

Expansion Of Mobile Keyholding Service

Advance Security's unique integrated offer has been enhanced further with the expansion of our 24-hour mobile and key holding service.

Developing our service offer over the last six months, we have made significant investment towards our IT infrastructure. As a result, mobile officers are now able to respond to calls in a brand new fleet of GPS-equipped vehicles, and with 'live' reporting enabled through adapted BlackBerry technology, our customers can monitor their response in 'real time' via an online tracker.

Advance Managing Director Richard Bailey comments: "Our ongoing commitment to investment in IT has allowed us to take the Advance keyholding service to the next level. At present we believe we are the only major security provider to offer live incident reporting through GPS and BlackBerry technologies; delivering genuine transparency for our customers

which is fundamental to the way we work."

Operating in accordance with BS7984 requirements and backed by a 24-hour communications centre, the enhanced service is available to Advance customers in cities and towns across the UK, and can be set up to cover premises in more remote areas in just four weeks.

Recognised in 2008 for our commitment to staff development with the British Security Industry Association's (BSIA) Inspiration in HR Award, Advance, alongside our training partner Senate, has developed and introduced a new bespoke training course to support officers in the delivery of the keyholding service. Run over two days, the classroom based course covers various subjects including

best practice methodology, personal protection and vehicle handovers, with separate training offered to all communication centre operatives.

With additional plans in the pipeline to offer emergency building and window repair, full security audits, and key collection and destruction as part of the enhanced service, we believe our offer is the most comprehensive of its kind within the security industry.

The upgrade of this service is part of a wider strategy to cement Advance's position at the forefront of the security industry through our 'best of breed' approach to service delivery and employee relations. 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 the extension to responsive keyholding takes our tailored offering one step further.



Retail and Supply Chain Recognition Roadshow 2009

On 31st January 2009 Chris Fieldhouse, Managing Director of Advance Security, together with senior members of the management team, set off on a nationwide Recognition Roadshow to present awards and gift boxes to staff across the UK.

Of course no one could have predicted that Britain was about to be hit by the worst weather in 20 years. But despite the atrocious weather conditions the team, rather slowly, and with humour intact (although wellies and

a shovel would have helped too!) covered 3,000 miles to meet and present awards to those people who make an incredible difference to the business everyday.

Thank you to everyone who took part and a very special well done to everyone who was nominated for an award.

For a full round-up of the officers commended please see our centre spread.



Advance Achieves OHSAS 18001 Accreditation

In November's edition of Advance Edge we reported that Advance was working towards achieving OHSAS 18001 accreditation. We are now pleased to announce that we have been successful in achieving this status.

Internationally recognised, OHSAS 18001 provides a framework that allows organisations to consistently identify and control the health and safety risk to employees. In order to achieve this grade, Advance has gone through a two stage review by the National Security Inspectorate (NSI), the UK's leading approvals and certification body.

The first stage took place in September 2008 and involved a thorough desktop assessment of all our health and safety processes and procedures. A representative from the NSI carried out the review alongside John Berry, Advance Group Health, Safety and Compliance Manager, checking our processes to ensure their compliance with British standards. The second stage audit was carried out at the start of December and included a full assessment of our day-to-day procedures. NSI representatives

visited three Advance office locations – Hillingdon head office, Swindon and Kingswinford, and also three of our client sites, including a distribution centre, a retail store and a corporate building. The representatives assessed our procedures to ensure that all activities matched our paper-based processes.

Achieving the OHSAS 18001 accreditation demonstrates that Advance Security operates above the statutory standard for health and safety in the workplace; it represents a gold standard that we now all work to.

Reflecting this commitment, our Integrated Management System (IMS) has been designed to work to OHSAS 18001 specifications,

reducing the potential for accidents, helping guarantee compliance with all health and safety legislation and continually reviewing and improving upon our overall health and safety performance.

John Berry comments: "At Advance we take the health and safety of all our employees very seriously and achieving this standard means that our commitment in this area has now been recognised. Our dedication to achieving the highest health and safety standards not only benefits our employees, but also our customers who can rest assured that we can provide a reliable and professional service without the excessive downtime caused by work related accidents. This is a fantastic achievement and I am proud of all the hard work that went into achieving this status."

VIEWPOINT



Richard Bailey

Having recently achieved OHSAS 18001 for our commitment to health and safety, Managing Director Richard Bailey discusses the importance of regulation in the workplace.

For Advance Security, with our 3,500 field based staff, health and safety is an absolutely fundamental part of our working structure, and something that we take very seriously. Indeed, with the introduction of increasingly tough penalties through the Corporate Manslaughter Act and the Health and Safety Offences Act, we can't understand why any security company wouldn't do the same – if they don't place health and safety firmly on their board agendas they're quite simply failing their employees and inviting trouble.

After all, the security industry is in a category of its own when it comes to risk. Unlike cleaning or catering, the 'soft' FM services that security so often falls into, our employees place themselves at risk on a daily basis – it's part of their role to confront danger and to ensure the safety of other people.

And those dangers can come from so many places – unlike the construction industry for example, which so rightly embraces the importance of health and safety in the workplace but is effectively dealing with inanimate

objects and known dangers, our employees so often deal with people and changing environments, and can't possibly know what dangers those situations will pose.

As a responsible employer the welfare of our staff is our highest priority and we do what we can to equip them with the skills to confront the risks they might face, but dealing with the unpredictable makes it incredibly difficult.

This was certainly brought home to us when we recently invested in and developed our own hold and restraint training course for our shopping centre team. Not only did we need to ensure the safety of our own people in what is typically a highly charged situation, but for the purposes of satisfying our insurers, we also needed to ensure that the techniques we developed protect those being physically restrained. In all we devised and trained our officers in 30 different restraint techniques, but it was only after many months of development that we hit upon a formula that our insurers would

protect us against – at a corporate level, the liabilities connected to the health and safety risks we ourselves can pose present a whole world of issues on their own.

Of course it's not surprising that insurance in our sector is such a minefield when it's almost impossible to produce all encompassing risk assessments – particularly when it's not just the 'human' risks we need to consider. At times our officers face risks that we just can't account for; some time ago two of our employees were injured on their patrol by an advertising hoarding that came loose in the wind and fell on them from an adjacent site.

And that's why we find it so astounding that some companies don't pay enough attention to health and safety issues. Though we find it deplorable for any security company not to consider the health and wellbeing of their people, from a corporate self-preservation perspective it is remarkable that some don't consider the potential financial cost to their business.

As an example, on more than one occasion when we've taken over contracts and transferred staff from other security companies we've found that they have been expected to undertake cash runs as part of their daily duties – from what possible perspective can it be acceptable to put employees under such danger without a full risk assessment and independent survey?

Credit where it's due, at a senior level the industry has always been good at implementing health and safety policy, but quite frankly, it all too often doesn't go far enough. We'll see that boxes have been ticked; that officers have undergone a training course and that there's a dusty health and safety policy document on the wall, but procedures then aren't updated and new legislation isn't passed on to the people on the ground.

It is difficult to drive through the importance of health and safety, particularly when routine duties can become monotonous, but it's vital that staff comply with what they've been taught. That's why it's necessary

to continuously engage with them and ensure they are motivated and understand the reasoning behind those duties.

At Advance our officers receive regular health and safety training bespoke to their individual customer needs and our operations managers are put through refresher courses all the time. In addition, our Health and Safety Manager is tasked with delivering training on any new legislation. It means we do the basics well time after time and continuously reiterate the need for vigilance within our teams.

Having achieved the OHSAS 18001 accreditation for Health and Safety, we would very much like to see this as a standard across the industry. After all, if we, as an industry as a whole, wish to present ourselves to both our customers and the general public as a truly progressive and professional sector of the UK economy, then a cohesive, on-going and transparent commitment to the health and safety of our employees is vital.



Advance Security UK Ltd Mobile Patrol & Keyholding



As a national provider, our range of mobile, keyholding and alarm response service removes the burden and risks associated with undertaking your own out-of-hours security cover.

With significant investment made towards our IT infrastructure and ongoing customer support the backbone of our services, you can rest assured that the security of your premises is in safe hands.

Contact Us:

4th Floor, Pensnett House
Second Avenue
Pensnett Industrial Estate
Kingswinford
DY8 7PP

Tel: 01384 282500

Fax: 01384 282501

Email: response@advancesecurity.co.uk

www.advancesecurity.co.uk

- Live incident reporting enabled through adapted BlackBerry technology
- Total transparency; monitoring of our vehicles in realtime via an online tracker
- Brand new fleet of GPS-equipped vehicles
- Average response time less than 30 minutes
- Supported by 24-hour communications centre
- Services quality assured, operating to the requirements of BS7984



Advance Security UK Ltd: Your Security. Our Business

Advance Achieves Double Recognition

Building on last year's award success, Advance has been shortlisted to two categories in this year's National Business Awards (NBA).

Sponsored by Orange, the NBA is the premier, cross-industry awards programme in the UK. Open to FTSE 250s through to thriving entrepreneurial businesses and established SMEs, the Awards recognise outstanding British businesses.

Advance has been chosen to go through to the North of England and Northern Ireland regional finals in the Employer of the Year and Customer Focus categories, reflecting our commitment to our workforce and our customers and the hard work and advancements we've made in these areas over the last twelve months.

In the Customer Focus category, the NBA judges are looking for the organisation that can best demonstrate that it has the customer at the very heart of its business, and as such deploys and manages resources to best meet the needs of its customer base.

In an industry renowned for its high contract turnover, our client retention rate in excess of 95% speaks for itself. By employing a number of initiatives including open and proactive communication channels, an innovative use of IT, a commitment to transparency across our operations and the delivery

of industry leading training programmes, we believe Advance is a strong contender in this category.

The Employer of the Year award will be presented to the organisation that can best demonstrate how, through well-adopted company values, the provision of stimulating and supportive workplaces and the active development of all employees, it has applied its resources to achieve commercial success.

Advance's emphasis on the welfare and motivation of our entire workforce and genuine commitment to progressive HR, reduces staff turnover and positions us as an industry leader in our field, a fact recognised with the 2008 British Security Industry Association's (BSIA) Inspiration in HR Award. Shortlisting in this category however, sees Advance competing with businesses outside our own industry – which is a fantastic tribute.



The NBA awards ceremony will take place later this month.

Retail & Supply Chain Advances Business

Tesco, one of the world's leading retailers, has awarded Advance Security's Retail & Supply Chain division its prestigious corporate security contract.

Awarded following a competitive tender against two other security companies, the manned guarding contract will cover Tesco's UK head offices - a total of seven facilities based in Cheshunt, Welwyn Garden City, Letchworth, Dundee and Cardiff.

Advance won the contract because of our innovative approach to service delivery and our track record providing manned guarding at Tesco distribution centres and retail stores in the North of England and Scotland.

In a further significant retail contract win, we have also been awarded a contract to provide security services

to Arvato's distribution centre in Milton Keynes.

Arvato is a leading name in business process outsourcing, and the services arm of global media company Bertelsmann AG. With warehousing and fulfilment locations across Europe the company offers an end-to-end global logistics service, as well as customised global outsourcing for supply chain management.

Advance won the contract via a competitive tender process following Arvato's decision to appoint a new security provider to its warehouse distribution operations.

Mark Lawrence, Security and Site Services Manager at Arvato, comments: "Throughout the tender process Advance demonstrated the ability to offer innovative, proactive and practical security solutions,

running an efficient service while maintaining a very human touch to their operations. Cost effectiveness is important but not at the expense of operations or personnel."

Commenting on the contract wins Chris Fieldhouse, Managing Director of Advance said: "Advance is fast gaining an excellent reputation in the distribution arena and we are proud to add the prestigious Arvato name to our list of clients, particularly in light of some very strong competition.

"We are also delighted for the opportunity to expand upon our existing relationship with Tesco. The decision to award us the contract is a reflection of the value Tesco places upon our approach and the quality of service we provide."



CSR Update

Fundraising initiatives

Further to our announcement that Advance has chosen the Association for Multiple Endocrine Neoplasia Disorders (AMEND) as our nominated charity for 2009, we are delighted to report that a number of fundraising initiatives have already taken place to help raise money for AMEND.

On Sunday 17th May, our Marketing Co-ordinator Louisa Hill took part in the BUPA Great Manchester Run - raising over £400. In addition we have held a number of dress-down days across our offices to help raise funds for this extremely worthwhile charity.



Help the Heroes

Advance Retail & Supply Chain has selected Help the Heroes as its chosen charity for 2009.

Help the Heroes is a registered charity set up just over two years ago in order to support our nation's wounded servicemen and women. Founded by Chairman Bryn Parry and a group of friends and family with connections with serving servicemen and women, Help the Heroes works hard to provide practical and direct support to make a real difference to the lives of our wounded men and women.

Sales and Marketing Director Kathryn Green comments: **"I'm delighted that Advance has chosen to support such a commendable charity and we're looking forward to raising funds and awareness of Help the Heroes throughout 2009."**

CSR competition

The Advance quarterly environmental competition has been expanded and our CSR steering group is now looking for your ideas on how Advance can further incorporate wider CSR measures into our day-to-day business practices.

The competition is no longer limited to just environmental initiatives, with suggestions now sought on how we

can better develop our environment, our workplace, our community and the wider marketplace in line with CSR ideals.

Your thoughts and suggestions are all valuable to Advance and we encourage you to continue to send in your ideas - helping us to continually build upon our CSR credentials. Please use the following email address to submit your ideas: csr@advancesecurity.co.uk

Over the last two years the CSR group has received a large number of ideas and suggestions from employees and those that have been implemented across the organisation include:

- The issuing of 'greener' driving advice to all staff
- Signing up with the 'Save a Cup' recycling scheme
- Introducing an interactive First Aid training course

ILM Level 3 Training

In line with Advance's commitment to the wider principals of CSR and the development of our entire workforce, we have recently introduced Institute of Leadership and Management (ILM) 'Award in First Line Management' training to all our shift operations managers. For more information on this please go page six.

New Contract Wins

Since the last edition of Advance Edge, Advance has been awarded a number of significant contract wins.

Arvato



In a significant retail contract win, Advance has been awarded a contract to provide security services to Arvato's distribution centre in Milton Keynes. See the adjacent article for more details

Dalepak Foods

Advance will provide manned guarding security services at Dalepak, a frozen foods factory based in North Yorkshire. The contract will see security transfer from in-house provision to Advance.

Hertz



We have extended our contract with leading car rental company Hertz, having been awarded a contract to provide manned guarding services at Edinburgh International

Airport. The contract sees Advance providing guarding services at the vehicle compound, monitoring and booking vehicles coming in and going out.

Keycrest Properties

Following Keycrest's acquisition of the former Woolworths site in Castleton, we have successfully negotiated the security contract at the site and will be providing 504 hours manned guarding per week.

Landmaster Properties

Advance has been appointed to provide 396 hours per week security to Landmaster Properties at the former Woolworths head office building in London.

Leeds Trinity & All Saints College

Advance has been successful in a competitive tender to provide manned guarding services to Leeds Trinity & All Saints College, a higher education institution with just under 3,000 students. The contract sees Advance providing a manned security service, access control and portering services, as well as assisting staff, students and visitors on campus.

Northumbrian Water



Advance has been awarded a contract with Northumbrian Water to provide a wide range of manned guarding and associated security services to five sites across the UK, including offices and water treatment works. In a three year deal, with an option to extend, the contract also includes the provision of mobile patrols and lock/unlock duties at a further seven sites across the South of England.

Oakwood Distribution

Tesco has awarded Advance the contract to provide night cover security, complementing the existing in-house security team, at its distribution site in Oakwood.

Tesco Head Office



Expanding our current relationship with Tesco, Advance has been awarded a manned guarding contract to cover Tesco UK's head offices. See the top left article for more details.

Tetronics

Advance has been awarded the contract to provide 108 hours per week security services to Tetronics, Swindon.

In addition, in a two year deal Advance Security has been awarded a contract to provide manned guarding to a leading global organisation in the defence electronics sector. The contract includes the provision of manned security, reception and administration services at four main sites across the UK.

Retail and Supply Chain Recognition Roadshow 2009

On 31st January 2009 Chris Fieldhouse Managing Director of Advance Security, together with senior members of the management team, set off on a nationwide Recognition Roadshow to present awards and gift boxes to staff across the country.

Excellent Customer Service

- | | |
|--------------------------|-------------------|
| Ashley Moralee | Charles Egbri |
| Stephen Laidlaw | Wayne Morrison |
| Gavin Cook | Emeka Anwah |
| David Haslam | Charles Williams |
| John Brown | Moses Itua |
| Serdar Kandihar | Gary Paskell |
| Alan Lennon | Lionel Rogers |
| Saleem Sarwar | Andre Persuad |
| Steve Leeming | Dennis Smith |
| Michael Thomas | Keith Swindells |
| Arfan Nawaz | Habib Manzoor |
| Bartlomiej Kaczorkiewicz | Khushnood Hussain |
| Lauren Aidous | Kojo Takyi Amuah |
| Armand Fagbehoro | Sharad Banstola |
| Oluwasesan Dehinde | |



Serdar Kandihar



Alan Lennon

"Advance wanted to create an annual Roadshow to demonstrate to our people that the service they provide is highly valued by us and by our clients. The Award Scheme will play a key part in this by recognising the truly exceptional people within the company."

Chris Fieldhouse, Managing Director of Advance Security



Bartlomiej Kaczorkiewicz



Andre Persuad

Centre of Security Excellence Iceland Distribution Centre, Warrington

- Kevin Taylor
Peter Keogh
Michael Owen
Norman Owens
Wayne Jennings
Malcolm McDonald



Kevin Taylor

Best Newcomer Award

- Michael Ashby
Johannes Oosthuizen



Michael Ashby

Best Distribution Security Team Award Matalan Distribution Centre, Corby

- Johannes Oosthuizen
Christopher Mutch
Paul McIlhatton
Gary Owen
Dean Snow
Peter Martin
Paul Milne
James Whiten
Dave Darrington



James Whiten



Dave Darrington



Ashley Moralee



Oluwasesan Dehinde



Armand Fagbehoro



Dennis Smith



Johannes Oosthuizen



Christopher Mutch

Best Site Supervisor Award

- Islam Khadimul



Stephen Laidlaw



Saleem Sarwar



Charles Egbri



Habib Manzoor



Peter Keogh

Best New Security Team Award Iceland Distribution Centre, Enfield

- Islam Khadimul
Adams Korang
Jozsefne Piroksa Fodor
Simbarashie Musabayana
Benjamin Tawiah
Alfred Turay
Muhammad Dawood



Gary Owen



Gavin Cook



Steve Leeming



Wayne Morrison



Best Retail Security Team Award

- Alan Cromwell Stuart Pearson
Daniel Buckle James Mills
Ian Campbell



Michael Owen



Dean Snow



David Haslam



Michael Thomas



Charles Williams



Alan Cromwell



Wayne Jennings



Benjamin Tawiah and Islam Khadimul



Peter Martin



John Brown



Arfan Nawaz



Moses Itua



Stuart Pearson and James Mills



Malcolm McDonald



Jozsefne Piroksa Fodor



Paul Milne

"The Roadshow is a testament to Advance's commitment to delivering excellent customer service to the client, whilst developing and recognising individuals going the extra mile. All in all time very well spent. I hope you continue with this going forward, well done."

Warren Smith, Divisional Security Manager at Homebase

Internal Officer Excellence Awards Winners

Awarded every quarter, our Internal Officer Excellence Awards recognise those individuals and teams that have gone above and beyond in the provision of truly outstanding customer service.

Divided into three categories - customer service, emergency response and team, the 2009 quarter one winners are:

Team Award

Xscape Castleford

Simon Hepworth
Nicholas Wilson

Steven Turner
Nigel Turningly

Tim Robinson
Chris Webster



The Xscape team was chosen following its response to an on site incident where a group of young men, who were behaving in an abusive and aggressive manner, caused damage to one of the site cameras. The team acted quickly and professionally, helping to detain one of the youths involved.

Customer Service Award

NB Entrust Chapel Bar House

Ansar Ahmed

Ansar receives the customer service award following a commendation from the client for his continued commitment and dedication to his duties. Ansar provides a consistently high professional service to the client and always shows willingness to go the extra mile.



Emergency Response

Alcatel

Les Goodwin

Les receives the emergency response award for his assistance in reporting a burglary taking place at a house across from his site. Les' vigilance led to him spotting suspicious activity while on duty and he quickly raised the alarm with the security team before reporting the incident to the police. The police arrived quickly and thanks to Les managed to apprehend and arrest the burglar.



Special Mentions

We would like to take this opportunity to give special thanks to a number of our employees who we feel deserve a separate mention.

Malcolm Fuller and Robert Thompson

Advance Mobile Officers Malcolm Fuller and Robert Thompson form a dedicated mobile team, working across sites for our client the Scottish Court Service (SCS).

Operating throughout the whole of Scotland in response to the client's needs, Malcolm and Robert often have to work away from their families for prolonged periods, and are rarely in the same town for more than two weeks. The Officers receive their rota directly from the client, and due to the changing nature of the role often have to move quickly to meet changing security requirements. Two such situations occurred recently where a history of violence was involved in two separate high profile court cases, and it's a testament to the Officers that their personal presence was requested by the Head of Security SCS and the courts involved.

Christine Cockburn of the SCS comments **"The security arrangements went extremely well during a particularly difficult High Court case at Kilmarnock. The two guards who form the mobile team worked particularly well, searching a huge number of people in difficult circumstances."**



Malcolm and Robert continually top the table for confiscations. They use their own initiative and are fully self-reliant with a vehicle, portable table, search wands and sharps bins. They have set up an excellent network of contacts across the Scottish Courts and with various police forces and officers.

Well thought of across courts and by the SCS headquarters, we have received numerous excellent reports about Malcolm and Robert's customer service. The SCS contract, which was taken over by Advance in November last year, was implemented smoothly and successfully – in no small part due to the officers involved.

Harry Robinson, Regional Operations Manager at Advance adds: **"The level of service provided is excellent, especially considering the short time we have had the contract. From what I have seen myself and the comments I have picked up on my visits, the SCS team has contributed enormously in getting the contract off to a superb start, thank you."**

Godwin Nwabueze

Advance Mobile Inspector, Godwin Nwabueze has received a certificate and cheque for £100 for his dedication to the client, B-Serv, during atrocious weather conditions earlier this year.



With severe snow affecting the Greater London area and public transport at a standstill, Officer Nwabueze used his initiative to contact the six security officers in the area that relied on public transport to get to work, and arranged their collection from various points across London. Leaving his home at 04.00 hours, Officer Nwabueze drove his personal 4 x 4 vehicle to pick up his colleagues and took them to their respective sites, before returning later that day to collect them and drive them all home.

What makes this action even more commendable is that Officer Nwabueze did this off his own back, and in his own time – demonstrating commitment far above and beyond the call of duty. The client has praised his duties and he more than deserves our thanks and recognition – well done Godwin!

Clive Bond and Jack Bond

Commended by our client Steria for going the extra mile, Officers Clive Bond and Jack Bond have been praised for their efforts during a special VIP visit to their premises earlier this year.

The Officers are based at the NHS premises in Wakefield, a shared business service centre office, and worked alongside the client to assist

in the preparation of the building for the visit, keeping the site secure, monitoring the car park to ensure no unauthorised access on the day, and delivering the very highest standards of customer service.

Facilities Manager Julie Barfield commented: **"Over the last few weeks both Clive and Jack delivered that extra effort to ensure that everything went smoothly before, during and after the VIP visit. The Officers were happy to take on extra duties over the course of their shift and their efforts and commitment has been very much appreciated."**

Hycent Agala and Tony Onunkwo

Special mention also goes to Security Officers Hycent Agala and Tony Onunkwo who work at City of Edinburgh Council Halesland's Canalbank site.



Earlier this year, during an evening shift, Tony was carrying out patrol duty in and around the site when he spotted a man by the footbridge who appeared ready to jump off. Tony immediately alerted Officer Agala who contacted the police.

Trying to diffuse the situation, Hycent tried to keep the man, who was in obvious distress calm, however he couldn't prevent him from jumping off the bridge once the police arrived to the scene. The police reacted quickly and rescued the man from the canal, with the paramedics who had also arrived on the scene, helping to resuscitate him before he was taken away to hospital by ambulance.

Had the man jumped onto the main road earlier he almost certainly would have killed himself, instead the prompt response of both officers enabled the male to be rescued, saving his life.

This incident highlights the type of situations that our officers have to respond to during their day-to-day duties; underlining our commitment not only to keeping premises safe and secure but also to protecting members of the public.

Advance Introduces ILM Level 3 Training

In line with Advance Security's ongoing commitment to the professional development of our entire workforce, we are now introducing Institute of Leadership and Management (ILM), level 3 training for our shift operations managers.

With our operational managers already the first in the industry to complete the ILM level 5 training programme, this addition to our management training portfolio further supports our commitment to provide genuine career progression within Advance.

Nationally recognised, the ILM level 3 'Award in First Line Management' is designed to give practising or aspiring line managers a solid foundation in their professional

managerial development. The qualification provides an introduction to basic management skills and helps to develop the knowledge and understanding required by today's line manager. The course also includes a mandatory unit on 'Solving Problems and Making Decisions', designed to develop the practical techniques necessary to tackle managerial problems and make tough decisions.

Following the rollout of our management development

assessment centres last year, which helped us to identify the current training needs of our junior management team, participating shift operations managers were provided with a personal training and development plan – preparing them for the next level of management.

This continued investment in our employees' welfare enables Advance to not only highlight the future development needs of the individual, but also to gauge

the potential of candidates to assist with career development programmes and succession planning. Furthermore, such training programmes prepare our shift operations managers to step up as interim customer service managers with complete confidence in the event of any unplanned absences.

The entire Advance operational management team, at both a customer service and regional operation level is

now trained to ILM level 5 and our entire junior management team will be trained to ILM level 3 by the end of the year.



Spicing Up Security

Advance Security was chosen to provide security cover for former Spice Girl Mel B earlier this year as she launched her new fitness DVD 'Totally Fit'.

As part of the most successful female pop group of all time, Melanie Brown, nicknamed 'Scary Spice' shot to fame in 1996, alongside band mates Melanie Chisholm, Geri Halliwell, Emma Bunton and Victoria Beckham (then Adams) going on to sell over 35 million albums in just two years.

Born in Harehills, Leeds, Mel B returned to her roots, launching 'Totally Fit' in the Seacroft Tesco Extra Store in Leeds. Mel's first ever fitness DVD includes a carefully regimented full-body workout alongside healthy eating tips. It was the first time the store had organised a celebrity signing event, and it attracted

a large number of fans who arrived early to meet the local superstar.

Advance officers provided security cover and crowd control throughout the event, with the operation coordinated by Divisional Support Manager Dave Evans, who also escorted Mel B around the store.

It's not the first time Advance officers have been involved in such celebrity events of late, with our officers providing security to Myleene Klass and former bandmate Kim Marsh over recent months.



Meet the Team... Retail Services and Support

In our regular 'Meet the Team' feature, we introduce you to Retail Services and Support Director, Tony Amor.



After serving in the Royal Navy for 11 years, Tony began his career in security 19 years ago, and has been with Advance for 17 of those.

As Retail Services and Support Director Tony has a very diverse role which includes designing and developing new training courses and audit programmes, running loss prevention training for our distribution sites, whilst also finding the time to manage all elements of administration. If that wasn't enough to keep him busy, Tony is also responsible for ensuring the legal compliance and BS operational standards of the company.

Tony firmly believes that the team spirit at our retail division is second-to-none and this is why he enjoys working at

Advance so much. He also feels that the lively atmosphere encourages new opportunities and ideas, and believes Advance has the most diverse training portfolio in the industry.

Tony can be described as dedicated, committed and resourceful and it's evident that he is inspired by the development and training undertaken at Advance – and seeing our employees reach their full potential in the workplace.

Tony's favourite quote is – Veni, Vidi, Vici (I came, I saw, I conquered) and out side work his main interests are his children and Koi Carp (in that order!)

Advance Praised for TUPE Class Management

Advance has received praise from a number of customers with regard to our successful management of the often difficult TUPE¹ process.

Ensuring the wellbeing of employees during the transfer of contracts can be complex. At Advance however, we understand the critical importance of transferring staff under TUPE, and the need to ensure as little disruption as possible to employees and customers alike.

Having secured over £18 million of new contracts in the last year alone, Advance has transferred over 648 personnel across a range of UK locations, from a variety of different contractors in both the retail and supply chain sectors.

During such periods of change, which can be fraught with uncertainty, we work hard to ensure the terms and conditions of our officers' contracts are fully protected, minimising any impact to their day-to-day duties.

Following a recent contract implementation process John Ford, Supply Chain Director at Advance Security, commented:

"We have received consistently good feedback from all our customers on our management of the TUPE process. In a recent TUPE and contract implementation the change in staff attitude was such that the customer actually stated it was the best he had ever experienced, which is a fantastic testament to the team and their efforts."

Our success in the TUPE process has been supported through the introduction of a tailored programme which incorporates a complete information pack and consultation service; ensuring that everyone is treated in a fair and open manner, and fully consulted with regard to any possible employment changes.

¹Transfer of Undertaking (Protection of Employment)

Have Bag, Will Travel

We like to think that at Advance we prepare our officers for any situation, but little did we know how useful the Advance bag would be when Mark Ricketts, UK Group Profit Protection Manager, Mothercare UK Ltd, took his four grandchildren to Lapland.



At 40 degrees below zero it's important to have the right equipment with you, especially when whizzing around on snow scooters, dog sleighs and eventually, once they tracked the man himself down, Santa's reindeer.

The Advance bag has many uses and without doubt has travelled to many different parts of the world but few, which we know of, have weathered such extreme conditions!

If your Advance kit has proved useful in a far flung location - send us a pic!





Going Public - Security in the Public Sector

Comments from Donna Alexander, National Operations Director, Advance Security



There are long held assumptions of a shortage of commerciality in the public sector – with accusations of a lack of dynamism and a tangle of red tape so often bandied about; usually by organisations with little or no experience of working within this challenging and changing environment. But with the economic downturn, the critics have been hushed, as the sector stands as one of the only progressive (and spending) sections of the economy.

At Advance we've never been afraid to tackle stereotypes, and as our public sector portfolio continues to grow, we have identified a number of areas in which the public/ private security worlds can learn from each other.

With the pressure to deliver 'better' public services showing no sign of abating, there's a growing need for public sector managers to retain those providers who can help them step up to the challenge; introducing fresh ways of working and transferring best practice from across sectors -whilst keeping a careful eye on tightening budgets.

As such, the public sector presents security providers with a very specific set of challenges - particularly as security in the sector is often entirely outsourced.

With no dedicated in-house security presence, it customarily falls to procurement and HR departments - not security specialists - to manage public sector contracts. It's essential therefore to adopt a robust managerial presence - becoming familiar with the issues and challenges that matter to public sector customers.

While the basic rules apply across the board when it comes to protecting people and property, there's no 'one size fit's all' approach to security provision. The delivery of a comprehensive security service however, requires more than simple acknowledgement of this fact. Adopting a tailored attitude to each customer and contract is a good start; however the provision of a truly inclusive service requires a far savvier outlook.

How can we effectively implement a security strategy if we don't understand our customers' wider concerns - whether they be the threat of terrorism to public buildings, attacks on staff, or the specific requirements for protecting children and the vulnerable?

And we can't simply match current needs - instead we must evaluate and develop our offer to proactively respond to any issues as they arise. It's simply not acceptable to install a security team and think we've done enough. Across the board, the industry must become sector specialists as well as security experts.

Conflict Management

When it comes to assessing risk, there are obvious differences. While the corporate arena so often struggles with the threat of theft for example, conflict management is the priority when it comes to public sector security.

Officers in the public sector not only need to provide a welcoming first impression – they also need to be confidently assertive when necessary. Striking the right balance is crucial.

By its very nature, security in the 'public' sector often involves dealing with people in distress, which can lead to abusive or violent behaviour. Working on the front line therefore, requires enhanced conflict resolution skills, enabling officers to confidently manage disruption in a calm and rational manner, preventing incidents from escalating further.

Training is key. As security professionals we can't simply rest on our laurels and where there are identifiable training gaps it's vital we fill them. And it isn't easy. When we first developed our hold and restraint qualification alongside our training partner, Senate (the first such course in the industry to achieve national recognition), it took many months to satisfy the stringent requirements of our insurers.

We are currently developing a BTEC in conflict management, taking on board the lessons learned from our experiences in the public sector, and this is proving a similarly complex exercise. But the investment will be worthwhile – the resulting qualification will have been developed in direct response to our public sector customers' needs.

Of course it doesn't stop at manned guarding. The technology needs of the public sector differ to those in the private realm. It's not often for example, that panic alarms are required in corporate office blocks, but they are often found in housing association buildings.

A Partnership Approach

What is clear from working in the public sector is that adopting a partnership approach to security works. With the often outsourced nature of security provision, our teams enjoy first hand contact with external agencies and stakeholders which can be limited to the in-house security manager in the private sector. Indeed, working with allies, such as the police, local businesses and the wider community not only delivers results, but also helps us to approach issues differently, challenging our perceptions and allowing our security managers direct access to first

hand intelligence – thereby further enhancing our sector know-how.

And it doesn't stop at external partners. It's also crucial that we work with customers to best meet their needs – inspiring confidence and becoming more than 'just a service provider'.



The public sector, for example, leads the way when it comes to the principles of flexible working, with employees often enjoying more accommodating shift patterns than their corporate counterparts. This in turn requires us to offer increased variety in coverage, starting earlier and finishing later in order to best meet our customers' specific needs. Certainly flexibility is central to the delivery of security across the sector, and with annual budgets often operating on a 'use it or lose it basis' we must be able to respond effectively to additional demands as and when required. It also, of course, provides us with food for thought when considering our own approach to flexible working – something that's particularly relevant as we strive to bring diversity to our workforce and make our industry more inclusive all round.

With public sector bodies facing increasing demands for better service quality and greater accountability, the ability to add value to security provision is essential. By bringing our vast private sector experience to the public table, Advance has helped customers to meet this challenge head on - using our commercial focus to deliver the type of security provision expected by big businesses.

We wouldn't be so arrogant however, to suggest that the private sector naturally leads the way in progressing security provision. There are many lessons to be learned from sharing best practice across sectors. Our team certainly benefits from operating within both environments and we're sure, that as the economic landscape continues to change, our expertise will continue to evolve.

