

CIS NEWSLETTER



THE TEAMS ISSUE

July 2019
Volume 20, Summer Edition

FUELLED BY TEAMWORK

A few words from Neill
Catton, CIS Security
Managing Director



Well it looks like the England Cricket Team must have heard that we were issuing our Team Edition this week! I like to think that we inspired them to victory?

What I would like to reflect on is the feeling of pride that this type of success brings. In the case of the Cricket Team, it makes you proud to be part of this and gives a great sense of respect and confidence in the Country that we live and work in.

In very much the same way, the achievements of our teams and individuals on a daily basis make me very proud and convey that same feeling of respect and confidence about CIS as a thriving Business.

This edition of our Newsletter demonstrates the way our teams engage with the public and are

committed to doing excellent work, supporting each other, raising money for charity or creating innovation in the workplace.

It's certainly uplifting for me and everyone I talk to that is associated with the company.

We have an enviable culture at CIS which has been demonstrated recently with the excellent feedback from our employee survey.

This does not happen by chance and is very much a team effort of mutual respect and camaraderie.

We will continue to do what we do well and maintain our focus of putting our people first above anything else.

**You are World Class,
very much like our
sporting heroes
and we are also
ready to knock our
competitors for six!**

Neill

NEW CONTRACTS

We are thrilled to announce that the CIS family is ever-expanding.

We have won new contracts and renewed key client relationships.

The past quarter has once again demonstrated that our strategy, deep-rooted in excellent operational performance and customer service, is a rewarding one!



RECOGNITION GOES A LONG WAY



Huge congrats to Justin Morgan (left), Head of Security at The Spitalfields Estate, for receiving a Certificate of Appreciation from David Clark, Chairman of ASIS UK, for his work on the ASIS UK Events Team.

WELL DONE JUSTIN!!



AWARDS WAITING TO BE WON



We are always hungry for new shining trophies!

Awards season is around the corner and we are very excited to submit our nominations for the Women in Security Awards, which will take place on September 12th as well as The Chartered Institute of Payroll Professionals Annual Excellence Awards, on October 3rd.

Stay tuned and make sure to follow us on [Twitter](#) and [LinkedIn](#) for the latest updates!



HEAD OFFICE NEW STARTERS

Coming from different backgrounds, Daniella, Ramona, Julie, Maryan and Mason will certainly bring new vibrant ideas to the Sales & Marketing, Training and HR teams.

Welcome to CIS!

I'm Daniella and I'll be working with the Sales and Marketing department as a Bid Manager.

With a background in the security industry, my role is to aid CIS with its business growth through the submission of competitive proposals for potential clients.

Already busy and keen to learn more about the CIS family, I believe it is an exciting time to join the company formed by such friendly colleagues.



DANIELLA LIBERATO
Bid Manager

HEAD OFFICE NEW STARTERS



I'm Ramona Hart, I'm 22 and I am half Fijian and half English, I moved back from Fiji when I was a baby and have been living in London ever since.

I studied Advertising at University of The Arts London, and graduated last year. I then worked in the City as a Client Manager for a PR company for seven months, but I wanted to do something more creative so I took some time out, did some travelling and then got the job here at CIS as a Marketing Assistant!

I recently came back from Bali which was the most amazing place I have ever visited (I couldn't recommend it more to anyone -so if anyone is thinking of going, please let me know)!

I love travelling, keeping fit and animals. I also just got a springer-doodle puppy named Pippa so I am basically a parent too.

RAMONA HART

Marketing Assistant

HEAD OFFICE NEW STARTERS



I'm a qualified SIA Trainer.

Amongst my greatest passions, as you can see from my photo, I very much enjoy riding my motorbike.

I have worked many years with young offenders and women in custody and have achieved qualifications in self harm, conflict management and dog handling.

I have also worked with TransAction Gender and have had articles published on TransLiving and The Beaumont Society magazines.

I'm very keen to bring my expertise to the CIS Training Team.

JULIE ELVERY

Trainer

HEAD OFFICE NEW STARTERS



My name is Maryan.

I studied Early Childhood and Psychology.

Before changing my career into HR, I have always worked in youth centres, nurseries and primary schools which were an excellent experience that has given me a good insight on how to work with and for people.

I have worked for two social housing companies under Southwark and Lambeth Council before coming to CIS.

Amongst my passions, I like to explore, socialise and I consider myself a foodie!

**MARYAN
OSEBOR**
HR Administrator

HEAD OFFICE NEW STARTERS



My name is Mason Jones and I currently work for CIS as HR Onboarding Administrator.

The reason why I got into this job is because I enjoy working in an office environment and I come from a recruitment background.

I have a one-year old daughter who I enjoy doing activities with such as swimming, going to the park, adventuring in London.

So far I have enjoyed myself at CIS because this company is very family-orientated and has a great atmosphere within the office.

**MASON
JONES**
HR Onboarding
Administrator

ON-SITE PROMOTIONS

Congratulations are in order for some outstanding CIS-ers who have recently been promoted.

Excellent work always deserves a recognition!



NATALIE ANDERSON
promoted to Security Estate Manager at Seven Dials, London



JOHN BATE
promoted to Deputy Site Manager at Brindleyplace, Birmingham



NERIJUS DIGIMAS
promoted to Security Manager at Islington Square, London



PARDEEP SINGH
promoted to Core Officer at GVA Axis Building, Birmingham

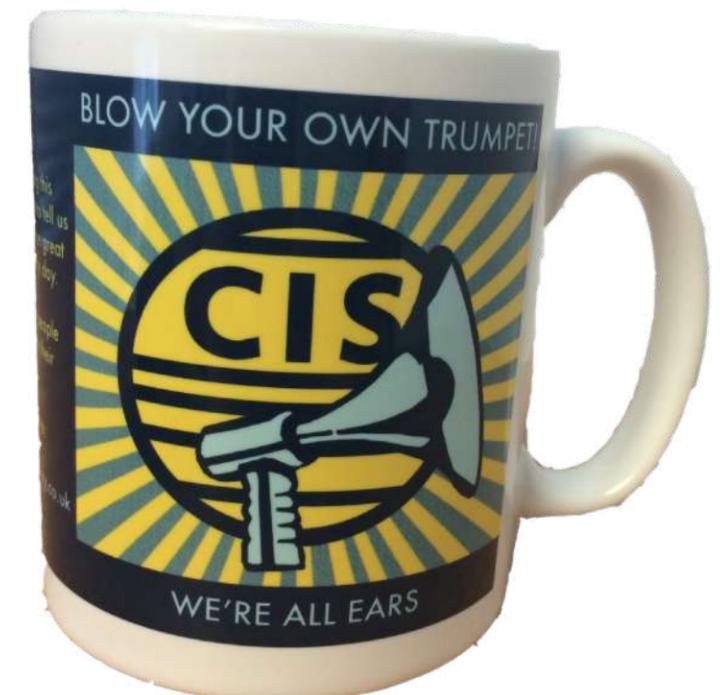
BLOW YOUR OWN TRUMPET

Be a storyteller! Blow your own trumpet is a space for you! This is where we want to showcase your life achievements, whatever you're proud of and, in general, anything you want to share with the CIS Family.

communication@cis-security.co.uk



IF YOU DO SOMETHING WORTH SHARING LET US KNOW AND YOU'LL RECEIVE THE CIS MUG!



BLOW YOUR OWN TRUMPET

Submission by
STUART BATEMAN
CIS SHEQ & DPO Manager

We know how generous and selfless our people are when it comes to helping others.

Stuart Bateman, CIS SHEQ and DPO Manager has worked wonders for a good cause.

Stuart went the extra mile by hosting and raising funds in the forms of a festival at his home to support MacMillan.

Not only did he provide the venue, but he also supplied food, drinks and invited a live band to support cancer research.

£1,300 was raised and to Stuart we can only say WELL DONE!!



VIP - BACKSTAGE ACCESS	
MILL FEST	
1600 – 1700	DJ
1700 – 1800	Band
1800 – 1900	DJ
1900 – 2000	Band
2000 – 2100	Fish & Chip Van
2100 – 2200	Fireworks



BLOW YOUR OWN TRUMPET

Submission by
ATAUL AHMAD
Security Manager at Islington Square

The CIS Security Team at Islington Square has developed an excellent partnership working alongside the Police, councillor's and local residents.

All the local neighbourhood Police Officers have attended the site and continue to visit the Security Team on a weekly basis, where they are informed of any crime trends and prolific offenders under the sharing of information scheme. They are a great asset to the Estate as these Officers are always in full uniform and visible.

The CIS team have made contact with the BID team, made of 6-8 Police Officers who are ring fenced for the Angel area.

The Officers essentially work undercover and target crime hotspots. They carry out warrants and arrests all year around in order to minimise crime and fear of crime.

Last year the team achieved a detection rate of 35% of all crimes reported. This compares to a detection rate of 13.25% for the Metropolitan Police as a whole.

The team also undertakes crime prevention sessions, pop-up events, wider policing initiatives and event management. All the BID team police Officers have visited the site and have been given a guided tour.

The CIS team have had the BCU (Borough Command Unit) Commander – Chief Superintendent Raj Kohli visit on June 19th. He was given a guided tour of the whole site and he expressed his view of securing an office space at Islington Square for Metropolitan Police working and developing the relationship between the police and Islington Square Security Team.

This will have a very positive outcome for all the local businesses, residents and above all Islington Square as a whole. This will raise the bar and set a Gold Standard.

The CIS team will also visit other estates in the future to share best practice ideas going forward.

We have plans to reach out to local schools through our Neighbourhood Police Officers for work experience opportunities in the near future for the business on site and surrounding area of our Estate.

In the adjacent page you'll find some photos of the NHPT (neighbourhood policing team) Officers and the BCU Commander.

This ties in with our commitment to establish and nurture our relationship with law enforcement and local authorities. Click [here](#) to know more.



BLOW YOUR OWN TRUMPET

Submission by
LEE LEYLAND
CIS Trainer

This year for Armed Forces Day (29th June), Lee and his wife Allison were heavily involved in the organising and running of the Armed Forces Day Charity event at St Kilda's Ex-Service man's Club.

The event started with a medical demonstration on CPR and how to use a Defibrillator. For this, Lee trained five people, who all gained a great deal of information and new found confidence in the use of defibrillators.

This was then followed by live music while the rest of the club filled up for the evening's entertainment.

Once everyone was suitably refreshed they started the pub quiz, there were 10 teams involved in this, answering 40 general knowledge questions and 20 music questions (Lee's team of four came second).

Then it was back to the live music for some very dodgy dancing for the rest of the evening.

In total they raised £1,000 which is being donated to a charity called Help 4 Homeless Veterans (Registered Charity No 1148155).

This charity helps homeless veterans and deals with PTSD and many other issues that are faced by Veterans.

If you want to help, consider donating to Help 4 Homeless Veterans. Click [here](#) for more information!



IS YOUR DESTINATION PATHWAY CLEAR?



At CIS we have developed a clear workforce pathway for staff to grow with the business and to achieve their career aspirations within security operational management.

We value our staff and our priority is to retain our talent pool and support individuals that are looking to climb the career ladder within the security industry.

By having a clear and meaningful pathway, individuals can map their journey and have a clear understanding of what opportunities are available for them, as well the type of training and development attached to their pathway.

We are genuinely committed to helping our workforce learn and grow. We care about development and are supportive in helping individuals achieve their goals.

If you wish to find out more about opportunities within the organisation please speak to your Line Manager.

TRACY PLANT
HR Director

CAREER PATHWAY - Trainings

Operations Director	
Account Director	CIS Management Development Programme Level 3/5 Apprenticeship Management Diploma HR/Finance/Timegate/Technology Workshops Microsoft Courses + Microsoft OneDrive Skype for Business Finance for Non-Financial Managers ILM Course
Account Manager	CIS Management Development Programme Level 3/5 Apprenticeship Management Diploma HR/Finance/Timegate/Technology Workshops Microsoft Courses + Microsoft OneDrive Skype for Business
Account Support Manager	CIS Management Development Programme Level 3/5 Apprenticeship Management Diploma HR/Finance/Timegate/Technology Workshops Microsoft Courses + Microsoft OneDrive Skype for Business
Security / FoH Manager	CIS Management Development Programme H&S IOSH/Facilities Apprenticeship Management Qualification Level 3/5 Apprenticeship Management Diploma HR/Finance/Timegate Workshops
Deputy / Assistant Manager	CIS Management Development Programme Level 3 Apprenticeship Management Diploma HR Workshops Timegate Workshops Microsoft Courses
Supervisor / Team Leader	Supervisor Course HR Workshop Timegate IOSH Managing Safety
CCTV Controller CCTV TRG Licence Project Griffin First Aid Customer Service	S/O DS/SG Licence Project Griffin First Aid Customer Service
Front of House CCTV/TRG Licence Project Griffin First Aid Customer Service	Receptionist Project Griffin First Aid Customer Service
	Post Room Suspect Package

SUCCESSION PLAN DONE RIGHT!

The potential gains from doing succession planning will enable a future-proofed workforce that is better prepared to thrive in dynamic and different conditions and greater organisational stability.

I can proudly say that my journey with CIS has been a rewarding and successful one.

It started off with me being promoted to Account Manager after completing a 12-month Progression Plan with CIS Account Director Francois Reynders, which involved me assisting him with his portfolio and volunteering my time to run smaller contracts.

The aim was to expose me to different clients and environments thus preparing me for my current role.

I was also placed onto courses such as IOSH and an ILM Management Diploma, all of which contributed to where I am today.

My journey started off as an Officer moving to Supervisor, Site Manager and currently Account Manager.

I have nothing but words of praise for the CIS Training & Development scheme!

**DOMINGOS de
SOUSA**
Account Manager

Domingos de Sousa with the CPA Building Security Award



ARMED FORCES COVENANT

An exciting new partnership

As part of our Corporate Social Responsibility, we have committed to honour the Armed Forces Covenant and support its Community.

We believe that those who serve in the Armed Forces, whether Regular or Reserve, those who have served in the past, and their families, should face no disadvantage compared to other citizens in the provision of public and commercial services.

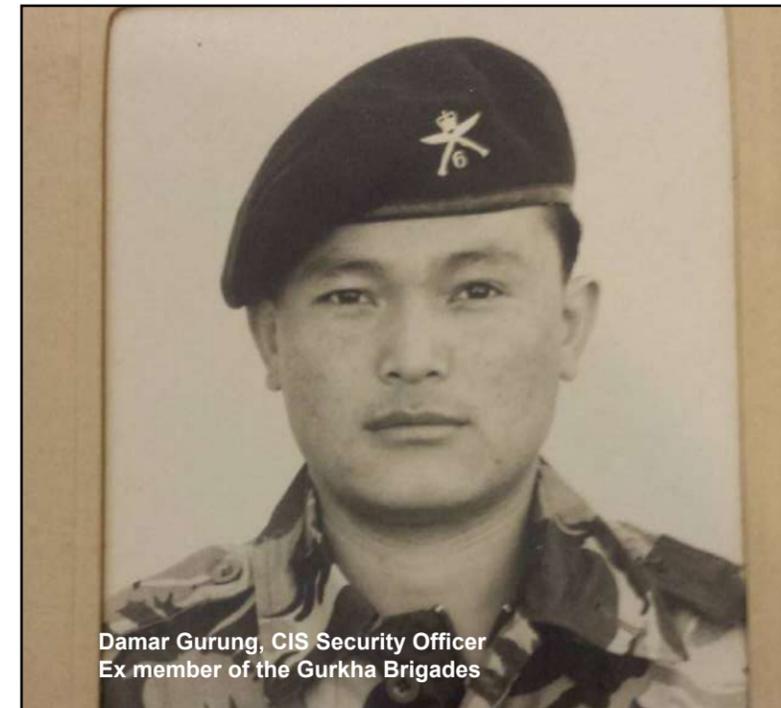
Being a security company, we have close ties with former members of the Police and the Armed Forces.

On June 29th we celebrated the Annual Armed Forces Day which has been a chance for us to shed some light on what serving in the Army and moving from military to civilian life means.

Click [here](#), [here](#) and [here](#) to read our exciting interviews to former member of the British Army, Gurkha Brigades and RAF!



ARMED FORCES COVENANT



Damar Gurung, CIS Security Officer
Ex member of the Gurkha Brigades



Barry Thompson, CIS Regional Account Manager
Ex-Sapper in the Royal Engineers



Paul Phelps
Ex British Army Private



Lee Leyland
Ex British Army Sergeant



Steve Wicks, CIS Training Manager
Ex RAF Corporal

The Key



News from our Front of House division

At CIS Front of House we are strong advocates of taking pride in what we do, which is why on May 8th we celebrated The International Receptionists' Day with a party at Bar Soho!

We proposed different challenges to our wonderful Receptionists and Concierges and the results were well above our expectations!

The Baking Challenge has been a chance for the teams to show off their baking skills. Home-made cakes, muffins, pies... they certainly showed a great deal of creativity. Everyone went home with yummy recipes to try. After all, the diet always starts "tomorrow"!

Most importantly though, we asked them to tell us what being a Receptionist means for them and that was where true pride came across. In the following pages, we have included the submissions we received and those are words that drive us forward everyday.

I personally couldn't be prouder of our CIS Front of House teams!

Jose Saez
CIS Front of House
Account Manager



Words of Pride

Last Friday around mid-morning, a visitor walked into my reception to sign-in for a weekly business meeting which she regularly attends with our 3rd floor clients.

On this particular day, she looked unusually moist and sweaty. She was fidgety and seemed very disorganised, stamping her feet continually as she struggled to sign-in.

I observed that she felt shy to ask for a rest room, so I quietly whispered to her; "would you like to use the ground floor rest room?" she nodded gently "oh yes please" she said. With a reassuring smile, I assisted her in gathering her things and gave her access to the ground floor shower room and toilet.

About 15mins later, the guest comes out of the shower room looking like a totally different person... and here's what she said "Thank you so much for what you've done Margaret, you have

no idea how much calmness your lovely gesture has done for me, and has put my head in the right space now ready for my day. You're amazing!" and off she went for meeting on the 3rd floor.

So if you ask that question, what's the best part of being a Receptionist? For me I'd say; simply being able to put a smile on someone's face when they visit. I'm not a Doctor, so I can't cure diseases.

I'm not a pilot; I can't fly a plane. I'm not an engineer; I can't fix an engine...

But I'm here to help ... always happy to help kick off your day with a smile that will hopefully make you have a more positive day.

Hopefully it will make the world a happier universe.

#IlovebeingaReceptionist

Margaret



Words of Pride

Being a Receptionist is such a rewarding job if you are a people's person like myself. I really enjoy meeting people from all walks of life and making them feel welcome as if my reception was actually my front room.

To make them comfortable, offer them refreshments and talk about all different topics until their hosts arrives. It gives a good first impression of the company and it actually makes my job so enjoyable. hopefully making you have a more positive day.

Kristina

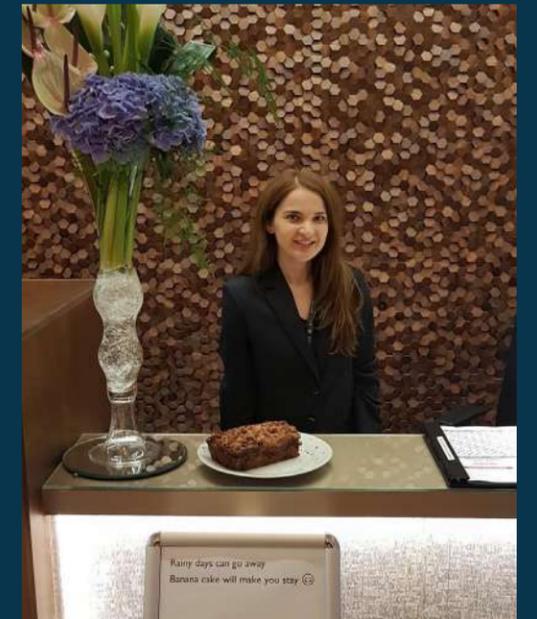
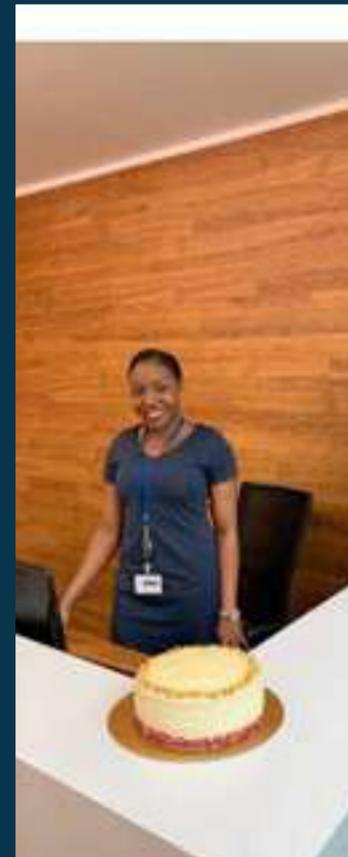
A great Receptionist is able to think fast, solve complications, and ensure their guests feel that they are in good hands. A Receptionist can always handle tricky phone calls and make sure everyone's schedules are on track, keeping on top of everything making their site and business within run smoothly.

Receptionists are often unsung heroes, let's face it. Clients probably wouldn't be nearly as organised, on the ball or, frankly, successful if it weren't for us hardworking Receptionists. So let's celebrate National Receptionists' Day, as we have the:

- Strong technical receptionist skills
- Ability to work independently
- Brilliant communication talents
- Exceptional time management
- Best organising abilities
- Dependability
- Outstanding interpersonal skills

Marietta

Our great bake off!



Giving Back

Daisy, one of our Receptionists, is raising funds to fight breast cancer. Here's the story behind her pledge.

I've decided to do the moon light walk as my Mum (Karen) got diagnosed with breast cancer in May 2019.

She is currently undergoing chemotherapy but unfortunately she is going to need surgery and radiotherapy after too!

On Mum's first session of chemotherapy therapy, we started talking to other cancer patients and nurses as you do when you're in a room for nearly 5 hours!

One of the nurses said to me when she started her job as a chemotherapy nurse, they were seeing maximum 25 patients a day; now in 2019 they are seeing 40/50 patients a day!! It's so shocking to see such a wide range of different people affected by this awful and heartbreaking disease!

It was after that moment me and my Sister decided we had to do something, so we decided to raise some money and try to turn such a negative into some sort of positive and try and help cure cancer.

We started off with a target of £750 that we are proud to say we have completely smashed and now on the figure of £1,775!

Our moon light walk will take place on the Saturday 21st September starting at Southwark Park, then on to famous attractions like Tower Bridge / St. Paul's cathedral / Houses of Parliament / Battersea power station / Tate Britain and London Eye, finishing back at Old Billingsgate for a total of 10k!

Unfortunately my Mum's chemo session is two days before the walk but she is determined to still take part even if we do push her in a wheel chair!

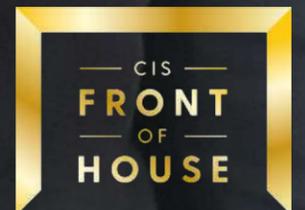
Just a reminder to everyone:

Please do keep doing your regular checks and anything that don't look/ feel right don't be embarrassed or frightened get it checked out it could save your life!



Click [here](#) if you wish to help Daisy raise funds for Cancer Research UK.

Every little bit of help matters!



Our Rising Stars

Hrvoje Hrvatin, one of our amazing Reception Managers, and Jose Saez, CIS Front House Account Manager are proud to introduce the Rising Stars that have been flying the CIS Front House's flag high and proud.



Patricia Alves
February Rising Star

Here they are!



Andrea Fodorova
March Rising Star



Carmen Alcantara Chavez
Power
April Rising Star

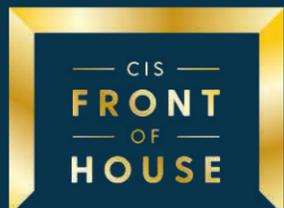


Kelly Benedita De Figueiredo
May Rising Star



Maria Pavlova
June Rising Star

Team spirit at its finest



WOMEN'S TALKS

We firmly believe that differing perspectives on an issue provide more robust solutions and wiping out the gender gap in the security workforce is something everyone will benefit from.

We interviewed Hayley, CIS Security Manager. Here's what she shared with us.

How long have you been working in Security?

I have been working in security for just over eight years now. I started out as a Door Supervisor and now I can proudly say I'm a Security Manager!

Why did you decide to enter the security industry?

Back then, I was desperately looking for a job and security seemed to be a suitable opportunity. So I just went for it and made a career out of it.

What's your favourite aspect of working in security?

I have always worked in roles that would allow me to be close to people. One of the reasons why I love my job is the bonding we've created not only amongst colleagues, but with other teams as well, such as cleaners, property managers etc. Even when things are a bit challenging, I know I can always count on an amazing team of friends and excellent professionals!

Have you ever faced any challenges due

to being a woman in a traditionally male-dominated industry?

No, I've always felt welcomed and at ease in my work environment. I've always gotten along really well with all my male colleagues and never has there been a moment where I experienced sexism. There have been times where members of the public would address me with a slightly patronising attitude, but that never really bothered me.

How do you think industry leaders can make security more attractive to women for a more diverse workforce?

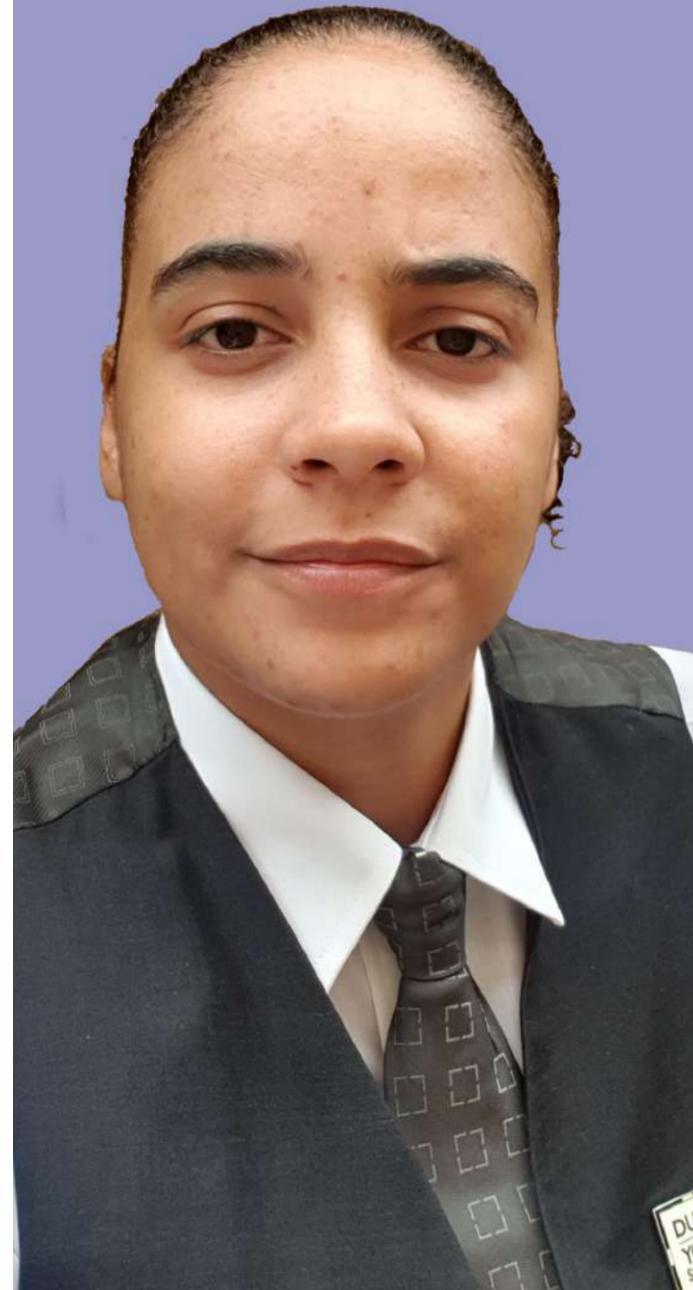
The security industry is growing and it requires people to be proficient in more than raw technical skills. I believe that women, in general, have those skills needed to succeed in the newly-defined security space. They are known for their strong communication and team-building skills and cross-functional management.

I feel that decision-makers should promote this aspect more, how women complement their male peers and are positioned to thrive. We need more publicity on how varied the security industry can be. It's not just door supervision any longer; it entails lots of soft skills and abilities to deal with the public.

Is there any piece of advice you would give to any woman that is thinking about approaching this industry?

I would say go for it! I've been working in security for quite a while now and I can safely say there's no reason anyone should feel that they can't do this job.

Training and constant education will always be provided as this is an ever-evolving arena where hardly anything stays the same for a long time!



Within the security industry, women who can complement their male peers are positioned to thrive.

HAYLEY HARTIGAN
Security Manager



If you want to know more on our pledge to raise the number of women working in security, click on our 20:20 logo!

LONG-SERVICE AWARDS

Lee Leyland, CIS Trainer, receiving his 10-year long service award from Tracy Plant, HR Director



Hakim Osman, Events Manager (left) receiving his 10-year long service award from Faisal Javed, Assistant Security Manager



Christopher Keazor, Security Officer (left) receiving his 20-year long service award from Anthony Bridgeman, CIS Account Manager



HAPPY 30th ANNIVERSARY, TONY!

Speaking of high retention... our Operations Director Tony Graves celebrated the big 3-0 with CIS!

Starting off as Security Officer, climbing the ladder all the way up to Director. Not bad Tony!



BETTER MANAGEMENT NEEDED TO COMBAT STRESS



Managers are being urged by the Chartered Institute of Personnel and Development to do more to improve wellbeing in the workplace.

Click here to view the survey carried out by CIPD

**STUART
BATEMAN
SHEQ & DPO
Manager**

The survey

The 19th annual survey conducted by the Chartered Institute of Personnel and Development explored trends and practices in health, wellbeing and absence management in UK workplaces.

More than 1,000 human resources professionals were interviewed whose organisations employ more than three million individuals

What's working

The drive to improve mental health amongst staff appears to be hitting home at board level. 61% of respondents agreed that employee wellbeing is on senior leaders' agendas compared with 55% in the previous year.

Most organisations now promote good health, offer a counselling service or some other wellbeing benefit to staff. Respondents tended to agree that it was necessary to proactively evaluate the success of any wellbeing programme, but only a third did so.

Where there was an effort to critically assess the quality of the programme and the benefits to participants, it appeared that the employer saw a more obvious positive contribution from its investment, e.g. in reduced sickness absence.

The results show wellbeing is a priority for most directors.

However, there's room for improvement. Line managers have a pivotal role to play in reducing stress in their teams and managing sickness absence effectively.

Ensure that your managers are well briefed and know what support is available.

Stressed

Stress-related absence has increased over the last year in nearly 20% of the organisations surveyed. Unmanageable workloads were cited as the most common cause but this year an increased number of respondents blamed management style.

Nearly 60% had seen an increase in the number of reported common mental health conditions, such as anxiety and depression, but this may be due to campaigns which encourage greater openness.

Taking time off

The average sickness absence rate is now 5.9% which reflects a reducing trend. Although this appears to be good news, it is partly down to the prevalence of presenteeism which 80% of respondents had observed in their organisation.

If left unaddressed, presenteeism can become the cultural norm and will result in the spread of contagious illnesses, loss of productivity and exhaustion.

Line Managers were found to be the best means of effectively managing short-term sickness absence using their role to ensure that sick workers take the appropriate amount of time off work.

Tip. Make sure that managers receive information at induction on how they should approach sickness absence management in your organisation.

Note. It was found that occupational health input is particularly effective in the management of long-term absence. Although this costs money, given the financial losses associated with chronic health conditions, it pays dividends.

Tip. Seek out occupational health support early in the period of absence, e.g. after four weeks.

PAYROLL CORNER



Welcome to our Payroll & Staff Benefits Corner News!

**Evi, Casey and Aleks
will be sharing out
tips and reminders
on all things payroll!**

**EVI
GAROUFI-
LONDON**
Payroll &
Staff Benefits
Manager

Payroll update

P60's for tax year 2018/19 were sent directly to email addresses in May. Please keep this document safe as it is not always possible to provide copies of it.

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

Tax-free childcare scheme

The tax-free childcare voucher scheme has now been replaced by the Government's Tax-Free Childcare.

You can get up to £500 every 3 months (£2,000 a year) for each of your children to help with costs of childcare. If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider. This is paid via an online childcare account that you set up for your child.

The Tax-Free Childcare scheme runs directly by the Government so there is no involvement of the employer on this. Please visit www.gov.uk/tax-free-childcare for further information and how you can sign up for this!

Staff benefits

CIS offers amazing staff benefits, available to all employees. From tax-free cycle purchases to huge restaurant discounts with TasteCard, dental & optical plans with HSF and high street savings that make a difference to every pocket! CIS has it all!

For further information on what is on offer, feel free to drop a hello message to Evi Garoufi-London, Payroll & Staff Benefits Managers, at evi.garoufi@cis-security.co.uk

Safety first

Here in the payroll department, we take security very seriously! We have tightened up our change of personal details processes so please liaise with your direct Line Managers for information on the new procedures.

BETTER SAFE THAN SORRY



Do you need an emergency service?

For many of our staff, calling 999 for the emergency services will be a rare occurrence, so here are a few hints to help as a reminder.

**NEIL
MOSCROP**
Senior Project
Manager

For Fire, Police or Ambulance, the basic information needed will be the same.

Do take a few seconds to think before making the call to be clear on what you need to tell the call handler.

Can you state the exact location and entrance point to use if there is more than one? The postcode or building and road name are always best, nearby landmarks can help confirm. If you are unsure the call taker will talk you through and remember to advise if there will be someone from security there to meet them.

Can you explain the situation accurately and why you see it as an emergency?

DO NOT exaggerate or use non-specific terms.

DO explain the situation you are looking at and the impact it is having

For example – a call explaining 'We have a very abusive male who is refusing to leave the premises. He is shouting and using foul language. He is waving his arms around and threatening to punch anyone approaching him. Staff and visitors are terrified of his behaviour, he smells of alcohol so may be drunk' is much more likely to be responded to quickly than 'there is a man in reception who will not leave for security'

If there is a weapon involved, be clear to the call handler what you believe it is.

If someone has been injured, factually describe the injuries and condition of the casualty as best you can.

If there is a fire, do not delay calling 999 – what might seem a small fire can spread quickly or generate toxic fumes.

Lastly, DO expect to be asked questions - they will want to understand what they may be dealing with in order to send the right resources.

FIND US | SHARE US



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London, SE13 6LJ



AutoCall: 01753 306 225
Reception: 020 8690 1903
Control Room: 020 8690 3221



Email: general@cis-security.co.uk
Payroll Email: payroll@cis-security.co.uk
Feedback: communication@cis-security.co.uk



www.cis-security.co.uk
www.cis-frontofhouse.co.ukk



www.linkedin.com/company/cis-security
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