



## CIS SECURITY FINALISTS IN BIFM AWARDS

This week CIS were in attendance at one of the most prestigious events in the Facilities Management calendar as finalists in the category "Innovation in Technology & Systems". While we didn't make it home with the trophy this time, it was a great achievement to be recognised as a finalist alongside the cream of Facilities Management talent.

CIS developed a digital "Hub" to facilitate the provision of accurate reports on campus incidents and other matters at King's College London. Through this work, significant developments were made in the time consuming and emotive area of Lost Property.

The increasingly widespread use of mobile technology makes Lost Property a much bigger issue for many organisations. Technology and data being lost



Stuart Butcher, Security Operations Manager, King's College London

more frequently, can cause significant disruption to lives. The newly created Hub has resulted in better reuniting rates and significant time and space savings.

CIS Security, working closely with the University, were able to open

up the reporting capabilities by going from a paper based system, to a much more efficient digital recording, analysis and reporting system. The cascading benefits, in addition to an estimated cost

*Continued on page 2*

## A Message from our Managing Director, Neill Catton

I mentioned in our last Newsletter about recent contract wins and I would like to now welcome our new employees at Broadgate Estates, ASOS, St. Botolph, Regent's University and The Courtauld Institute.

I am pleased to see that members of the new teams have already undergone training with CIS and that the integration to our Culture and Values is well underway. Recognising talent is a crucial part of our succession culture and I am particularly glad to see the introduction of promotion notifications within the Newsletters for both our new employees and long

serving Officers. On my recent site visits and client meetings I continue to be impressed by the quality and most of all, the attitude of our staff. At a recent meeting I learned of yet another incident where team members were prepared to go above and beyond to protect a vulnerable person who had strayed into a dangerous situation. Quick thinking resulted in a thankfully positive outcome. This is just one example of the type of employee we have working for CIS. I also recognise those Officers who conscientiously do their job without fuss, turning up for 12 hour shifts with a fantastic

attitude and presence. Whether it be long hours or challenging environments we are doing a great job and I look forward to our Annual Awards on November 24th where we will reward some of the "Shining Stars" of the Company.

### DON'T MISS...

	page
. More Awards news!	2
. Michael Dawson gets muddy for charity	2
. Carl Palmer takes to the streets for charity	2
. Blow Your Own Trumpet	3



*Continued from front page...*

benefit of over £60,000 annually, includes analysis and reporting on Lost Property statuses and outcomes and improved monitoring of performance in the management of the Lost Property. The system may have even resulted in improved end user wellbeing by reducing the stress of the Lost Property process.

CIS have also received even more awards news and are delighted to announce that we have been named as finalists in two categories of the **Security & Fire Excellence Awards** to be held in the Park Lane Hilton on 25th November. CIS are in the running for **Security Guarding Company of the Year** and **Security Manager of the Year** for Stuart Butcher, Security Operations Manager at King's College London.

Well done to everyone who has contributed to the



**SECURITY & FIRE  
EXCELLENCE  
AWARDS 2015**

Supported by IFSEC International and FIREX International

**FINALIST**

great work done this year at CIS. We are a fantastic team and it's nice to be reminded of that by being made finalists in industry awards.

**Don't forget to THINK FRESH!** With new ideas for how we can make CIS and your site an even better place to be and **BLOW YOUR OWN TRUMPET** when your hard work shows the results!

## Michael gets muddy for LAA



Both London's Air Ambulance and CIS colleagues were thrilled to see even more of our staff supporting our wonderful charity partners. Michael Dawson, Contract Manager at the London Borough of Hackney, has just completed The Nuclear Races "10km Mud Run", managing to raise an impressive £275 for the charity. Ben Browne, Contract Support

Manager, is currently training for the London to Brighton Challenge, a mammoth 100km endurance event. Ben hasn't made things easy for himself by injuring himself early in his training schedule, but is determined to overcome this and raise much needed money for London's Air Ambulance.

*A muddy Michael Dawson on completion of his Nuclear Races Mud Run*



## Carl Palmer Takes to the Street for the "Big Lift"

We all know that CIS's Executive Chairman Carl Palmer can walk the walk when it comes to his charitable efforts, so it was no surprise when we saw a photo appear in our Twitter feeds of him "hollering for the second helicopter" on the corner of Leadenhall Market in the City of London. Carl stepped out of the boardroom for

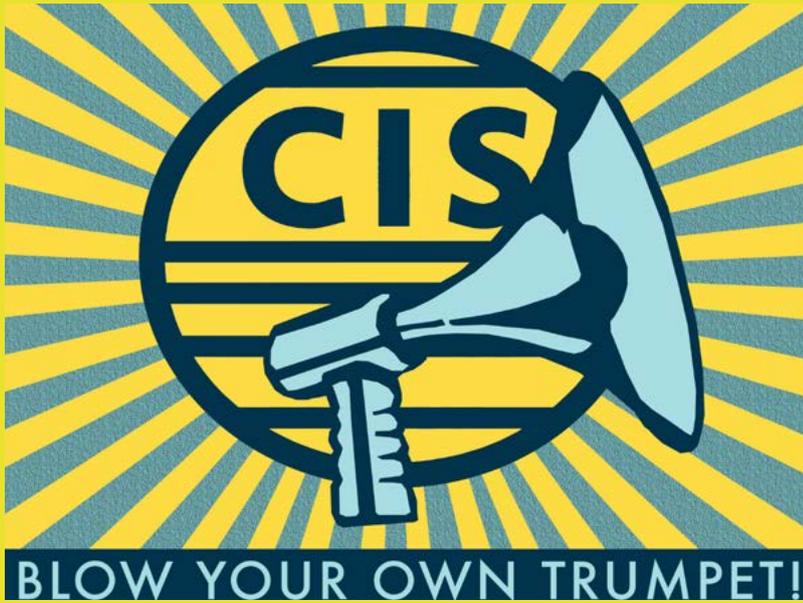
the day to give his time to collect for the purchase of a second helicopter to save even more lives across London. A huge £6,205.89 was raised on the day by a passionate team of collectors organised by London's Air Ambulance.

*Carl Palmer, Executive Chairman of CIS Security collects near Leadenhall Market earlier this month*



## Blow Your Own Trumpet!

A new initiative has been devised by CIS Security to encourage staff to tell us about their wonderful work, not just professionally, but also in their spare time. The responses are used in our communications from Newsletters to adverts and even award entries. The initiative has been extremely successful and many staff members have taken the opportunity to tell us about themselves. Here are a few:

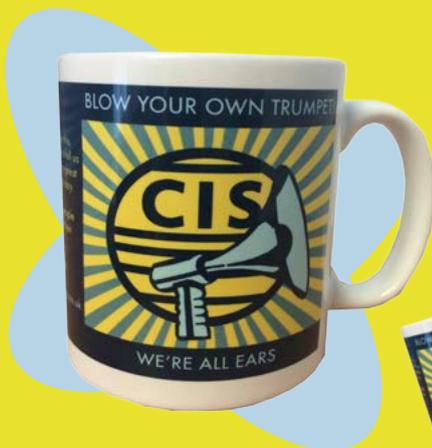


**Aman Dhillon**  
Regional HR Manager



Aman is now a qualified Listener following successful completion of Introduction to Counselling course at Bromley Adult College. Aman is now studying for the next level 2 in Counselling Skills. The courses are accredited by The Counselling and Psychotherapy Central Awarding Body. Brilliant work Aman!

**Amanda McCloskey**  
Sales & Marketing  
Director



Don't forget to Blow Your Own Trumpet for a chance to get a BYOT Mug! Site staff are particularly encouraged to get involved.

Tell us about your great work for your clients or your talents at:

[communication@cis-security.co.uk](mailto:communication@cis-security.co.uk)

Well done to Amanda, who has recently achieved a PRINCE 2 Foundation qualification in Project Management. This enables Amanda to apply this knowledge to ongoing company projects. Amanda is also awaiting results from the Practitioner level of the PRINCE 2 Project Management Course she attended recently. Good luck Amanda!

**Lee Leyland**  
Security Manager



Congratulations are due to Lee who has just completed his Preparing to Teach in the Lifelong Learning Sector (PTTLS), a teaching qualification from City & Guilds. PTTLS is a first step towards teaching in post-compulsory education. Lee is already a great asset to our CIS Academy Team and will be using his new found skills in the training of CIS new recruits. Great achievement Lee!

## Adrian gets his Masters in Business Continuity

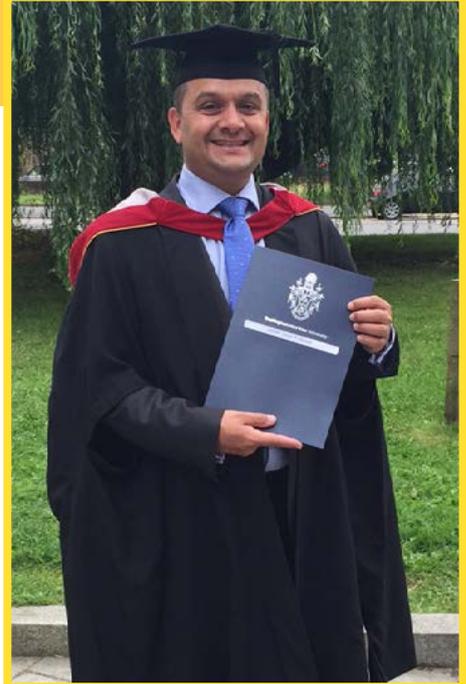
**We** are delighted to announce that Adrian has been awarded a Masters in Business Continuity, Security and Emergency Management.

The qualification, which has a reputation as one of the more challenging courses of study in our sector, has equipped Adrian to ensure the organisation he works with can continue to operate effectively, during, or after a non-destructive or disruptive incident.

Adrian, who has been with CIS

since May 2014, has a distinguished military and professional background. Having started with us as a Security Operations Manager, he was soon promoted to National Security Account Manager for one of the world's most successful multinational management consulting, technology services, and outsourcing companies, Adrian has gone from strength to strength.

Adrian studied at the Buckinghamshire New University in High Wycombe.



*Adrian Fadzilah, National Account Manager*

## CIS Shine at UCL Graduations



*Officer Barnabas Izer flies the CIS flag by assisting a member of the public while Site Supervisor Peter Vickers impresses in ceremonial robes alongside academic Dr. Andrew Edkins*

Every year, University College London hosts in excess of 30 graduation ceremonies, with CIS Security teams playing part in ensuring the ceremonies are remembered as the momentous occasions they should be for those who have worked hard to achieve their academic goals. The CIS Communications Team visited the final ceremony held in the beautifully dressed

Bedford Square Gardens to see the results of the hard work. The soon-to-be graduates looked dapper as they filed into Bedford Square in various levels of academic robes representing their qualification. The Security Team, led by Peter Vickers, Site Supervisor and Neil Moscrop, Site Manager, looked impeccable as they manned the numerous gates of the event and directed

the attendees to the hall. Peter Vickers has an important role in the event but took some time to kindly pose with his heavy ceremonial mace, alongside Andrew Edkins, Director of the Bartlett School of Construction and Project Management against the beautiful backdrop of Bedford Square Gardens. Congratulations to all those involved.

# Head Office New Starters



**Sian Green**  
Credit Manager

“I have been in credit control for over 19 years with 9 of those in the Security industry. I am accredited by the Chartered Institute of Credit Managers. My last role was at The Shield Guarding Company. I used to be a holiday rep and love to travel. Whilst I enjoy the London life and regularly arrange social get togethers with friends, I am a country girl at heart and like to get out and about in a pair of hiking boots – as long as there are a few good country pubs en route!”



**Faye Newman**  
Sales & Marketing  
Apprentice

“I have previously worked within administration and reception, and have experience of working on events. I’m very creative and feel that’s why this role suits me; I love browsing on Pinterest and trying out new things! I enjoy cooking and experimenting with different recipes. I am very involved in charity work, continuously raising money for places like the Royal Marsden Hospital. When I’m not working I’m often spending time with family, friends and travelling around.”



**Erasmus Ndume**  
Logistics Apprentice

“I’m Erasmus from Erith and have recently graduated from Bexleyheath Academy. I’m a big fan of football and I have played for two different teams in the last five years winning multiple trophies. My hobbies also include reading by authors such as Robert Greene. I’m currently reading The Art of War by Sun Tzu. I am ambitious and aspire to be in a managerial role at CIS. I am of course willing to put the work in to achieve that goal.”

## Promotions



**Congratulations to the following Team Members who have recently been promoted to new roles:**

- **Mustafa Zeki** of Lewisham Southwark College has been promoted from Supervisor to Security Manager
- **Domingo De Sousa** of 100 New Bridge Street has been promoted from Supervisor to Site Security Manager
- **Dean James** of 100 New Bridge Street has been promoted from Security Officer to Site Supervisor
- **Richard Owosu** of Laurence House has been promoted from Security Officer to Supervisor
- **Adrian Fadzillah** Security Manager (London) has been promoted to National Account Manager for the UK and Ireland
- **Aman Dhillon**, Head Office, has been promoted to Regional HR Manager
- **Hayley Fichtmüller**, Head Office, has been promoted to Regional HR Manager
- **Alexandra Smith**, Head Office, has been promoted from HR Officer to HR Generalist
- **Cathy Deegan**, Head Office, has been promoted from Marketing & Communications Executive to Marketing Manager

## Winter Health & Safety Digest - Mick O’Keeffe

Festive and merry as it is, the Winter season will, from time to time, present us with some challenges. There is a sensible way to plan for and respond to these challenges that will help you to manage them without suffering any adverse effects.

### Plan for and mitigate against:

1. Slip trips from icy or wet under foot conditions
2. Illness resulting from colds or influenza
3. Discomfort due to cold or wet weather conditions
4. Disruption to travel to and from work during the longer dark evenings and mornings, and related stress which may tempt you to hurry when conditions are not good

### By:

1. Reporting poor underfoot conditions as well as gritting and clearing leaves
2. Where possible avoiding contact with persons suffering from colds or influenza; consider anti-flu vaccine injections with advice from your GP
3. Making sure you have all your cold and wet weather PPE with you whilst at work; dress sensibly whilst travelling to and from your site and wear lighter colour outer clothing during dark morning and evening travel so you can be easily seen
4. Making sure you check your travel connections and look for alternatives rather than getting stressed or making yourself rush unnecessarily when transport is disrupted due to bad weather



Mick O’Keeffe - Director of Health and Safety

## Welcome Host training rolled out at CIS

The Welcome Host customer service training course helps participants to acquire new customer service and communication skills as well as improving their knowledge of local facilities and services. We now have a number of trainers who are qualified to deliver Welcome Host: Hayley Fichtmüller, Aman Dhillon, Lee Leyland, Janet Holness, Steve Wicks and Jon Felix. Welcome Host Training is part of our inductions for all new front-line staff going forward.



## Olivia Waddell awarded Apprentice of the Month

Olivia Waddell of Head Office has been awarded “Apprentice of the Month” by recruitment agency, MiddletonMurray. Olivia joined CIS as an apprentice in 2014 and has been a wonderful ambassador of CIS both at Head Office and externally.

Olivia has received many compliments from visitors to the CIS office and did a sterling job while seconded to PRS for Music in April this year. Olivia was also instrumental in hosting at CIS’s Charity Golf Day in June this year. Well done Olivia. CIS are proud of you!



# Farewell & Welcome Back

CIS would like to welcome back **Vanessa Jayasekaran, Payroll Supervisor at Head Office**, from her maternity leave after welcoming her baby boy Quintin Maximus Jayasekaran into the world.

**Hayley Ryder, Payroll Manager at Head Office** has left CIS this month for pastures new. Hayley was a great asset to the company and can be credited with implementing some fantastic systems and processes to the Payroll department. We wish her all the best with her next adventure.

Our Irish dancing **Molly O'Neill, Receptionist at Head Office**, also left CIS this month to scale the heights of the City of London. Molly has been a great ambassador for our company appearing in many of our advertising campaigns. She will be missed but we wish her all the best with her career.

# Employee Awards

**Ian Parkin**  
Regional Account Director



Ian joined CIS Security from our client contract London Borough of Lewisham after 12 years in the customer service industry holding the position of UK Customer Service Manager. On joining CIS Security, Ian's first role was Security Site Manager. Ian worked in this role for three years and was subsequently promoted to Account Manager in 2007. In 2009 Ian was promoted to Regional Manager and more recently to Regional Account Director.

**Ike Oneyi**  
Security Officer



Ike of Housing Options Centre London, was presented with a 10 year Long Service award by his line manager Ben Foster, Site Manager at Lewisham Council. Ike started with CIS in August 2005.

**Anthony Bridgeman**  
Account Manager



Anthony joined CIS Security in 1995 as a covert Security Officer and has progressed within the organisation to an Account Manager. Prior to joining CIS, Tony worked within the retail sector as a Store Detective.

## Contact Corner

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