

# CIS NEWSLETTER



# THE FEEL GOOD ISSUE



March 2020  
Volume 21, Spring Edition

# HELLO!

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## A few words from Neill Catton CIS Managing Director



There is no better way to deal with the challenges presented by the COVID-19 pandemic than with positivity. Equally, it is important to embrace comradeship and selflessness and maintain a sense of humour during this difficult time.

From the start of this developing situation, every member of our team has demonstrated all of these characteristics. Managers assisting with planning and being ahead of the game, leading contingency planning and maintaining services to our customers. Our Officers and Front of House teams getting on with the job and overcoming their own fears to do what they believe is right and support their colleagues and the people and businesses that they protect.

I must just add a specific note to our team at Lewisham Hospital who are true icons of CIS, dealing with multiple challenges in the most demanding of front-line circumstances and who have upheld CIS's values while overcoming many of these new challenges in their roles on the front-line.

To everyone that has had to self-isolate, shield themselves or isolate due to family circumstances, I will wish you well. For those that have shown fortitude and spirit in continuing as normal, I thank you for your commitment and resilience.

While our customers work from home to prevent further spread, as key workers, you are keeping their businesses operating and open for business.

Well done everyone and please keep sharing your words of support, comradeship, selflessness and humour!



# Head Office new starters

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## **Kieron Nunney**

### **ACCOUNT DIRECTOR**

I have worked in the Security Industry for over 18 years. I have an in-depth knowledge of tall buildings security, having held the position of Estate Security Manager at Tower 42 for seven years and Operations Manager at The Shard for two and a half years. Since 2017, I have worked as an Account Director, responsible for contracts with a value in excess of £10m.



## **Marianne Ibrahim**

### **MANAGEMENT ACCOUNTANT**

I am Marianne and I will be working in Accounts as the Management Accountant. I am an ACCA qualified accountant having qualified in 2012 while studying part time, working and bringing up two young children (you could say I like a challenge!). I have previously worked for Not for Profit Organisations, GLL who run leisure centres, children's centres and libraries around the UK for 13 years and the International Bar Association (IBA), who are the international voice of the legal profession. While I was with the IBA I travelled to Sydney, Rome and Seoul for their annual conferences. I am looking forward to the new challenges this role will bring and I look forward to working with you all.

# Head Office new starters

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## Zara Metcalfe

### FINANCE OFFICER

I am delighted that CIS Security has chosen me to join their team as I am a local girl, born next door in Lewisham Hospital. I am currently studying towards the AAT qualifications, then on to ACCA.

I am a huge fan of Crystal Palace Football Club and have been a season ticket holder for 22 years.

I enjoy spending my down time at the cinema, watching the latest blockbusters. I am a keen ice skater and I try to go as often as I can. I am kind, caring and always up for a laugh!



## Niall Doran

### BID MANAGER

I'm Niall and I have just started in the Sales and Marketing department as a Bid Manager. Originally from Kildare, Ireland, I moved to London earlier this year, after five years living in Dublin for university and work. I originally studied Zoology but changed to a degree in Business, which I am currently studying part-time in Dublin. Prior to working in CIS, I spent two and a half years working in a construction consultancy firm as a Bidding and Marketing Coordinator in both Dublin and London. With no prior experience in the Security Industry, I am looking forward to quickly learning the industry and assisting in the growth of CIS through the submission of competitive proposals to our clients. I can see that CIS is an great place to work and I am excited to be joining the team.

# Head Office new starters

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## **Chanice Blair**

### **REGIONAL HR ADVISOR**

I have had many roles in HR but this is my first introduction into the Security industry. It is different to what I am used to but I am thoroughly enjoying it. I began my journey as a HR Assistant and worked my way up to an advisory level role. In 2015 I had my first taster into employee relations and have been involved ever since as a Junior HR Business Partner or HR Advisor, supporting both the business and employees. As a hobby of mine, I am a beautician from home specialising in lash extensions, waxing and brows which I find therapeutic and use as an escape from my day to day HR career and mummy duties. I have loved working at CIS so far and I am really happy to be a part of such a supportive, fun and enthusiastic team. I look forward to many more experiences and challenges here.

## **Darcie Alabaster**

### **HR APPRENTICE**

I have previously worked as an Administrator for the NHS but have always wanted to move into a HR position. I'm excited to be working for CIS Security and the experience that it will bring.

# Spreading good vibes

**In these unprecedented times, we are surrounded by dire reports. However, along with them, there are some great stories of people getting together as a community and help each other. We have collected the ones you have shared with us so far. Keep sending us your positive vibes!**

**Submit them to [communication@cis-security.co.uk](mailto:communication@cis-security.co.uk)**

*I have lots of elderly people on my road. So I made some home-made biscuits and delivered them to them all! I attached the picture below :) Stay safe!*

**DAISY**



*I spend my weekends shopping for the 78 year old lady round the corner who can't get out to do it her self!*

**KIM**

*Thank you to our contract manager Jade Davies for all your help through this challenging time. Really appreciate it.*

**DEREK**

*Day off from work. Doing shopping and prescription run for family and neighbours that can't get out.*

*#wewillbeatthis*

**MARK**

*Working for CIS for nearly 8 years it was only through this terrible pandemic that I had the pleasure of working at Lewisham Hospital. Everyone knows of the dedicated work of the NHS, but also to witness the strength and teamwork from the CIS Security teams was a privilege. Each member carried out their role beyond of the normal duties and no two shifts were ever the same. Congratulations to them all and thank you for your service within the NHS.*

**MARK**

*As part of the business continuity strategy and preparation for the recent issues with the spread of the COVID-19, we had to survey and document every fire prevention structure and piece of equipment within 14 hours. This usually takes a week. In addition, we suffered a radio communication crash. All Officers agreed to use their own personal mobile phones, at their own cost, and the majority of them sacrificed their breaks and worked 12 hours straight through. Not one Officer complained. All Fire and Safety checks were completed on time within a few hours whilst completing all other reports. I have not seen such a level of team work, professionalism and comradare since I left the British Army. Well done all of you!*

**ALEX**

# Kindness galore!

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**No act of kindness, no matter how small, is ever wasted. We're collecting all the nice words people at CIS want to share to praise their teammates. Contact us if you want to show your appreciation for the people you work with! [communication@cis-security.co.uk](mailto:communication@cis-security.co.uk)**

*Domingo De Sousa has been so great to me in an industry that I wasn't sure if I fit in even whilst loving the job and the company. He's made me feel like I do! He treats me completely by my ability and has always supported me and helped me grow. It's managers like him who will let women in the industry feel safe to do their job, comfortable and treated as an equal to any man of the same capability. There isn't an officer out there who wouldn't do what needed to be done for him. Everyone sings his praises. He is modern and so so clever which is why I look up to him so much. I CERTAINLY will never let him down. If there is any way to show appreciation and put him up for something, that would be amazing.*

**RUNA**

*Natalie has grown so much within her new role as Site Manager of Seven Dials and this is reflected by the Clients comments on how the contract has improved since has taken over. Initially Natalie was a Duty Shift Manager and when we took over we promoted her to Manager and with my support, it has moved me coaching her to her chasing me for all that she needs to run the contract. Natalie is a shining example of a progression plan and how women can flourish within the Security industry. I am truly proud of her progress and the manager she is becoming.*

**DOMINGO**

*Hakan is one of the most dedicated managers on my portfolio, he starts early and finishes late to make sure the shift runs seamlessly as well as providing that all essential support for his large team. Hakan constantly looks for innovations to drive his contract forward of which in the monthly meetings it is very evident that his clients respect his ideas and him as a manager. His team respect him because he truly cares about their welfare with him often being protective over them. Hakan is a real asset to this contract and this view is dually shared between CIS and the Client alike. I can depend on him, he is dedicated and his respect for me as his line manager makes me go over and above for him to make sure he is supported in all areas he needs.*

**DOMINGO**

*John has done so well with managing one of my hardest contracts to run because of the previous incumbent history. There were no procedures in place, the team had no discipline or direction and the general day to day running of the contract was poor to say the least. Myself and John have worked really hard to bring the site up to CBRE and CIS standard and Johns hard work is reflected within the KPI score this month where we moved from 75% to 100%. This is an excellent effort from John and his newly shaped team. Johns experience is shining through and he is a perfect example of the kind of standard that we as a company require.*

**DOMINGO**

# Keeping saving lives

**London's Air Ambulance is CIS' chosen Charity Partner. Because yes, contrary to popular belief, London's Air Ambulance relies on people's generosity as it's not publicly funded. We couldn't be more proud of the incredible individuals, from pilots to medics, that provide such a crucial service for a global city like London.**



Further to the announcements about COVID-19, London's Air Ambulance service is still fully operational, and they are doing everything in their power to keep it that way. They have taken steps to keep the crew safe and are following Government advice at every stage. Pre-hospital care remains as crucial as ever in a crisis like this.

With the NHS under strain, London's Air Ambulance's teams continue to make a difference, carrying out hospital procedures within minutes and before the patient reaches hospital, potentially easing strain on A&E. Their newly-expanded Physician Response Unit is also looking to pick up some of the strain for non-virus related cases – visiting people in their homes and in many cases preventing the need for admission, caring for the elderly and the isolated.



Last but not least, we are delighted that The Duke of Cambridge has chosen to become Patron of London's Air Ambulance after getting to know the charity last year. The Duke truly understands the charity's work and knows that every second counts in an emergency. We know that with his help and the continued support of generous people, their crews can reach those who need them most - serving the people of London 24 hours a day, every day of the year.

# National Student Pride

**University of Westminster has hosted the main day of the event. CIS has provided around 15 Event Officers for the security requirements of the event.**



CIS Security Team at the University of Westminster  
On far right, Ray Khan, Security Manager

Over the years, we have introduced bag searches and Security Officers in plain clothes, who mingle with guests and patrons, ensuring the Security of the event for our client.

Event Officers were positioned at static points around the venue. On the ground floor the event provided live music and a careers fair, with representatives from employers who are keen to promote LGBTQ+ participation in the workforce. On the sub podium 3 level, guests were entertained by interviews and music from VIPs across the community.

The organisers work closely with the University of Westminster and Ray Khan, CIS Security Manager, in organising and delivering the event each year. The 2020 event was one of the most successful events in National Student Pride history!

The Security team are carefully selected to provide a very professional service including a high level of

interaction, engagement, customer service and of course security vigilance and expertise.

The event is ticketed and was attended by some 3,000 people this year.

From Ray's very words:

*"I believe our involvement in the event demonstrates our working partnership with the LGBTQ+ community and welcomes the opportunity for CIS to celebrate the diversity in the working population."*



# Grass is greener on our side



We are always looking to ensure that we are meeting our commitment to reducing the company's carbon footprint.

A big step towards this, was last year, when the company changed a considerable number of our fleet cars to plug-in hybrid models in order to reduce the amount of emissions we contribute to the environment.

Last year we reduced our emissions considerably. CIS furthered our commitment to reducing our carbon

footprint by changing our mobile patrol fleet to more sustainable hybrid models, reducing our carbon emissions by 75%.

Alongside the environmental benefits, by having hybrid vehicles, we are able to make savings, such as reduced vehicle road tax, congestion charge exemption and ultimately as a reduction in the amount of fuel we purchase every year.

To achieve this, we have purchased electric charging points that have been installed at the front of the building and are also scheduled to be installed to the rear car park shortly. These points will allow our hybrid vehicles to charge when not in use. As it is important that our Mobile Patrol fleet are continually ready for service, we have had to update our head office car parking policy, to ensure our patrol fleet are given priority.

**The Big Green Idea**



# An unusual day for Reece



Community engagement and social responsibility are at the heart of CIS' mission. Our work experience projects build strong skills that will help current students make a real difference in the world around them.

In the last two years, our development project resulted in eight students that have found in CIS a place to learn and experience work life in an office environment and on site.

From 24th February to 6th March we had the pleasure to have Reece Nash, a 15-year old student from the Haberdashers' Aske's Knights Academy.

Commenting on his time at CIS, Reece said: *"I enjoyed the buzz and the energy in the various departments. I feel like I've improved my communication skills as I had to communicate with a wide range of different people on different topics. I would definitely do it again!"*

Tracy Plant, HR Director, said: *"In today's professional environment, school students can benefit from having a fully-comprehensive job experience. This will give them a competitive advantage in their career development, We are extremely proud that Reece decided to join us. He really has what it takes to be a perfect CIS-er!"*

A large, stylized graphic of the text "£25 for you" in a bold, yellow, sans-serif font. The text is slanted upwards from left to right. The letters have a slight 3D effect with a darker shadow underneath. Several thin, yellow lines radiate outwards from the top and bottom of the text, resembling a sunburst or a celebratory burst.

## THAT'S RIGHT!

We have upped the Blow Your Own Trumpet game (and style!). Working in CIS means being part of a close-knit community. Share your stories and meaningful moments with us - be it a hobby, a talent, a special occasion, anything you're proud of! You'll get a £25-voucher to be spent in any high-street shop and our signature mug. We are all ears!

The logo for "Blow your own trumpet" features the word "Blow" in a large, stylized, yellow font. The letter 'B' is particularly large and has a trumpet bell shape integrated into its top curve. Below "Blow" is the phrase "your own trumpet" in a smaller, white, lowercase sans-serif font.

# A royal salute



The 14th November 1948 saw the birth of HRH Prince Charles, Prince of Wales. 71 years later, on 14th November 2019, I attended at the invite of Gill Niblock MA VR RNR from the Armed Forces Covenant, to represent CIS Security at the Royal Salute Fired on the occasion of the birthday of HRH The Prince of Wales at the Tower of London.

The day started with coffee and networking with other guests from other sectors of industry and education. From there we gathered to bare witness

of the University of East London signing of the Armed Forces Covenant. Once this was completed, we were then treated to a very insightful and educational tour of the barracks of the Honourable Artillery Company (HRC).

After this we saw 2 Squadron HAC having their final inspection before we all boarded the transport, for the move to the Tower of London under blue light escort from the Police Special Escort Group. Once the guns and us had arrived safely, the guns were moved into position ready to carry out the Royal Salute.

At 1pm on the dot the order was given to fire, two guns fired 21 rounds the other gun firing 20 with a ten second interval between each shot fired. The crowds that had gathered to watch this event were treated to a very loud and impressive spectacle that is not seen very often. After the salute it was back to the barracks under the blue light escort for a spot of lunch, which was delicious!

Lee Leyland  
CIS Company Trainer



# Tread the boards



Key Account Manager by trade, theatre star by vocation! I'm really excited to announce that following on from playing Trevor Graydon in Thoroughly Modern Millie and a tough audition Neil Gibson, Key Account Manager, has now been cast as Badger in the musical version Wind in the Willows.

Rehearsals are due to start in June with the show running from 14th to 17th October at The Electric Theatre in Guildford.

Come enjoy this spectacular musical in October!

Neil Gibson  
Key Account Manager



# A conversation with Evi

**Evi is CIS Payroll & Staff Benefits Manager. Her role is broad, covering the core aspects of compensation, benefits and governance and regulatory matters. She is instrumental to the development of a reward strategy and of course ensures that everyone is paid fairly.**

Evi Garoufi-London, CIS Payroll & Staff Benefits Manager



## HOW LONG HAVE YOU BEEN WORKING AS PAYROLL & STAFF BENEFITS MANAGER AT CIS?

I joined CIS in May 2017 as Payroll & Staff Benefits Manager, but I have been working in payroll for over 13 years. When I started my career in 2007, I was job sharing between a HR and a payroll role, however, I did find payroll fascinating and therefore decided to pursue a career full time. My first payroll role was a sole role, paying 1,500 employees per month for a top-end hospitality company. After gaining my CIPP qualification in 2011 and winning the Shining Star category on the inaugural 'Payroll World' awards in the same year, my career took off from there.

## WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

From adhering to pay deadlines, ensuring that 1,600 employees are paid accurately, administering pensions, dealing with over 1,000 emails every month and liaising with HMRC, Courts and other external agencies takes a lot of time and effort. Keeping on top of UK legislation is also a challenge.

## WHAT'S THE MOST REWARDING ASPECT?

Knowing that we have completed every pay run successfully with minimal pay queries. Also, employees who call and say 'thank you'.

## WHAT MAKES YOU PROUD?

My team makes me proud. Their dedication, enthusiasm and drive motivate me every day!

# The Key



News from our Front of House division

Hello team,

We are currently facing an unprecedented event, which is testing us all at work and in our personal lives. I'd like to thank you all for your support and outstanding attitude during this challenging time and encourage you to read all our communication around the coronavirus pandemic sent to you. We have a fantastic intelligence team working 24/7 with our communications team to provide accurate information as soon as it's out, keeping you updated from trustworthy sources.

Since the last newsletter we have celebrated a few events, like "Blue Monday", "Valentine's Day", "Pancake Day" and an informal gathering event on 21st February, but the most important event is the one we unfortunately have not been

able to organise due to the current global situation. CIS Front of House is turning 3 this month! 3 years since we started our services with one receptionist who's still part of the team, the lovely Marietta Savva. We have now 14 clients and the team keeps growing!

We have just received the mystery shopper audits for this quarter, which we will share with you all at the beginning of April. We are also currently searching for ideas for International Receptionist Day, which will take place on 13th May. The social distancing restrictions will hopefully have been lifted by then, so we can all gather and celebrate our success.

Lastly, I would like to commend my teams for their hard work at this challenging time and I look forward to celebrating 3 years of CIS Front of House when normality returns. Stay safe.



Jose Saez  
CIS Front of House  
Account Manager



# Break a leg, Maribel!



We are chuffed to announce that the CIS Front of House Employee of the month for January 2020 is Maribel Lozano Nogales from 165 Fleet Street!

Maribel did outstanding work over the month of January. A Partner from one of the tenants of her building sent an email to our client praising the excellent service Maribel delivers at her building and the recognition she deserves for running the show at her site.

On a sidenote, Maribel's name has been put forward to the CROTY Award 2020 (Corporate Receptionist of the Year) and we are proud to say that Maribel has been shortlisted!

Watch this space for further news!

Officially shortlisted



# Our very own drawing competition

We are experiencing an unprecedented event which concerns us all so, to boost some much needed good vibes, we thought to hold a drawing competition. The theme was THINK POSITIVE and the results have been amazing! We truly have some budding artists in our outstanding Front of House teams!



Submitted by Amandip



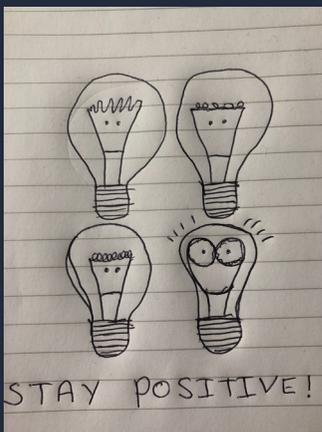
Submitted by Maribel



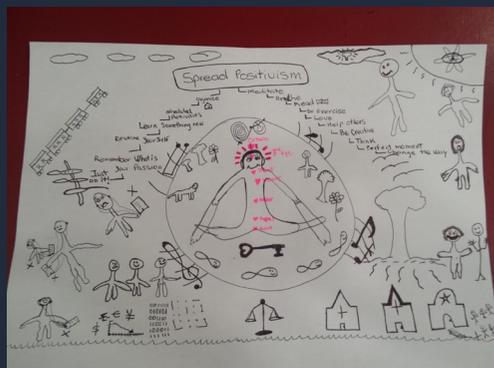
Submitted by Valentin



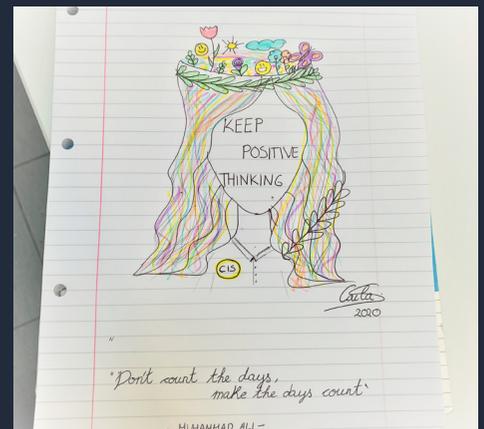
Submitted by Galina



Submitted by Jose



Submitted by Hohoemi



And the Winner!  
Submitted by Carla

# Payroll Corner

## Evi, Casey and Aleks will be sharing tips and reminders on all things payroll



Left to right: Aleks, Evi and Casey, our Payroll Superstars

### TAX YEAR END & P60s

February 2020 is the last month of our tax year 2019/2020. Your P60 will be emailed to your personal email address by the 31st March. Please note, your National Insurance number will serve as password to the document. If you are unsure of your NI number, please refer to any of your payslips for it.

It is important that you keep your P60 safe and any tax queries you might have, you direct these to HM Revenue & Customs. You can call them on 0300 200 3300 quoting reference 961/9918805, and they will be able to assist you with your query.

### HSF ASSIST FOR EVERYONE

We fully appreciate your continuing commitment during a time that is challenging to all of us. To demonstrate our support to you, we have enrolled ALL CIS employees within the HSF Assist Scheme. As a CIS Security employee, you have access to a variety of assistance helplines and services via

**HSF Assist.** The details of the Scheme can found on Timegate and is applicable to all CIS Staff with immediate effect, providing you with an Employee Assistance Programme and support should you require medical assistance, counselling and advice. When you call the Helpline you must simply confirm that you are an employee of CIS.



# Health & Safety

**A global emergency has been declared by the World Health Organization (WHO) over the coronavirus outbreak. Getting informed through reliable sources and media outlets is paramount.**

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Stuart Bateman, CIS DPO & SHEQ Manager

**PANDEMIC:** A coronavirus is a type of virus. As a group, coronaviruses are common across the world. COVID-19 is a new strain of coronavirus first identified in Wuhan City, China in January 2020.

The incubation period of COVID-19 is between 2 to 14 days.

This means that if a person remains well 14 days after contact with someone with confirmed coronavirus, they have not been infected.

**TIP:** As the situation is changing rapidly it's worth keeping up to date with the latest advice via the [WHO website](#) and the [NHS](#).

# How to protect yourself against COVID-19



## WASH YOUR HANDS FREQUENTLY

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

**WHY?** Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.



## MAINTAIN SOCIAL DISTANCING

Maintain at least 2 metres distance between yourself and anyone who is coughing or sneezing.

**WHY?** When someone coughs or sneezes they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.



## AVOID TOUCHING EYES, NOSE AND MOUTH

**WHY?** Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.



## PRACTICE RESPIRATORY HYGIENE

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

**WHY?** Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

# New social media channels!

We have officially launched our brand new social media channels for CIS' third division: **Innovative Solutions**. Make sure to follow the most tech-y division!

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LinkedIn  
Twitter

# Find us Share us



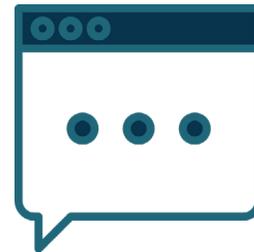
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