

CIS Newsletter

THE AWARDS ISSUE

CIS Security
Annual Awards 2021

Manager
of the Year



December 2021
Volume 25, Winter Edition

HELLO!

A few words from Neill Catton CIS Managing Director



I have said this before but what makes CIS different is our feeling of togetherness. No matter where you work if you are a Security Officer, Administrator, Supervisor, Manager or Director we are all equal and I am very proud of our culture of equality and teamwork. If you want to see this in action, our Annual Awards in November was a fantastic example. Many organisations have had to change their plans and cancel events, but we did it right and a wonderful evening was had by our Employees, Award Nominees and Winners.

Next year we will be going to a bigger venue so we can invite even more of our talented security professionals. If you have not had the pleasure of attending, I would urge you to push yourself forward for a nomination on our monthly recognition newsletter. Another year has nearly passed, and the business is doing extremely well. You will see from the new family members joining us at the various locations that we are growing in number. Likewise with our new HQ team members who support our service to the front-line teams and customers.

I have enjoyed seeing the 24 days of Christmas being celebrated by our raffle, a great initiative that recognises our front-line team members. Some of my predictions for next year is that we will employ over 2,000 security professionals, there will be greater development of the Hub to streamline work processes, 100% Badge winners will be recognised for their dedication, we will develop our succession program even further to promote from within and the public perception of Security will reach new levels of success.

It leaves me to wish every one of you and your families a Happy Christmas and a Prosperous New Year and I look forward to seeing you all in 2022.

Celebrating new contract Wins!

A massive 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 many new wins, including The Gilbert, K1 & Hoopers Court and Reckitt Benckister



CIS
INNOVATIVE SOLUTIONS

THE GILBERT

The Gilbert has been developed as extensive shared work and social space, which will celebrate the eccentricities of the original building. Although focused on the working lifestyles of the present day, the building has a story to tell as it was designed as a private members club by Sir Giles Gilbert Scott in 1930. He also designed national landmarks the Tate Modern, St Pancras Hotel, Battersea Power Station and the iconic red telephone box.

Contract Start Date: 2 November 2021



K1 & HOOPERS COURT

The K1 & Hoopers Court project creates an amazing retail and office space, 33 residential units and a new rooftop restaurant totalling 340,000sq ft (31,600sqm). The project will make way for new step-free access to Knightsbridge London Underground station on Brompton Road for the first time, from Hoopers Court.

Contract Start Date: 20 December 2021



HYLO BUILDING

The Hylo Building provides a platform for both start-ups and global brands alike with a workspace that promotes flexibility and is flooded with natural light. With a focus on technology integration, it has over 20,000 sq. ft of revamped public realm.

Contract Start Date: 18 October 2021



RECKITT BENCKISER

Reckitt Benckiser is a British multinational consumer goods company and is a producer of health, hygiene and nutrition products many of which are used in our everyday lives. As a result of the COVID-19 pandemic, global demand for disinfection products has increased significantly and the Derby Factory has worked tirelessly to service consumer demands.

CIS Security, in partnership with CBRE GWS, were awarded the Security Services contract to the Household goods giant's, which sees our regional teams providing 24/7 Security to the sensitive environment of manufacturing.

Contract Start Date: 1 November 2021



The OSPAs 2022

FINALIST



OSPA FINALIST 2022

What an amazing achievement CIS has obtained once again.

In a year where The Outstanding Security Performance Awards (OSPAs) received more entries than ever before, and with no more than 10 finalists being selected per category, we have been shortlisted as a finalist for the Guarding Company of the Year award.

We wish everyone good luck and continue to keep our fingers crossed for Thursday 24th February 2022 where the winner will be revealed at the Royal Lancaster Hotel.



THE CIS AWARDS 2021

CLICK [HERE](#) TO RELIVE THE DAZZLE FROM THE NIGHT

What an amazing night to remember! This year, we were fortunate enough to host our grand awards night; many of us witnessed a sea of happy faces and were surrounded by so many cheerful laughs.

At CIS, we take great pride in recognising and awarding the oozing talent within our business and this year was no exception. We have demonstrated superb teamwork, amazing leadership, and outstanding customer service, just to name a few!

We are not only proud of our winners but of all our colleagues, for continuing to keep CIS to a forever growing high standard! Let's do it all again next year even bigger and better.

THE WINNERS

Service to the Customer Award



Rachid Benjebbour
Regents Place

Outstanding Incident Management Award



Joint Winners
LSBU & Spitalfields Security Teams

Team of the Year Award



Joint Winners
The Accenture & Brindley Place Security Teams

Response Officer of the Year Award



Kelly Hall

Security Officer of the Year Award



Ben Sawyer
Temple Quay

Supervisor of the Year Award



Gareth Hawkins
University of Westminster

Manager of the Year Award



Hakan Kagan
Regents Place

Front of House Award



Joint Winners
Klara Bayadova & Julia Rychwicka

Head Office Employee of the Year Award



Davina Sawyer

London's Air Ambulance Award



Joint Winners
Steven Hawkins & Simon Lawson

WHAT AN ACHIEVEMENT!



Ataul Ahmad Security Manager & Richard Scantlebury (CBRE)

Congratulations to Islington Square who have been awarded the **Building Security Accreditation Award**



Ataul Ahmad Security Manager & Don Randall MBE



**BUILDING SECURITY
ACCREDITATION**

15 YEARS IN THE MAKING!

James Burke



James Burke has been a great asset to CIS and his hard work has not gone unnoticed. Congratulations on this huge milestone and we wish you many more. Read on to hear from the man himself as he describes his journey leading up to this monumental achievement.

I have been with CIS unofficially for around 17 years now as I have worked for a few different security companies.

My first site was at Bloomberg, Moorgate and I stayed there for a few years, where I started as a Security Officer and later moved to working in the control room for some time. I then moved site to Moore Stephens Chartered Accountants as a Night Guard looking after two buildings, one next to the Old Bailey and the other next to Snow Hill Police Station.

My journey then led me to becoming a Supervisor at Spitalfields Estate for a while and after that I moved to Lazard for around 8 or 9 years as a Security Officer. Some years had passed, and I decided to move back to Spitalfields Estate as a Security Officer in the Gate House, Monday to Friday.

I continued my journey and worked a few months at Knightsbridge Estate looking after the K2 building. After all the moving around, I finally joined CHUBB Insurance Leadenhall Street as a Security Officer; after 1 year I was moved up to Supervisor and have been in my current role for the past 4 years.

*It is truly a **great pleasure** to work closely with James. Not only is he an **asset to CIS** but a **true Ambassador** for his customers. Well done on this amazing achievement!*

Francois Reynders



A HAPPY 5TH YEAR!

Faheem Saleem



How long have you been working in security?

I started my career in Security 10 years ago working at the London Guildhall as a Lead Response Officer. Here I met famous people such as the late Prince Phillip and David Cameron where high-profile events were taking place such as the Lord Mayors show. I also met other celebrities including Kate Winslet and worked at Barnados head of security whereby the Queen and Camilla opened our new building.

What made you choose your role and what do you enjoy about it?

Having covered all aspects of security I branched out into training when joining CIS Security, because I worked as a Financial Retail Manager for Barclays before joining Security, I had valuable transferable skills that enabled me to diversify and broaden my horizons and go into Soft Skills Teaching. I obtained my teaching qualification and am also nearly qualified to deliver licensing. I am passionate about delivering training, particularly Welcome Host and Welcome All. I deliver a wide array of different courses from Incident Report Writing, Manual Handling, Conflict Management to Alzheimer's.

I enjoy meeting people and working closely with Directors, Account Managers, Security Managers, and their teams. I consider establishing rapport, maintaining great working relationships, clear and concise communication are my key strengths and thrive to achieve service excellence. Consider myself to be a strong peoples person driven by leadership and results.

Tell us a little about yourself and personal life?

I am a die-hard Chelsea fan, and my wife deserves credit and recognition because she teaches young children hence, she taught me the qualities of patience while teaching albeit much different to adults. I have a son who graduated in Law and went to his graduation ceremony last week after 3 cancellations in 20 months due to covid.



CIS NEW STARTERS

Wishing you a warm welcome



Rita Falayi
Onboarding Assistant

Akaash Leal
Intelligence Researcher
Apprentice



SOMETHING YOU MUST KNOW!

Recruiting a new Officer may seem straight forward but there's much more to it than meets the eye! Our very own Kieron Nunney Account Director explains what he looks for in an Officer and gives us some tips.



“Having worked for CIS for nearly two years, as an Account Director it’s really important to make sure we recruit the right calibre of employee”

It’s all about the advert. Get this correct and the right level of candidate will apply. Ensure that the role is clearly defined with a detailed Job description.

Once you have the candidates selected this is where the process turns to them.

These are the three tips I give when applying a role:

Preparation – Research the Business you are looking to work with and the Contract that is looking to employ you.

Appearance – Always attend interviews immaculately dressed – Business attire, clean and pressed, hair neat and tidy.

Punctuality – Arrive early, if you’re running late let them know, there’s nothing worse than turning up late for an interview.

With more vacancies and new business in the industry, standing out from everyone else will give you a great chance to secure your role and start your journey with the CIS family.

Don’t forget CIS offer £150 for recommended new recruits.

A CONVERSATION WITH EMMANUEL



When did you join CIS Security?

I officially joined CIS Security Ltd on 12/07/19.

What department do you work in and what is your role?

As of 25/09/21 I work in the operations department as an Operations Duty Manager at HQ. The role entails being a part of a 24/7 team responsible for providing the company level operations service. I currently provide line management to the Mobile Supervisors and Controllers (out-of-hours) and will soon be providing line management to company Response Officers.

If you could describe yourself in three words, what would they be and why?

1. Responsive
2. Disciplined
3. Driven

I believe thus far; my actions illustrate that I am all the above. If I may add, my surname is “Nnaji” and I have turned it into an acronym (N.N.A.J.I) which stands for the following: notably, noble, and jovial individual. I try to regularly live up to this title as I go about my day-to-day activities – it keeps me grounded.

Can you tell us one interesting fact about you?

One of my hobbies is vehicle detailing. I am somewhat obsessive on maintaining the cleanliness (interior and exterior) of my personal vehicle. Car detailing is when you meticulously clean, polish and protect all parts of a vehicle from top to bottom, inside and out, using specialist tools and products that would not normally be used by your typical local car wash cleaner. It is a true art that can bring about immaculate results on even the worst looking vehicles. I find this hobby to be very calming, similarly, to washing the dishes.

Emmanuel Nnaji
Operations Duty Manager



£25 for you

The text '£25 for you' is written in a large, bold, 3D-style font. The '£25' is gold, and 'for you' is white. The text is set against a dark blue background with several thin, gold, radiating lines around it, suggesting a spotlight or a celebratory moment.

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!



AFC EMPLOYER RECOGNITION SCHEME RECOGNITION SCHEME AWARD



EMPLOYER RECOGNITION SCHEME
SILVER AWARD
Proudly supporting those who serve.



Lee Leyland gives us an update on how far we've come with the and our recent Silver Accreditation achievement.

2021 has been an interesting year, with the gradual lifting of restrictions in some areas and the staggered return to the workplace for some.

The Armed Forces Covenant Group (AFCG) and its Champions have been busy in the background laying the foundations for moving forward.

CIS Security is delighted to be awarded the **Armed Forces Employer Recognition Silver Award**. We were the only security company in London to receive this award this year and achieving this award involved a lot of work in meeting the required standards.

What does the Silver Award mean to CIS and our Ex-Forces and Reservists?

It means; recruitment, training, promotion, an Armed Forces Network that has been set up with our Forces Champions and extra leave for our Reservists and their families during and after deployment.

CIS has 3 Forces Champions, providing national coverage support to our colleagues. Company Trainer, Lee Leyland covers London and the Southeast, National Security Account Manager, Darren Roberts covers the North and Regional Account Manager, Barry Thompson covers the Midlands and Southwest. The group also includes HR Director, Tracy Plant and Darcie Alabaster for administration support.

CIS has established an Armed Forces Network, supporting employees who are Reservists, Veterans and their spouses/partners. We have a dedicated email address for all our Ex-forces, Reservist and families so that they can be in direct contact with any or all of our 3 champions at any time - afc@cis-security.co.uk. All ex-forces or reservists are invited to our AFC forums, the next one will be held in January 2022. Communication will be sent out regarding the date and venue; all ex-forces are invited to attend to share stories and network with close colleagues.

On November 11th, Managing Director, Neill Catton and Company Trainer, Lee Leyland laid a wreath at Lewisham for Remembrance Day, with further members of the Covenant participating at other ceremonies on Remembrance Sunday.

CIS is also working closely with the Career Transition Partnership, as well as a group called the Forces Transition Group in areas of recruiting service leavers. We have a dedicated team within HR who work very closely with these groups. In October 2021, Regional Account Manager, Barry Thompson, along with Security Building Operations Manager, Scott Higgins from London Bridge City attended a recruitment day in Bristol, we were the only security company there.

Barry & Scott met several military personnel who are leaving the forces within the next 12 months, we hope that their next chapter will be with CIS. All attendees come from different military backgrounds, with varying lengths of service and various ranks within the forces. We pointed out the transferable skills they already have and they were unaware these were traits we seek in future employees. These include **Leadership, Teamwork, Flexibility, Communication** and **Problem-solving**.

Many were unaware as to how many varying career paths they could take, many showing an interest and taking handouts of how to apply to CIS and how to get an SIA licence.

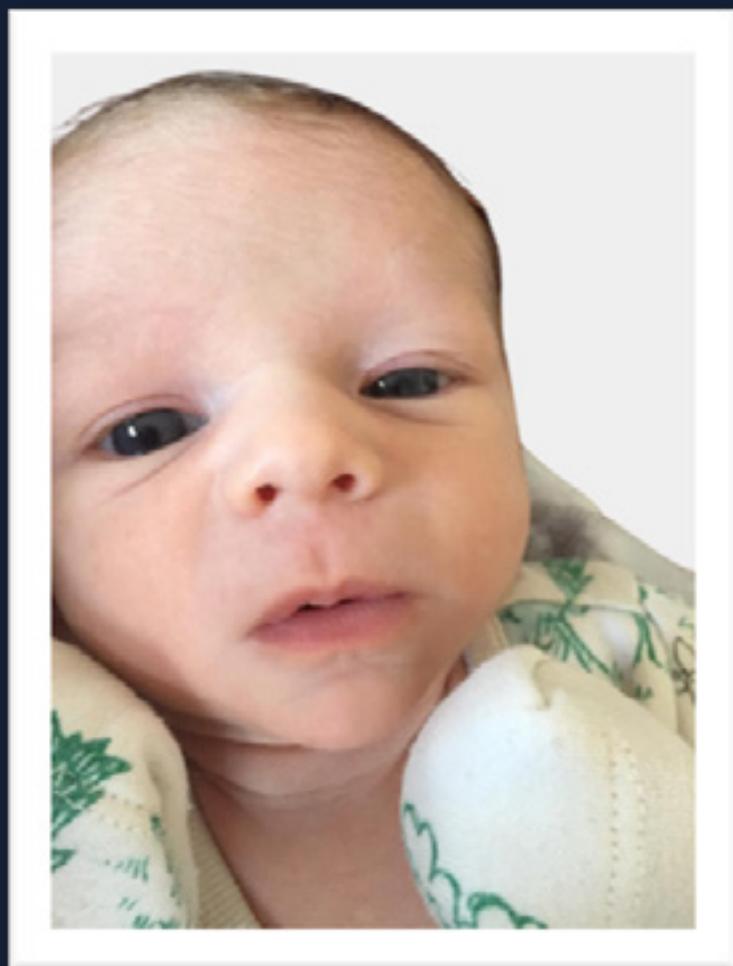
HR Director, Tracy Plant and Company Trainer, Lee Leyland have written and created new company policies to better accommodate Veterans, Reservists and the families of those working for CIS. These will help in areas of mentoring, training and supporting Reservist employees during times of mobilisation and demobilisation. Our policy can be found on the employee portal and The Hub, please read and support our AFC promise.



Welcome to the world!

**A magnificent adventure
has just begun!**

From everyone at CIS Security, a massive congratulations to Interim Security Deputy Manager, Darren Pengelly and his partner, on the new arrival of their little boy!



Born: 15th October 2021
Name: Luke Pengelly
Birth Weight: 6lb 13oz

Payroll Corner

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



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

NEW HEALTH & SOCIAL CARE LEVY

A new national insurance temporary reform has been put into place by the Government in order to help fund health and social care.

The 1.25% temporary increase in national insurance contributions (NIC) will be effective as of tax year 2022/2023 and it will affect employees who currently pay NIC.

Further information please visit the Government website at: <https://www.gov.uk/government/publications/health-and-social-care-levy/health-and-social-care-levy>

BE TAX SAVVY

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

You can use your person tax account to:

- check your Income Tax estimate and tax code
- claim a tax refund
- check and manage your tax credits
- check your State Pension
- track tax forms that you've submitted online
- tell HMRC about a change of address

CHRISTMAS PAY PERIODS

As usual, our Christmas and New Year pay periods will not be affected by the Bank Holidays over the festive period. This means that November wages will be paid on the 10th December and December wages will be paid on the 10th January 2022.

**From all of us in Payroll -
Have a wonderful Christmas
and Happy New Year!**

Health & Safety

RAPP tool – pushing and pulling loads



Pushing and pulling loads is a way to reduce or avoid manual lifting and carrying. Putting the load on a trolley and pushing it is one way of avoiding carrying.

So, when people push and pull instead of lifting and carrying, less effort is required, but there may still be a risk of musculoskeletal disorders (MSDs), which you need to assess and eliminate or reduce.

Although you may think that the Manual Handling Operations Regulations only apply to the lifting, Lowering and carrying of loads, they also apply to pushing and pulling. This 'pushing and pulling' guide should help you comply with the regulations and control the risks to your workers.

A risk assessment tool for pushing and pulling operations (the RAPP tool) is available:

- 1.** It is a simple tool designed to help assess the key risks in manual pushing and pulling operations involving whole-body effort.
- 2.** It is similar to the MAC tool and uses colour-coding and numerical scoring, like the MAC.
- 3.** It will help identify high-risk pushing and pulling activities and help you evaluate the effectiveness of any risk-reduction measures.
- 4.** You can assess two types of pulling and pushing operations using the RAPP:
 - Moving loads using wheeled equipment, such as hand trolleys, pump trucks, carts or wheelbarrows.
 - Moving items without wheels, involving dragging/sliding, churning (pivoting and rolling) and rolling.

For each type of assessment there is a flow chart, an assessment guide and a score sheet.

NOTE: Since the RAPP tool was launched, our experience, supported by further testing, has indicated that the tool is not sensitive to the level of risk in some tasks (or parts of tasks) involving moving loads with hand pallet trucks or similar, with small wheels.

In these tasks, small irregularities (including debris) and small gradients in the floor surfaces, which would otherwise be assessed as low risk (Good G/0) under the A-7 Floor surface and A-8 Obstacles along the route factors, can have a very significant effect on the manual forces required. In these situations, the RAPP will tend to underestimate the level of risk, although the need for high force should be identified from looking at worker posture in factor A-2 Posture.

Therefore, a full, site-specific, pushing and pulling risk assessment may be preferable when assessing tasks (or parts of tasks) in locations with varying floor and environmental conditions. This is particularly likely for tasks that occur outdoors or can be affected by the weather, such as deliveries or loading/unloading in yards. Worker involvement in the assessment process is important as they have valuable knowledge of the specific risks of the task, particularly, for example, drivers who are experienced in delivery operations.

HSE has produced a pushing and pulling [risk assessment \(PDF\) checklist](#) and an example checklist (PDF) to help with your full risk assessments.

Resources

1. [Managing upper limb disorders in the workplace \(PDF\)](#)
2. [Manual handling assessment charts](#)
3. [Risk assessment of pushing and pulling \(RAPP\) tool](#)
4. [Making the best use of lifting and handling aids \(PDF\)](#)
5. [Working with DSE equipment \(PDF\)](#)

Slips, trips and falls on wooden surfaces in winter

Wooden outdoor surfaces bring challenges, especially in a wet climate. If you've made use of decking to enhance your workplace, how can you minimise the risk of slipping accidents?

Seasonal issues

Wooden decking is especially likely to become slippery in winter when it may not dry out between rain showers, allowing algae or organic matter to accumulate. Another consideration is that when contaminated or covered in ice it may be more slippery than some alternative surfacing materials such as rough concrete or stone chippings

In these tasks, small irregularities (including debris) and small gradients in the floor surfaces, which

Slip, trip and fall accidents are a serious business. The HSE identifies that these accidents are the most common cause of major injury in the UK. If you have wooden surfaces, now is a good time to consider what you can do to reduce the risk.

Making it better

Your first step should be to review whether you have the right product in the right location. Wooden surfacing could be too much of a slip, trip and fall risk in some situations, e.g., anywhere that regular cleaning and maintenance cannot be guaranteed, or in a place which could be contaminated with oil. Another factor is the fire risk, which is especially high where a wooden deck is adjacent to a wooden building.

Tip. There are alternatives which look like decking boards, but which are made from PVC, or a composite of wood dust and plastic. These are easier to clean.

Note. No option is perfect when it comes to slip, trip and fall risks. For example, composite materials can cost six times the price of wood and although they have a long-life expectancy, it's worth bearing in mind that they cannot be recycled.

Reducing risks

Tip. If it's likely that a barbecue, fire pit or chiminea will be used on the deck, you could reduce the fire risk by providing a section which is more fire resistant, for example a stone slabbed area designated for the purpose.

Tip. If you're trying to improve an existing wooden structure it's worthwhile adding slip-resistant coatings, such as the inserts which can be fitted into the grooves on a wooden deck. These are especially necessary on steps and high traffic areas.

Maintenance

Tip. All types of decking need regular cleaning, but you'll need to choose the best method for your set-up. Using a pressure washer is effective but it may damage the surface of the wood making it susceptible to absorbing more water in future. It will also remove any stain you've applied.

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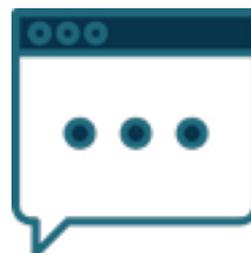
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