

CIS NEWSLETTER

THANK
YOU
#OURHEROES

THE THANKFUL ISSUE



June 2021
Volume 23, Summer Edition

HELLO!

A few words from Neill Catton CIS Managing Director



Neill Catton

Thank you, so simple yet so powerful. I do not think that we can say this enough, especially when I consider that the vast majority of our Team have been working throughout the pandemic on the front line. I'm really pleased to see an increase in site-based contribution, but we can always do with more so keep it coming who would have known that we had South Africa's Strongman and an award-winning Bodybuilder within our team.

I'm very pleased to see the Team at LBC recognised for their life saving, this was not by chance or as a matter of dramatic heroism but that of Security Professionals who have been highly trained to deal with such incidents. If anything typifies the value of well-trained Officers who treat their work with pride and display such high standards this does. I know this is evident across our company but for anyone that is looking to progress and develop their skills further please make your account manager aware at your MPC (appraisal) or let our HR Team know of your interest in progression at careers@cis-security.co.uk.

I do not wish to dwell on the recent reports of the Manchester Arena Terrorist Attack and the way security was managed. I do however want to highlight the need for our vigilance at all times and if you are ever in doubt or have suspicions, take action. This will be the final Newsletter before summer, and I do hope that you are able to find a holiday somewhere and take some well-earned rest with your family or friends. Not that I want to wish away our glorious summer but when the autumn comes, we will be shortlisting for the CIS Annual Employee Awards, this will be the first time in nearly two years that we would be together in one room celebrating our brilliant teams and individuals. Therefore, don't forget to blow your trumpet, recognise others good work or comment on the dedication of your colleagues. It will not cost anything apart from a little time and a **Thank you**, will mean the world to those who receive it.



Thank you

CIS Security

Thank you for supporting our staff through the Covid-19 pandemic.

We are proud to be a part of such a kind and caring community

From Lewisham and Greenwich NHS Trust

A handwritten signature in blue ink, appearing to read "Val Davison".

Val Davison, Chair

A handwritten signature in blue ink, appearing to read "Ben Travis".

Ben Travis, Chief Executive



High quality care for every patient **every day**

Celebrating new contract wins!

A big congratulations to the Sales Team and everyone involved in gaining our new and exciting contract wins.

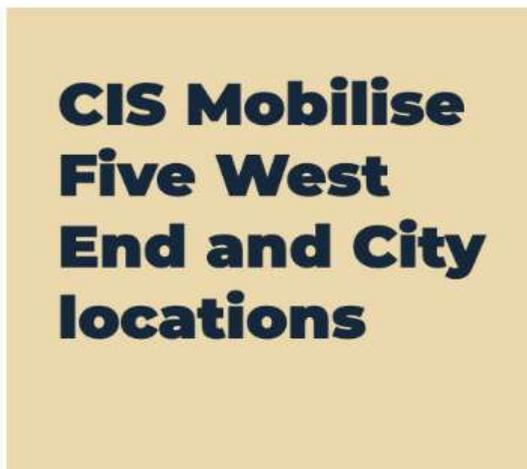
We wish a warm welcome to all new employees joining the CIS Family and look forward to working with you.



NEW WINS

PORTFOLIO INCREASE

We have significantly increased our portfolio with Avison Young in The City and The West End mobilising FIVE new buildings including The Strandbrook Portfolio.



NEW WINS

2 LONDON WALL PLACE

Managed by Brookfield Properties, 2 London Wall Place is a new destination in the City of London, offering an acre of landscaped public realm set between two statement office buildings.

Commenced 25th May.

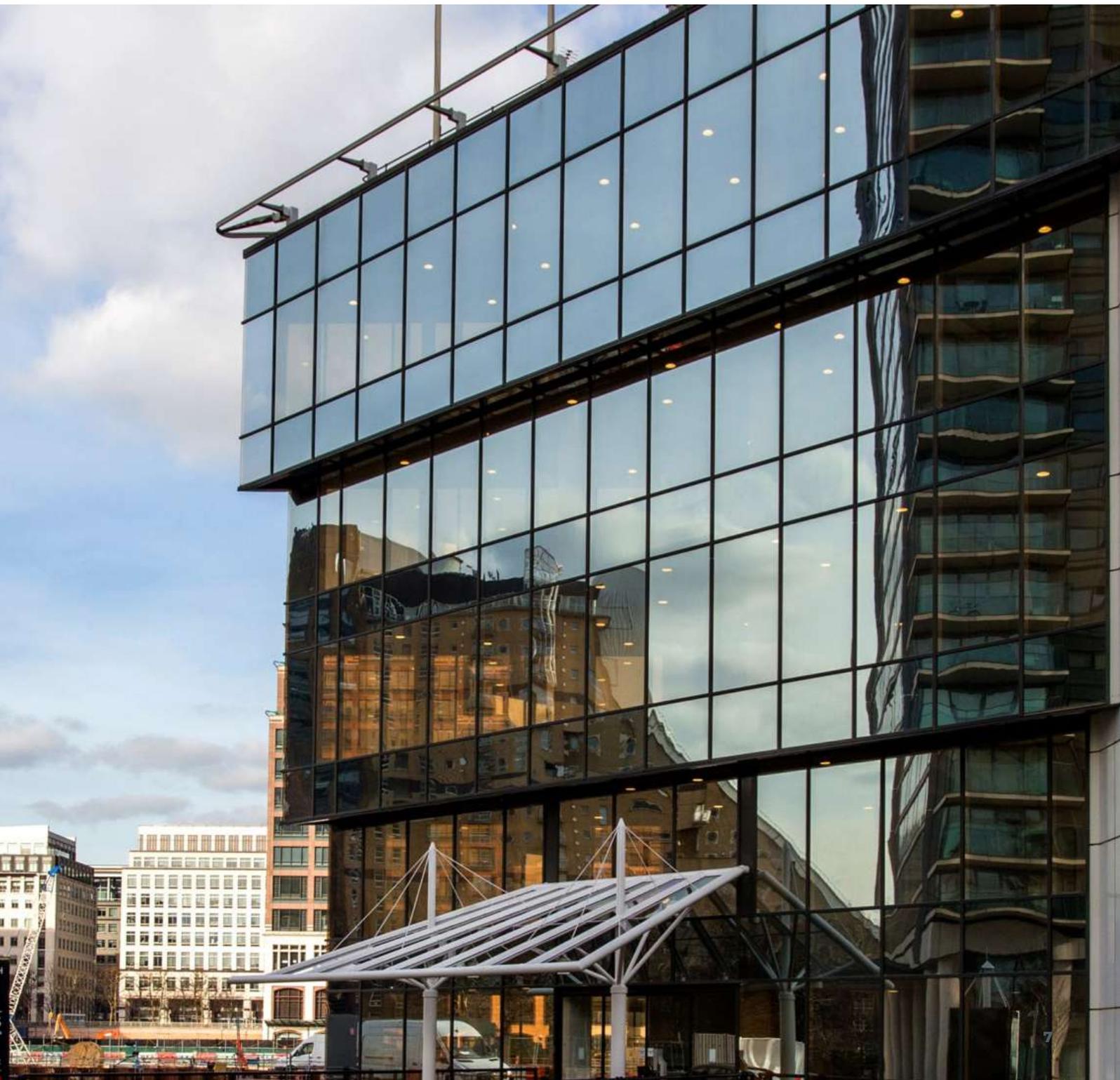


NEW WINS

161 MARSH WALL

Managed by Cushman & Wakefield, it was refurbished in 2016. The property is located to the south of the Canary Wharf Estate and is found on the western end of Marsh Wall, one of London Docklands' main arterial routes.

Commenced 1st June 2021.



NEW WINS

ONE BOW CHURCHYARD

Managed by Shoosmiths LLP, One Bow Churchyard neighbours Bow Bells House. Currently undergoing extensive refurbishment, this property will become Shoosmiths London Head office and paves the way for future opportunities across the UK.

Commencing 1st August 2021.



NEW STARTER!

We'd like to give a warm welcome to CIS Finance Assistant **Damien Graille**.



I started working for CIS as a Finance Assistant in January 2021.

I have a BSc in Accounting and Finance and first worked in Accounts for an American engineering corporation specialising in motion and control technologies. Based in Luxembourg, the entity was more a treasury centre than a production site.

Before joining CIS, I was previously working in Accounting in the festivals industry for companies that run venues and music events all around the UK. Although managing big crowd events has security aspects, I had no direct experience in the security industry.

I am looking forward to learning about this field, growing my Finance Skills further and working with all of you. So far, I have enjoyed working here as CIS is a family-oriented company and the business is continually expanding.

NEW STARTER!

We'd like to give a warm welcome to HR Apprentice **Kaiya Nicholson-Hall**.



My name is Kaiya, and I am 21. In my previous role I was a Client Coordinator for a digital advertising agency. I have over four years of experience in Administration and Customer Service.

This apprenticeship gave me the opportunity to change my career path into HR and I have enjoyed my first four months here.

I look forward to meeting everyone (once things go back to normal) and gaining my CIPD qualification!

All in a day's work!

Who needs superheroes when you have Simon and Steve from London Bridge City who saved a member of the public's life!



On the afternoon of 23rd May, 2021, The London Ambulance Service had been dealing with a person in mental health crisis at London Bridge Station. He ran from them and up on to London Bridge where he threw himself into the water and was swept by the current towards Tower Bridge. He could be seen being carried along the surface of the water and he was clearly in difficulty.

It is rare for people who go into the river at this location to be recovered safely. There had been a couple of incidents not long before where people lost their lives at or near this spot.

Steven and Simon acted very quickly by making their way over the river wall and down on to the foreshore. As they reached the riverbank the male was passing by just out of reach. Steven and Simon waded into the

water and grabbed hold of the man dragging him safely to the bankside where police took care of him.

It is very likely that Steven and Simon saved the life of this man by acting swiftly in making their way to the waterside and by deciding that they could save him by entering the water, despite the obvious danger to themselves.

“Colin Northcott, the Team Sergeant who attended the incident, sought out Steven and Simon, shortly after the man from the river was taken to hospital, in order to say ‘thank you’ for what they had done. I felt that it was proper to let you know about their action and to say that both Steven and Simon are a credit to you and your organisation.” Andy Philp – City of London Police Inspector.

Margaret



We are pleased to introduce you to Margaret. As part of CIS Mental Health & Wellbeing strategy initiatives, we have developed a dedicated and confidential email address margaret@cis-security.co.uk

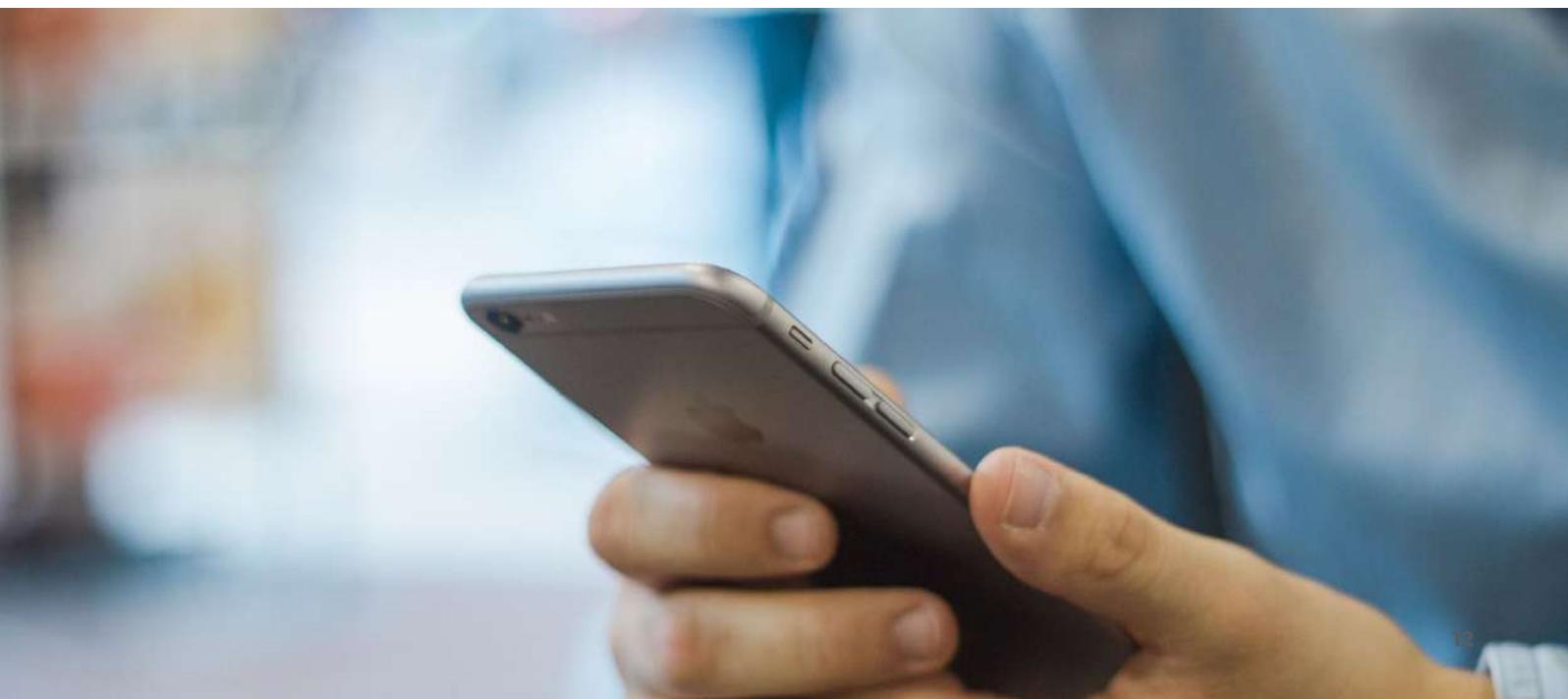
GET IN TOUCH.

We have introduced another level of support for any of our employees who find themselves in need of support with mental health wellbeing issues and are in need of some confidential help.

In many cases, the appropriate thing to do would be to discuss issues with a Supervisor, Line Manager or someone else in the company you trust, however, we recognise that individuals may not want to raise these issues at work or in a work environment.

This line is monitored during normal office hours, **Monday to Friday 08:30 – 17:00** and it will not be managed by qualified mental health practitioners, therefore they will not be able to provide a prognosis to your issue. However, they will be able to listen to your concerns, give practical support and information which may include directing you to seek appropriate external professional help.

Should you need to contact a member of CIS staff “outside of office hours” please contact our 24/7 Control Room. They will listen to you in confidence and will be able to give support and information, and if deemed necessary, make appropriate arrangements for someone to help.



Wellbeing Day

One of our commitments is Staff Wellbeing, and here are some photos of the Queen Elizabeth Hospital Teams attending a Police Staff Wellbeing event. The Teams walked away with an extra spring in their step which is always a great feeling, especially at work!



Safety first

On 26th April, Queen Elizabeth Hospital hosted an event in conjunction with the Metropolitan Police to offer free catalytic converter marking for vehicle security. Alongside this free service the Police, supported by the Security Team, offered security advice to staff and visitors.

A perfect Security and Police collaboration for a great cause!



Hi-Visability Event



At CIS we have been at the frontline of the development of this event, along with other security companies based in London. The City Security Council, in partnership with The City of London Police, were proud to host the very first high visibility event, where private security and police joined forces to showcase the men and women who make London a safer city for everyone.

The new City Security Council (CSC) is working to bring together security companies to develop collaborative approaches to support the police effort in the City. The CSC is an outreach programme in partnership with the City of London Police, aimed at protecting businesses and the public from criminal activity.

Thank you to all those involved!

Neill Catton's interview on the day can be viewed [here](#).



**Neill Catton - Managing
Director of CIS & Chairman of
The City Security Council**



OSPAs Thought Leadership Webinar

Topic: What does a diverse workforce look like? How is the security sector faring up?

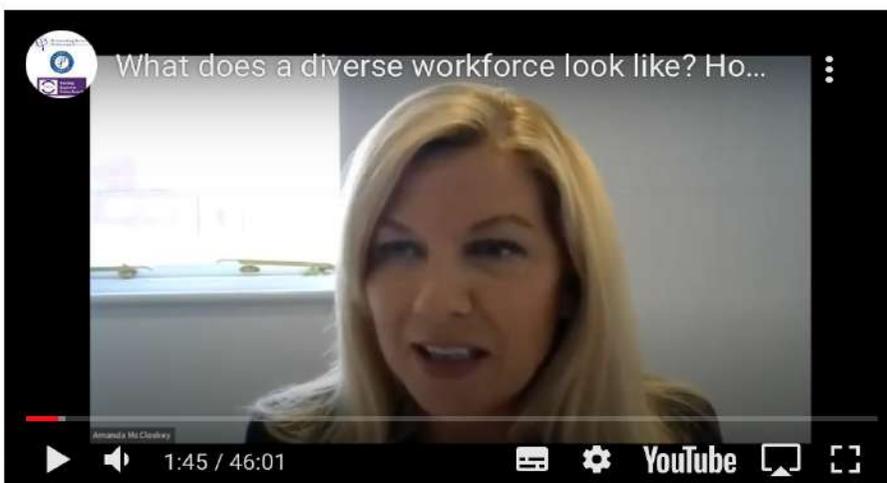
On 28th April, the OSPAs invited Amanda McCloskey, CIS Sales & Marketing Director, to speak on an extremely important topic for their weekly Thought Leadership Webinars.

Industry diversity is an exceptionally current topic in the media all over the world and it was great to hear different insights from within the Security industry as CIS are encouraging to adopt a mindset of Diversity and Inclusion in the workplace with the launch of CIS Citizenship.

As Amanda quoted in the webinar “The world is changing”, she argued that companies should be avoiding tick box exercises to cover all groups and

alternatively engaging meaningfully with why diversity matters. She also stated that the Security Industry needs to be more proactive with these movements by being more vocal, rather than being reactive.

If you would like to hear the full discussion, please [click here](#).



Chair: Martin Gill

Panellists:

Emma Shaw – Managing Director at Esoteric

Dr. Fidelma Ashe – Reader in politics at Ulster University

Amanda McCloskey – Sales & Marketing Director at CIS Security

£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!



Fitness Dedication

Security Officer, Ali Al-Jaff shares with us his amazing fitness journey which has taken him to the British Championship Final on numerous occasions. Ali is a great example that there is always enough time to go to the gym.



Ali Al-Jaff, Security Officer at Regents Place, talks about his hobby:

"I have a huge passion for the gym. When I'm at the gym I forget about the outside world. I became so passionate about the gym that I took things to another level and started competing as a bodybuilder. I have competed as a bodybuilder for a few years and also participated in the British Championship Final (UKBFF,IFBB) on more than one occasion. I have been placed in the top three in the country more than once and have also won a few shows.

I work a 60-hour week as a Security Officer for CIS Security at Regent's Place and even after my 12-hour shifts, I still find time to go to the gym four to five times a week. Even with all the uncertainty going on right now I have never even considered cancelling my gym membership.

I would love to do some more shows in the future, especially for my two kids as they always ask to see me on the stage."

”



Exercising for good cause

CIS Marketing Manager, Erica Boiano demonstrates the wide range of benefits mentally and physically you can experience by engaging in charity work to help the community.



Erica Boiano, CIS Marketing Manager talks to us about her new venture.

"I joined GoodGym in early May and I couldn't have made a better choice!"

I wanted to get more active and brush off the lockdown laziness, but I was looking for something different than the regular gym. I came across GoodGym on my social media feed and I thought it was a brilliant idea! Getting fit whilst making a good impact on the community I live in was a win-win trade off and I didn't think twice before signing up.

The sign up process was straightforward and easy; I could immediately find a mission to join for the following Saturday. I joined a fellow GoodGymer in Brixton and helped carry the leftovers from the local Greggs to a charity nearby. We cycled with our bags and panniers full of doughnuts and sandwiches and brought them safely to their destination. I can't describe the feel-good factor I experienced. We all know that physical activity releases endorphins but this PLUS making a good deed made me feel just exhilarated and chuffed.

My plan is to keep on joining missions where and when I can and meet new people in my same community. This is something I highly recommend if you're looking for a wholesome work out to keep your body fit and your mind open."



Shoes To Fill

Not to miss this summer for theatre lovers!



CIS Account Manager Anthony Bridgeman's daughter, Tanya Bridgeman has written a show named 'Shoes To Fill' and Anthony is immensely proud of her achievement.

"As another year passes a granddaughter feels like her life is slipping away. She is unsure of her place in the world and is conflicted with ideas on who she should be. Through stories told to her by her Bajan and Irish Grandmothers she learns to take control of her own narrative so she can proudly fill their shoes".

Shoes to Fill is a celebration of mixed identity and the coming together of two cultures. With elements of music, spoken word and multi-rolling, this solo show takes us on an unexpected lyrical journey that questions who we are and where we fit in.

Shoes to Fill is Tanya Bridgeman's debut show as a Writer. After training as an Actor at Mountview Academy of Theatre Arts she turned her attention to writing during lockdown 2020. A few months on she was commissioned by the Iris theatre to write Shoes to Fill which she will also be performing in from 5th-10th July. More information can be found on the Iris Theatre's website:

<https://iristheatre.com/>



A Great Catch

Nigel Moss is a newly-appointed Security Manager at Helix, and he has been recognised by a client for his impressive history, which we felt was Blow Your Own Trumpet-worthy!



Amongst other wonderful achievements, Nigel Moss started his career by dedicating himself to the South African Police Force as an Inspector for an impressive 15 years. He won the South African Strong Man competition in 2002 and as if that wasn't impressive enough, in the same year he competed in the World's Strongest Man!

Nigel is also an avid fisherman whose biggest catch to date is a 74lb Catfish.

Nigel's hidden talents and hobbies make us realise how important it is to get to know about our employee's personal life achievements.



Happy 15th Anniversary!

A big Happy 15th CIS Anniversary to Control Room Supervisor Khurum Nazir, an amazing milestone and hopefully more to come!



Happy 15th Anniversary!

Another double 15th anniversary to two members of our board this issue!

Amanda McCloskey, Sales & Marketing Director started CIS 15 years ago as a HR Manager and quickly showcased her natural leadership skills as well as strategic development leading her to her role today. Neill Catton, Managing Director began his CIS journey 15 years ago as Operations Manager, but quickly moved onto the Board due to his dedication and focused mindset. A big congratulations on this impressive milestone to these two wonderful leaders.



Payroll Corner

Evi, Casey and Aleks share tips and reminders on all things payroll.



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

Updating Personal Details

It is vital that as soon as there is a change of your personal circumstances, apart from notifying us, you also communicate these to all the relevant organisations/agencies. HMRC needs to be notified in the first instance along with your pension providers. You can contact HMRC by calling 0300 200 3300 or via your Personal Tax Account at <https://www.gov.uk/personal-tax-account>

Our pension provider, Standard Life, also needs to be notified either by phone on 0800 634 7479 or via the mobile phone app.

Pension Beneficiaries

When you die, any remaining funds in your pension plan will be used to provide benefits for the people (or causes) you care about. Normally Standard Life will decide who should receive the death benefits (known as the beneficiary), but they will take your

wishes into consideration when making their decision. You can let Standard Life know who you would like to receive these benefits by completing and returning an instruction for payment of death benefits form. You can simply do this by logging into the Standard Life app, by calling them on the number above or by visiting your account from a computer at <https://online.standardlife.com/secure/customer-authentication-client/customer/login>

Staff Benefits Platform

Our exciting new staff benefits platform is now live and can be accessed via the Hub. You will find all our staff benefits and information on these, all in one place. Feel free to navigate around the platform in order to see all exciting benefits available for all our employees.



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



WHAT TO DO IF YOU FIND ASBESTOS & WORKPLACE COVID TESTING

Asbestos-containing materials were still used in buildings until 1999. It's therefore not unusual for asbestos to be found during building maintenance or alterations. What should you do if you come across it?

Registered

It's not ideal to come across asbestos in the course of a project. If the work has been managed properly it shouldn't happen, but it continues to be a situation which arises. There are two reasons you could be placed in this situation:

(1) there was no proper survey carried out taking into account the full extent of the areas to be accessed and work to be done; or (2) the workers went into areas the client had not anticipated, revealing concealed materials which turn out to be asbestos.

Note. It's worth noting that although the client is responsible for (1) above, the contractor is also expected to ask for it and check its contents. Some have been prosecuted for not doing so.

Tip. Because these mistakes continue to happen, maintenance and construction workers should always have asbestos awareness training. Providing this and refreshing knowledge on a regular basis gives workers the best chance of spotting asbestos-containing materials (ACMs) before they are disturbed.

Then what?

If suspected ACMs are uncovered on site, the first instruction for workers is straightforward: “Stop work immediately!”. If the materials are not damaged, they will be considerably easier to deal with, therefore emphasise to workers the importance of a prompt response.

Tip. Tell workers that if they find suspected ACMs to (1) stop work; (2) keep everyone out of the area; (3) report the issue to management; and (4) display a warning sign. In practice this might simply involve walking out, closing the door, making a phone call and then leaving the door locked or taped up with a makeshift sign. With the area safe the client has time to arrange for a specialist to take samples.

Tip. There is an alternative to sampling which is that you assume it's asbestos and change the work to ensure it's not disturbed. Or you could potentially assume that it's asbestos of the worst type, i.e. crocidolite or blue asbestos, and therefore only allow it to be handled by a licensed asbestos contractor.

In an emergency
If the material has been damaged the action to be

taken is more complicated as workers' clothing, tools, materials and the immediate environment could all be contaminated with asbestos fibres. Not only do you want to respond effectively to minimise any dust inhaled by workers, but you also want to limit collateral damage.

Tip. The HSE has published a leaflet which outlines the procedure to follow according to whether there is “a little” dust, or “a lot”. If it's a small amount, visible on sleeves and shoes, it should be wiped down with damp rags and the rags disposed of as asbestos waste. If there's a lot more e.g. contamination to hair, clothes and footwear, workers must do more, including removing contaminated outer clothing and having a shower.

Workers should be trained to spot the materials when they arise. This makes it more likely they'll stop and ask questions before any damage occurs. If dust has spread there's a process to follow including decontamination. Follow the HSE's guidance to minimise the risk of harm.



WORKPLACE CORONAVIRUS TESTING

Businesses with over 50 employees are being encouraged to bring in rapid coronavirus testing in the workplace. How does it work?

Get tested. The government is recommending that where it's essential to have staff on site, businesses in England should provide rapid coronavirus testing. This would be helpful where there are large numbers of staff who cannot work from home such as in food processing, manufacturing, transport, distribution hubs, construction and local government. The benefit of implementing a programme of testing is that one in three who have the virus is asymptomatic. Without the testing of asymptomatic staff, the virus could spread unchecked.

What's a rapid test? The type of coronavirus testing described is a lateral flow test. A swab of the nose and throat is put through a simple analytic process and gives a result in about half an hour. Previously, only those firms with more than 250 staff qualified for free government supplied test packs but now the criteria have been loosened to cover those with more than 50 employees.

Note. At the time of publication there are differences of approach across the four nations. It's also a

changing situation. To ensure you have current information for your area, check out the applicable national government rules at the time you want to introduce a testing programme.

Tip. Local authorities have also been supplied with millions of coronavirus testing kits for community use. If you have fewer than 50 staff but feel you would benefit from participation, ask your local council if it can help.

Tip. To register in England go to the dedicated website (see the next step). You'll receive information about the procedures required including the setup of the testing area, personal protective equipment, etc.

Note. When providing such a programme, each employee will have the choice of whether to participate and will need to self-register with their phone number and email address on an online portal. Warning. You cannot make it compulsory for staff to take part.

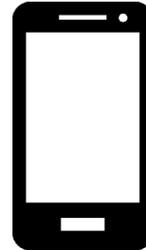
You'll be provided with the kits and full instructions after you register. Doing so will reduce the risk of an outbreak of coronavirus by identifying asymptomatic positive cases and telling affected workers to self-isolate.



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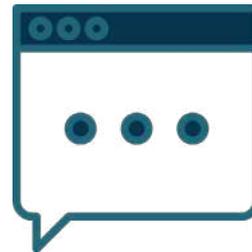
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