

# CIS NEWSLETTER

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IT'S 9AM  
AND YOU'RE  
HAPPY.

# THE CITIZENSHIP ISSUE



March 2021  
Volume 22, Spring Edition

# HELLO!

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## A few words from Neill Catton CIS Managing Director



Looking at this issue's front cover, a thought sprung to my mind; I'm not sure about you, but by 9am most Security and Front of House professionals have already started work, dealt with incidents, welcomed guests, issued keys, signed in cleaners, checked CCTV, patrolled premises and issued daily threat assessments to customers. I think we will change that to 7am next time!

Citizenship, succession and professional development are all interwoven into this edition of our Newsletter. My earlier point puts what we do in perspective: how busy and worthwhile what we do is. I want everyone to be proud of their profession and particularly the way that they perform it.

As you will see in the next pages, we have launched CIS Citizenship and our very simple message is to be an Inspiring Citizen. Namely, it's you inspiring others or just doing inspiring things for your own self-respect and values.

We have some great examples within the Newsletter, but I know there is more especially from our customer-based Teams! Please send us anything that you have done or achieved. To you it might seem like nothing, but the wider CIS Family wants to hear about the people behind our great company.

Our recent well-being survey has demonstrated that we are doing lots of good things, but we also want to know why you may not feel so good. We ensured that everyone that had made a comment or suggestion on the survey was contacted and spoken to personally about how we can work to make things better. We are passionate about being seen as the Best Security Company and that will stand as a result of us looking after each other and being good Citizens.

Thank you for all your hard work and enjoy this Inspiring edition!

# A working day in the life

**What does an Operations Director do on a daily basis? We asked our own operations guru, Tony Graves! Looking after a team of Account Managers and their on-site teams means Tony is nothing short than a superhero. Here's a day in the life!**



Tony Graves  
Operations Director

My day usually commences around 5am on my drive in to the Office. This takes around an hour and is definitely not a wasted period for me, as I catch up with the Night Control Room and Duty Manager Teams on events that have taken place overnight.

Upon arrival at the Office, armed with a strong cup of tea, I spend the next couple of hours answering emails; this also gives me the time to think clearly, setting my goals and objectives for the day. It is also a time to catch up with my Account Management Team on what is happening out in the field on their contracts.

The best part of the day comes later in the morning when I free the shackles, jump on the train into town to conduct site visits, attend client meetings and meet the staff; this can take the form of anything, from a variety of operational meetings to reviewing processes ideas improvements and innovations.

After 32 years with the company, each day is still different and brings with it its own unique set of challenges. This is what has kept me motivated to keep on driving forward with what I believe is the best security company in the industry made by each of you.

At the end of the day it is back to the office to take stock of what I have learnt on the drive home.

**I am going to be a regular contributor to the quarterly newsletter going forward and I will update you on new developments. I would encourage you all to share your thoughts and ideas on what we do well and areas where we can improve operationally.**

# FEBRUARY FITNESS CHALLENGE

*Thank you to our amazing people who sent in their entries for CIS February Fitness Challenge, a big well done to you all!*





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

**Challenge: Running  
& Walking**

**WELL DONE!**



**MOHONKUMAR  
GURUNG  
CIS Security Officer**

**Challenge: 10,000  
steps**



**JOAN COOK**  
**CIS Finance**  
**Director**

**Challenge:** Walking  
at least 7,500 steps  
per day

**AMAZING!**



**STEVE WICKS**  
**CIS Training**  
**Manager**

**Challenge:** To cycle  
500km (310 miles)  
however completed  
622.49 KM (386  
miles)

Mon, 22 February



Target 6000



16961 steps

13.4 km

718 kcal

# HOHOEMI GARCIA SOSA CIS Front of House Receptionist

**Challenge:** Walking  
distance challenge

# GOOD WORK!



# RAMONA HART CIS Marketing Assistant

**Challenge:** Daily  
yoga challenge



## **TRACY PLANT CIS HR Director**

**Challenge: Couch  
to 5k challenge**

# **CONGRATULATIONS!**



## **KRISZTINA KOSZÉR CIS Security Officer**

**Challenge:  
Marathon training**

# CITIZENSHIP

## Inspiring

# Our Citizenship

**Being part of a community makes us feel as though we are part of something greater than ourselves. It can give us opportunities to connect with people, to reach for our goals and deliver outstanding performances.**

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## WE CARE, WE LISTEN, WE ENGAGE.

Our people are at the forefront of our priorities. Which is why we have created CIS Citizenship.

CIS Citizenship was designed to promote a culture of engagement and stimulate an open mindset amongst our workforce.

It aims at reinforcing our company commitment to diversity, inclusivity and dignity in the workplace, whilst bringing people together with trust, respect and a sense of belonging, no matter what their role may be.

CIS Citizenship is a community concept aimed at stimulating our own multicultural collective spirit and promoting each and everyone's individuality.

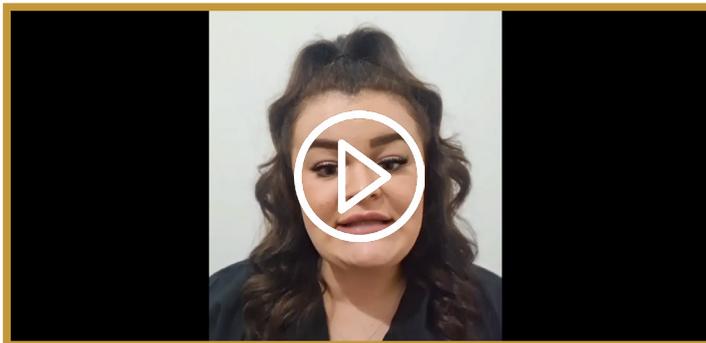
We are more than the sum of our parts and with CIS Citizenship we want to celebrate and express our community's rich diversity.

From the CIS Young Talent Project, to the Blow Your Own Trumpet pages. From inclusive communications to a new appraisal model based on continuous conversations, CIS Citizenship represents the very best of CIS: its People!

# CIS Young Talent Project

**One of our commitments is to attract young people to the security industry. The Young Talent Project showcases some amazing individuals that have been shining bright at CIS, starting as apprentices!**

Created to inspire and attract young people to consider a career within the security industry, and specifically at CIS, the Young Talent Project has been designed to change perceptions about the security industry. Georgina, Darcie and Olivia are three HR experts extraordinary that have been making the CIS HR department a thriving, efficient and fun workplace. We interviewed them and learned about their pathways and development with us.



## MEET GEORGINA MEET GEORGINA MEET GEORGINA

Georgina joined CIS in 2013 and is now in charge of sourcing, recruiting and mentoring the best talent into the CIS Family. Find out more about her journey!



## MEET DARCIÉ MEET DARCIÉ MEET DARCIÉ

Darcie joined CIS in 2019 and is now our HR Apprentice Superstar. Have a watch and know more about her experience!



## MEET OLIVIA MEET OLIVIA MEET OLIVIA

Olivia, like Darcie, joined CIS in 2019 and she works as a HR Apprentice. Her journey in her own words!

# Meet Harry Palmer

**Being the CIS Executive Chairman's son didn't stop Harry from wanting to experience security "from the ground". Here's his experience as a Security Officer!**

**Hello Harry, would you like to introduce yourself?**

My name is Harry Palmer and I am a 21-year-old student reading Business Management at the University of Liverpool. I started working for CIS nine months ago and acquired a part-time Security Officer role at the Schroder's site situated in Horsham.

**How and why did you approach the job of Security Officer?**

I approached the job as my step-brothers had both worked as Security Officers during their time of higher education and they both highly recommended this over other stereotypical student jobs such as retail or working in a pub. I was drawn by the fact that the job worked perfectly alongside my studies, as I could work in the holidays when returning home.

Additionally, the wage I received was considerably higher compared to other student jobs which was an

added incentive, as the extra money really goes a long way, especially since I'm a student.

**What was the most rewarding aspect of the job?**

Personally, for me the most rewarding aspect of the job was simply just working during the pandemic. The news of the pandemic was devastating and had severe impacts on society and it felt rewarding to be going in to work and helping in some way. Most of the team worked full time on site and with me joining, it helped create more time for some of my work colleagues to rest and recoup as I was able to cover shifts with some degree of ease, as being a student I do not have too many commitments during the holidays.



**Harry Palmer**

**What did you find most challenging?**

The aspect I found most challenging at first was managing my sleeping pattern. I mainly worked nights and used to find it hard the first shift when adapting my sleeping pattern to nights. However, this is something you adapt to very quick and did not find it an issue after the first couple of weeks.

**Would you do it again?**

Yes, I would certainly do it again and most likely will be working in my Easter holidays for a few shifts. The ease of booking shifts and the location of the site make it very manageable for me to work there. I also felt the team made me feel valued and were highly supportive. This created a positive work environment

which is a big pull factor for me, especially in this industry, as the shifts were 12 hours long but having this meaningful and engaging social interaction with the team made the shifts feel shorter.

**What's your dream job?**

I wouldn't say I have a perfect dream job in my mind. Currently, I am applying for graduate schemes and the ones that I feel are best suited to me are business management, enterprise and logistics schemes as I believe my strengths of leadership and organisation can be applied in these fields.

**Georgina, Darcie,  
Olivia and  
Harry are prime  
examples of  
how the security  
industry can be a  
rewarding career  
choice!**

# Horizontal pathways

**At CIS, career development doesn't necessarily mean moving upwards. Our career and development programme can be a ladder as well as a wheel. Barney and Mason chose to pursue their careers from an operational on-site standpoint, rather than being office-based. Here are their stories!**

I joined CIS Security in April 2015 as a dedicated response officer at University College London (UCL).

My roles were varied at UCL, including working within the Operation Team dealing with incidents, patrolling the campus etc. Later on, I was made part of the Management Team, as Site Scheduler and interim Site Supervisor.

When the opportunity arose to join the Head Office HR team, I decided to apply for the position. It was a challenging change as I had no previous experience, but with my managers and my colleagues' help, I quickly found my feet.

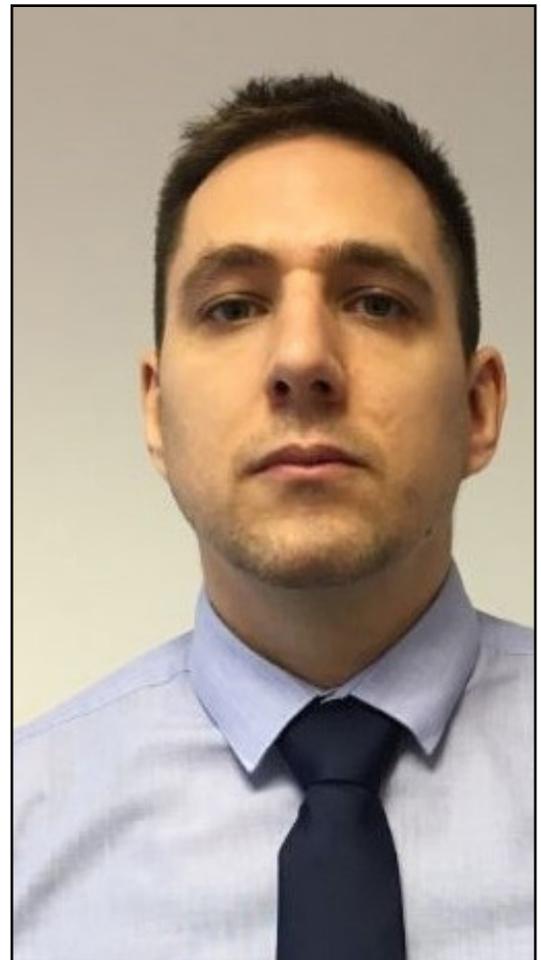
I started as a Vetting Officer, and later I was promoted to Onboarding Lead, managing a small team of two, responsible for the screening of new starters.

After nearly two years, I started to miss the action and decided to return to the ground as a Security Supervisor.

I joined the Security Team at Islington Square in July 2019. Here I was responsible for assisting the Security Manager with the day-to-day running of the operations.

In my time at Islington, I've found a new passion for security and decided to stay on this path. In March last year, right at the beginning of the pandemic, I applied for my current job, and in June, I took over the Security Manager position at One Coleman Street. My primary role here is to manage the security operation with the assistance of a small team of nine.

Joining CIS was the best career choice I made, and I will be forever grateful for all the opportunities and for all the people I've met and learned from in the last six years.



**Barney Izer, Security Manager**



**Mason Jones, Security Officer**

I joined CIS as a HR Onboarding Officer back in March 2019, I really enjoyed my time in the office with such a wonderful team.

My role itself was to complete the vetting of new starters and get them started at CIS.

After a while I became interested in the operational side of things, which then led to being taken on site to see

how the Officers work and what they did on a day to day basis.

I then took a big step in my career and became a Security Officer at one of our corporate sites in the heart of London.

CIS have been extremely supportive in my change of career.

**Thank you Barney  
and Mason for your  
contribution!**

# International Women's Day 2021

**On 5th March we held our very first International Women's Day Brunch! With an international panel of speakers that spanned from Canada to the UK to Italy, we talked about the meaning and the value of challenging bias and stereotypes.**

To celebrate the International Women's Day we arranged a marvellous brunch with some amazing ladies!

Although virtual, the round table was the opportunity to be part of a larger community and feel inspired to go further.

These unprecedented times pushed us to take action and share responsibilities for driving a gender-balanced world.

To accelerate change, we needed to take an inclusive approach, with each person becoming an agent of change.

*We all have a part to play in this.*

This year we want to bring together a varied group of experienced leaders and discuss aspirations, journeys and challenges.

By organising our first virtual IWD round-table, we want to discuss ways to forge a gender-balanced world and celebrate women's achievements and take action for equality!



**HAPPY INTERNATIONAL WOMEN'S DAY 2021**



**#CHOOSETOCHALLENGE**

**£25 for you**

**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 running bug

**For Paul James running has become a regular habit! Aside from it being rewarding and helping him feel good, he's also making a positive contribution to an important charity.**



Paul, Security Officer at London Fruit & Wool Exchange, talks about his hobby:

*Last month I ran 26.2 miles and raised money for Prostate Cancer.*

*I achieved my goal and raised £300 for my chosen charity.*

*Even though I am not a runner, this encouraged me to continue running and later on complete a marathon and a duathlon or maybe a triathlon in the future.*

*I try to run after each of my day shifts and before I do my night shifts to keep that momentum going. Needless to say, I've now caught the running bug!*



# A conversation with Joan

**Working in Finance means managing the whole company's assets and having a very important weight on any investment decision. Joan Cook, CIS Finance Director, and her team are the quiet heroes that make CIS a financially solid business.**

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## HOW LONG HAVE YOU BEEN WORKING IN FINANCE?

My first job was working in a Chartered Accounting practice in Sydney, preparing accounts and tax returns, so I have been working in Finance for my whole career. After leaving University, I worked in Sydney, then in Adelaide where I qualified as a Chartered Accountant and the balance of working in finance has been for the last 22 years in London.

## WHAT DO YOU DO ON A NORMAL DAY WORKING IN FINANCE?

Finance is very driven by a timetable of deadlines, so in some respects the first priorities for most of the days is to ensure the work for those deadlines is completed by all of us in the team.

Daily, our first item to action by the team, is the management and reporting of cash which is vital to any company.

Reading and answering emails and interacting with the finance and payroll team is my main priority and takes up quite a bit of the day.

Other areas include reviewing information, investigating if there are any issues, reporting to the Senior Management Team and the Board and planning for what we need today, tomorrow, next week and into the future.



Joan Cook  
Finance Director

## WHAT ARE THE MAIN CHALLENGES OF YOUR ROLE?

The list of items to action growing quicker than the time available to complete the tasks!  
Juggling deadlines and priorities makes for a lot of mental gymnastics each day, even with a to do list.  
My observation is that the team are often called upon for short notice requests. For all of us, it can be a challenge to keep on top of what is needed around the day to day tasks that we are working on.

## WHAT IS THE MOST REWARDING ASPECT?

Day to day, the most rewarding part of my role is interacting with finance and payroll team.  
Interacting with colleagues in the team and other areas of the company, customers and third-party partners is what makes it all worthwhile.

Overall, the completion of the financial statements for and on behalf of the company after the financial year end. This means we have completed the audit of all our work for the year and created a 'picture' or 'capture' of the company's activities.

It is a reflection of all the hard work by every employee/colleague in the company and it's fantastic to see the company continuing to grow each year.

**Thank you Joan for  
walking us through  
your job!**

# Happy 15th Anniversary!

**Two incredibly committed CIS-ers celebrate their 15th anniversary with us. What a milestone!**

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Barry Thompson, Regional Account Manager, Khuram Nazir, Control Room Supervisor, see 2021 as their 15th year with CIS. In 2006 world was much different but what has remained a constant to rely on is Barry's and Khuram's dedication. Their work ethic has always been driven by their expertise, confidence, integrity and energy. Their result-driven approach remains unchanged fifteen years on!



**BARRY**  
Thompson



**KHURAM**  
Nazir

# 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

### P60s

February 2021 was the last month of our tax year 2020/2021.

Your P60 will be sent to your personal email address by 31st March. Please note, your National Insurance number will serve as your 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.

### ACCESS OUR BENEFIT PACKAGE

We now have an exciting new platform with all our new staff benefits in one place! Please look out for some additional information added into the Hub in the next few weeks but in the meantime, **you can click the button below to get a preview of what is coming!**



# Health & Safety

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

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Stuart Bateman, CIS DPO & SHEQ Manager



**SLIPS AND TRIPS AT WORK ARE ONE OF THE MOST COMMON CAUSES OF ACCIDENTS. HOWEVER, WITH SOME DILIGENT MANAGEMENT YOU CAN REDUCE THE RISK CONSIDERABLY. USE OUR CHECKLIST TO ASSIST YOU.**

## On your guard

The HSE says that slip and trip accidents are the most common cause of injury at work, accounting for 40% of all reported “specified injuries”. These are also the most reported type of accident causing serious injury to members of the public. Our Slips and Trips Checklist enables you to carry out an audit of your premises both internally and externally ([see file here](#)). Once completed you’ll have a good idea of the actions which must be taken and their relative urgency.

## What’s covered?

Our document has 34 separate questions divided into two sections, “Walkways and work areas” and “External areas”. The first part begins by considering whether you have uneven surfaces or obstructions in your walkways and open floor spaces.

There are also several questions which check that materials and equipment located adjacent to walkways don’t pose a danger to passers by. In warehouses and stores it’s often necessary to mark the walkways so we’ve prompted you to consider if this is necessary.

## Slips

To avoid slip and trip accidents you'll need to identify the causes of wet floors and find ways to eliminate or manage them. Our form includes questions on:

- 1) the reporting and clearing up of spillages;
- 2) fixing leaks to prevent future wetting or contamination of flooring;
- 3) adding non-slip flooring for frequently wet floors and non-slip footwear;
- 4) having procedures to allow floors to dry if they have become wet.

## Wet floor signs

Most businesses use "wet floor" signs. However, this might not be enough to prevent an accident or for a claim.

Tip. Where you have hard floors which are cleaned by mopping, consider the timing of this and how you can prevent access until the floor is dry. Ideally have the cleaner mop their way out and mark the area out of use. If you cannot do that consider how the floor can be dried, e.g. by dry mopping to remove excess

moisture.

Tip. For other frequently wetted floors such as entrances, consider how to manage the hazard, e.g. through safety flooring and matting.

## Outdoor surfaces

In the second part of our slip and trip checklist we've asked whether walkways and traffic routes are in a safe condition and that there are arrangements for clearing snow, ice and accumulated leaves.

There are also questions on external fire escape stairs, lighting, and the maintenance of timber surfaces. We've suggested that step edges should be highlighted in yellow or white paint to ensure that they can be seen in lower light conditions.

Tip. The condition of external surfaces can easily become neglected. As our checklist suggests, you should schedule routine inspections of internal and external areas to identify any defects.



# Find us Share us



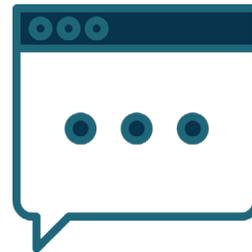
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