

# CIS Security Newsletter



Volume 18, Winter Edition, December 2017

## A Message from our Managing Director . . .

There have been some fantastic achievements and developments this year. Our FOH division was created and is proving to be extremely successful. We now have over 25 Front of House Team Members. Geographically we have grown and are very much a National Business supporting both new and

existing customers throughout the UK. We have also seen the introduction of Timegate and our Employee App. In addition, our outstanding Training initiatives have seen us win the Security & Fire Excellence Awards for the best training initiatives in the Industry.

All this desire to be progressive and be better than our competition is encapsulated in Carl's Clipper Race Around the World Challenge, which is definitely showing Determination and Leadership in the most challenging of physical and mental situations.

The highlight of the Newsletter for me however, as is the case in every Winter Edition, is the

Annual Employee Award Ceremony. The evening was a stunning example of our talented team being recognized for their efforts, mixing with old and new friends and most of all enjoying themselves. You cannot believe how competitive the CIS Awards are becoming and I would encourage anyone that has not been to the event to really push for a place next year. It has been mentioned to me about the staff that do their job well and never take time off of duty, so we will be introducing a new recognition for those members of the team early in the New Year.

Finally, we have just heard that we are finalists for next year's

OSPA's which will take place in March. The shortlisted categories are: Outstanding Security Training Initiative, Outstanding Young Security Professional, Outstanding Contract Security Company and In House Security Manager/Director.

I trust you will enjoy the Newsletter and I would like to wish you all and your families a wonderful Christmas and a very Happy New Year.



Neill Catton  
Managing Director

## CIS are Winners at the Security & Fire Excellence Awards



SECURITY & FIRE  
EXCELLENCE  
AWARDS 2017

Supported by IFSEC International and FIREX International

**WINNER**

We are proud to announce that we were winners at this year's Security & Fire Excellence Awards.

CIS entered four categories this year and were winners of the **Security Training Initiative**. This year's Awards took place on 22nd November at the London Hilton on Park Lane. Well done to all in the Training Team!



Left to right:  
Steve Evans (*Chief Commercial Officer, Amberstone*),  
Tracy Plant (*CIS HR Director*)  
Lee Leyland (*CIS Training Manager*)  
Cathy Deegan (*CIS Marketing Manager*)  
Gabby Logan (*Presenter*)

# The Carl Palmer Clipper Diaries

## Chapter 2

### Sail, Eat, Sleep, Repeat . . . Sail, Eat, Sleep, Repeat . . .

"The last day on Punta del Este was a quiet day, with an early evening as start day was to be early.



With forty knot winds forecasted, the start date was going to be hairy.

The sendoff from the locals was fantastic! With the brass bands playing there was much pomp and ceremony.

Each boat left the harbour one by one with their own team's tune playing.



At the start of the race the fleet was hit by a fifty-knot squall. Our boat, **DARE TO LEAD**, was carrying too much sail and found it difficult to make the first buoy up river, in the river plate where the great second world war naval standoff took place.

*We rounded the mark second to last but soon made up ground as we were carrying a lot more sail.*

The south Atlantic is living up to its tale with strong winds and high seas.

All the new loggers are down with sea sickness which puts a considerable amount of pressure on other crew members.

*I forgot to mention, I have been made Assistant Watch Leader for Starboard Watch.*

I'm trying to whip them into shape. This should be interesting.

**Day three** - in bed feeling the damp. Everything I have on board is damp, with no way of drying it out. I have sneaked my boots into the engine room. Slightly warmer than elsewhere because of the generator.

Straight into Watch Leader, as my immediate is sick, along with three others on my watch, so down to five. This is going to be a busy four hours on shift.

There were strong winds throughout our shift.

*We have just heard that one of our competitors has been hit by a whale and has serious rudder damage.*

*I only thought that happened in films! The good news is, we're in first place and stretching our lead! Let's see what the next shift brings; there is never a tomorrow . . . it's only when your next shift begins!*

**Into day three.** As I have said before, all days mingle into one. There never seems to be a next day, just another watch!

*A fantastic thunderstorm hit us. I have never seen lightening like that.*

The storm was accompanied by strong winds gusting to forty knots and heavy rain.

The spinnaker had to be dropped immediately as the wind had swung us into full circle. New sail plan hoisted, all in half an hour. I was wet through and exhausted.



The last few days have been for me the most enjoyable yet, with strong winds gusting between 25 and 30 knots. Real champagne sailing and I've been helming most of the time.

*Today I am on Mother Watch, preparing meals and generally providing tea and coffee for the crew.*

It has turned very cold outside and the wind has dropped to around ten knots. We have dropped back to third place, but Skipper is not too concerned as the course we are taking will keep us clear of the high pressure building up; that will mean no wind for the rest of the leading boats.

Mother Watch finished at ten tonight after I cleaned the last dishes. I have been in the Galley since six this morning! I will be on duty again in two hours so better get some rest now.



No wind all night. We're stuck in a wind hole waiting for the predicted strong wind to arrive. It's bitterly cold outside but this is the furthest south we go before we head up to Cape Town, South Africa.

The wind has started to increase. I have been off watch all afternoon getting some well-earned rest. I've been asleep for most of it too, and now about to have a wet wipe wash. Clean my teeth, clean underwear . . . you got it, a general clean up. The next week is forecasted strong winds so not a great opportunity for personnel grooming!!!!

Looking forward to a bumpy ride!!!!

*Tuesday morning 10th October and we have nearly completed 8000 nautical miles. More than most sailors achieve in a life time!*

I have just finished the 4am to 8am watch. The wind increased during the watch to fifteen knots. I helmed for two and a half hours and feel tired as you really must concentrate to keep the boat moving as quickly as possible.

*It's now Wednesday afternoon.* I've finished the morning watch (8am to 2pm) and am now in my bunk having just eaten chicken soup for lunch.

The wind has increased to 25 knots, gusting 35 and we are moving along at 15 knots of speeds down the back of 4 metre high waves. We are now reaching in excess of 20 knots!

*I am soaked through and have now run out of dry clothes.*

I am hanging wet gear from my bunk. It resembles a Chinese laundry! But not drying!!!!

Going to try and catch up on some sleep before going back on watch at eight.

*It's Thursday morning* and I've finished the 4 to 8 watch. It's wet, cold and everybody seems fed up.

*I achieved my personnel best boat speed of 26.2 knots in rough conditions of 4 to 5 metre waves and I loved it!!!*

What I don't like is not being able to get dry afterwards.

The last 24 hours have been the best and worst of my life, with strong winds reaching gale force driving rain, and feeling frozen and wet through; but the sailing will be something I will never forget. It was awesome!!

*It's Saturday* today and last night we blew and ripped our code three spinnaker, the smaller of our three. A 40 knot squall just wiped us out and blew them to several bits of sail cloth. A job for the sailmaker in Cape Town.



*We have been in second place for last 24 hours, but I think we may have dropped back to third place.*

The next boat is some 50 miles behind us with Cape Town around five days away.

*Spirits are rising, the sun is shining, and the wind has moderated.*

*Sunday morning* and I'm on watch. Watch Leader today again, and have been chatting with our media lady "Danny" who is on board and making a film for Sky about the Round the World yacht race.

*We have regained first place and are pressing the boat hard to get maximum speed.*

The wind has increased again today to 25 knots, and with the sun shining, it's perfect sailing conditions.

ETA for Cape Town is some time Wednesday afternoon. My fiancé arrives in the morning that day so she will be in port to greet me and the boat . . . I can't wait.

Living with 20 people on board is challenging for all of us but morale amongst the crew is high. It's four o'clock so I'm now going to grab some sleep before supper and the evening watch.

*Monday morning 8.30am.* I am in my bunk. The wind is easing but it's still very difficult to type. We are 600 miles from the Finish. There are roughly two days of sailing left.

Everybody is exhausted, and we have been discussing our tactics for the last few days of this leg.

We are second place going into the final day hopefully. We can see the first boat Greenings a few miles ahead and are chasing hard.

*This will be a close finish with only 125 miles to go. ETA: ship's time 6pm local time, 8pm in Cape Town.*

The wind is building, and I have been helming most of the morning. Off watch now but should be back on watch at 2pm. Hopefully ready for the Finish . . .

*Sent from my iPad*

And the official results are . . .  
in 2nd Place  
**DARE TO LEAD!!!**

The Clipper Race is the brainchild of *Sir Robin Knox-Johnston*, the first person to sail solo non-stop around the world. Sir Robin meets the Dare to Lead Crew in Cape Town, pictured here with Carl Palmer.



# The Carl Palmer Clipper Diaries

## Chapter 3

### Sail, Eat, Sleep, Repeat . . . Sail, Eat, Sleep, Repeat . . .

We're off again at last. Three days too long of a stay over. Just wanted to get going again and on my way to Australia!



*This is going to be one of the hardest legs in terms of the weather. 40 knot gusts and eighty-foot waves should be fun.*

**Day One** started with light to moderate winds and again we had a poor start, arriving a bit early on the starting line before the starting gun. However, we soon pulled back and found ourselves in second place by the end of the day, some six miles ahead of the third boat, PSB Logistics, who again later in the night had a collision with a sea animal! This time a turtle, however the good news was that there was no damage . . . not sure about the turtle though.

The not-so-good news was that the Greenings boat which ran aground, and the crew had to be evacuated. Fortunately, there were no casualties, but we are not sure yet of the damage to the boat. Subsequently we heard the boat is on the shore but breaking up in the heavy surf. Very sad in deed.

*A long day and night for the first 36 hours. Off to bed now for my first six-hour off watch.*

Couldn't sleep. Got allocated a top bunk which was virtually impossible to get into.

**Day Two** - today very strong winds all day. It's five in the evening and I haven't really slept. I am tired and very irritable. Sea sickness has struck again, each shift has one down. Some shift numbers consist of seven and not nine, and I have another 'mother watch' food duty for the day.

*The last 18-hours have been the roughest weather I have ever experienced. I can't even type, so I am stopping.*

Gusts reached 74 knots. It was terrifying but exciting at the same time. I caught a member of our crew praying to God that he didn't want to die. I assured him he would be fine. Though it did cross my mind to join him in prayer!

**It's Saturday afternoon**, the sun is shining, and everybody is in great spirits. I'm off shift now until 8pm so off to bed to catch up on some sleep.

**It's Sunday morning** 4am. I'm on shift. The wind has died, and nothing is happening. A pair of Manx shearwaters have been sweeping around the boat along with a young white Albatross. I wonder how they live? Apparently, they only go ashore once a year to breed!

Not sure what happened to the last few days. I do know it's been very windy and cold with one watch doing five sail changes.

*I am really enjoying my responsibilities as Watch Leader and my team are really jollying together. I think we are all up for the challenges ahead of us!*

**It's Tuesday morning** and lying in bed feeling sorry for myself. I thought about everybody at home and wondered what they were doing and if they are ok. This for me is the hardest part of this challenge.

About to have lunch then on shift for the afternoon.

What a shift! Strong winds, big sea and a lone Albatross following the boat . . . they are addictive to watch.

**It's Thursday** now, we have reached the most southerly point we can go without the risk of hitting icebergs.

The going is slow as we beat into 35 knots of wind. In the next few days we should hit the roaring forties and should be able to bear off

onto strong westerly winds and forty-foot waves that will sweep us down to Australia.



**Day Ten** - Progress to Australia very slow. The wind remained very strong with gusts to 45 knots. Living at a 45-degree angle is taking its toll on people with some serious falls and injuries. Our Health & Safety Department would have a field day with all the trip hazards on this boat.

Today my knee has swollen, and I have been examined by the onboard doctor. It looks like I have torn knee ligaments due to my helming for long periods of time. I have been given some pain killers and told to rest. No easy task on this boat!

Off to catch some sleep before next watch at eight. Sausage and mash for dinner . . . my favorite.

**It's Saturday morning** and not much change in weather. Just off watch. It's 9am and I'm about to go to my bunk. Breakfast today was porridge, which looked like cement, and toast that looked like bricks! Back at home I would have been having bacon and eggs and then off to watch my son play rugby.

*The last few days have been a real drag with limited sail changes and no course changes. Everybody looks tired and bored. This is just relentless.*

My good friend on board and fellow starboard crew member has hurt his arm and is really struggling around the boat, like myself, but hopefully on the mend now.

**Sunday afternoon** 2pm and off shift for six hours. I have had a wet-wipe bath, deodorant and teeth cleaned. Feel fab!! I am going to conquer this. I have renewed energy.

Last night at 3am my watch was really down so I asked our native South African representative and crew member to sing some traditional South African songs. They were fantastic and really lifted our spirits. May make this a regular feature!

*The Southern Ocean is a lonely, cold, grey, wet and windy place and will not be on my top ten places to revisit. I will be glad when the wind changes and we can fly our kite and move closer to our destination which is still some 3,000 miles away!*

**Monday morning** and my knee still has not improved. It is very swollen and black. I just finished my 4-8am shift, had breakfast (the usual porridge and toast) and now in my bunk typing at a 45-degree angle. The medic has turned up to examine my leg. Not much she can do but provide pain killers and rest. Pain killers I can do but rest, not.

Funny story . . . well for me anyway. I went on watch this morning and as it was getting light I realised I had put my right boot onto my left leg (you get the rest). I thought my feet felt a bit strange this morning. I thought my socks had twisted !!!!!

We are apparently in eighth place.



**It's Tuesday 14th November**, the wind has finally backed and we are at last flying our kite in 20 knots of breeze, in the right direction. We had a great watch this morning and once we had the right sail plan, we set about doing tasks impossible to do over the last 11 days smashing into 40 knot winds and thirty-foot waves. Safety nets are now repaired, new sail ties spliced, sail locker sorted etc.

*Now for 'me time' . . . wet wipe bath, face cream, clean clothes (including underwear) and in my bunk feeling bliss.*

I haven't had time to listen to my audio book that my close family bought me this leg, as *Sail...Eat...Sleep* took over. Will try tomorrow, but for now I need to catch up on some sleep. As usual I'm missing my son Harry, Julie and my Mum and Dad. It's the quieter times when you think about what they are up to.

*It's hard to believe that I have been on this boat since 6th August. I don't have any attachment to it at all. I am not sure why. Australia looms, about ten days sailing away. I can't believe I have actually sailed here. Really looking forward to the Australia legs they are short and should be a lot of fun.*

**Wednesday morning.** Just off watch and in my bunk resting my knee which is still very swollen and was painful whilst on deck trying to keep the weight off it.

Tension mounts with the crew due to tiredness and physical exhaustion. Tempers were lost last night between a member of my starboard watch and a member of the off-going port watch. Voices were exchanged, and punches thrown by both parties!! I managed to intervene and calmed the situation down. It transpired that there have been ongoing problems with them hot bunking together with clothes and personal stuff lying in the bunk.

It was reported to Skipper and it's likely they will be asked to leave the boat, so we will be an even smaller crew, though Skipper assures me that two Greening crew members who have lost their boat will be joining us.

**Thursday morning** and finally the sun has come out. Rolling surf and 20 knots of wind estimates an arrival time in Fremantle of seven to eight days, dependent on wind conditions.

This is perfect sailing and makes up for the last two weeks. The wind is set to increase over the next 24 hours so there should be some great sailing ahead.

*My knee is still very painful and the doctor has again told me to rest it . . . I just smiled at her.*

She recommended that I see a doctor in Fremantle and to ask for a knee brace which sounds totally impractical. We will see on my progress.

We passed a small island earlier. A volcanic rock in the middle of the southern sea. Apparently no one lives there but there is a small store of food and a bottle or two of whisky. Skipper and I agreed it would be very tempting to stop off but as my watch has sailed us into third place we will not be stopping but pushing hard to get second place. Off to sleep now as I have a 7.30pm watch for my next shift. *Getting dressed and undressed four times a day is getting a bit arduous.*

The generator has packed up today, so we are having to run our engine twice a day to recharge our batteries and run our water maker. As my bunk is next to it, it is very noisy.

**Friday morning** and the fleet has been ordered to reduce sail immediately as metal fatigue has been spotted in the forestay bolts on two of the boats which could result in the boats being demasked. Not an ideal scenario. This is making sailing conditions very difficult as we cannot use the correct sail plan.

Discussions are ongoing with the Race Director and Skippers, but the consensus is that race should stop immediately and that all boats head to Fremantle for repairs . . . more to come no doubt.

*I am on 'Mother Watch' today. Not my favourite duty but I only have to do it twice per race.*

I have just finished. It's now 9.30pm and have been at this since six this morning. Everybody has now been fed and watered.



Back on watch after a couple hours rest at midnight. Nobody wants to helm so I end up doing the first hour. I am not very happy as I am shattered but I am Watch Leader and need to take responsibility for running the boat whilst the Skipper is not on deck. It's cold, dark and miserable. The waves are building and it's difficult to helm as the seas get bigger and bigger.

Off watch at four in the morning. The graveyard watch finished I crash out on my bunk and do not even undress. I fell asleep on top of my sleeping bag and slept sound until seven when I was awoken for breakfast. My six-hour shift starts at eight. I am stiff, tired and ache all over. It's porridge, toast from homemade bread, then back on deck!

Briefing from Skipper . . . he wants to sail low and fast. ETA Fremantle, now six to seven days.

I am helming again. The sky is grey, the water's grey and everybody's spirits are grey. I cracked a few jokes to the Watch that were not that funny, but they raised a smile or two, and like a light switch the sun comes out. It's now nine in the morning and we have a six-hour watch ahead of us. The seas are building . . . this is perfect sailing conditions as the wind increases.

*Soon we are surfing down 30ft waves. The speed is exhilarating but at the top of each wave I feel like the first time my parents took me to the roller coaster ride at Great Yarmouth front when I was twelve. Your stomach just drops, and you swallow hard. This is what I came for!!! My expectations have been fulfilled!!! My spirits are lifted and my knee is on the mend. Lunch, then off to bed to catch up on some sleep.*

A very difficult night; nobody was keen to helm and I spent the first hour and a half helming. I ended up putting two reefs into the main in an effort to depower the rig. We were surfing at 20 knots plus, not always in control.

During the night Skipper came on deck and told us to clip on twice as there had been some reported problems with the tethers. I thought it odd but told my watch to do so.

**It's Sunday morning** about to finish our watch and our Skipper informs me to tell the crew that there has been a fatality on Great Britain. A crew member's tether had snapped and was thrown into the water. He was picked up 36 minutes later, but tragically drowned.

I had completed my training with this guy about the same age as me and wanting the lifetime experience that I craved for. He was buried at sea this morning and our crew observed a one-minute silence. A very sad morning indeed, which has troubled me greatly.

Monday past and gone. Absolutely fantastic sailing; the best yet, perhaps a tribute to Simon who is sadly not with us now. ETA for Fremantle is Friday but we have a wind hole to contend with just off the coast.

*The last 36 hours have been a period of reflection. I have already achieved what I set out to do and prove. I had it in myself to sail the North and South Atlantic and the Southern Ocean crossing the equator as well.*

I have completed over 16,000 nautical miles, more than most yachtsman in a lifetime!

I am concerned about the safety issues that have beset this leg. The grounding of Greenings earlier on in the leg which could have resulted in many souls losing their lives . . . thankfully they did not. I heard the whole event unfold on the vhf radio and how the rescue services from the South African Coast Guard were absolutely first rate and should be applauded. This leg has been a high price, one lost life and one lost boat.

I have helmed in some awful conditions and been Assistant and Watch Leader for two legs.

The last leg I found particularly challenging as the conditions made people reluctant to carry out tasks given to them and many times I ended up doing them myself.

The problem with the rigs and the potential for them to fall down due to shackle failure and finally what is suspected as tether failure which led to the death of one of our fellow competitors has led me to review whether I continue this journey, which in a way may just repeat what I have already achieved.

*Unless I have satisfactory answers from Clipper Race as to the safety issues raised I will have to review my continuance in this race. I am not alone in this reflection and most of our crew are seeking answers and clarification.*

**Wednesday morning** and the wind is dying. Fremantle is now pushed back until Sunday. This is going to be a long hard few days and everybody has their fingers crossed for wind. The temperatures are rising and sailing kits are being taken off and dried on deck in the sun. But it still smells rank.

The program for Fremantle has been pushed back a few days due to the late arrival times of the competing yachts. Doubtfully there will be a subdued atmosphere once we arrive. Anyway, a few days to go until we reach Fremantle. Back to sailing. We need to push for another podium finish.

**It's Thursday morning** - day 21 with light winds all night and we managed at least an average six knots per hour. The wind has varied as we cross the wind hole and we have hoisted our code two spinnaker. Hopefully the wind will fill and our speed will increase us to a speedier finish time. *The last 24 hours have been uneventful, and talk is still on the tragic death of Simon.*

It's 9am and I am now off to bed. I feel exhausted. Hopefully only a few more days to go now.

**It's Friday afternoon**, the wind is still light and shifty, and progress is slow. We are now in

sixth place. Not sure when we will arrive in port. The sun is out and it is very hot.

The itinerary has been sent from Clipper Head Office for next week. We have a busy schedule so only one day off which is very disappointing. Everybody on board is very disappointed, tired and fed up, me included. No mention of a feedback session about the tragic events around this leg. I have spoken to our Skipper about this and he is in full agreement and will pass my comments.

I have just been in the Nav Room to check plotter. We still have 309 miles to go. We are averaging six knots an hour, so if the wind does not fill in there's a long way to go. I'm off to my bunk.

**It's Saturday morning** and the wind has risen. ETA 12 midnight tonight. Everybody is emotionally and physically exhausted. I have climbed into my bunk for my six-hour off watch. I've eaten breakfast already, the usual hot porridge, homemade bread and marmalade . . . I'm longing for a cooked breakfast.

I have spoken to my Watch that we need to dig deep over the next 18 hours and not let things slip. As I expected they responded positively.

*This for me has been a leg of personal fulfilment. I had always wanted to sail the Southern Ocean and now have almost completed that challenge and as Watch Leader as well.*

We have sailed in 74 knot winds sailed closed hauled in 40 knot winds for over seven days, surfed 30-foot waves, managed the freezing cold as we sailed 45 degrees latitude close to iceberg strewn waters. I have seen whales, dolphins, sharks and sun fish and all types of birds which I still do not understand how they survive out here. I feel very content and proud to have completed this crossing but with some sadness that we lost a fellow colleague to the sea and the complete loss of one of our boats.

Questions still need to be answered and reassurances given about the ongoing safety issues but hopefully I will be on the next leg to Sydney.

*Sent from my iPad*



# The Carl Palmer Clipper Diaries

## Chapter 4

### Sail, Eat, Sleep, Repeat . . . Sail, Eat, Sleep, Repeat . . .

Well I am off again and a better start to the race, being third around the windward mark but a later start than usual with crowds mainly in their own boats in and around the start line.



The conditions were perfect, brilliant sunshine and the Fremantle doctor (afternoon strong wind) kicked in and we were on our way to Sydney. We hugged the coast of Western Australia as the rest of the fleet headed out to sea. This was not to be the best tactical decision as after day one we were towards the back of the fleet.

*Coming onto my first watch I was determined to be even more determined and positive and as Starboard Watch Leader I threw the gauntlet to the rest of my watch.*

We have two new members to my watch. One ex-Greenings crew member who has already proved her worth and a newbie who has spent most of her time in the heads or bed with sea sickness.

**On shift Monday morning.** Fantastic sailing conditions. We really worked hard on sail trim and boat speed. I think it has paid off and we are now in fifth place. We have tacked just before we came off shift and now heading direct for Sydney.

Back on shift, we have dropped back to eleventh place - not sure what has happened. A bit demoralised. So is the rest of my watch.

During the watch we worked hard again on boat speed and towards the end of our watch we launched the code three spinnaker for more speed. I talked to my friend Mick about the lack of enthusiasm and desire to win from most people on the boat and how it was getting me down.

Off to bed now. Feeling very tired and lonely for my loved ones.

*It's Wednesday afternoon and the last 36 hours have been the best since I joined this boat. Heavy weather sailing and big seas have made for exhilarating sailing and surfing down the back of 30 foot high waves.*

My team watch are impressive and are doing what I ask of them in a positive fashion. I feel very content, although hearing and playing Christmas carols has reminded me of how much I miss my loved ones at home. It's three in the afternoon . . . off to sleep now.



What a night heavy squalls, strong winds with sleet in it and multiple sail changes. It's

**Thursday morning** and I am now off watch for six hours. I had a heavy fall last night when a rogue wave knocked me off balance and I fell backwards and injured my lower back - just as my knee mended! So now I feel sorry for myself. I feel shattered. The usual pain killers then off to my bunk.

**Friday morning** - very windy today. Again grey skies, big seas but my watch are ready and enjoying it. We have 650 miles to go before we are at way point at the bottom of Tasmania, which should take us until Monday morning, and if the weather holds, another four days to reach Sydney. So hopefully, we will be there by next weekend and in daylight this time!!!!!!

*Saturday morning 9th December it certainly doesn't feel like Christmas but we did sing some carols on my last watch. It was good fun but we were all out of tune!*

Sailing was hard work at first light around 4.30am boat time. We hoisted our code

three spinnaker and immediately started to surf down the waves at 20 knots plus. Still haven't beaten my personal best of 27 knots in the night. We have overtaken HotelPlanner.com and have reared in Liverpool 2018 from 17 miles to just two. Should catch them by lunchtime.

*I am on Mother Watch on Sunday and it's egg and bacon day - everybody's favourite.*

We have overtaken Liverpool 2018 and they are now 17 miles behind. They must have had some problems during the night.



Last shift before Mother Duty was horrendous. Big waves, 35 knots of wind, pitch black, no moon and no stars. As you can imagine, nobody's keen on helming so I ended up doing a large part of the shift whilst standing, which actually suited me as my back is still very sore!!! And is easiest whilst standing.

*At shift changeover time two members of my watch were on the low side of the boat moving towards the companionway when they were swept along the deck into the guard rail and were very nearly swept overboard.* Luckily they were both tethered on and were able to be hauled back. I was hit by the same wave and knocked off the helm; the weight of the water causing my life jacket to automatically inflate a reminder of how dangerous it is on board.

*I have now completed over 20,000 nautical miles and have calculated that I must have helmed 3000 of them.*

This morning I am resting and on Mother Duty. We are in fifth place and 109 miles

from the bottom of Tasmania before we head north for Sydney and warmer weather. It's a cold wet windy and miserable place to be but a real challenge.



**It's Monday morning** and we have rounded the bottom of Fremantle making our way north towards Sydney. The wind is dying and there is a wind hole ahead of us making our progress slow. My watch members are very tired and miserable and there is a lot of talk about how much harder this has been. I did tell them we have had the two toughest legs both in the Southern Ocean. *For my part I never want to see this sea again! A cold*

*rough windy lonely place, devout of any soul - in my bunk typing.* I have been on the helm for three hours of our four hour shift and feel drained.

**It's Tuesday afternoon** and have been hard at it since 4.00am. It's absolutely perfect sailing and with 15-20 knots of breeze we are now up to fifth place again, having dropped a place during the night. Several of the fleet are still about 80 miles behind us stuck in a wind hole. Our ETA for Sydney is early Friday morning. I hope we arrive in daylight as our previous arrivals have always been at night.

*A wet-wipe bath today. Clean underwear and clothes. I feel 100 percent better! Can't wait for real thing though . . . a hot shower, hair washed etc.*

**Wednesday morning** and we have run out of gas so no hot food until we reach Sydney! Cold baked beans on the menu tonight on the sailing front. The wind is up to 20 knots and we are beaten, so life again at 45 degrees! Anyway, it shouldn't be for too long. ETA still Friday am.

**Thursday morning** - progress is slow. ETA now Saturday morning. Everybody's getting ratty. No hot drinks or hot food. Corned beef, cheese and Branston pickle for lunch today. I can't wait until we get to port. It's warm outside and some of the crew are listening to Christmas carols. I feel fed up and wish I was back home with loved ones and family for Christmas. I'm off this afternoon so going to try and sleep as I'm shattered.

**Friday morning** - been on shift since 4.00am. I can hardly keep my eyes open. It's now nine o'clock and have packed my bags. ETA 3 o'clock Sydney time if the wind holds. Unfortunately it's dropped, so may squeeze in another shift.

Although one of our shorter legs this has been tough, particularly as Watch Leader and all that goes with it. I will definitely not be going into the Southern Ocean again. It's not a friendly place. Anyway, next leg is the bass straits loom with the start of the Sydney Hobart Race . . . can't wait!

*Sent from my iPad*



The Dare To Lead Team finish in **5th place** after a gruelling 13 days across the Southern Ocean

# Executive Chairman Carl Palmer Sails Around the World!



**DARE TO LEAD**

## The journey thus far . . .

Since setting off on the 'journey of a lifetime', Carl and his Dare To Lead crew have passed through both rough and calm seas. Places visited are:

Uruguay (Punta del Este), South Africa (Cape Town) and Australia (Fremantle and Sydney). The crew are on their way around Australia where they will make further stops at Hobart (Tasmania) and Whitsunday Islands. From there they will head out for China.

Click here to donate on Carl's [JustGiving](#) page  
Total donations to date:

**£11,170**



## CIS Festive Drinks & Canapés

A successful evening this year as we mingled amongst clients, suppliers and industry associates at our annual festive drinks and canapés evening. During the course of the evening a raffle was drawn for the following prizes generously donated by the companies listed to the right.

- ◆ *2 x helicopter rides around London*
- ◆ *A Fortnum & Mason Christmas Hamper*
- ◆ *A night's stay for two at the Amba Hotel, Charing Cross, London*
- ◆ *A pair of Loakes handmade leather shoes*
- ◆ *A 3-piece suit*

Monies raised for the raffle were **£680!!** This has been added to Carl Palmer's [JustGiving](#) page. We continue to raise awareness of what the London's Air Ambulance are doing to help Metropolitan London.





# CIS SECURITY AWARDS 20



# ANNUAL CEREMONY

## 17



## CIS Annual Award Winner Lee Hankin receives his Award for Best Innovation

Due to Lee Hankin being on paternity leave he was unable to attend the CIS Awards evening on 15th November. Lee has now been presented with his "Best Innovation" Award by Tony Graves and Yolanda Hamblen at his site Accenture. Well done Lee!



Tony Graves (CIS Director), Lee Hankin (Security Controller), Yolanda Hamblen (Security Manager)

# 10 YEARS SERVICE AWARDS



**Samuel Owusu** joined CIS Security in October 2007. He now works on the Turner Broadcasting contract as a Security Officer in London.



**Farhad Khan** joined CIS Security in September 2007. He now works as a Security Officer on the Great Bear contract in Birmingham.



**Catherine Hasan** joined CIS Security's HR Department in December 2007 as HR Administrator. Since joining the Company Catherine has married another member of CIS Head Office staff and now has two lovely children. A lot can happen in 10 years!

## Living Wage Foundation's Parliamentary Reception

With the announcement of this year's increase of Living Wage, CIS had the pleasure of attending the annual "Living Wage Foundation's Parliamentary Reception" at

the Palace of Westminster, London.

The annual reception is an opportunity to celebrate the network of employers, parliamentarians and public figures who support the voluntary movement for a Living Wage based on the cost of living.

As members of the Liv-

ing Wage Foundation, Evi Garoufi-London, CIS Payroll Manager, attended the event and is seen here holding the Living Wage Champion placard.



Evi Garoufi-London, CIS Payroll Manager

# Head Office New Starters...



**Catia Costa**  
Receptionist

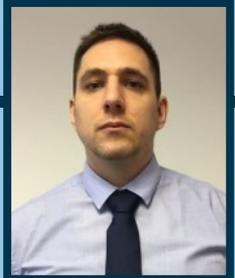
*"I'm originally from Portugal and have lived in London for almost three and a half years.*

*I previously worked for DoubleTree by Hilton London in Greenwich as a Hostess/Supervisor in the Food and Beverage Department before working for CIS.*

*In my spare time I am a Mary Kay Beauty Consultant, providing Make-Up and Facial Treatments, and I love to be with my family and travel.*

*I'm very grateful for this opportunity of working with CIS. Everyone is very supportive and friendly and have made me feel welcome."*

*I'm very grateful for this opportunity of working with CIS. Everyone is very supportive and friendly and have made me feel welcome."*



**Barnabas Izer**  
HR Assistant

*"My name is Barnabas Izer and I joined CIS in April 2015 as a Security Officer at UCL. Since joining CIS I have undertaken various roles at UCL from Site Administrator to Interim Scheduler and Supervisor.*

*I recently joined the HR Team at Head Office as part of the Onboarding Team.*

*Prior to working for CIS I worked as a Personal Trainer for Virgin Active and also as a professional Chef.*

*In my spare time I enjoy all sorts of sport activities like power lifting, boxing and BJJ (Brazilian jiu-jitsu). I'm also a big fan of American Football; my favourite team are the New England Patriots."*



**Kesha Mitchell**  
Payroll Administrator

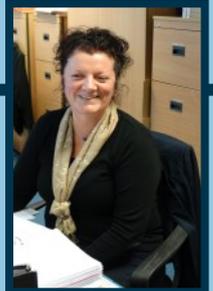
*"I originally started out as a barmaid and then studied the AAT at Greenwich Community College.*

*I worked for Ancaster Group Ltd as an Accounts Assistant giving me my first stepping stone into accounts in 2012. I have always been interested in Payroll as it seemed like such a mystery. Unfortunately, I was made redundant and found myself working at Sainsbury's, but I never gave up.*

*I came for an interview at CIS for an Accounts Assistant then got wind of a Payroll position, thankfully Joan and Evi saw my passion and gave me a position in Payroll. I'm extremely happy as my role is diverse, no day is the same. CIS have made me feel very welcome and I am very happy.*

*I have a handsome 13-year-old son and I enjoy reading and socialising with friends and family in my spare time."*

*I have a handsome 13-year-old son and I enjoy reading and socialising with friends and family in my spare time."*



**Karen Caldwell**  
Finance Assistant

*"I live in Kent and have three beautiful daughters who are my world.*

*I have been working in Accounts since the age of 18 (a very long time) and for the past four and a half years have worked for a pharmaceutical group doing many various accounting roles.*

*I don't really have much spare time for myself but if I do I like nothing more than a glass of wine in my hand and to watch a movie classic.*

*I was very excited to undertake this role here at CIS and couldn't wait to bring my accounting knowledge to a brand new industry. Although I have only been at CIS for a very short time I feel that I have made the right move to take on my next accounting role with the fantastic Finance Team here at CIS.*

*Everyone has made me feel so welcome and I feel that I am part of the furniture already!*

## PROMOTIONS



**Kathy Aymer**

Congratulations to **Kathy Aymer** of Laurence House, London Borough of Lewisham who has been promoted from Security Officer to **Team Leader!**

Since Kathy joined the team at Laurence House she has shown great ambition and a

fantastic work ethic. This stood Kathy in an excellent position to take over as Team Leader.

This year has been an outstanding year for Kathy. Not only did Kathy become the new Team Leader but she also won the London Air Ambulance Award at the CIS Annual Awards this year. A true CIS Star!!

*Congratulations Kathy!*

**Congratulations also to any members of staff who have had promotions where the news did not reach us on time for publication.**

# London College Security Personnel Conduct a Drugs Operation on Campus



Pictured above with Milo the ex-met police search dog are, left to right: PC Harinder Sanghera, PC Gary Samuels, College CIS Security Manager Peter Fayers and PC Rob Newton

On Wednesday 29th November Peter Fayers, Security Manager and his team at one of our London Colleges conducted a drugs dog operation in collaboration with Metropolitan Police Youth Engagement Officers. This was in conjunction with a Travel Revenue Check conducted by Transport For London and the British Transport Police at a local station which serves a great majority of the College's students.

Peter writes, "As always, our Dog Handler, Paul, who was supplied by Tyler Security Ltd was on top form and his canine companions Milo the black Labrador and Mia the Springer Spaniel did a fantastic job of detecting a number of students (18 in total) who were found to be carrying drugs paraphernalia and also in acting as a deterrent for those considering bringing drugs onto the College campus.

An external search of the College campus after the students had entered and gone to lessons revealed a small amount of drugs which had been dumped or stashed by students prior to entering the grounds.

In the days after the operation, a number of students who had been previ-

ously detected by the dogs were subjected to further searches and more drugs and weapons were discovered. This led to some students being either suspended from the College or expelled.

Some arrests were also made by the police after information and confiscated items were passed to them by the College's Security Team.

The Assistant Principal said in the College Newsletter: *'Some colleges have problems with drugs being brought onto site, but in comparison we do very well. However, we must make sure that students know how seriously we take the issues of drugs and prohibited items. It was pleasing that the vast majority of students cooperated in a very mature way.'*

This operation has been running twice

annually for the past four years and has had great success in both detecting prohibited items and in deterring students from attempting to bring anything into the College. Initially, we did encounter a mixed response from students in regards to the presence of the dogs and the Police on site, but this has been replaced with positive comments and reports from both staff and students alike on how safe they now feel here at the College.

These comments and compliments have also been echoed from many parents who have emailed the College thanking them and our Security staff for our continuous work in keeping the College safe and secure for the benefit of their children and their friends."

Peter Fayers  
CIS Security Manager



## CIS Directors Worshipful Company of Security Professionals



Neill Catton, CIS Managing Director was presented with this year's **Provost Marshal (Army) Sword** for his outstanding contribution to the Company



Amanda McCloskey, CIS Sales and Marketing Director awarded Liveryman of the Worshipful Company of Professionals by Stephen Anderton (Master)

## CIS Security sponsor this year's City of London Police Wintersong Charity Concert

This year CIS Security sponsored the City of London Police's annual Wintersong Charity Concert for Children.

The event took place at the Guildhall, London on 6th December. Amanda McCloskey, CIS Sales and Marketing Director is seen here (top right photograph [middle]) holding the City of London Shield for sponsorship.

Bottom right photo captures Amanda McCloskey, Lee Leyland (Training Manager), Tracy Plant (HR Director), Joan Cook (Finance Director) with husband Ken.



## CIS Branching out to the North and Beyond!

CIS have taken on a new Central and North Regional Manager, Richard Beddoes.

Richard is delighted to join CIS in the role of Central and North Regional Manager, responsible for all contracts outside of London (northbound).

Richard brings with him over 25 years experience in the Security industry both as a customer and a services supply partner. He has worked predominantly in the retail sector but has varied experiences across a wide range of sectors. Most recently he had responsibility for the manned guarding contract for Sainsbury's within their Central Zone stores which saw the deployment of approximately 500 Officers into their premises on a daily basis.

Richard looks forward to developing the

CIS business across the Central and North Regions and supporting our colleagues to deliver a first class industry leading service.

On a personal level, Richard is married with three grown-up children and four grandchildren. He says "If I have any spare time (or cash!) I'm a keen rugby supporter and follow Worcester Warriors and England whenever possible."



## WiS at UK Security Expo 2017

CIS took part this year in the Women in Security UK Security Expo at the Olympia, London, in support of ASIS Women in Security.

WiS support and assist women in the security field, as well as inspire those interested in entering the profession. Their aim is to provide an inclusive networking community which welcomes industry professionals, both men and women.

It was a wonderful afternoon. Amanda McCloskey, CIS Sales and Marketing Director welcomed and introduced the event. Along with other speakers our very own Jade Davies, CIS Account Support Manager, took the challenge to provide a "Female

Focus" her journey from leaving school through to working at CIS Security. Other speakers were Vanessa King, Author of 'The Fire Inside' and Adam Meyer, Ex-London's Air Ambulance pilot and owner of ART Awareness and Response Training Company.



Jade Davies, Account Support Manager

## Lewisham Hospital Christmas Toy Appeal



Samantha Stewart, CIS Bid Manager (left) pictured here with Security, hospital staff and a patient from the Children's Ward

This year CIS Head Office took part in the University Hospital Lewisham's Christmas Toy Appeal in London. Members of staff from Head Office and Security staff from the London Borough of Lewisham's Laurence House put their hands in their pockets and generously donated gifts for the children who will be in hospital over the Christmas period. The toys were taken to the Hospital's children's Ward and handed over to staff on duty.



Gifts collected for the Hospital's 'Christmas Toy Appeal'

**Front of House take part in the Christmas Jumper Day Cheer**

The Front of House ladies at Goldsmiths University of London were dressed for



'Christmas Jumper Day', seen here with CIS Security Officer, Ibrahim Seak

From left to right: Front: Daria Bertoglio, Ionela-Alina Sbirciog & Megan Ray



Congratulations to **Bushra Zafar**, Access Controller at King's College London who got married on 7<sup>th</sup> October to **Fahad Jamal Khan**.

The couple met whilst Fahad worked for CIS Security in 2016. When Fahad left the company they kept in touch and he proposed to her in June this year. The rest is well, history!!



**Blow Your Own Trumpet!**

**Raising Money For Macmillan**

"As a keen baker and a charity close to my heart I felt proud to have contributed to help organise a **Macmillan Coffee Morning** at my workplace **Slater & Gordon**. We raised just under £300.

I produced four varieties of cakes and sweets.

I also won 'Star Baker' award and received a Marks & Spencer gift voucher for my 'branded' Victoria Sandwich."

Well done Maria and thanks for writing in.



**Maria Toman**  
CIS Security Officer  
(Slater & Gordon)



**Lewisham Hospital's Christmas Children's Toy Appeal**



**Samantha Stewart, CIS Bid Manager (Head Office)**

"I wanted to do something for Lewisham and Greenwich NHS Trust's Christmas Toy Appeal came up on the radar. I think that everyone has either been directly affected or knows somebody close who has had to experience Christmas with a child in hospital. This is such a worthy cause and so easy to get involved.

With Lewisham Hospital being our client and a central part of the local community, this made it the natural choice. 20 CIS Security employees took part by purchasing and donating gifts for the children." **Well done Samantha!**

Calling all CIS Staff! Tell us about your wonderful work, not just professionally, but also in your spare time. **Blow Your Own Trumpet** for a chance to get a BYOT Mug! We encourage you all to get involved. Tell us about your great work for your clients or your own talents at: [communication@cis-security.co.uk](mailto:communication@cis-security.co.uk)

# Health & Safety

## OPERATION SLIP & SLIDE

Winter is here again and whilst we have enjoyed relatively little disruption to date, we are aware of the likelihood of getting some challenging weather in the next few months.

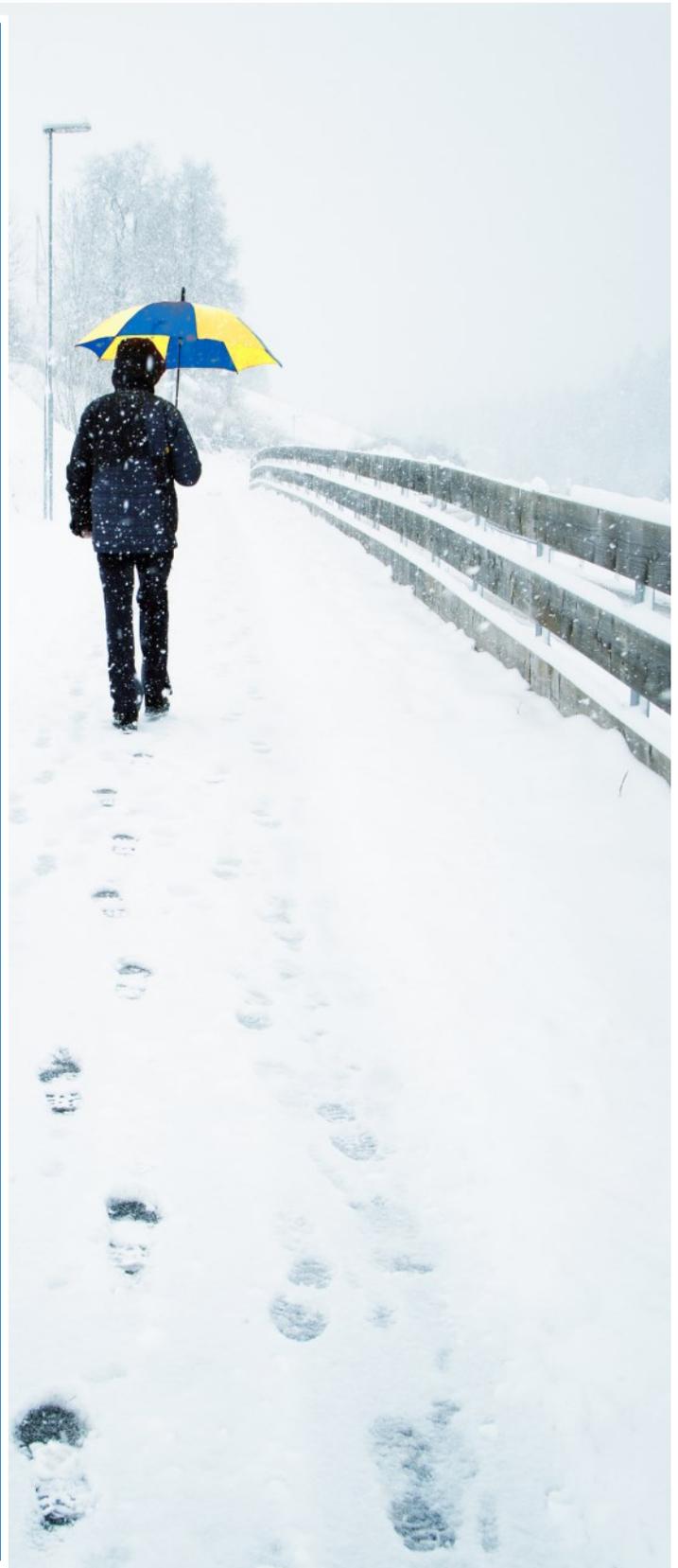
CIS employees have an outstanding record when it comes to getting to work during adverse weather conditions. We work among a very dedicated and determined team.

In light of the forecasted snow and ice, we'd like you to consider additional challenges you may face in terms of travel, working/work place conditions and welfare provisions.

- \* *Travel to work is more difficult during the winter due to poor light conditions wet or icy roads and pavements making driving or walking far more unsafe than during warmer drier months.*
- \* *Watch and continue to monitor the weather forecast. The Met Office and BBC websites are both reliable sources.*
- \* *Review the status of your transport networks and make a plan A and Plan B where possible to get to work.*
- \* *Ensure you are wearing warm clothing for all shifts - coats, boots, hats, scarves, footwear and any required PPE. Comfortable working is essential for working outside in cold. Avoid leather shoes or high heels in the snow, in addition to offering less grip, they will likely be ruined by the wet snow and salt.*
- \* *Vehicles should be properly serviced and set up for winter conditions.*
- \* *Gritting paths and roadways is usually the responsibility of the client but this will need to be monitored for the safety of all users and you should report where areas are missed or not completed.*

Common sense is the first controlling factor and everyone should think carefully about how this will affect them and their work. Welfare at work is very important so staff need to report any loss of facility immediately so that action can be taken to remedy it as quickly as possible.

We are in a country where the weather changes a lot specially in winter so be prepared for all eventualities.



# CIS Front of House Celebrate Halloween

The Front of House Teams at Goldsmiths University of London and Thomas More Square (London) spooked up the day by getting made up to celebrate Halloween this year.



## Congratulations!!

We are pleased to announce Lee Hankin's wife who gave birth to George Arthur Hankin born on 9th November and weighing 7lbs. Both mother and baby are doing fine.



## PAYROLL CORNER

Welcome to our first **Payroll Corner!**

Evi, Casey and Kesha in the Payroll Department will be sending out tips and reminders on all things payroll!

### \*\*\*\*OUR DECEMBER TIPS\*\*\*\*



#### BE TAX SAVVY!

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 person 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



#### BE CHRISTMAS SAVVY!

Christmas is the time of year that most of us will spend more than we mean to. It's important to ensure we make our money last until our next pay day on 10<sup>th</sup> January!

Few things that might help out:

- ◆ Spend only what you have saved – pay day loans are very expensive to repay back!
- ◆ Don't forget the extras – It's not just presents you need to factor for but also party clothes, decorations and extra groceries.
- ◆ Plan your shop – write down a list of all the things you need to get and stick to it otherwise it might be difficult to stick to your budget.
- ◆ Don't pay with a credit card and avoid store cards too – be aware of high interest cards!

From all of us in Payroll

Have a wonderful Christmas and a Happy New

## Contact Corner

CIS Head Office Address:  
418-426 Lewisham High Street  
London SE13 6LJ

### AutoCall

**0175 3306 225**

### Customer Hotline

**020 8690 5480**

Reception

020 8690 1903

Control Room

020 8690 3221

Fax

020 8690 4418

Email

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

Payroll Email

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

Feedback

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

Website

[www.cis-security.co.uk](http://www.cis-security.co.uk)

Twitter

@CIS\_SecurityLtd

# CIS Head Office Christmas Jumper Day

Once again, CIS Security's Christmas Jumper Day did not disappoint this year with a number of fabulous Christmas jumpers! It was a difficult decision on this year's winner so the Award went to two lucky winners, Catherine Hasan (HR Administrator) and Kim Malyon (Operations Coordinator). Monies raised of £55 have gone towards the London's Air Ambulance.



## Merry Christmas & A Happy New Year

From everyone at CIS Security

