

CIS NEWSLETTER



THE AWARDS ISSUE



December 2020
Volume 21, Winter Edition

HELLO!

A few words from Neill Catton CIS Managing Director



Neill Catton

I would like to start the newsletter with my feeling of pride in everyone associated with the Company in this edition. From our Annual Awards to our passionate Account Managers, so many people demonstrating our values of Passion, Determination and Leadership.

Although very different, it was fantastic to recognise the excellence of our people at our Annual Awards! I was particularly pleased to deliver the trophies the next day. This really brought home the outstanding dedication of our teams and meeting them in their winning environments made it very meaningful.

It's great to see more contributions from colleagues around the Company and we appear to be "blowing our trumpets" harder than ever. Please keep this up and we will continue to shout loud and proud about the professionalism of the CIS Family.

I am delighted to report that we also have over 100 new team members joining us in December. This is as a result of CIS being awarded new contracts by some of our existing customers. I would like to welcome everyone into our family and if you need anything just ask!

It has been a tough year and one you may want to see the back of. I do believe, though, that you should reflect over these months on how you stood up against the odds, were hailed as critical key workers and performed over and above in keeping businesses working.

I trust that you and your families will have a safe and enjoyable Christmas and I look forward to 2021 and the anticipation that it brings.

Committed to London's safety, always.

CIS Managing Director Neill Catton has been appointed Chairman of the City Security Council.

The City Security Council finds its origins in a collective pledge made by a group of premier security companies based in the City of London. Its aim is to promote a collaborative approach to public safety, by supporting the invaluable work carried out by the City of London Police and the City of London Corporation. Since its inception, the CSC has extended its outreach outside the City of London. Its membership today can include any UK-based security company which is ACS approved.

We are honoured to be at the forefront of this initiative and we look forward to supporting the police and other authorities, whilst raising the awareness on the professionalism and scale of the private security sector.



CIS Innovative Solutions

We have been designing security solutions for more than 50 years – and now we're creating what's next.

CIS is not only guarding and front of house, but also future-proofed solutions.

By providing services such as car park security management, CCTV installation, access control systems, as well as corporate PPE to contrast the diffusion of COVID-19, CIS Innovative Solutions is the go-to hi-tech division for any security need.

The CIS Innovative Solutions Team of Engineers work with a varied set of clients, ranging from universities, to local authorities, to corporates.

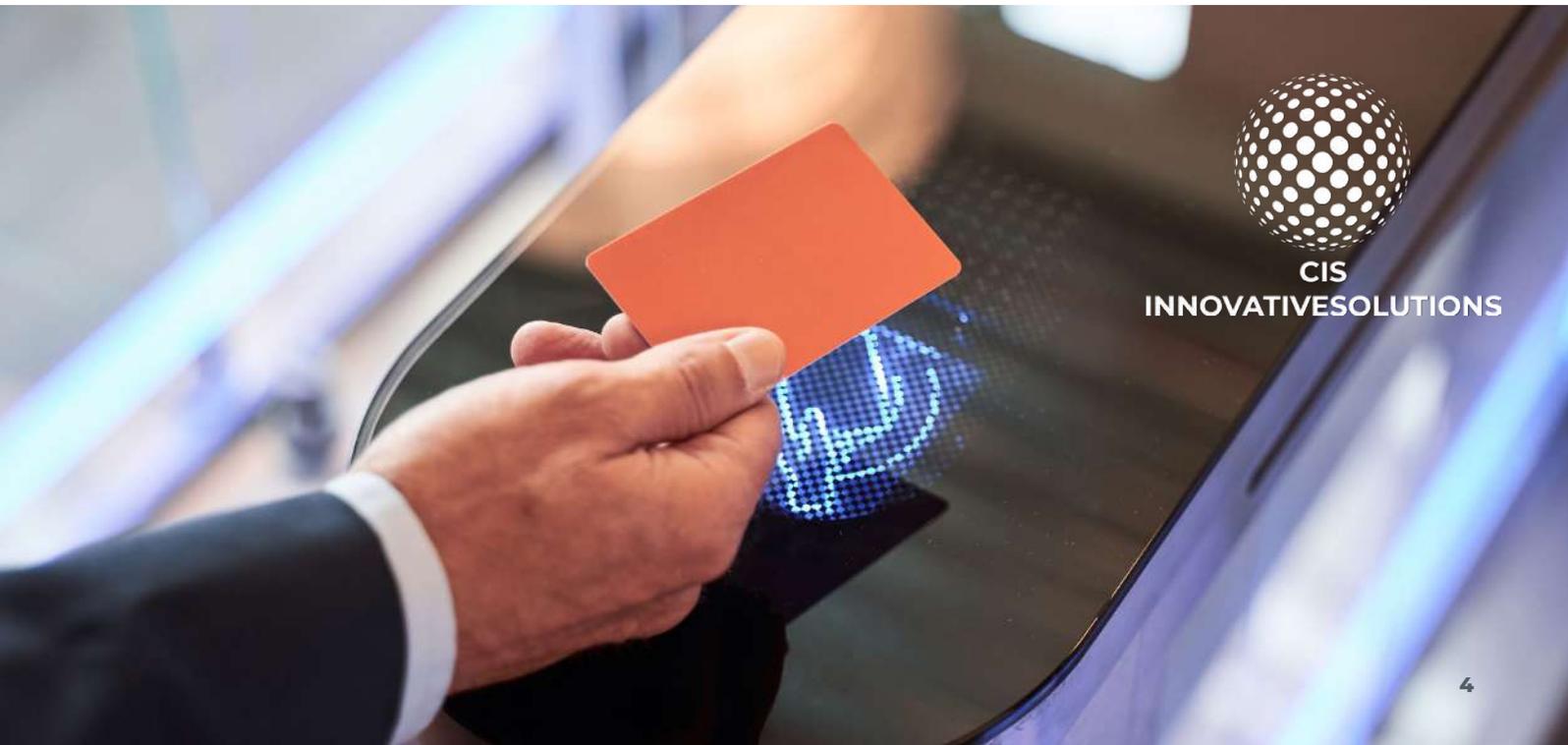
We believe that effective security is about assessing risks and consequences and taking appropriate steps. It's about products, people, innovation and ongoing processes.

For any business enquiry, feel free to contact us!

solutions@cis-security.co.uk



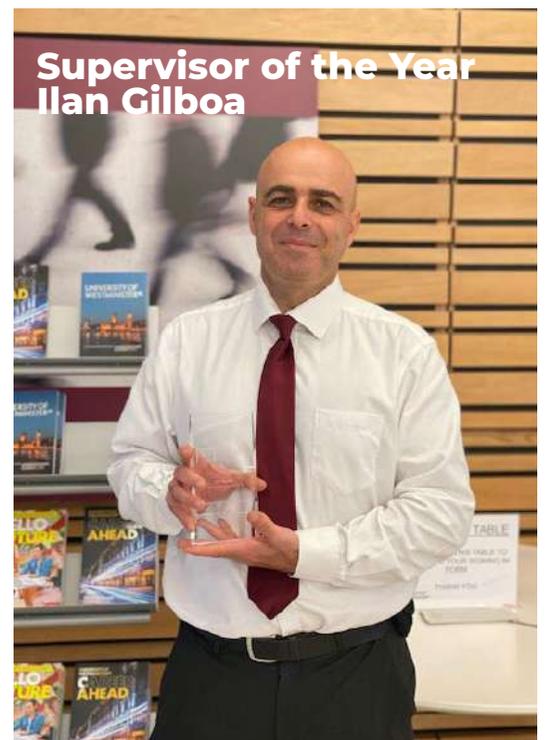
Click here to read our blog



**CIS
INNOVATIVESOLUTIONS**

Virtual ceremony, real heroes

This year we couldn't hold our usual grand gala night but this didn't prevent us from awarding the best talent within CIS. Here they are!





**Best Innovation
Simon Murphy**



**London's Air Ambulance
Award
Zeeshan Baig**



**Security Team of the Year
Lewisham Hospital**

Response Officer of the Year Nafees Khan



During 2020, CIS teams reached a new level of excellence. The impact of COVID-19 has shed a light on the level of resilience and understated dedication of the security professionals working within our business.

The CIS Annual Awards recognise teams and individuals that achieve outstanding performances in developing, implementing and maintaining a top notch level of quality across all our sites and departments.

This year the choice has been tough due to the high levels of commitment and comradeship that invested all of the +1,500 security heroes protecting people and buildings, from universities to listed venues, or ensuring smooth operations during these challenging times.

CIS Board got together to film the Award Ceremony in great style (and fun!), the result has been outstanding and can be watched [HERE!](#)

London's Air Ambulance Award Steven Hawkins



**To our 14 winners,
we salute you and
we thank you for
being invaluable
professionals
and outstanding
members of the
community!**

Manager of the Year Ataul Ahmad





**Head Office Employee of the Year
Casey Beattie**



**Front of House Award
Maribel Lozano-Nogales**



**Service to the Customer Award
Yilmaz Canatar**



**Dedication to Duty
Michael Haynes**

Welcome Steve!



Steve Hall
CIS Director Corporate Strategy

Steve Hall is CIS new Director Corporate Strategy!

It's with extreme pleasure that we announce the appointment of Steve Hall as CIS new Director Corporate Strategy.

Steve previously served as Chief Executive at Ultimate Security, growing that company to £85m turnover under his leadership. Steve's new role will lead the design of strategy across various high-value projects within CIS. He will drive the strategic planning process and act as a trusted advisor to the leadership team. He will support the evaluation and development of the business's long-term strategic plans and client relationships.

With Steve Hall amongst CIS ranks, the company will thrive and succeed in the name of quality, innovation and excellence.

20 incredible years

She's the face of the CIS HR Department, she's extremely dedicated to her job, no task is too much for her, she's been looking after CIS-ers for TWENTY years...who is she? HR DIRECTOR TRACY PLANT!

We were delighted to celebrate Tracy's amazing achievement within CIS. We are very fortunate to have her amongst our ranks, as her expertise, knowledge and patience make her one of the most invaluable people within the company.

CONGRATULATIONS ON THIS GREAT ANNIVERSARY, WE WISH YOU ALL THE BEST TRACY!



The meaning of dedication

The team at Seven Dials has been consistent and constantly commended throughout the pandemic for their hard work, professionalism and sheer dedication! As a thank you, the whole team has got a voucher as well as a thank you letter from the Account Director Francois Reynders. Well done team! Well deserved!



**Left to right
Security Lead Officer Zach Aliane
Security Manager Natalie Anderson
Security Officer Anthony Cardwell**

Mental First Aid

In uncertain times, we must not overlook the importance of mental health. At CIS we hold periodic training courses on this crucial matter. CIS Trainer Julie Elvery introduces participants to the unique factors and warning signs of mental health issues, builds understanding of the importance of early intervention and teaches attendees how to provide help and support to anyone experiencing a mental health challenge.

Congratulation on these people who have successfully completed the full classroom-based Mental Health First Aid training, and are now qualified and registered Mental Health First Aiders.

ANDREW GRAY

ELLEN BEER

JUDITA CESNAVICIUTE

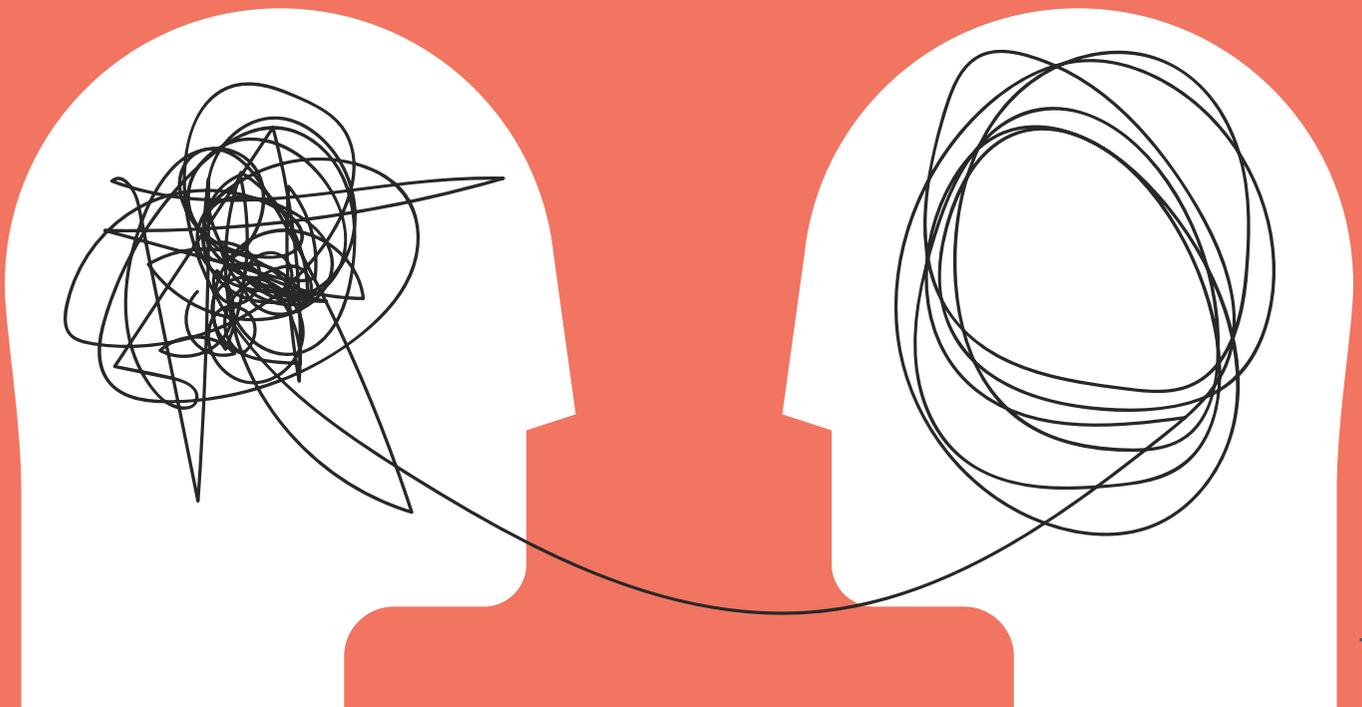
PIERRE ST HILAIRE

WAYNE GORDON

ELIDA TONA-REID

KRASIMIR CHAVDAROV

WALID SALEH



A special commendation

Account Manager Dominic Woodley has been highly praised for his exceptional performances within the business, but that wasn't the only reason why he was commended.

**Account Manager
Dominic Woodley**



Security Officer Debbie Walsh had the most heartfelt words for Dominic, which she wanted to share with us.

"My story is about what I've been through in the past few weeks.

My dad was gravely ill and recently passed away, but if I hadn't had the support of my Line Manager Dominic Woodley and my site colleagues, I wouldn't have known how to manage things at work.

His support has been amazing and if it hadn't been for him calling a cab for me, it would have taken me longer to get to my family before my dad passed.

Dominic wouldn't even let me pay him back for the cab!

Thank you very much Dominic!"

**THANK YOU SO MUCH
DEBBIE, FOR SHARING
THIS WITH US.**



£25 for you

The text "£25 for you" is written in a large, bold, yellow font with a slight 3D effect. The text is curved upwards from left to right. Several thin, yellow lines radiate outwards from the top and bottom of the text, resembling a sunburst or a celebratory effect.

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. We are all ears!



Blow
your own trumpet

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", the words "your own trumpet" are written in a smaller, white, lowercase sans-serif font.

Award-winner and..gamer!

Yilmaz Canatar was the recipient of the CIS Service to the Customer Award 2020 but he's not only an outstanding security professional! Amongst his passions, there's gaming and building PCs. Here's his story.



Yilmaz wanted to share with us his passion for gaming and for PC-building. Here's what he said about this hobby of his!

"My story will probably be based on my hobby, which is gaming and building PCs!

During the lockdown, I've discovered my love for PCs and their inner workings even more than before.

I've used my spare time to study and learn about components in depth and how they result in performance.

So far my custom-built PC is about a day away from being complete and I couldn't be happier!

I did hit a few bumps along the way but part of the fun is learning how to overcome this and surprising yourself of what you can really do if you put your mind to it."



Rising again every time we fall - Len's story

Len Jeffrey represents one the brightest examples of resilience. Two years ago Len had a life-changing motorbike accident which should have changed his direction in life. Len didn't think so.



After his terrible ordeal, which left Len unable to lift anything heavier than a mobile phone, he refused to stand down and slowly but steadily, he started his rehabilitation, from walking the dogs, pushing the Hoover, opening and closing doors, until his regained strength allowed him to go to the gym again.

Inspired by a dear friend of his, Len started from gradually lifting 2kg, then 10kg, then 50kg, getting stronger and stronger over time.

Supported by his family, Len is now one year ahead of his physiotherapy training programme and he is the living proof of how dedication and commitment can get you far and can work terrific improvements!

"I have made a tremendous recovery and I'm really proud of myself and the help that I've had over the last few months."

”



Proud faces of security - meet Marko!

Security Supervisor Marko Vuković has been working at Brindleyplace in Birmingham since the early 90s. After so many years, his passion shines brighter than ever!



“I’d like to share my 24 years and six month-service at Brindleyplace, Birmingham anniversary which has recently occurred.

Being the longest-serving Supervisor and Officer on site, I’m proud on having been chosen to take part in a photoshoot and I’m grateful to have been able to share my story, especially my experiences during the unprecedented first lockdown.

[You can read all about my story here!](#)

Finally I’d like to personally congratulate fellow Officer Denis Baston on winning the Outstanding Incident Management Award in our recent virtual Awards Ceremony!”



Debbie and her passion: cross stitch!

Fascinated by the variety of threads and fabrics, Security Officer Debbie Walsh enjoys cross stitch as her personal way to unwind and relax. She shared her very first cross stitch work with us!



“I’d like to share the first Christmas cross stitch I made during the lockdown. It took five weeks, with lots of different colours and beads.

It was indeed a bit tricky to do as I’ve never done beads with cross stitching before. I also used an ABC cross stitch letter book to change the style of the words at the top and changed the colour, as it should have been white with a light grey outline.

I was a beginner at cross stitch when I started this piece, but it’s one of my favourites I’ve worked on. I can now display it on my wall for the holidays!”



A conversation with Aleks

Payroll is one of the most important aspects of business. It affects employee morale and reflects a business's financial stability and reputation. Our Evi Garoufi-London can count on a solid team of Payroll experts, amongst which...Aleksandra Lynes!



Aleksandra Lynes
Payroll Officer

HOW LONG HAVE YOU BEEN WORKING IN PAYROLL?

My Payroll adventure started at CIS. Most of my career has been spent in Hospitality but I was always looking for new challenges. Maternity leave occurred to be a great opportunity to explore new options and that led me to successfully completing CIPP Payroll Technician course. November 2020 marked my two years with a company celebrated with moving up to the Payroll Officer role.

WHAT DO YOU DO ON A NORMAL DAY WORKING IN PAYROLL?

My tasks include processing Staff Benefits like HSF and Cycle2Work scheme, setting up New Starters or Court Orders. I deal with daily admin jobs, payments and queries as well as assist Casey and Evi with end of the month tasks and post payroll processes.

WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

Payroll is very process oriented and it's defined by the set deadlines we have each month. There is not much flexibility in that time keeping, no matter the workload. Each task needs to be completed on time so we can move forward to the next one. Keeping that work flow on track ensures that everyone gets paid on time.

WHAT'S THE MOST REWARDING ASPECT?

Satisfaction comes with a low number of pay queries which indicate that we have done a good job. Looking after your colleagues by doing your job to your best has never been more rewarding than in these challenging times.

A conversation with Khuram

Control Rooms are the operational beating heart of any security business. Khuram Nazir monitors and supervises CIS Control Room, by providing an excellent calibre of response, remote surveillance and live incident tracking.

HOW LONG HAVE YOU BEEN WORKING IN CONTROL?

I have been working in the Head Office Control Room for the past three years.

WHAT DO YOU DO ON A NORMAL DAY WORKING IN CONTROL?

My day-to-day duties include supporting the business with manpower levels where required, managing the Head Office response Officers and supervising the Head Office Control Room Team.

WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

Providing exceptional and prompt responses is the core aspect of my job. I strive to rise to what is expected from me and my team by providing an excellent customer service to all our clients, by supplying the correct calibre of Response Officers. This is achieved by carrying out regular interviews and selecting the correct level of new staff joining CIS. Regularly communicating with all my Response Team and ensuring that everyone is working towards all goals are of the utmost importance as well.

WHAT'S THE MOST REWARDING ASPECT?

So many! But if I were to choose I would say that receiving positive feedback for all my staff, and ensuring their welfare and maintaining it at all times is incredibly rewarding. Plus Response Officers achieving permanent roles on site, demonstrating how good our succession plan is, is also very satisfying.



WHAT ARE THE MAIN SKILLS NEEDED FOR WORKING IN CONTROL?

Without a doubt, I would say:

- Excellent customer service, verbally and written
- Ability to work under pressure and to tight deadlines
- Problem solving as well as dealing with emergencies

From serving the Country, to serving the community

To those who have proudly protected our nation, the Armed Forces Covenant is the nation's commitment to you.

It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives.

The Covenant supports serving personnel, service leavers, veterans, and their families. This support is provided in a number of areas including:

- education and family well-being
- career
- access to healthcare
- financial assistance

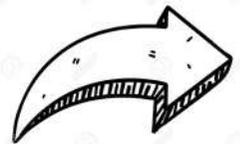
- discounted services

The Covenant focuses on helping members of the armed forces community achieve the same access to government and commercial services and products as any other citizen.

CIS has fully committed to the Covenant and having achieved the Bronze award are now working hard to achieving the Silver award. Each member of the Covenant has a Forces Champion. Because of our nationwide coverage of the UK we in fact have three Forces Champions!



Have a look at their profiles in the next page!





LEE Leyland

Lee is responsible for coverage of areas within the M25 and South East.

Lee served 22 years in the British Army with numerous operational deployments including Northern Ireland, Bosnia and Afghanistan with postings to Germany, Canada, Norway, America and the UK.

Lee is a Company Trainer and has been with the company for more than 11 years and is based at Head Office in London.

BARRY Thompson

Barry is responsible for the Midlands and South West.

Barry also served in the British Army for 12 years, based in the UK and Germany with operational tours in the Gulf, Northern Ireland and Bosnia, and posting doing projects and training in other overseas countries like Canada, Cyprus, Kenya, Norway and Romania.

Barry has been with CIS for 15 years and is a Regional Account Manager.

DARREN Roberts

Darren is responsible for outside M25 London and all Northern Regions.

Darren served 24 years in the British Army and completed tours of Bosnia, Iraq and Afghanistan and had postings to Germany, Cyprus and UK and posted as a Training Instructor at Basingbourn and Arborfield.

Darren is a National Security Account Manager, who has been with CIS Security for more than five years. He is based in Newcastle and frequently travels around the UK.

We are very passionate about the Forces Covenant who are there to offer support and guidance for all of the Veterans, Reservist and families of those working for CIS. Together we have formed **CIS Forces Community Group** (CFCG). This will be a focal point for all of our Veterans, Reservist and families and a company email for contact has been set up as well: afc@cis-security.co.uk (no Arsenal jokes please!). We all look forward to working with you and wish you all well in these uncertain times.

Health & Safety

I would like to share the below with you to highlight the importance of Health & Safety Lone Workers.

Stuart Bateman, CIS DPO & SHEQ Manager



CORONAVIRUS CANCELS CHRISTMAS DECORATIONS?

THERE HAVE BEEN RUMOURS CIRCULATING THAT IT'S NOT SAFE TO FESTOON YOUR WORKPLACE WITH CHRISTMAS DECORATIONS THIS YEAR BECAUSE OF THE ASSOCIATED CORONAVIRUS RISKS. IS THERE ANY TRUTH IN THE RUMOURS?

There's no Christmas-specific guidance that prevents you from decorating your workplace. But to keep it "COVID-secure" you do need to be mindful of the risks. For example would the location of any decorations or a tree limit social distancing measures? Will they create more touchpoints? Will it becoming more difficult to clean surfaces? So it seems that if you exercise a common sense approach there should be no reason not to apply some Christmas cheer.

But don't forget fire safety precautions. For example, putting an 8ft Christmas tree in the way of a fire exit is not the way to go and do make sure the lights have been properly checked.

CAN WE GET RID OF THE GLOVES?

Revisit the reasons why you decided that disposable gloves were needed. What is the hazard you identified which led to a decision to wear them? Can you mitigate the risk in other equally effective ways, for example with reusable gloves or by using a barrier cream and regular hand washing? Disposable gloves are a useful way of dealing with low level hazards such as oil and grease and as a means of avoiding skin contact with ready to eat foods in takeaways etc.

TIP. If you decide disposable gloves are still needed, review whether they're being used effectively. Target their use at the times when they're specifically required.

Are your staff suffering with laptop syndrome?

AN ARTICLE ON THE BBC WEBSITE SUGGESTS THAT MANY HOMEWORKERS ARE SUFFERING FROM A COLLECTION OF ILL-HEALTH CONDITIONS CAUSED BY PROLONGED WORKING WITH A LAPTOP. WHAT PROBLEMS MIGHT OCCUR AND ARE YOU RESPONSIBLE FOR THEM?

NEW SYNDROME

The article suggests that there is a condition known as “laptop syndrome”, a term used to describe the aches and pains experienced after working for a long time with poor posture. We cannot find other references to this online, but we’ve heard of the term “hunched over laptop syndrome” which has been in use for many years.

No matter the terms used, this story is highly topical given that so many staff have become homeworkers, often without too much forethought about the suitability of their home environment.

Doing the best they can with the space available, staff have squeezed themselves into the corners of bedrooms, settled on to the sofa, or sat at a breakfast bar to get through their shift. Whilst that may have been adequate in the short term, a few months down the line the novelty is wearing off.

ERGONOMICS

The trouble with using a laptop on its own as a work computer is that it cannot be set up in a way which allows a good posture. The way in which the screen and keyboard are joined on most devices means that the user looks down onto the screen rather than having it at eye level. This posture puts a strain on the neck.

In addition, hovering your hand over a mouse pad is a strain after a while, and the smaller keyboard also causes

a constrained posture. Add to this the potential for the table to be too high relative to the chair, causing hunched shoulders, or for the feet to be dangling when sitting on a stool, tilting the pelvis forward. There’s no doubt that you can expect a few reports of ill health connected with home computing. Ideally you want staff to be able to sit at a desk with an adjustable office type chair and a separate keyboard and mouse. A separate screen can also be helpful.

WHO IS RESPONSIBLE?

As an employer we are responsible for providing a safe workplace for staff. However, there’s been a long-recognised dilemma in relation to homeworkers. This is because their workplace is also their home and they may not want or be able to fit in all the furniture and equipment which is desirable.

Tip. Get up and have a little walk around every 1/2 an hour or so.

Tip. In any case, ask all homeworkers to carry out a workstation assessment if they are regularly and formally working from home. If it’s only the occasional hour or two, this isn’t necessary.

Tip. If the workstation assessment highlights the need for different furniture, more space or extra equipment, consider whether you would be better to ask to return to the office. If the employee would rather work from home, suggest that they prove it’s safe to do so.





London's
Air Ambulance
Charity

HOW TO JOIN OUR CHRISTMAS MISSION



Thank you for all the support you and your staff have given us this year. It means so much to our crew to know you're right behind them. We've been flying life-saving missions across London throughout the pandemic and will continue to do so every day over Christmas and the New Year.

We are estimating a loss of £5 million in income over the next two to three years due to Covid 19. This is why your support is more important than ever right now. Will you help us be there for those who need us this Christmas?

How you can join our Christmas Mission 2020

Donate the cost of your Christmas party outfit:

£50 could go towards the cost of a **REBOA bag**, enabling our team to perform pioneering roadside balloon surgery to save the lives of patients bleeding catastrophically

Donate the cost of your Christmas party:

£500 could buy a **flight suit** for a doctor or paramedic

Does your organisation have a Christmas pot we can benefit from?

Your donation could go towards the cost of one of the following items to help us save lives in the City:

- **£13,100** could purchase a cutting-edge ultrasound machine required to deliver life-saving procedures
- **£2,048** is the average cost of a mission
- **£145** could pay for a pair of boots for the team



[Donate here](#)

Send a message to our crew this Christmas

Our crew will be working 24/7 over the festive period to keep London safe.

If your staff would like to send a message of appreciation to them, that would be a wonderful Christmas present. We will share your kind messages with the Doctors, Paramedics, Pilots and Fire Crew who will be working this Christmas.

Share your Christmas message of support using #LondonsChristmasMission

[Send a message](#)

Find us Share us



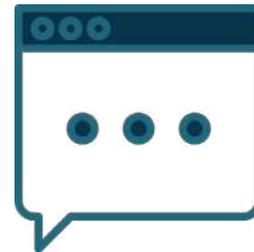
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