



# CIS NEWSLETTER

# THE PEOPLE ISSUE

February 2019  
Volume 20, Spring Edition

# TAKE PRIDE IN A JOB WELL DONE!

## Some words from Neill, CIS Managing Director

OVER THE PAST TWO MONTHS I HAVE BEEN ENCOURAGED TO SEE THAT THERE HAS BEEN A GREATER ACKNOWLEDGEMENT OF THE SECURITY SERVICES WHICH WE REPRESENT.

There are a reported 390,000 SIA licensed personnel in the UK and when you compare that to 123,000 Police Officers, in my mind we are still very much underrepresented in the eyes of the general public. That is until the public experiences the need for our services.

Every month we have countless recommendations for the good work of our teams and individuals, that's why we have such a developed recognition program culminating in our Annual Employee Awards.

If I look at the Police they are rarely commended in the press and there is always bias on negative report. So do we want to be part of this culture or should we keep a little more under the radar?

I know that the good news stories - for example how are staff may have reunited a lost child with their parent, prevented a fire from escalating, administered First Aid, asked if a lone female was able to get home on a dark evening and cases where we have prevented suicide and saved lives through CPR - can be cast in a shadow over one negative incident.

We will always continue to focus on the positives within our Company and Sector. It is very easy to be influenced by negative media but these are far outweighed by the good things that happen every day.

I would like everyone to contribute to raising the profile of the Private Security Sector and pass on positivity.

Say '*well done!*' to a team member for good work, recommend someone for promotion and don't forget to Blow Your Own Trumpet!

I think it's time that our Security Service is a little less humble and is recognised for the crucial part in keeping infrastructure and members of the public safe, whether working on a large estate or in a private building you are providing a safe and secure environment.

To finish, I was at a meeting a week ago and it's the first time I had really heard of Zero Responders. This is a term used for people who are there as an actual incident occurs and not the first responders who arrive after an incident is reported.

On many occasions it will be us or other professional private security colleagues who will be the Zero Responders and we should be very proud of that, whilst of course remaining safe.

**We will always continue to focus on the positives within our Company and Sector.**

**It is very easy to be influenced by negative media but these are far outweighed by the good things that happen every day.**

*Neill Catton*



# A CONVERSATION WITH CIS' FOUNDER

**CIS is on the brink of an impressive 50 years in the security business and, as part of their programme of activities to celebrate this milestone, Cathy Deegan interviewed Ken Palmer, father of Executive Chairman Carl Palmer, who founded CIS back in 1969.**



Cathy Deegan, CIS Marketing

CIS IS WELL RECOGNISED AS A LEADER IN THE SECURITY BUSINESS WITH A REPUTATION FOR BRINGING HIGH AND INNOVATIVE STANDARDS TO THE INDUSTRY. ORIGINALLY BASED IN LONDON, THEY ARE ONE OF THE FEW REMAINING INDEPENDENT SECURITY GUARDING SPECIALISTS, GROWING THEIR BUSINESS TO ALL PARTS OF THE UK.

KEN SHARES HIS MEMORIES OF THOSE EARLIEST DAYS OF THE BUSINESS, AND THE POLITICAL AND OTHER FACTORS THAT INFLUENCED THE DIRECTION CIS HAS TAKEN OVER THE YEARS. HE ALSO TALKS ABOUT HOW LICENCING AFFECTED THE INDUSTRY, AND PONDERES ON THE POTENTIAL FALLOUT OF THE CURRENT POLITICAL SITUATION AND THE CHALLENGES AND POTENTIAL THAT LIE AHEAD.

## **What was the security guarding industry like in the beginning? Was there even an industry to speak of?**

When we started CIS in 1969, the security guarding industry was very much in its infancy and, particularly in comparison with our present day 'security officers' and service, quite amateurish.

There were one or two companies offering what could only be described as a "night watchman" type operation and perhaps a couple of cleaning companies offering security as an add-on to their main business of cleaning. There appeared to be little or no training or vetting for the security guards and, in general, really terrible conditions of employment.

Very poor pay rates was the norm for guards who were forced to work very long hours (15 and 16-hour shifts were not uncommon) to make anything like a

half decent weekly wage, and in some areas working practises could be described as almost Dickensian in their awfulness. To be honest, and perhaps not surprisingly, we were reluctant to get into this area of security, preferring to operate in a more consultative way.

In the first months of our business, we were working from the bedroom of my rather disgruntled (at the time) four-year old daughter, who has thankfully since forgiven me for temporary evicting her and her collection of dolls, to make room for a desk and filing cabinet.



Ken Palmer today with his beloved wife Jackie

## **I assume things grew reasonably quickly from there and you needed to look for bigger business premises?**

Following the bedroom office days, there was a period where CIS occupied an office in Blackheath Village, before we took up residence at our long-term base in Lewisham.

We have invested in these premises significantly over the years with building extensions in the 1980/90s. We have also very recently completed a further major refurbishment, which includes new training

rooms and an advanced new Control Room, partly to celebrate our 50th anniversary, but much more as a commitment to the future well-being of our staff and the Company.

I find it hard to believe that we have reached this 50-year milestone and what has been achieved, but I honestly believe that the best for the Company is yet to come.

**CLICK ON THE BUTTON BELOW TO CONTINUE TO READ THE ARTICLE ON OUR WEBSITE!**

# NEW CONTRACTS



**Potters Bar**



**One Coleman  
Street, London**

# NEW AWARD NOMINATIONS



THE OUTSTANDING SECURITY PERFORMANCE AWARDS (OSPAs) RECOGNISE AND REWARD COMPANIES AND INDIVIDUALS ACROSS THE SECURITY SECTOR.

The OSPAs are designed to be both independent and inclusive, providing an opportunity for outstanding performers to be recognised and their successes to be celebrated.

This year some of our shining stars have been nominated in five categories!

## OSPA FINALIST 2019

### Five nominations

1. Outstanding Contract Security Manager/Director - **Kuldeep Kainth**
2. Outstanding Security Team - **King's College London**
3. Outstanding Contract Security Company - **CIS Security**
4. Outstanding Security Officer - **Mohamad Teemul**
5. Outstanding Young Security Professional - **Nikki Boakye**

## OUTSTANDING YOUNG SECURITY PROFESSIONAL



Nikki Boakye



## OUTSTANDING SECURITY OFFICER

Mohamad Teemul



# HEAD OFFICE NEW STARTERS

## Phillip Wibberley

ORIGINALLY FROM THE SOUTH WEST OF ENGLAND, I HAVE SETTLED IN LONDON JUST THESE LAST 12 MONTHS.

I have travelled extensively, both professionally and for leisure, but have never felt more at home than I do here in the Capital. I spend my days away from work enjoying everything London life has to offer, whether that is taking in the sights, dining out or simply a walk in the park.

Prior to joining CIS Security, my career journey has seen me complete a distinguished career in the military, followed by security and risk management roles across Africa, South East Asia and finally The National Gallery in London.

Now I very much look forward to working with everyone here to successfully provide the very best security service delivery.



## OUTSTANDING SECURITY MANAGER



Kuldeep Kainth

Goldsmiths  
UNIVERSITY OF LONDON



## OUTSTANDING SECURITY TEAM

KING'S  
College  
LONDON



## Rebecca Williams

AFTER RETURNING HOME FROM BIRMINGHAM CITY UNIVERSITY, I FOUND THAT I HAVE A PASSION FOR CREATING BEAUTIFUL EVENTS, SO I'VE BEEN WORKING IN ADMIN FOR AROUND TWO YEARS TO GAIN THAT TYPE OF KNOWLEDGE.

My last job was at Ann Summers HQ, where I processed and wrapped hundreds of Christmas gifts, making me better at office duties and more confident.

I love travelling and have visited over 10 countries and eight US States, L.A. being my favourite place on earth because of the scenery, music and food.

I also write a blog on interior style and events called [StyledSpaces.net](http://StyledSpaces.net), which pushes me to explore more places.



# HEAD OFFICE PROMOTIONS

## Francois Reynders

CONGRATULATIONS TO FRANCOIS REYNDERS PROMOTED FROM KEY ACCOUNT MANAGER TO ACCOUNT DIRECTOR!

Francois will continue to oversee his operational account management portfolio, ensuring delivery on all targets set with the new structural changes made.

Francois will now assume the direct responsibility for Account Managers due to the business growth in this sector.



## Jade Davies

CONGRATULATIONS TO JADE DAVIES PROMOTED FROM ACCOUNT SUPPORT MANAGER TO ACCOUNT MANAGER!

Her new role as an Account Manager involves managing a large portfolio of clients and sites across the West End and The City. Jade's portfolio is very diverse, as she manages corporate and educational clients as well as many managing agents.

This diversity will give her great exposure to different environments. She will manage staff welfare, scheduling, produce monthly reports and she will be the direct liaison for her clients.



# ON-SITE PROMOTIONS

## Domingos De Sousa

CONGRATULATIONS TO DOMINGOS ON BEING PROMOTED FROM SECURITY MANAGER AT 100 NEW BRIDGE STREET TO ACCOUNT MANAGER AT CIS HEAD OFFICE!

*Well deserved Domingos!*



## Lee Hankin

CONGRATULATIONS TO LEE ON BEING PROMOTED FROM ACCESS CONTROL OFFICER TO DEPUTY SECURITY MANAGER AT ACCENTURE LONDON!

*Well done, Lee!*



# FESTIVE TIMES



WE ARE VERY PROUD OF OUR SECURITY TEAM AT GOLDSMITHS, UNIVERSITY OF LONDON, WHO CONCLUDED ANOTHER SUCCESSFUL GRADUATION CEREMONY.

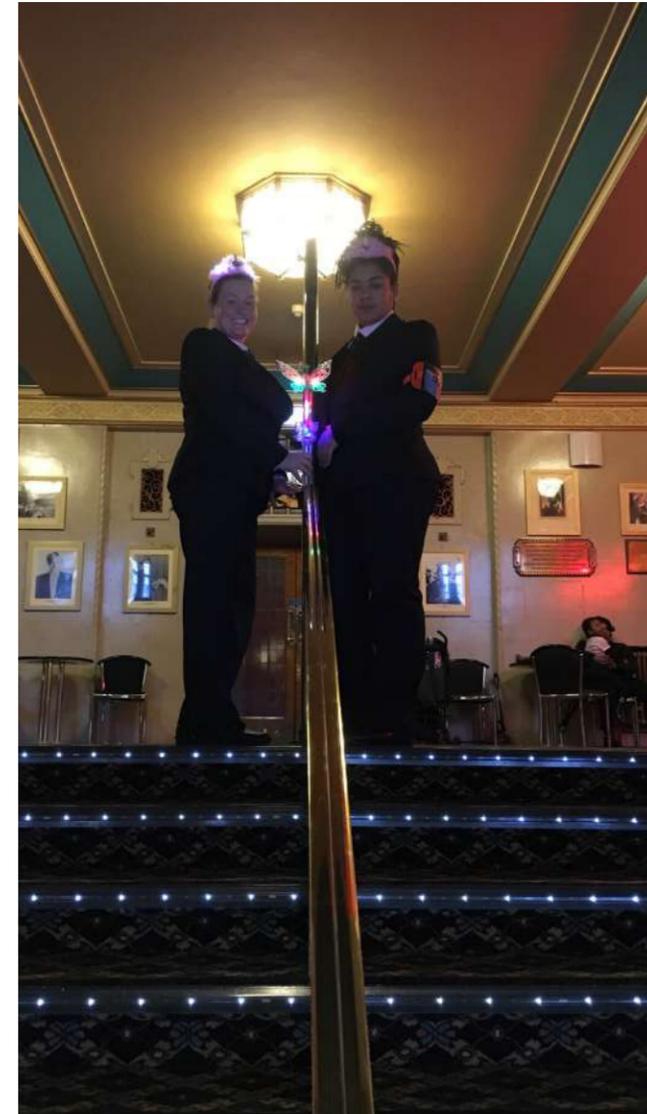
The client was very happy with the service provided by CIS as we helped cover seven graduation events between Monday 17th and Thursday 20th December where almost 1,500 students graduated.

*Well done team!*

**Goldsmiths**  
UNIVERSITY OF LONDON



# HARD WORK AND PANTO FUN!

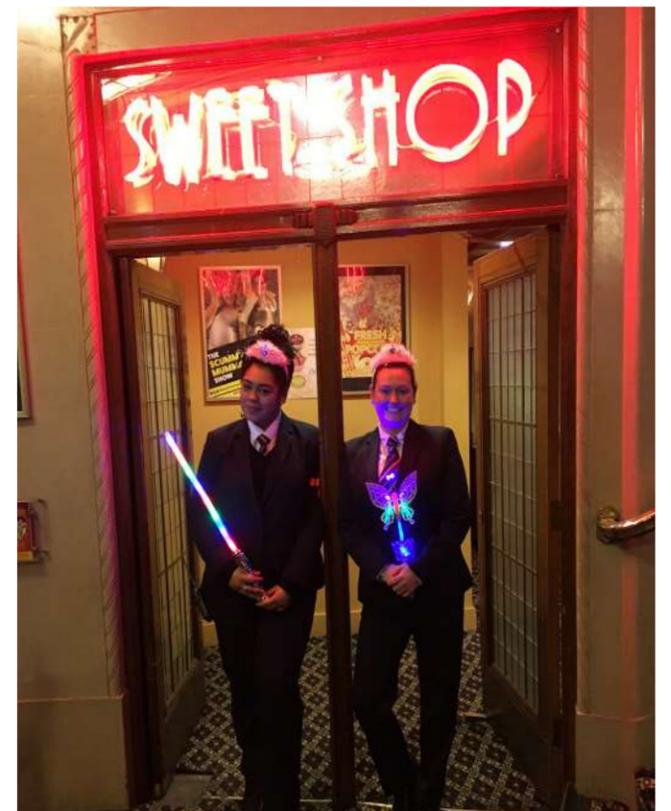
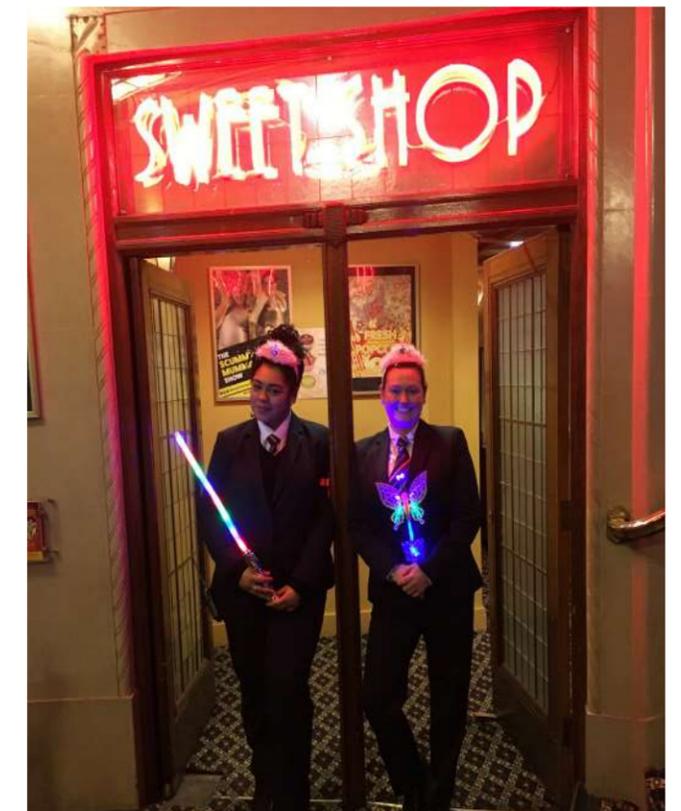
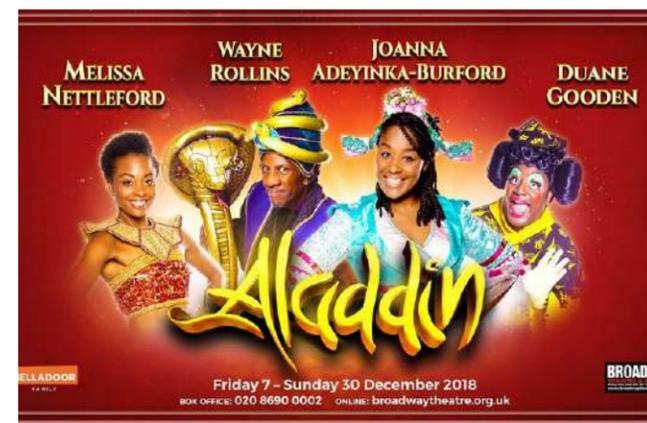


PANTOMIME IS FOR MANY FAMILIES ONE OF THE MOST ENJOYABLE PARTS OF CHRISTMAS.

Putting on a show takes talent and hard work from the actors and production but ensuring an efficient and friendly security service is crucial as well.

Security Officers Julie Berry and Naomi Robinson, specifically trained for this particular role, showed great people skills during the Aladdin pantomime at the Broadway Theatre. From the meet-and-greet to interacting with kids, their parents and the cast of the show, they ensured an excellent security service covering the morning and afternoon shows.

Well done Julie and Naomi!



# BLOW YOUR OWN TRUMPET

SUSAN JEFFERS, CIS SALES & MARKETING ADMINISTRATOR, IS A SKILLED SEAMSTRESS WITH MANY YEARS OF EXPERIENCE BEHIND HER. THIS IS WHAT SHE TOLD US!

Sewing has always been a passion of mine from a young age when my mother used to make many dresses for me, whilst my father made my jeans (yup, no brand names for me!), so I guess you can say that sewing is in the blood.

Lately, I have been gathering up a number of clothing/accessory ideas using African print fabric, and in October last year I had the opportunity to showcase these at a fashion show, which I must say went down a real treat!

If you would like to see more of my creations, click [here](#) to visit my page on Etsy!



Susan Jeffers, CIS Sales & Marketing Administrator



## Be a storyteller!

*Blow Your Own Trumpet is a space for you. If you do something worth sharing, let us know!*

**communication@cis-security.co.uk**



# The Key



## News from our Front of House division

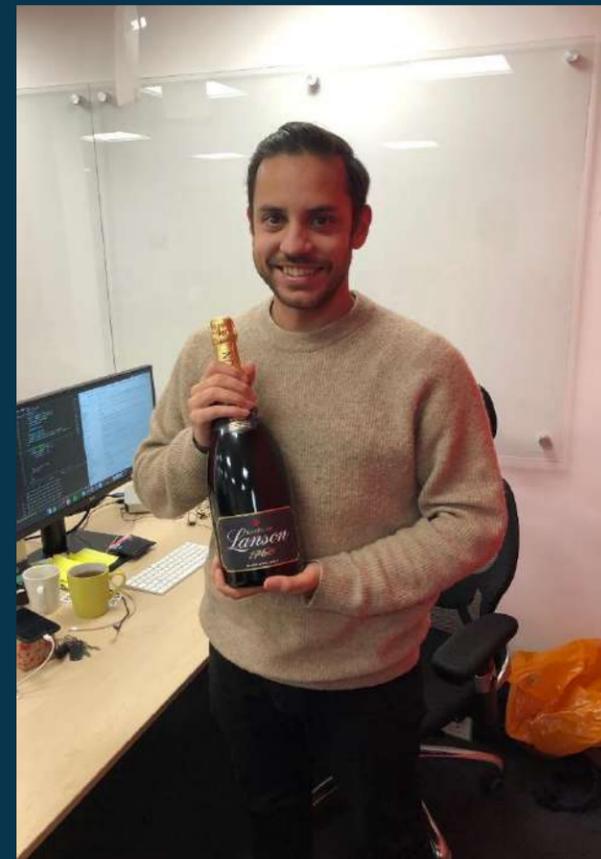
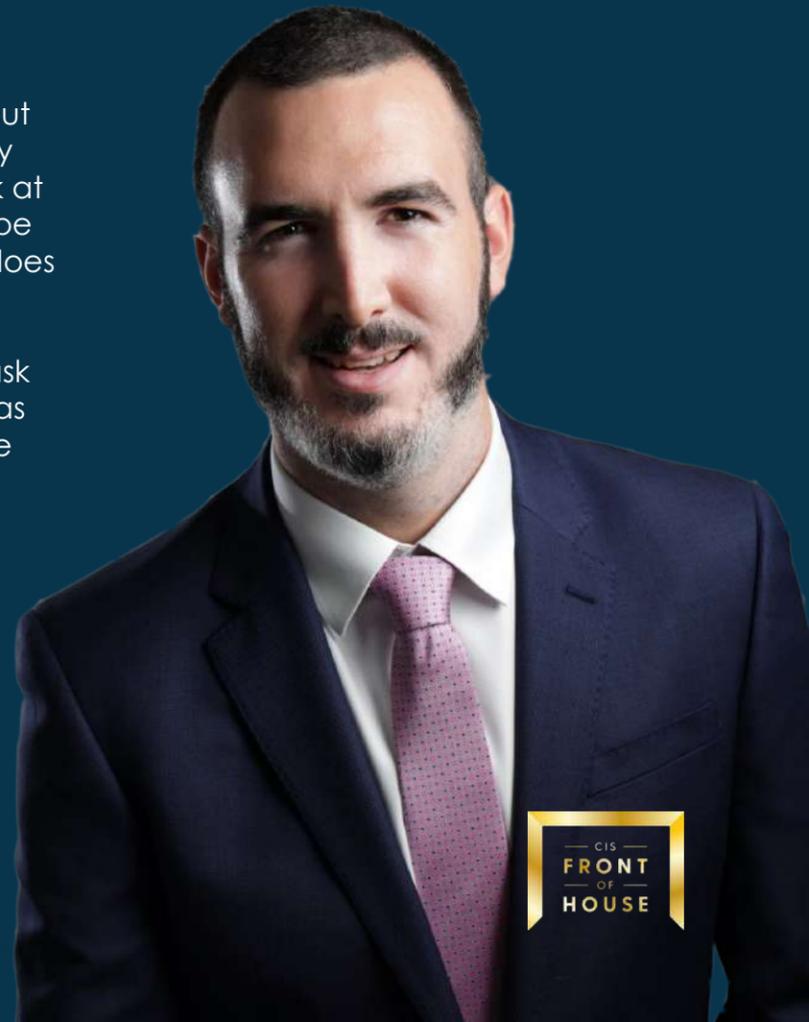
WE CAN NOW SAY IT HAS BEEN A GREAT START TO 2019. WE HAVE NEW CONTRACTS ADDED TO OUR FRONT OF HOUSE PORTFOLIO AND OUR ELECT TEAM HAS ALMOST DOUBLED IN SIZE!

We are now working hard in putting together exciting projects for this year. A brand new Front of House website, new training courses, a platform for mystery shopper audits across all sites and some more networking events, including National Receptionist Day and our Front of House Second Anniversary.

I have received great feedback from all contracts and we are working together towards bringing our services to the next level, but this would not be possible without you, so I would like to take this opportunity to thank you for your input and hard work at your sites. I know how challenging it can be sometimes and please bare in mind this does not go unnoticed.

Brainstorming has always been a great task to come up with new and innovative ideas and we'd like to hear any you might have in mind, so please share them with us by emailing myself or Erica Boiano at [jose.saez@cis-frontofhouse.co.uk](mailto:jose.saez@cis-frontofhouse.co.uk) or [erica.boiano.cis-security.co.uk](mailto:erica.boiano.cis-security.co.uk)

Jose Saez  
Front of House Account  
Manager



*As small as it may seem,  
a good deed is always worth  
the doing.*

Huge well done to Margaret Henshaw for arranging a Christmas hamper at Regent's Quarter and encouraging tenants to purchase tickets, raising over £350 that will go to Great Ormond Street Hospital!



### Recognising our talents

For her extraordinary commitment to providing an excellent service, Carina was awarded the CIS Front of House Rising Star Award along with a £40-worth high street voucher.

Below, Carina with Magdalena Koladzinska and Hrvoje Hrvatin, London South Bank University Reception Coordinator and Reception Manager.

Well done Carina!



### 21st January 2019, Blue Monday

Who said Blue Monday has to be the saddest day of the year??

Our Front of House teams sure knew how to beat the cold January blues!.



# HAPPY BIRTHDAY, LONDON'S AIR AMBULANCE!



WE ARE EXTREMELY PROUD OF PARTNERING WITH SUCH AN INSPIRING CHARITY LIKE THE LONDON'S AIR AMBULANCE!

For 30 years, London's Air Ambulance Charity has been there for everyone who needs it. Today this cause is as clear and compelling as

ever; to save the lives of critically-injured people through rapid response and cutting-edge medical care.

30 years on and every second still counts and we cannot be more thankful to the pilots and medics providing such an important service to the city of London.

# LONG SERVICE AWARDS

Krzysztof Gorski (left) Security Officer at Birkbeck, University of London receives his 10-year service award from Michael Appau, CIS Mobile Supervisor



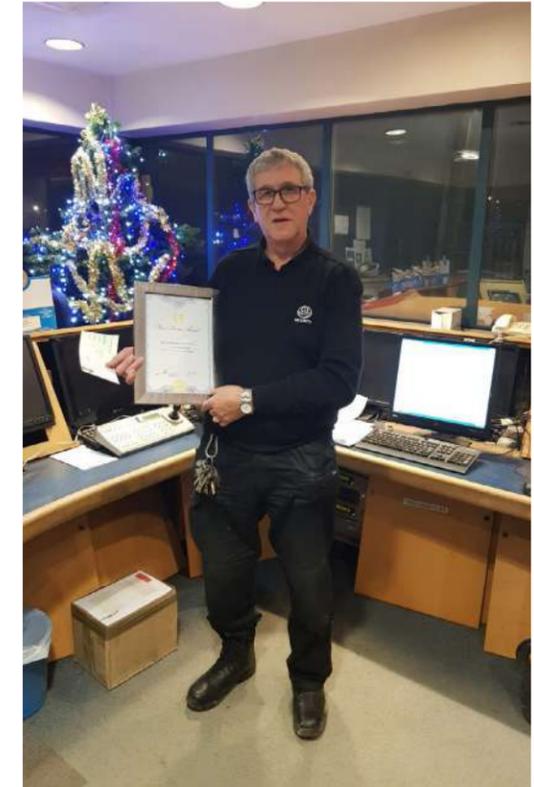
Leslie Berry (right), Security Officer at London Borough of Lewisham, receives his 10-year service award from Keith Farthing, CIS Site Manager



Godwin Amos, Security Officer at GVA Weston House, receives his 15-year service award



Security Officer Neville Mikolajevskij receives his 15-year service award



Josheann Johnson (left), Security Officer at King's College London, receives her 10-year award from Olori Rasaki, King's College London Site Manager



Tony Roberts (right), Security Officer at Turner Broadcasting, receives his 10-year service award from Tony Graves, CIS Operations Director



Steve Wicks (right), CIS Training Manager, receives his 20-year service award from Carl Palmer, CIS Executive Chairman



# HEALTH & SAFETY

## Sedentary risks underestimated

A STUDY HAS HIGHLIGHTED A COMMON MISCONCEPTION THAT THE DANGERS OF PROLONGED PERIODS OF SITTING CAN BE OFFSET BY WEEKEND ACTIVITY. WHAT WERE THE FINDINGS AND WHAT'S THE MESSAGE ABOUT OFFICE WORKERS' HEALTH?

### Findings

222 desk-based workers and 121 managers were asked to rate patterns of activity for healthiness.

Different scenarios were described involving various combinations of sitting and physical activity, both in the workplace and during the employee's leisure time.

The results, published in the journal Occupational Medicine, showed that neither desk-based workers nor managers fully appreciated the risks of prolonged sitting.

Whilst they correctly ranked inactive lifestyles as a high risk to health, they incorrectly assumed the effect was offset by physical activity during leisure time.

Stuart Bateman  
SHEQ Manager

### What's the risk?

It appears that the findings of a previous paper have not yet entered the public psyche.

Research published in the Lancet in 2016 showed that sitting for more than eight hours per day was as risky to health as smoking and obesity. It found that prolonged sitting caused an increased risk of cardiovascular disease, type two diabetes and some cancers.

Note. The report is highly credible, as it's based on a review of 16 previous research papers and involved more than one million subjects.

Only those who took part in 60 to 75 minutes per day of at least moderate intensity activity, e.g. cycling or brisk walking, were able to offset the health risks of prolonged sitting.

Note. This is not to say that lesser periods of physical activity are not beneficial. All exercise of more than five minutes is said to be good for health.

**The study found that prolonged sitting caused an increased risk of cardiovascular disease.**

**Although you don't need to make staff take exercise, as it's proven to help, it won't hurt if you encourage staff to be active on a daily basis.**

### What employers must do

Although the evidence is mounting, it has not led to any change in the law. We're not yet seeing any campaigns for employers to deliver morning aerobics sessions, for example, or provide additional work breaks.

However, you may find an upside to encouraging healthier lifestyles. Being active should make employees more alert, more satisfied with their work environment and less likely to take sick leave.

Exercise also releases endorphins which in turn lead to increased happiness and reduced stress. With hundreds of thousands of workers each year claiming their job causes them stress-related ill health, exercise is an effective way to combat those symptoms.

### Six simple exercises to do at your desk

- 1) Leg Planks. Strengthen those beautiful legs while sitting at your desk
- 2) Foot Drill. Another exercise to do at your desk is the Foot Drill
- 3) Shoulder Raises. These are a great way to relieve tension in your neck
- 4) Back Twist
- 5) Chair Dip
- 6) Take Frequent Walk Breaks

**Click [here](#) to know more!**

# PAYROLL CORNER

## Evi, Casey & Aleks will be sending out tips and reminders on all things payroll!

### Payroll update

TAX YEAR 2018/19 IS COMING TO AN END AND IT IS IMPORTANT THAT YOUR PERSONAL DETAILS ARE UP TO DATE WITH HMRC.

Why not register online for your own personal tax account to check your records and manage your details with HM Revenue & Customs at: <https://www.gov.uk/personal-tax-account>

You can use your personal tax account to:

- check your Income Tax estimate and tax code
- claim a tax refund
- check and manage your tax credits
- check your State Pension
- track tax forms that you've submitted online
- tell HMRC about a change of address

Your P60 will be emailed to your personal email address by May 31st. It is imperative that your address and email address are up to date in Timegate so act fast!

### Staff benefits

AN EXCITING NEW STAFF BENEFIT HAS JOINED US... TASTECARD!

TASTECARD offers 50% off food or 2 for 1 meals at 6,500+ chain and independent restaurants

nationwide, including Pizza Express, Domino's, Frankie & Benny's, ASK Italian, Chiquito, Zizzi, Prezzo and more!

Communication was sent out earlier this month on how you can join this fabulous benefit.

tastecard 5 Years Excellence

YOUR TASTY BENEFIT

1 YEAR £29.99 (RRP £79.99)

Enjoy 2 for 1 across all courses or 50% off food at over 6,500 restaurants nationwide

Sign up by 21st March 2019

[www.tastecard.co.uk/benefits/cis](http://www.tastecard.co.uk/benefits/cis)

Harry Ramsden ASK ITALIAN GIRAFFE Frankie & Benny's ZIZZI

This offer also includes FREE access to tastecard+ saving you money on cinema tickets, hotel stays, days out and more...

### A dummy payslip for your perusal

As part of our commitment to better communication, we have designed an interactive dummy payslip which gives you a better understanding of all the sections you can find on a payslip. You can access it by clicking [here](#).

- 1) Each interactive section is signalled by a dot on the left hand side – when you hover on them, your mouse cursor will change into a hand (pointer)
- 2) Click on any relevant section
- 3) An explanation will appear on the blue page on your right
- 4) You can zoom in or zoom out on the content by clicking on the magnifying lens at the bottom of the page

Evi Garoufi-London  
Payroll & Staff Benefits  
Manager





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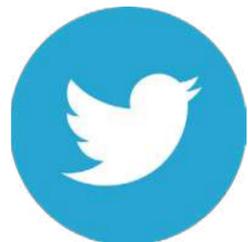
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