mindset

and instead look to identify all processes which, if interrupted, would impact on a business' day-to-day activities.

In response, John and the team had to demonstrate an awareness of all business critical activities as well as our level of dependency on critical suppliers and all suppliers' critical dependencies too.

"Out of all the accreditation applications I have been involved with, BS 25999 has been by far the most challenging," said John Berry.

"The stringent criteria certainly ensures you're 100% committed

to BCM as a business and the last 18 months have required a great deal of teamwork to get where we are today. To be the first security company to be nominated for the standard is especially gratifying.

"We place a lot of emphasis on obtaining the relevant third party accreditations because beyond being a solid testimony to our professionalism, our clients value our concerted focus on continually improving our operations because, ultimately, we pass on the benefits in the service we provide."

Advance has seen a marked reduction in their accident statistics over the last three years. Our CSR Steering Group has been working hard towards the principles of OHSAS 18001, which we actually secured in January 2009, and have since introduced a number of initiatives within Advance which have helped successfully drive down our accident statistics.



PROFESSIONAL ACCREDITATION: ADVANCE JOINS THE INDUSTRY DEBATE

As price, rather than quality, is increasingly the defining factor when it comes to signing off security contracts, trade title RISK UK invited the industry to discuss whether or not suppliers gain actual benefits in achieving third party and security specific certifications. In the March 2010 issue, our very own National Operations Director, Donna Alexander, argued the case for professional accreditations but called on greater support from the awarding bodies to build awareness of the relevant certifications and in turn their kudos as a differentiating factor for companies seeking a security provider committed to being the best that they can be.

While some question the value of pursuing professional accreditations in such cost driven times, in my view, any organisation worth its salt will proactively seek the relevant third party certificates irrespective of the financial gains. Schemes such as the British Standards series are nationally recognised, respected and reassuring for companies seeking a professional, stable and reliable supplier in any field.

Arguably, at Advance, our completion of the BS 25999 business continuity standard and our status as an ISO 14001

(environmental) and OHSAS 18001 (health and safety) certified company, has had an important influence in recent tenders – simply because end-users also work towards these standards and recognise the hard work and commitment required to achieve and maintain against the stringent criteria. But this got me thinking about the comparative value of our own industry specific professional accreditation programmes. Surely such schemes should carry more weight than the broad brush quality indication of British Standards?

Reflecting on my former life as

a client, one of my issues with the security specific initiatives introduced at the time was that there seemed to be little change pre and post licensing, for example. I simply felt I was paying a lot more for the same service. And if you look at it from a client perspective, the voluntary SIA and NSI schemes are likely to be met with similar levels of skepticism if the end-user is not clear of the real benefits of these schemes to their service provision.

The main focus needs to be on educating the busy end-user with a raft of global responsibilities above and beyond security. Our

trade associations must support us in getting the buy-in we need because ultimately, accreditation is not going to give you any edge in a competitive tender until clients are given the information they need to fully understand what it means for them. Only then will they start to demand that suppliers prove their credentials by way of producing the necessary third party certifications.

Tendering activity is, after all, the lifeblood of the industry and more needs to be done to make sure our industry specific certifications are worth more than the paper they're written on – especially in such cost-driven times.

AWARDS ROUND-UP

AND THE 'BEST TEAM' GOES TO...

As previously reported, two Advance Security teams were awarded 'Best Team' in the regional heats of the Security Personnel Awards earlier this year.



The team at Xscape

Officers serving the Northwest's Imperial War Museum North (IWMN) and Castleford's leisure and entertainment destination, Xscape, both scooped the coveted 'Best Team' accolade for their regions and were presented with their awards by the BSIA at their respective sites in March.

Officers at IWMN were recognised for their part in helping the Museum to become 2009's 'Best Large Visitor Attraction' in the North West Tourism Awards; while the 14-strong Xscape team was commended by West Yorkshire Police for its contribution in seeing an 87% reduction in crime in the area.

IWMN TAKES SILVER AT NATIONAL TOURISM AWARDS

As well as our officers taking the BSIA's 'Best Team North West' for their work at Manchester's IWMN, the Museum has had its own industry awards success at the Enjoy England Tourism Awards in April.

Winning the Silver accolade, IWMN has once again been recognised as one of the top four large visitor attractions in the country. This follows its 2009 success at the Manchester and Northwest Tourism Awards where judges described the attraction as offering "a near faultless visitor experience"

and mystery shoppers awarded it one of the highest scores ever. Clearly, Advance officers like Wayne Lay (page 3) – who was commended by a visitor for making their visit even more enjoyable – make an important contribution to its continuing reign as one of the UK's most celebrated family tourist destinations.

Speaking about IWMN's recent success at the prestigious tourism 'Oscars', Director, IWMN, Jim Forrester acknowledged the part staff and suppliers play in providing the ultimate visitor experience :



The team at IWMN

"The award reflects the dedication and commitment of the staff and volunteers at Imperial War Museum North. We try to run a thoughtful, well rounded service which gives visitors the chance

to explore the history of war and conflict, and we are delighted that our service has been recognised once again as one of the best in the country."

CALDERDALE MBC SHORTLISTED FOR 'BEST POLICING PARTNERSHIP OF THE YEAR'

Advance Security's collaboration with Calderdale Metropolitan Borough Council (MBC) was shortlisted for the 'Best Policing Partnership of the Year' at the IFSEC Security Industry Awards 2010.

The category celebrates the very best working partnerships between private sector guarding companies, police forces, local authorities and crime-fighting partners in the community, and judges were looking for evidence of how a team-based ethic has been fostered to combat crime and anti-social behaviour.

Advance officers have worked closely with West Yorkshire Police, Calderdale MBC and the Communications Facility's CCTV Manager to monitor the Borough's public space and council cameras since 2008.

Said Advance Security's **Regional Operations Manager North, Harry Robinson:**

"The team is a great asset to Advance and our success in being shortlisted for the IFSEC Security Industry awards is in recognition of the team's tireless work to protect the Calderdale community to the best of its ability."

TECHNOLOGICAL ADVANCE-MENTS

The IWMN has also been stepping up security provision by working with Advance Technologies to install a new CCTV Control Room, which was completed earlier this year. Manned by Advance Security personnel, IWMN is just one of many clients benefiting from our unique integrated technologies and manned guarding offering.

Said Advance Security's **Managing Director, Richard Bailey:**

"Our ongoing commitment to marrying physical and technological security measures is part of a wider strategy to cement Advance's position at the forefront of the security industry. We are one of only a

few security providers in the UK to offer a fully integrated service combining both manned guarding and technologies and its our 'best of breed' approach to service delivery and employee relations that cements such successful client relationships like the partnership we continue to enjoy with IWMN."





CSR NEWS

BEST GREEN FOOT FORWARD

In 2007 we promised to maintain our carbon footprint level, despite ambitious plans to grow our company. With accurate monitoring and recording of all vehicle, gas and electricity usage introduced in 2008, we can now announce that we've actually managed to reduce our emissions year-on-year.

Despite being too small to participate in the Government Carbon Reduction Commitment (CRC) Programme, we take the

issue of carbon emissions seriously, and are delighted to have achieved such a reduction to our carbon footprint over the past two years.

Of course, we're not stopping here, and as we progress through 2010 our dedicated CSR Steering Group will continue to monitor and record our CO² emissions, using new calculation tools released by the Government Carbon Reduction Commitment Programme to even more accurately calculate our figures.

To find out more about the UK's commitment to lowering CO² levels, you can visit: www.carbontrust.co.uk

GREEN THINKING



Advance employee Jeff Shaw, Corporate Scheduler at the Hillingdon

Communications Centre, has been extremely proactive at sending environmental ideas to the CSR Steering Group for consideration over the last 12 months.

In recognition of Jeff's enthusiasm and some of the excellent ideas he's put forward, we'd like to reward him with a voucher for www.ethicalsuperstore.com

It goes without saying that we'd be keen to receive suggestions from any members of staff who can think of new ways to promote our CSR values. Simply email your ideas to csr@advancesecurity.co.uk

MANAGEMENT TEAM TAKES FURTHER ILM TRAINING

The team of Shift Operations Managers at Advance has undergone the ILM Level 3 Training Award in 'First Line Management' to enhance its current skill set and performance. Four full day classroom-based workshops covered topics including:

- Solving problems and decision making
- Achieving objectives through time management
- Introduction to leadership
- Building the team

- Organising and delegating

Advance Security's National Operations Director, Donna Alexander said: "Following the success of the ILM Level 5 training, I entered the SOMs for the Level 3 programme in order to enhance their career progression opportunities, as well as their performance in their day-to-day duties. Gaining this qualification will certainly stand them in good stead to move onwards and upwards as security professionals."

REAPING THE REWARDS OF OUR VOLUNTARY DISCOUNT SCHEME

How would you like to benefit from discounts to your monthly food, petrol or utility bills?

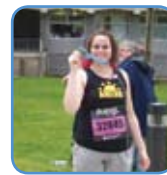
As an Advance employee, you are eligible for a range of exclusive offers that we've negotiated on your behalf. It's not about changing your shopping habits or encouraging you to spend more, but about making savings on those purchases you're already planning to make – leaving you with that little bit extra at the

end of each month.

So what's the catch? There isn't one. Simply visit www.advancerewards.co.uk and follow the 'Register Now' link, or call our dedicated helpdesk on 0845 2990908 (Mon - Fri, 8am to 8pm; Sat - Sun, 10am to 4pm) and we'll talk you through the process. All you'll need is your employee number, which you'll find on your payslip.

CHARITY UPDATE

ADVANCE OFFERS AMEND ONGOING SUPPORT



We're pleased to continue to support the Association of Multiple Endocrine Neoplasia

Disorders (AMEND) and Advance and our employees have worked hard to raise further funds to help them continue with the good work they do for patients with MEN types 1&2 and associated endocrine growths, as well as their carers.

Fundraising initiatives have included charity dress down days, donations for each completed Contract Monitor survey and the efforts of individual team members, like Marketing Co-ordinator Louisa Hill (pictured opposite) who took part in this year's BUPA Great Manchester run.

Jo Grey, AMEND CEO and Chair of the Trustee Board said: "It is wonderful that your Contract Monitor is used as a fundraising initiative and we are very grateful for your generosity."

MODEL OFFICER!

Advance Security Officer Samantha Duncombe got to ditch the uniform and experience a day in the life of a model as she was scouted whilst on duty by our client at SDG Croal Mill in Bolton.

The full time permanent officer jumped at the chance to go into Manchester for the day's photography shoot on behalf of Littlewoods. With hair and make up complete she got in front of the camera and strutted her

stuff throughout several outfit changes, with many of the frames making it to the final cut which was mailed out in the spring.

"There was a lot of changing clothes and standing around involved but the posing was great fun and it's an experience I'll never forget!" said Samantha of her model makeover.

