

CIS Newsletter



THE JUBILEE ISSUE

June 2022

Jubilee Edition



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MAKE IT HAPPEN!



**A few words from
Neill Catton,
CIS Managing Director**



You may need to book out a lunch break for this edition, pages galore of our fantastic people doing great things!

A special nod to **LBC**, who have excelled in content in this edition. A reminder to all of our Managers - its one article a year to demonstrate the great work you and your teams do.

What strikes me, and is a USP of CIS, is the quality and presentation of our teams. We continue to work hard on our appearance, in a world that has relaxed in this area we maintain our standards of dress, we are all ambassadors for our customers and the company and **first impressions still count!**

Articles to mention include awards, long service, new appointments, well-being and charitable endeavours in abundance.

I would also like to formally welcome all new members to the CIS Family, be it through TUPE or new inductees, we are delighted that you and your customers have chosen to work with us.

We offer an environment to increase your skills, be recognised for good work and receive promotion on merit.

You will also be supported by an ever increasing team that live by the ethos of **front line and off site teams having equality**. This is fundamental to the CIS DNA and we continue to build our reputation upon this.

A final **'Well Done' to everyone**, thank you for contributing to the success of the business and coming on the journey for continued excellence.



Neill

01. **CONTRACT WINS**



New Contract Wins!

The Wellcome Trust!



Following a stringent tender process starting back in April, July 1st will see this amazing new contract go live where we will be delivering Security Services, Post Room, Reprographics, Goods In, Office Logistics, Threat Evaluation and Intelligence Services across 3 of the trust's properties including Wellcome's incredible Head Office located at 215, Euston Road.

This 28,000 sq.mt headquarters with ten-storeys, open plan space, glass-roofed Gibbs Building is named after the Trust's former chairman and is one of the world's biggest medical research charities with 500 staff.

Responsibility for this fantastic portfolio will lie in the 'trusted' hands of Richard Beddoes and Wayne NYE Jones.

Savills -Moor House!



Another incredible feather in our Tier One Supplier to Savills Cap saw the successful mobilisation of Moor House on 1st April. Moor House is one of the most prominent and high profile buildings in the City of London, Located edge of the financial district and is one of the largest buildings in the area, standing 84 metres (276 ft) tall. Arranged over basement, lower ground, ground and 16 upper floors this property is a huge stake in the ground of our ever growing footprint in Moorgate and is under the management of Account Director Kieron Nunney.



Savills - 20 Farringdon Street!



20 Farringdon Street with its BREEAM Excellent certification is 8000 sq. m of Grade A office accommodation arranged over 11 column-free floors within walking distance of Farringdon station and the new Elizabeth line

Savills - Moor Place!



Moor Place, formerly known as Moorgate Exchange, featuring its iconic green-terraced roof garden tiers stepping back is a 14 Storey 32,000m² building which currently achieves nearly 30% less energy consumption than current best practice and a 20% reduction in CO₂ emissions which gives the property Sustainability Performance of BREEAM 'Excellent' and LEED Core & Shell Platinum.

JLL Central London Portfolio!



Following an intensely competitive systems led tender process, CIS were welcomed as the only brand new supply partner to leading Managing Agent, JLL's supply chain.

CIS were successfully awarded an incredibly prestigious and diverse portfolio within Central London spanning from the West End across to the City.

On the 1st March, despite tube strikes and appalling weather, all **18 properties** went live without a hitch, which in part was due to the herculean collaboration across all divisions of the business contributing to its success.

Led by Domingo De Sousa, Kuldeep Kainth and Mirek Tiller, who all took control of the mobilisation, this was the first of its kind for the business incorporating systems and guarding in tandem on this scale and has set a benchmark for the future!

Ashdown Phillips - 33 Charterhouse! Street!



We were selected as the preferred partner for their brand-new, high quality 206,000 sq. ft office and retail development near Smithfield's Market in the heart of **Farringdon, 33 Charterhouse Street**.

Account Director, Kieron Nunney, supported by Sigit Gedrimaitė manage this property from development, through Practical Completion through to Business-as-usual management by September

Set to become one of Farringdon's first smart buildings, the scheme will feature an integrated digital platform that will improve the building's operational efficiency and support the workspace well-being experience for its occupiers, through an employee engagement app.

Leading the way in sustainability, the design of 33 Charterhouse Street was awarded the UK's first BREEAM 2018 new construction rating of 'Outstanding'.

CBRE - Central Cross Chinatown!



A new addition to our ever growing **Shaftesbury Portfolio with CBRE**, managed by Account Director, Domingo De Sousa, which already includes the world renowned, Carnaby and Seven Dials, has a landmark central location where Covent Garden, Soho, Leicester Square and Tottenham Court Road meet, and is a dynamic creative and cultural hub that's home to world-beating brands and businesses.

Workman - Republic!



Last but not least and sometimes retention of contracts are not lauded often enough, but we are incredibly proud to have retained the security contract at **Workman's Republic Estate**. As part of Workman's prestigious Welcome Brand, Republic ,previously known as East India Dock, is spread over four buildings and offers 720,000 sq ft of mixed use next generation office campus.

During our tenure, we have seen this multi award winning development evolve and are excited to see what is in store over the next 3 years, well done to Account Manager, Neill Gibson, Luke Marsh and all the team for your service delivery and efforts in ensuring we secured this inspiring destination for another 3 years

02. **COMPANY AWARDS AND PERSONAL ACHIEVEMENTS**



Secured Environment Award for CIS and LBC

The partnership approach to security and protective methods within CIS is always a priority in how we deliver our services. This goes beyond the supply of officers and the day-to-day service that we and the front-line teams do so well. There are however, in certain environments the need to go further to demonstrate the depth of knowledge, skills and applications to specific parameters to robust security.

A layered approach to security, has wider visibility than the immediate front-line deployment. A demonstration that we have clear objectives and that these make up the core elements of how this is ingrained throughout the security delivery. Embedding this approach through the security strategy, policy, procedures and ensuring it is reviewed is essential.



The Secured Environments Award is based on a very strict set of principles that need to be a fundamental part of the security DNA. These are:

Principle 1 - Commitment: There needs to be a commitment to developing, maintaining, and growing a secure environment.

Principle 2 - Understanding: There has to be clear understanding of the security risks and threats it faces.

Principle 3 - Respond: Develop an effective response to reduce the risks to the organisation and all service users.

Principle 4 - Management: All security measures should be proactively managed by front line officers, supervisors, and managers.

Principle 5 - Implement: Demonstrating that you have appropriate processes and procedures in place to ensure that crime prevention initiatives are implemented correctly.

Principle 6 - Evaluate: It is essential that crime prevention initiatives and security measures are assessed to determine whether they are effective.

CIS in partnership with LBC recently achieved the Secured Environments award (www.securedenvironments.com). This high profile, police award overseen by Police CPI (which run a range of crime prevention initiatives). This prestigious award has been achieved by a number of other organisations across the country, and in London by landmark buildings and key scientific institutions. The LBC award was achieved in true partnership with CIS and LBC to demonstrate the commitment to ensuring it can deliver a safe, secure and constantly threat aware security service and ultimately a safe environment for all.

By ensuring the above principles are in the day-to-day delivery of security, with full client support, established working partnerships with other service providers and strong relationships with police and local BIDS meant that this process received a very thorough audit. With the upcoming Protect Duty, Secured Environments works so well in demonstrating that security, its applications, the training, and skill sets from the teams and building it into the fabric of the LBC is a success. PAL (publicly accessible locations,) of which LBC is one of the most iconic in London is leading the way by taking this approach to security to meet the threats faced on today's world. It is a great achievement from all involved in the project.



If you have questions and want to look into this for your contracts, especially those that fall under the PAL criteria, please look at the enclosed link, contact me with any questions.



British Land 2022 Supplier Excellence Award Expert People Category



SUPPLIER
EXCELLENCE
AWARD 2022



CIS are delighted to announce that we are winners of the '**Expert People**' category of the British Land Awards 2022.

CIS Security have been working in partnership with British Land at Regent's Place since 2019. Providing 24-hour security services on the 13.3-acre estate on a 24-hour basis, this includes the external areas of the campus and 8 of the buildings on the campus. We also provide front of house security in 6 of the buildings.

Our partnership with British Land is very important to us and this recognition truly emphasises that '**Our people are at the heart of everything that we do'**.



The Outstanding Security Performance Awards (OSPAs) 2022 'Lifetime Achievement' award. CIS Nomination - Graham Bassett MSyl, FREC, FInstSMM, Managing Director of GBRUK



It was an absolute pleasure for our **Managing Director, Neill Catton**, to present to **Graham Bassett MSyl, FREC, FInstSMM, Managing Director of GBRUK**, his The Outstanding Security Performance Awards (OSPAs) 2022 'Lifetime Achievement' award.

CIS nominated Graham for this prestigious award as recognition of his impact to the Security Industry.

Graham has spent 30 years within the security sector. In this time, he has been a constant influencer in many areas and formal settings, and his voluntary contributions to the development of the security sector are second to

none. Increasing awareness, bringing stakeholders together, and raising funds for many charities and the wider crime prevention network are just a few of his accomplishments.

The vast list of boards, committees, and special interest groups that Graham has devoted his time to is unrivalled. He is a true champion for the understated Security Professionals who makes our industry thrive every day. A deserving recipient of the Lifetime Achievement Award.

On receiving his award this morning, Graham stated "When I heard I had won this award, I felt pleased, honoured and humbled to accept this award and to join past recipients who I have long admired and respected.

I would like to say a huge thank you to CIS Security for nominating me, to those who have supported me along the way and to the OSPAs for selecting me as a winner. I may have won the Lifetime Achievement award but you will still be seeing plenty more of me in the future!!"

Congratulations Graham and thank you for all that you do – we could not think of a more deserving winner of this impressive award!

ACS Pacesetters Security Officer of Distinction Award Benjamin Akosah, London South Bank University

Ben's nomination was related to an incident that took place on New Years Eve. Ben was patrolling one of our CIS buildings on night of 31st of December, when he heard cries for help that were distinctly from a female voice.

Benjamin immediately started running towards the voice and realised the cries were coming from the street, outside the building, where a lady was about to be sexually assaulted.

Without any hesitation or concern for his own welfare and well-being Benjamin run outside to confront the assailant, who was twice his size and half his age. Benjamin was able to successfully repel the assailant and immediately reported the matter via radio asking for the emergency services. He then turned his attention to the female who was hysterical, exhibiting clear signs of shock.



Ben kept his distance from her, requesting a female officer's presence on the radio, while speaking to her in a calm and soothing voice; trying to tell her "It is over" and allowing her to breakdown and deal with the flood of emotions.

He advised the victim that emergency services were on the way and asked if there was anyone she wanted him to contact. Emergency services were quick to respond and once on site, it transpired the victim was married to a Police officer colleague of theirs.

Having allowed herself to process the attack, the victim managed to compose herself and could not stop asking for Ben in order to thank him and express her gratitude time and time again.

Ben was accompanied to the awards ceremony by Key Account Manager, Neil Gibson and Security Officer, Marietta Savva, who is also from London South Bank University.

Well done Ben!!



BTEC Level 3 Award for NFPS Physical Intervention Trainer Course

At CIS we pride ourselves on having the largest in-house training team in the industry and we always want to ensure that our team have the most up-to-date and relevant training required for our industry.

After completing an intensive 5-day residential course in Telford, Steve Wicks, **Julie Elvery, Lee Leyland, Mark Abrahams** and **Faheem Saleem** have all successfully completed the Physical Intervention Trainer Course (BTEC Level 3 Award). This is an NFPS Ltd course and was delivered by the infamous Mark Dawes.

The five-day Physical intervention Trainer Course qualifies the team with a BTEC Level 3 Award in Physical Restraint Instruction. The course comprises of three BTEC Level 3 Units:

Unit 1: Risk Management and Assessment

Unit 2: Physical Skill Instruction

Unit 3: Delivering Physical Restraint Training Sessions

Before attending the course, the team spent a minimum of 20 hours working virtually towards this qualification.

Below is Julie receiving her award, Julie states 'It was such a privilege to train with such World Class leaders in the field of restraint. The training was First Class - it was interactive, physical and an amazing opportunity for the CIS team'.

The CIS Training Team are now all qualified in this award – well done all!



Aleksandra Lynes CIPP Pension Administration Course

Aleksandra has successfully completed her CIPP Pension Administration course.

With continuing legislative changes, the pensions industry is complex and ever evolving.

The Certificate in Pension Administration is a nine-month, level three course, with all the assignments and exam conducted and delivered via online learning platform.

It is aimed at members of the pension, payroll and human resources teams that have day to day interactions with the pension scheme and scheme provider.

Every company in the UK is required by law to enrol any eligible member of staff into a workplace pension programme.

That might sound simple enough, but it actually means devoting time and payroll resources to stay on top of employer contributions each month, keep track of new data and conduct ongoing eligibility assessments. Pension legislation is evolving quickly, and payroll must keep pace with every update to stay compliant and ensure the employees are being paid the correct amount into the pension pot.

This is a great achievement for Aleks as she had to study intensively for this course whilst working and looking after a young family.



BRIDGE Merit Award London Bridge City

We would like to say a huge well done to four of our Security Officers based at London Bridge City, who have each received a BRIDGE Merit award.

Barry Roberts, Mark McCabe, Mujahid Ali and Peter Fayers were presented their awards on Friday by Senior Estate Manager, Joe Lee.

Barry Roberts was nominated for his professionalism when dealing with a motorcyclist who had been involved in a road traffic accident on Tooley Street.

Barry decided to leave the estate to offer medical assistance to the motorcyclist who had been in a collision with a car and was severely injured.

Barry was calm, professional, organised and in complete control. Mark McCabe was nominated by the customer for his hard work and outstanding customer service at No.1 London Bridge.

Mark stepped up and helped the Property Managers in times of sickness and annual leave and it was acknowledged that Mark really does play an integral part of the team.

Mujahid Ali was nominated for providing a great deal of assistance during the handover at 4 More London Riverside and was said to be the eyes and ears on the ground. The customer stated that Mujahid and the team have hit the ground running and have been extremely helpful and supportive during the return of 4 More London Riverside.

Peter Fayers was recognised for outstanding leadership and customer service during the Open Iftar event in Hay's Galleria, Peter's action brought nothing but praise from the event organisers, attendees and as such enhanced the reputation of LBC as an incredible venue.

Well done to **Dave Cox MSyI CiSCM** and the BRIDE Merit award winners – this really is testament to the fantastic people we have in the CIS family!

LONDON BRIDGE CITY



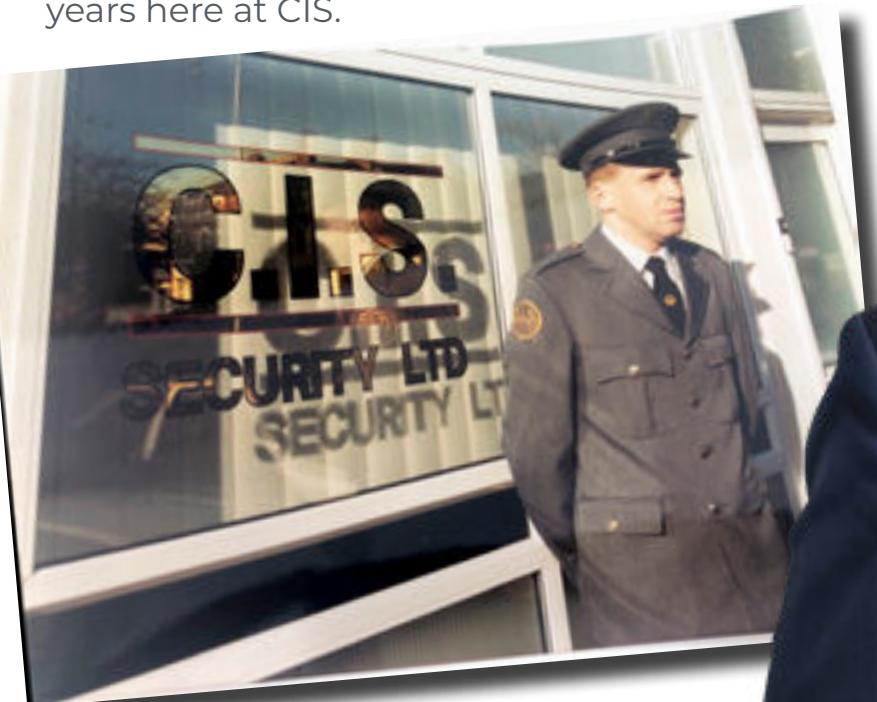
Long Service Awards

Tony Graves, Operations Director 33 Year Anniversary

We would like to say a Happy 33 Year Anniversary to Operations Director, Tony Graves.

Tony joined CIS in 1989 as one of our Security Officers, Tony is now CIS' Operations Director, overseeing our entire contract portfolio. This really does demonstrate our ethos of **Proud Past, Strong Future.**

Tony, we wish you many more happy years here at CIS.



My journey with CIS started back on an overcast day in April 1989, I had secured a role with the company but without title at this stage. My role was to be more of a roving mobile type position, I had been interviewed by Ken Palmer a few weeks previous for the role.

I had actually been invited into see Mr Palmer on the back of a cold call I had made to him from the company I was working with at the time, a security recruitment company, and Ken was one of the few companies I had managed to get my foot in the door with...

Anyway when we met I was asked what can you do for CIS? We are looking for a number of staff, and one of the roles was this roving role that interested me and those that no me know that I am no sales person so going to sell my company ended up with me being offered a role with CIS.

The company at this time had around 30/40 employees predominately employed on the Builders Merchants and wholesale stationers and looking after some very challenging meat wholesalers.

When day one came, I put on my best three-piece suit and waited eagerly at home to be picked up by Carl Palmer. At 0530am when Carl arrived, he was very much dressed down in casual attire. At that time I had no idea what I would be undertaking so we drove from Southeast London over to a builder's merchants yard over in Palmers Green North West London.

When we arrived, Carl was quickly out of the vehicle into the transport manager office and picked up the delivery tickets for the fleet of vehicles which were loaded with bricks, sand, plasterboards and all manner of other building materials. Quick as a flash Carl instructed me to get up on the vehicle and he would shout the product and number of and I would have to confirm if it was on board and the correct number.

This must have looked very odd and amusing to the staff on site with this guy in his suit / tie and shiny black shoes who looked more in tune with the City clamouring all over these arctic lorries trying to locate what an angle bead is or count 50 sheet of plasterboard or work out how many bricks were in a pallet but I learnt quickly thanks to Carl and Mick O'Keeffe's tutorage.

What this taught me was to be ready for any situation and always do your best and no one can ask more.

I like to think that I still have the same drive and enthusiasm I had back then, albeit a little slower and I truly believe that CIS are the best company out there. We don't always get it right but the company cares about its employees, you are not just a number you are our assets and without our incredible staff we would not have the company we have today.



Please see a few of ‘the many’ testimonials demonstrating just how infectious Tony’s work ethic, positivity and strength of character truly are...

“Hands On Leadership for 33 Years, Well Done Tony you’re always there for your team and an inspiration to many!”

Neill Catton

CIS, Managing Director

“Congratulations Tony! The best Ops Director there is!”

Amanda McCloskey

CIS, Sales & Marketing Director

“Congrats Tony! You are a great support and always lead by example!”

Samantha Stewart

CIS, Content Creator

“Congratulations Tony an inspiration for all to follow”

Barry Thompson

CIS, National Account Manager

“An inspiration, well done Tony - it’s a pleasure to work with you!”

Stephen Hall

CIS, Director Corporate Strategy

“An inspirational leader and someone that has time for everyone..

Congratulations Tony!”

Claire-Louise Hagon

CIS, Head of Bids, Brand and Communication



Like



Celebrate



Love

“A true “man of the people” and the epitome of a hands on operator. Tony Graves you are an incredible mentor for so many you have guided through the business”

Mirek Tiller

CIS, Director of Business Development

“Tony you are our one of our greatest asset and I can say I am proud of all your achievements and working for you and Cis security”

Anthony Bridgeman

CIS, Account Manager

“Happy anniversary Tony! So fortunate to have you and thank you for all the incredible support!”

Evi Garoufi-London

CIS, Head of Payroll & Benefits

“Congrats Tony, what a milestone. An absolute gent and it was always a pleasure working with you. Love the old pic, very HM Slade!”

Nicholas Clegg

Atlas Security, Sales Director

“That’s a lot of messages of congratulations Mr. Graves..... I’m not an easy person to impress upon, but you certainly made an impression on me.... both times!..... don’t stop being you and it will be a sad day for the company and the industry when you hang up that amazing security cap of yours”

Russell E

Chelsea Barracks IFPO, Head of Security

“Congratulations Tony. You are truly an exceptional person sir!! A true leader indeed. I really loved having you as my boss.”

Curtis George

Managing Director



Long Service Awards

Susan Jeffers, Business Administrator

We would like to say a huge well done to Susan Jeffers, for getting her 25 Years of Service Award.

Susan stated:

"It's been an interesting 25 years; I'd never dreamed I'd be here for so long so CIS must be doing something right!! I've seen the company grow annually from 350 employees to over 1900 and it just keeps on growing!"

The family spirit here has been a pleasure to be a part of and I wouldn't hesitate to encourage anyone to come on board."

Susan, we wish you many more happy and successful years here within the CIS family!



Long Service Awards

Justin Morgan, Security Manager

Congratulations on your 15 Years of Service Award.

Justin stated:

"Over the 15 years I have been with CIS Security the company has grown and changed – but the level of support has never faltered. Even as the numbers of staff has increased, the management teams have always been there to help with personal and contractual development. Many people think of security as a just a job, CIS are making it a career, I am proud to be part of the CIS family."

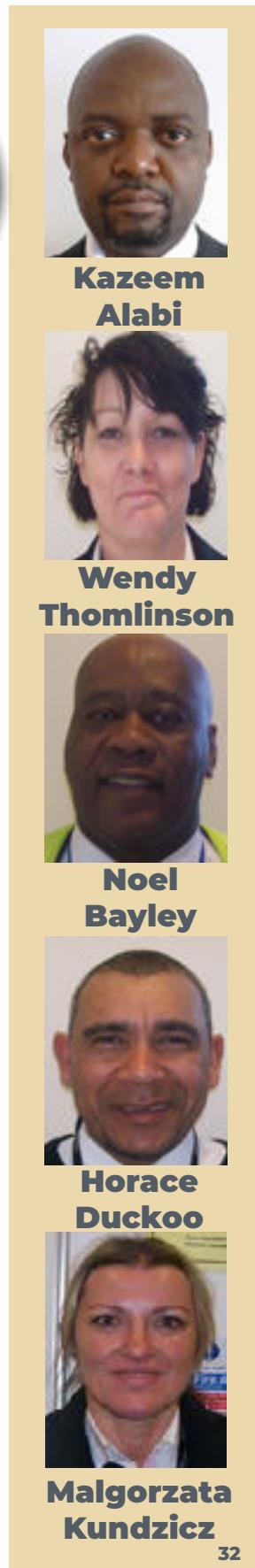


CONGRADULATIONS

Long Service Awards

Eric Asomugha
Corporate / Events Response
Team Officer

10
Years
Anniversary



Promotions

Mirek Tiller Promotion

We are pleased to announce that Mirek has been promoted from Business Development Manager to **Director of Business Development**.

Having worked at CIS Security for 8 years, Mirek's journey has taken him from Bid Manager to Business Development Manager and now to Business Development Director.

In his new role, Mirek will continue to play an integral part in the development of new business opportunities for the Company.

He will focus on lead generation for new prospects as well as expanding existing relationships with customers such as JLL, CBRE, and Savills.

Mirek has a real flair for systems and complex project works and will run projects such as large-scale mobilisations and monitoring contractual governance from the outset of the sales process.



03.

MENTAL HEALTH AND WELL-BEING



Mental Health Month

Mental Health Ambassador

At CIS we take the mental health and well-being of our people very seriously. The following statements illustrate our commitment.

At CIS we:

- Have at least **15% trained Mental Health First Aiders** in the business
- Deliver **Mental Health First Aid courses** internally
- Give all CIS employees **access to counselling and financial advisory services**
- Have an **internal confidential mental health and well-being service, titled “Margaret”**, which operates outside our employees own working environment
- Have a Mental Health & Well-being **strategy team**
- Have created a dedicated **Mental Health & Well-being section within CIS The Hub**, which is accessible 24/7 for all staff

Mental Health First Aider Training

The Learning and Development department have currently **trained over 120 of our staff to be mental health first aiders.**

We have also launched our Ambassador programme, with another course booked in for the end of this month. The ambassador programme was set up to enable staff to engage pro-actively within their own workplace. Regular meetings are scheduled to highlight any issues raised. We also have the Margaret contact email.



- Have **developed various helplines** for individuals to use as a signpost to external services
- Engage with staff on their mental health & well-being by carrying out **well-being surveys**
- Have **developed a process for individuals returning to work after Covid and Furlough** to ensure that any concerns and anxieties are addressed
- Have developed, through the CIS Armed Forces Covenant Team, specific **internal and external help services so ex-service personnel** can speak to individuals that have the experience of supporting individuals that have been in the military

**We will be introducing
Mental Health Ambassadors
on our sites**

This has proved very successful, and has allowed people to reach out to us, who may perhaps be struggling with their mental health.

CIS also invested a large sum with HSF to provide out of hours direct contact counselling.

With loneliness and mental health issues reported as being the highest figures ever, it is important that we now, more than ever look after our mental health.



MARGARET

margaret@cis-security.co.uk

A confidential mental health support email, in replacement of the CIS Listening Service.



**Available Monday to Friday
08:30 - 17:00**





AFC Mental Health & Well-being

The Government's Veterans' Action Plan: 2022 2024



EMPLOYER RECOGNITION SCHEME

SILVER AWARD 2021

Proudly serving those who serve.

CIS Armed Forces Covenant Group (AFCG) would like to bring to the attention of our Veteran and Reservist community about the government's Veterans' Strategy Action Plan: 2022 2024.

In particular Op COURAGE. In the Action Plan the Government and NHS England will be providing £18m over three years for veteran health services and veterans mental health.

Over 100 healthcare providers, such as hospital trusts, are now accredited as 'veteran aware' and more than 100 GP surgeries are accredited as 'veteran friendly'.

Through this our Veterans and Reservists can get easier access to the help and support that they may need. Veterans can, and are encouraged to use these services whenever they need support and **tell their GP 'I have served'**, so they can be signposted to specific veterans support if required.

The AFCG would also like our Veteran and Reservist community to feel free to be able to approach us as well should they need any further help or even just for a chat, we are there for you all.

Your forces champions have all served, they have all been there and can relate to you.

If any of our Community would like to read the Veterans' Strategy Action Plan: 2022 2024, please email afc@cis-security.co.uk and we will be happy to send a copy to you, also please use this email to contact the team directly.

Armed Forces Covenant

The AFC would like to bring to the attention of our veterans and reservist in the CIS family the following "Perks" that are available to them. Through recent times, with the pandemic things have gone unnoticed and waylaid. Two of these are:

The Blue Light Card

Blue Light Card provides those in the NHS, emergency services, social care sector, armed forces and Veteran with **discounts online and in-store**.

There are many, many discounts available to be used from discounted coffee through to shopping. Below is a link, please have a look, if you like the look then why not give it a go.....

<https://www.bluelightcard.co.uk/>



The Veterans Rail Card

The new Veterans Railcard gives **1/3 off most rail fares** including Standard and First Class Anytime, Off-Peak and Advance fares to UK Veterans across England, Wales and Scotland, whether they are visiting family and friends or simply enjoying a day out.

You can also nominate a companion to get 1/3 off when travelling with you and up to 4 children travelling with you get 60% off.



Again, below is a link to visit the website to have a look and why not give this a go as well (I have both).

<https://www.veterans-railcard.co.uk/>

13 Bridges Challenge

Team CIS - SSAFA, Armed Forces Charity



CIS took part in the 13 Bridges Challenge on Saturday 25th June with (Team Captain) **Lee Leyland**, to raise money for SSAFA and to show support for the men and women who make up the Armed Forces community.

SSAFA, the Armed Forces charity, has been providing lifelong support to our Forces and their families since 1885 - SSAFA understands that behind every uniform is a person.

Team CIS had a **150 Mile Target Distance**.



Team CIS:

- Andrew Darrington
- Barry Roberts
- Claire-Louise
- Davina Sawyer
- Gareth Hawkins
- Gemma Kelleher
- James Avery
- John Dee
- John Moore
- Peter Fayers

- Richard Shiel
- Scott Higgins
- Steven Ashkettle
- Tony Bailey



Refreshments were well deserved having crossed the finish line.

Great effort Team CIS!



Health BCP



Business Continuity is the foundation in order to minimize disruption to day-to-day operations. We can use this format to apply some principles to us, the soft squidgy organic hub that makes CIS what it is.

The people that we have working for us are our assets and any conditions that can affect this, and your well-being we take very seriously. The following BCP bulletin is focused on us, the people, to ensure we are doing what we can to avoid ill health, stay fit and healthy and check and assess our personal condition for good day to day operations, a personal BCP as it were. The following advice comes from the NHS and is readily available. If you have any concerns, then please refer these to

your doctors and medical professionals. Speak to HSF for assistance with health costs etc. (ask HR for details if you're not a member of this health plan).

But, considering any concerns, let HR, your line managers etc. know if you have concerns or there are health issues. All information will be held in the strictest confidence, after all if we (CIS) don't know about a concern you have, then we can't assist.

Ten ways to boost your health

When it comes to good health, there's no big secret. Here are 10 things you can do today to improve your health.

1. Check your weight

 Obesity causes thousands of premature deaths every year and, on average, reduces life expectancy by nine years. There are many accessible ways to assess your BMI, Body Mass Index. This is the ratio of lean tissue (muscle) to adipose tissue (fat). You should have a higher ratio of lean tissue than adipose tissue. Machines in places such as health clubs and Boots can give an indication to your BMI. This is important to see if you are a healthy weight or whether you're at risk of health problems, such as type 2 diabetes, heart disease, and certain cancers.

2. Drink less (If you do drink)

 Most people are unaware that regularly drinking more alcohol than is advised by the NHS can lead to a wide range of long-term health problems, including cancers, strokes, and heart attacks. For example, men who regularly drink more than three to four units a day are three times more likely to have a stroke. I know we work in an environment that can be inherently stressful, but there are other methods in which we can deal with stress. Personally, I find martial arts, the gym and swearing under my breath a great stress reliever!!! (Other methods are available!)

3. Eat less salt and fat

 Excessive salt and fat in our diets is a major cause of chronic illnesses such as heart disease, stroke, and diabetes. Too much salt in your food can cause high blood pressure and make you three times more likely to develop heart disease or have a stroke. Two thirds of Britons have too much saturated fat in their diets, putting them at an increased risk of heart disease and stroke. A quick chemistry lesson... Sodium (salt) molecules binds and holds 5x its own size in water molecules. (1x sodium = 5x water) So, this level of retention explains why when you eat some take out foods you are really thirsty afterwards, due to its high salt content and the fact that these food outlets want you to buy their expensive drinks! **See point 2.**

4. Exercise regularly

 The benefits of exercise aren't limited to losing weight. Mental health, emotional condition, recovery from injury or illness (escaping annoying family members!), you'll still get health benefits from exercising. Even a small amount of regular activity can lower the risk of developing major chronic diseases such as coronary heart disease, stroke, and type 2 diabetes, by up to 50%.

Regular exercise can cut the risk of premature death by 20-30%. For those of you that know me, exercise is a big part of my life, so you don't need to be a maniac like me, but regular steady state exercise at levels that you are comfortable with will benefit you. Remember though, exercise within your limits, and consult your doctor prior to starting any exercise program,

especially if you have been "resting" from regular exercise for some time. You can't keep fitness in the bank, take a sensible approach to any new exercise regime. Many injuries have started with "I used to do twice that back in the day....."

5. Eat more fruit and veg

 For a healthy and balanced diet, try to eat five portions of fruit and vegetables a day. Research shows that eating at least 400g of fruit and vegetables a day can lower your risk of serious health problems such as heart disease, stroke, type 2 diabetes, and obesity. So as simple as this sounds, we know it's easier and more convenient to grab fast food when at work. Recent changes from the health authorities now include frozen vegetables and fruit as a suitable source. Despite my best attempts though, Terrys Chocolate Oranges do not count.

6. Keep stress in check

 Certain studies have shown that up to 400,000 people in the UK reported work-related stress at a level they believed was making them ill. Psychological problems, including stress, are the underlying reason for one in five visits to a GP. If left unchecked, stress can lead to further health problems such as high blood pressure, anxiety, and depression. Stress is a killer, there's no escape from it. Talk to your family, colleagues etc. if you need some advice on this. Good diet, exercise and clean habits all go a long way in reducing the effects of stress. Remember we have mental health first aiders, ask Margaret, HSF assist to help in this area.

7. Improve your sleep

 Everyone has problems sleeping at some point in their life. It's thought that a third of people in the UK have bouts of insomnia. Most healthy adults sleep for an average of seven to nine hours a night. (If you're working nights, this isn't an open invitation!) If you're not getting enough sleep, it can affect relationships, your performance at work, and it can delay recovery from illness. Studies have shown that binge watching 6 episodes of a series back-to-back on TV is seriously detrimental to a healthy sleeping pattern.

8. Quit smoking

 The health benefits of quitting smoking are immediate. After 20 minutes, your blood pressure and pulse return to normal. After 24 hours, your lungs start to clear. After three days you can breathe more easily, and your energy increases. Keep it up and you're adding years to your life. Research shows that people who quit smoking by the age of 30 add 10 years to their life. There are many avenues to help with quitting, including what your GP can do and nicotine replacement therapies. (Remember, it's not big and it's not clever!)

9. Check that lump

 One in two people in England are diagnosed with cancer at some time in their life. Cancer usually affects older people, but it can occur at any age. Detecting most cancers early means that treatment is more likely to be successful. Sometimes, noticing a slight change, like a lump, changes to a mole, or unexplained weight loss,

can make an enormous difference to your health. For tips on spotting the early signs of cancer any NHS site will have some form of link to checking for cancer. Please don't ignore it if you are concerned then speak to your GP or medical professional.

10. Work / life balance

 We appreciate that we all have bills to pay and that the shift patterns that are worked can make this extremely difficult.

However, despite how appealing overtime can be please make sure you don't overdo it. We have a moral and legal obligation to maintain a set number of hours that you work each week/month, and we do our best to make sure you have adequate rest time away from work.

This balance is essential to your well-being and enabling you to de-stress from the day-to-day challenges that are faced within our roles. If your line manager refuses you additional overtime, there is normally a good reason, and it could be that you are in excess of what we can give you. Please don't shout at your manager or supervisor as this will cause them stress, make them go away and have a smoke, drink more in the evening and comfort eat with chocolate oranges! Please note that this work life balance does not apply to CIS managers!.

Security Consortium for Prevention of Suicide



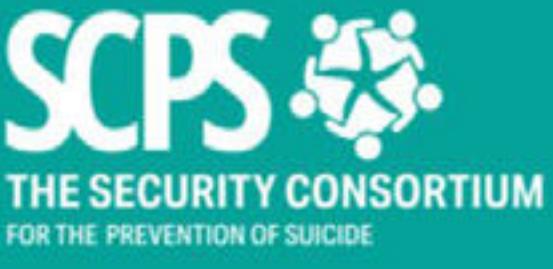
The Security Consortium for the Prevention of Suicide is now up and running on LinkedIn, Twitter and Instagram.

CIS is proud to be a founding member of such an important cause and we are dedicated in supporting, Founder, Vicki V. and the **Consortium Committee, which includes our Sales and Marketing Director, Amanda McCloskey**, to ensure the consortium is a success.

For the latest updates, news and information on events, please find the handles below and ensure you are following all Social Media channels.



Follow Us on Social Media



Let's Get Connected for Our Latest News & Updates

 on Twitter @SecuritySuicide

 linkedin.com/company/86230960

 on Instagram @SecuritySuicide

www.suicidepreventionconsortium.org

info@suicidepreventionconsortium.org

Earth Day

22nd April 2022

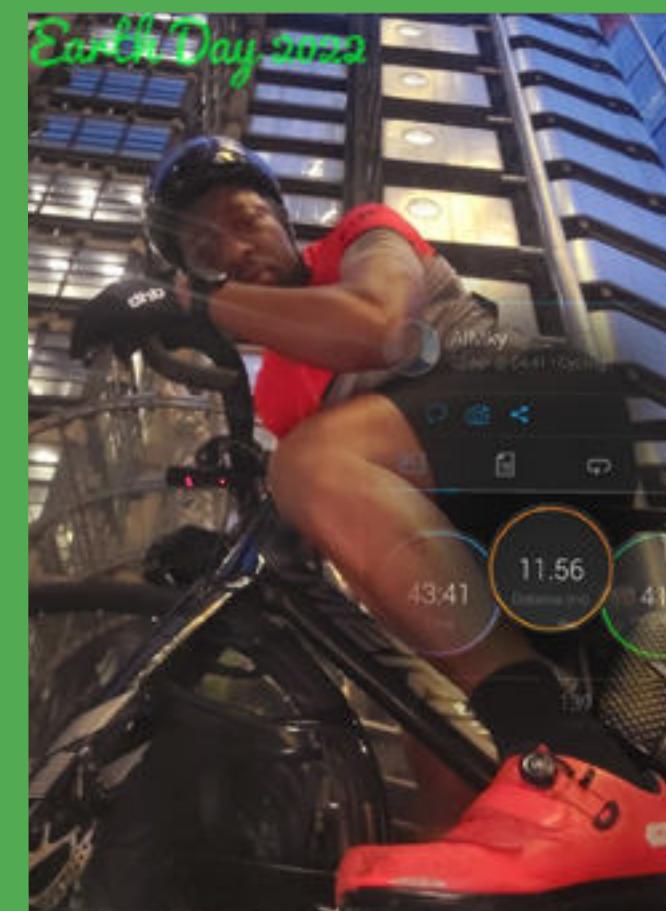


CIS are focussed on helping our customers meet their sustainability needs. Our ESG Strategy is firmly in place and is being driven by our dedicated ESG Manager, Jordy Mukudi.

At CIS, we consider everyday to be Earth Day, however to acknowledge this important day, we are encouraged our Security Teams to:

- Cycle to work
- Switch off lights
- Reduce energy where possible (at home and at work)
- Use public transport
- Join our ESG Manager in going vegetarian for the day

And as always, the Team didn't let us down!





4.
**GOING
FROM
STRENGTH TO
STRENGTH**



Calvin Pillay

Operations Director

Calvin brings with him a wealth of experience and will play an integral part in the Leadership of our Property Portfolio. We asked Calvin the following questions:

What made you want to join CIS?

"I was drawn to CIS because of its rich History and Culture, CIS has grown steadily but has still managed to maintain its core values of 'Passion', 'Determination' and 'Leadership' for over half a century".

What will you bring to the role?

"I hope to utilise my experience to add to CIS' innovation, efficiencies, processes and strategic planning".

What are you excited about?

"I am excited about getting to know the Teams and our Customers, I can't wait to embed myself in the culture and move forward with the business".

How have you found CIS so far?

"I was overwhelmed by the support, passion, commitment, dedication, and the genuine willingness to help, shown by everyone I've had the pleasure of meeting over the last couple of weeks.

I am elated to be joining CIS at such a fundamental time, where I can bring my experience and collaborative approach to contribute to the future growth of the organisation.

I am excited by the future and look forward to meeting and working more closely with colleagues and clients in the coming months".



Paul Hollands

Key Account Manager

Paul has joined CIS at a very exciting time and will be a huge support to the growth of our organisation. Again, we asked the following questions:

What made you want to join CIS?

I wanted to be part of a dynamic and progressive security company that has a great brand in both London and across the regions in the UK.

What will you bring to the role?

I bring with me experience gained from working in a uniformed service environment, having formally served in both the Metropolitan Police Service and HM Prison Service.

Combining this with over seven years of knowledge from working within the corporate security setting, and my passion for the security and risk management field, I believe I will help augment the current team and I look forward to being part of CIS's journey.

What are you excited about?

I am excited about getting to know the teams, the sites, meeting new clients and working with some previous clients once again!

How have you found CIS so far?

I have been at CIS since April and so far the experience has been brilliant. Both the operational and supporting departments work cohesively and by taking this egalitarian approach it makes CIS a truly effective unit.

The whole team are fully supportive of each other and are all focused on providing the best service possible for our clients, whilst at the same time striving towards individual and team goals.





Jordy Mukudi

ESG Manager

Jordy previously served roles as a analyst at a investment advisory firm and a senior ESG analyst at a compliance firm. Jordy has worked and helped bring together various quarterly reports, ESG and Covid-19 related presentations, some of which featured on CIPFA's webinars.

What made you want to join CIS?

I wanted to be a part of company who had a commitment to be a leading security company across the regions they operate within. In particular, CIS' values and ethics for doing a good job and ESG as a whole aligned with my values and ethics which cemented my decision to join.

What will you bring to the role?

I hope to bring my experience on the ESG and sustainability landscape to the company, which will lead to a robust ESG framework and structure.

What are you excited about?

I am very excited working in close partnership with CIS colleagues, our customers, our suppliers, and the wider community, to coordinate ESG initiatives aligned to individual and group values.

How you have found CIS so far.

I am thrilled to have joined such a welcoming, family orientated company which has been shown during my time at the company through the company's operationally excellence and desire to bring ESG at the forefront of the company's business model.



Simon Riley

Behavioural Detection Specialist Trainer

Simon has over 20 years of experience in the Metropolitan Police and will be an asset to our Training Team. In true tradition, we asked Simon the following questions:

What made you want to join CIS?

I wanted to join CIS to remove the perceived divide between the provision of Private Security and UK Policing...to see both 'sides' as equal in the prevention of all types of crime and threat.

What will you bring to the role?

I will bring the unique combination of behavioural detection and the 'friendly hostile' countering of security systems and people, as well as the replication of specific threat(s) against people and places. I will train our employees to identify what the people with bad intentions are thinking and doing.

What are you excited about?

I'm excited about having the opportunity to bring new ideas into the provision of security and to develop equal skill sets across both the Public and Private sector – mainly to catch and stop people with bad intentions!

How have you found CIS so far?

This is one of the most welcoming of organisations that I have ever worked for, everyone is working to achieve excellence...but mainly, CIS is just full of good people.





Callum Hobbs

Account Manager

What made you want to join CIS?

I joined CIS through TUPE. However, since the announcement of the JLL tender and the companies involved, I had hoped that my portfolio would transfer into CIS. I had heard such amazing things about the company and how it felt and operated like a family run business. I can honestly say that it does and have enjoyed every minute of working here.

What will you bring to the role?

I will continue to bring a great working ethos and support in delivering CIS's core values to our teams and customers. I will endeavour to be a great ambassador for CIS.

What are you excited about?

I am excited in starting the journey of growing the JLL portfolio and making CIS the main preferred supplier for security services for them. I am also looking forward to growing and progressing with the company, as I know that the support around me is there to be able to reach these achievements.

How you have found CIS so far?

The last couple of months have been fast moving, challenging at times (good challenges) and fun. The support network the company offers is second to none which enables me to carry out my job with ease. I feel as though CIS is a company that will enable and support my goals and ambitions going forward.



Tom Walsh

Account Manager

What made you want to join CIS?

When I attend my Tupe 1-2-1 interview with Tracy Plant and Tony Graves there was a really good vibe when they discussed the company and the way the business is run. How all department work closely together rather than separate department this allows for Incidents or issues raised either by clients or staff are dealt with more robustly.

What will you bring to the role?

I have worked with the same client (JLL) for 21 years and have a great understanding of how they run their business and sites and there expectations and have a good relationship this my FM and senior JLL management team.

What are you excited about?

I enjoy the family atmosphere that is promoted through the business and the way the business has a hands-on approach to requests and problem we face. I am also every excited that we will grow the JLL portfolio within CIS.

How you have found CIS so far?

I enjoyed the support that I have received from all the department while learning the CIS family way. There is always someone ask for help or advise. There has also been manager meeting in head officer that allowed me to meet all departments teams and get an understanding of what each department does and who we need to contact if we have an issue. I also enjoyed the managers day where all manager throughout the business got together and SMT team discussed the vision for the company going forward this was a refreshing event and made me feel part of the business rather than just an employee.

My director Domingo has been a great help from the start of employment and is always there if I need further advice or assistance. He has an amazing understanding of the CIS way and that has helped me settle in very comfortably. While at CIS I have been able to give the site team more time to spend with them and discussing their time with CIS and what more we can do for them rather that a quick visit.

Introducing Elvira Signorile

When did you join CIS?

I joined CIS in February 2021 as maternity cover for one of our sites in the City.

What is your current role?

My current role is FoH Supervisor

Please describe your journey 'experience' within CIS

I started my role as site based maternity cover receptionist. I started during the pandemic, which was quite challenging.

Once I start to engage with colleagues and the management team, it became more enjoyable and empowering.

After one year as a receptionist, I had a good understanding of how CIS operates, and with the support of my line manager, I decided to progress my career into Operations.

Overall, after a few months in my new role, I can affirm that the support received so far by each one of the CIS Family has made the difference in terms of skills development and challenge management.

What do you enjoy most about your role?

In Operations, every day is different! I do enjoy the challenges that require a constant dynamic risk assessment and the problem-solving abilities required for this role.

What challenges within your role have you overcome?

It is a learning process. I overcome some challenges and I face new ones every day. Perhaps, the very first adjustment I had to make was shifting from a fixed to a mobile role. But I would not complain about the view of the City.

What is the background to your journey within the security industry?

I worked as PA and EA for several years in different industries, from healthcare to law. I have experience in healthcare management, congress and events organisation on an international scale.

Do you have any hobbies outside CIS?

Time allowing, I paint, I love reading and theatre. But for the time being, I concentrate on my new role and new degree.

Elvira Signorile
FoH Supervisor



5. COMPANY NEWS What's new?

News +++ Information +++ News +++ Information +++ News +++ Information +++ News

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Hi Visibility Day

CIS took part in Hi Visibility Awareness Day on Thursday 19th May 2022.

Members from the City of London Police and the The City Security Council (CSC) worked hard to maximise awareness and reassurance around the secure and safe environment that both the police and security officers are working hard to achieve in the City of London.

CIS are working with the CSC, our fellow security colleagues and collaborating with the City of London Police to keep London safe.

Neill Catton, did his rounds of our CIS sites and enjoyed speaking with our important officers, most of whom were proudly sporting their high visibility jackets.



Our Managing Director and Past Chairman of the CSC, Neill Catton, states; "The City Security Council is a strong collaboration of leading Security Organisations. We all recognise that together we are stronger and collective working will help us to keep our communities safe".



Met Police Roadshow

Lacton London
Ola Shadare, Security Manager



The Met Police Roadshow was hosted by Ola at Lacton London on 15th June.

This program is hosted by Lacton House regularly for the benefit of the tenants and the client.

In attendance representing Holborn & Covent Garden Ward | Central North Neighbourhood Policing Team, were PC Paul Wilson, PC Marna O' Dell and PC Clare Hassal.

The event provides our tenants with useful information on a variety of security related topics including:

- How to stay safe and secure in London
- How to protect your Property
- General safety advice.

The event is interactive and also features visual display material such as videos designed to provide information and advice to the tenants alongside pamphlets and leaflets which tenants can take away.

In addition to this, the tenants are offered registration service for mobile phones as a means of combating the recent spate of mobile phone snatchings.

A big thank you to the Holborn and Covent Garden Ward Policing team for your continued support and assistance.



Community Support

Lewisham Local

Last week we donated suits to Lewisham Local, this is a local charity that gives, shares and works together to build happier, healthier communities.

The suits will be used in two projects; one to help unemployed locals get in to work and the another to support people with learning disabilities and/or mental health with job coaching.

We were delighted when a Project Leader from Lewisham Local confirmed that all the suits we donated have now found a home - we wish all the recipients success in their careers.

On the image to the right is **Rita F** (Assoc. CIPD) from our Onboarding Team and **Ryan Shiel**, one of our Duty Managers.

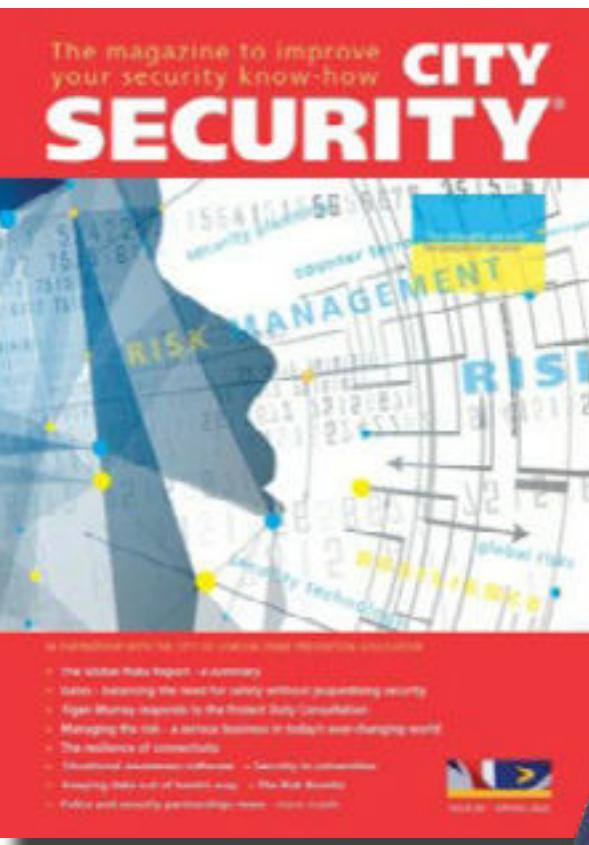
This is a great initiative so well done team!



Effective Risk Management

Jon Felix, Security, Risk and Threat Advisor, Jon Felix BSc (hons) MDIP MBCI MSyl.

Please follow this link to review the article <https://citysecuritymagazine.com/risk-management/effective-risk-management/>



Protect Duty



The UK Government will be introducing new legislation coming into effect in late 2022, designed to improve the safety of public spaces, including shopping centres, retail stores, high streets and large public venues.

The proposed legislation, called ‘Protect Duty’, aims to ensure that organisations are able to respond quickly in the event of a major incident. Also called “Martyn’s Law”, the legislation came about following a campaign by the mother of one of the 22 victims of the Manchester Arena attack in 2017.

Simple Aspects

- Having security plans and procedures to react and respond to different threats, understood by all staff and regularly exercised.
 - Having simple and freely available training and awareness courses in place as part of new staff and refresher training programmes.
 - Employing simple security measures for crime prevention and anti-social behaviour, which may also be used in response to other security threats.

Silver Fox Audit Programme (Penetration Testing)

CIS organise Silver Fox External Audits to take place bi-annually, at a cost to CIS as a means to ensure our Account Management and Service Delivery are to our required excellent standard at each of our contracts.

The value of the Silver Fox Audit is that it is independent and can occur at any time. Audits may occur anytime within the Security Officers working week (Including nights, weekends and bank holidays), ensuring the Security teams are fully unaware that it is upcoming.

Even the Auditors will not be briefed on the task in advance, ensuring our teams are not given advanced warning.

The Silver Fox Audit is completed in 3 different stages:

STAGE ONE: This is an attempt by the Auditor to gain access to the building without authorisation. The Auditor will use a variety of means in order to gain access to the building, such as:

- The production of fake identification documentation
- Following an employee through access control
- Posing as maintenance or another building contractor.

This independent penetration test ensures our Security Officers are maintaining the required level of Security cover on the building entrance area, providing non-biased feedback to our Security Teams.

Penetration testing is completed at intervals, taking into account for the requirements of each contract.

STAGE ONE Attempt to gain access

STAGE TWO Physical check of SIA Licences

STAGE THREE Security operations review

STAGE TWO: The Auditor will complete a physical check of all Security Industry Authority (SIA) Licences, ensuring they have the required, up-to-date qualifications for their roles.

This is strictly monitored by our in-house HR and Licensing team, who benefit from this independent audit also.



STAGE THREE: The third stage involves an Audit of the site security operations.

The Auditor will randomly choose a number of operational disciplines to examine, these may include:

- Number and frequency of management visits
- Achievements during management visits
- Incident reporting and actions following
- Emergency planning.

The Silver Fox Audit not only reviews the site operations but also aims to motivate employees to exceed service expectations, by awarding achievements, both on a personal and team level.

CIS Security was awarded the prestigious Silver Fox Award 2020-2021 for regularly testing unauthorised access to our contracts by the independent FM Contract Watch Audit teams.

CIS H&S Corner Culture and Behaviours

Stuart Bateman, SHEQ & DPO Manager

'Behavioural psychology can bring the reality of human beings into safety processes and procedures'

In this article, SHP Safety & Health PR actioner speaks to Jules Reed, Head of Behavioural Science at **Tended**, which has recently launched a revolutionary safety culture solution and was recently named as one of the 10 Rising Stars in UK Tech by Tech Nation, the UK Government body for technology.

How important do you feel it is for a company to have strong safety culture and how hard is that to create, or change, within a business?

Jules Reed (JR): "Most organisations have strong safety management systems (SMS), which have been reviewed, audited, and assured over many years.

They are as mature as they can be, but this is only half of health and safety management. Safety culture makes up the other half and is incredibly important as it determines the way people engage with the safety systems.

Without people following the SMS, it is redundant. Unfortunately, most safety cultures are immature in comparison, despite being the highest factor in accidents and incidents.

"I think organisations struggle to visualise their safety culture because it isn't obvious what to look for. Leaders need to have a simple tool that gives them data about their culture in much the same way as they see health and safety statistics. They need a method of 'reading' it through charts that can be mapped across to the SMS to give a whole picture of health and safety management."



When making change to an organisation's culture, how important is it to gather actionable insights and how can you best utilise those insights to implement change?

(JR): "Safety culture change programmes lack some essential insights; most use climate questions that are only a snapshot. However, knowing the history of the company is important, because often cultures are based on past experiences. In addition, there has to be a future.

I have asked of many behavioural safety programmes, "what will excellence look like" and the answers have been vague. Every change programme needs to have a vision that is conveyed as a story that creates a picture in the mind's eye.

"When you have the whole insights (past, present and future), then you are in a position to make appropriate changes. These insights will show that experiences are what creates our thoughts, feelings and behaviours.

For this reason, it is better to steer clear of traditional, generic training as a solution. It is proven that it has very little impact on changing behaviours, and it's rarely monitored. Small, incremental nudges, in the way that leaders engage with safety and workers, will be far more effective at improving experiences for both sides and embedding changes."

Tended says it aims to 'create a world where safe behaviours are second nature,' what would be your three top tips for encouraging those behaviours in an organisation?

(JR): "I think many managers feel that they are constantly having to monitor and enforce safety. In cultural terms, this is a 'control and command' relationship, which is pressurised and difficult.

- 1. My first tip would be to switch this to a 'leader and follower' relationship.** To achieve this, managers can learn to understand what makes people tick and how to influence and motivate them, by understanding the psychology behind it.
- 2. My second tip is to lead by example.** Building rapport and trust automatically puts you in a position of influence, but to make it 'sticky', your leadership team must be single-minded about the vision, consistent in their approach and persistent when there are obstacles.
- 3. My third tip is to give safety a purpose and implement measurable milestones towards your vision.** Leave the safety statistics in the meeting room, because workers want inspiring leadership. They want to feel confident in the plan, trust that the benefits are for them, and believe that their contributions are valuable and valued. Their buy-in is the only way to make safe behaviour become second nature."

How can psychometrics be used to uncover deeply ingrained cultural patterns that lead to unsafe behaviours?

(JR): “The purpose of personal psychometric tests is to determine the difference between our conscious and subconscious processes. Consider the conscious to be the ‘known’ characteristics within an organisation, which can be seen in patterns of behaviour and the subconscious is the ‘hidden’ beliefs that are less tangible.

“Through focused questions and answers, it is possible to map out what the underlying (hidden) emotions and experiences are that cause the (known) actions and reactions. The process can identify themes and correlations between which emotional experiences cause the subsequent attitudes and behaviours.”

How can behavioural psychology transform safety in high-risk environments?



(JR): “Typically, high-risk environments have been ruled by rules. SMS are mature, but they tend to expect people to act like robots. If workers followed the rules to the letter there would be no accidents or incidents. Agreed, but as a species we are fallible, flawed, and unpredictable. Therefore, we cannot be controlled simply by being told how to behave.

“Behavioural psychology can bring the reality of human beings into safety processes and procedures. Rather than shoehorning people into rules, rules can be written to take into account human failures and mitigate them before they arise.”

How important is employee engagement and how can you engage your workforce with safety culture in order to promote a positive safety culture?

(JR): “Safety engagement is the ultimate goal. Our early predecessors in H&S management actively disengaged workers. It wasn’t intentional, but they focused on the negatives, so when safety went wrong, people were blamed and punished. This put workers against H&S rules and disengagement became the norm.

Over the years, those rules have been refined, they are ideological instructions that are virtually impossible for people to totally adhere to. It isn’t H&S that disengages people, it’s the way it’s applied.”

Do you think there is any resistance to wearable tech, particularly amongst older members of the workforce and, if so, how can you overcome that?

(JR): “There are a couple of reasons I think there may be resistance to wearable tech. Firstly, workers worry that the devices, which are deployed to keep them safe, will be misused by managers who want to track them.

“The second reason may be a lack of confidence and knowledge, which can be off putting for older workers who aren’t as intuitive around tech. Taking any complexity out of using the device, so that it’s a ‘wear and go’ piece of equipment will help.

“Having said that, most people have a mobile phone, and may have a satnav in their car or a smart TV. It shows that age isn’t necessarily a factor in resistance to technology.”

As a start-up, how has being named as one of the 10 Rising Stars in UK Tech by Tech Nation, the UK government body for technology, helped your mission?

(JR): “We were just two years into our journey at that point and were navigating the challenges that start-ups face, including product development and funding. We received mentorship from highly-experienced individuals who helped make sense of some of the complexities we were working through. We gained a lot of exposure from the publicity around the programme, which helped to further expand our network.

“This also contributed toward bolstering our credibility – Tech Nation is a highly accredited body, so becoming a winner very quickly boosted our reputation. Undoubtedly, this helped us in many ways from securing funding to signing up our first customers.”

Recognition for Team LBC!

LONDON BRIDGE CITY

morelondon



Dave Cox, Head of Security, LONDON BRIDGE CITY

At LBC our managers and the team are producing some stunning work and it is being recognised and reported on by clients and stakeholders.

Over the past few months – we have seen an uplift in bag thefts, with tourists becoming the victim of opportunist thieves. As a result, I offered a bottle of scotch from my own collection to the person who could bring about the arrest of one of our main suspects.

This led to a competition between **Pete Fayers** (In Grey and pink tie) and **Steve Caris** (control room manager) on who would enjoy the Talisker.

In essence:

- Pete set about ensuring that his team were deployed dynamically, with the use of BDO officers and patrol officers targeting hot spot areas.
- Steve continued with his briefing documents, which has attracted recognition from both the MPS and City Police. He also provided evidence packs and produced an easy to read and understand spread sheet for the police with CAD and crime numbers, to take out any additional work that the police may be required to do.

Result:

- Pete's team have now gone several weeks without a crime on their watch and are quickly becoming a shining beacon for how an estate team should operate.
- As a result of Steve's work and diligence, we held a meeting with the police yesterday at 2pm by 3pm we were advised that the suspect had been arrested.

Time for me to cough up the prize, which went to Steve as it was his direct work that has led to the arrest of public enemy number 1.



Because I care, I asked Pete to present the prize to Steve, although I am not sure he is presenting it here or trying to wrestle it back.

Both Steve and Pete have produced some outstanding work in recent months, life is made so much easier when the likes of these two take responsibility for their fields of operation.

Examples outlining some of the excellent work being conducted by LBC DSM's and their teams on a regular basis.

Security Management have received an email from the parents of a 16-year-old female who applauded the actions of SO **John Moore** for his interaction after she had been the subject of a robbery off the estate.

John has been recommended for a Bridge Merit for his caring actions, which safeguarded a vulnerable victim of a serious crime. Due to Johns actions and the comprehensive CCTV review, the suspect has been arrested.

Security Control also advised the 999 operator that the male suspect was the same male involved in a previous phone theft incident that occurred on the Estate on 29/03/2022.

This proactive approach to crime detection is a credit to the team and the briefings being conducted by **Steve Caris**.

The security provision oversaw the Iftar event and took responsibility for arrangements with the organiser.

The organisers of the event paid special mention to Pete Fayer's and the security team, describing them as diligent, respectful, and very accommodating to every request for assistance.

This event has been described as an historical event and the first Open Iftar event at Hay's Galleria attracted over 400 people from all walks of life attending. The event received outstanding and heart-warming feedback from our attendees and guest speakers.

This event was extremely important to LBC and it went extremely well thanks to **Pete Fayers (DSM) and his team**.

Easter Weekend was extremely busy due to the long weekend and good weather, this made the challenge of dealing with the Easter Egg hunt and numerous young children on site, with parents that were not as vigilant as they could be. The event was a success and in part this was due to the pre briefings re lost children.

We did have several incidents where children were separated from their parents and various levels of angst were observed. The team worked the process and ensured that all children were found and returned to their parents.

Once again, the connectivity between the **2A control room** and the team on the ground worked well.

The Step Sensation event was also an enjoyable challenge for the team with the security, with children with visibility impairment attending the estate, to walk through the estate via various tents and event set ups.

The health and safety risk were considered, and additional considerations were put in place to stop and/or slow cyclists, skateboarders, scooter riders from interacting with the children.

The feedback from the organisers was very pleasing, as the reputation for the estate as a safe and welcoming environment was enhanced..

A serious car versus motorcycle collision took place on Tooley Street by the Hilton hotel, the male motor cyclist was in a bad way, with a broken Femur.

SO, **Barry Roberts** was the first on scene and summoned the emergency services, while providing initial first aid until the arrival of the ambulance service. The injured parties motor bike was stored on site, with the permission of the on-call LBC manager.

Once again providing an excellent level of customer service and enhancing the reputation of the LBC brand as being a safe and caring environment.

Other incidents of note:

- Body floating in the Thames seen by the officers – emergency services informed, who later confirmed the retrieval of the deceased.
- Vulnerable female holding a teddy bear interacted with and safeguarding put in place with the emergency services.
- A 13-year-old child lost on the estate – found and re united with parents.
- Ongoing issues re R v Becker at Southwark crown court, which led to incidents on the day of the decision.

London Bridge City - Embracing the power of hello!

Fantastic to see the LBC Team being recognised on LinkedIn.

The strategy at LBC is to be open and friendly and embracing the power of hello.

It has been a revelation at LBC, as stakeholders, visitors and clients are now even responding, it almost like we are developing a community – who knew that could happen ?

The bi-project is that the Team are on top of crime and proactively dissuading those with nefarious intent from approaching.

The officer ion this particular occasion was **Edward Otomiewo** and while all the officers at LBC engage in this initiative, Edward is particularly friendly and approachable- and has been nominated for a Bridge Merit at LBC.

Keep up the good work Edward, you are an asset to London Bridge City!

"Love this security guard @ Idnbridgecity who doesn't just keep the be-suited ants that go marching by safe but welcomes every single person with a smile and a 'good morning' or 'have a great day' #LDNBridgeCity"



New Arrivals



Queens Platinum Jubilee Team Celebrations

The team at The Gilbert were celebrating the Queens Jubilee.



Charity Football Match

Team CIS - Getting involved in a great cause



Well done to the CIS team that played in the Charity Football Tournament in March. The team were brilliant and we made it all the way through to the semi-final!

This was a great initiative to help raise money for Edgar Maceikevics, thank you to Platinum for organising. It is not too late to make a donation, if you are able to, please click on the link below:

<https://lnkd.in/dXmz4GpG>

Well done to all teams involved and to Smart Managed Solutions for winning the tournament!

Human Resources

Recruitment

These individuals have started their careers at different sites and sectors within the company since January 2022. We wish them all the best in unlocking a successful future with a career at CIS Security. **With us it won't be a job. It will be a career.**



29 April 2022



25 February 2022

MAY 2022 STATS



10 June 2022



20 May 2022

APRIL 2022 STATS



18 February 2022



11 February 2022



13 May 2022



06 May 2022



84

Refer a Friend

CIS would like to thank our staff for recommending individuals to join the CIS Family, as a company we have reviewed the recommendation fee and with have increased this to **£250 per referral** after completing their 3-month probation period.



14 January 2022

85

Work Experience

Reece Downs, who recently completed his work experience with our IT department, shared the following thoughts on his time here at CIS.

Describe your work experience role:
My role was to gain an understanding of how the department works and assist with providing support to the users in Head Office and on site.

The IT Manager wanted me to experience how the IT team interacts with all departments and witness the different technical issues that are experienced throughout the company and how they resolve them. I was also to spend time learning how the companies IT network and infrastructure was set up and operates.

How long was your work experience?

My work experience was for one week.

What did you learn during your time in the IT Team?

I spent my week, working in the IT Department. I was also fortunate to spend a day with an Account Manager and he took me to visit a selection of his contracts. This was beneficial as I got to see how the company operates both at Head Office and on site.

Whilst working in my main role with IT, I was initially monitoring how the team operates and how they provide support

to the company. I also had the opportunity to work on some ongoing projects, especially, a project involving the HUB, where I had to liaise with sites in order to make changes to their patrol devices. This was a great project for me as it allowed me to see how the HUB works and how the system is coded. I have a passion for programming, and this is the area of IT, I really want to work in. During my week, I was able to get an understanding of how an IT department functions within a large company and just how busy it is with all the different technical needs that users have.

What did you think of CIS Security?

I have always heard a lot of how good CIS Security was and it was a pleasure to have the opportunity to see just how good. The working atmosphere was wonderful, and everyone works so well together. Everyone was so welcoming and the Officers I met, on my site visits were extremely polite and gave an excellent representation of CIS Security.

Would you want to join the Security Industry when you finish your education now you have had a taster?

There is a good chance that I would join the Security industry as I have a real interest in Cyber Security and as technology is developing at such a fast pace, the role Cyber Security plays in the industry will be vital to fighting the

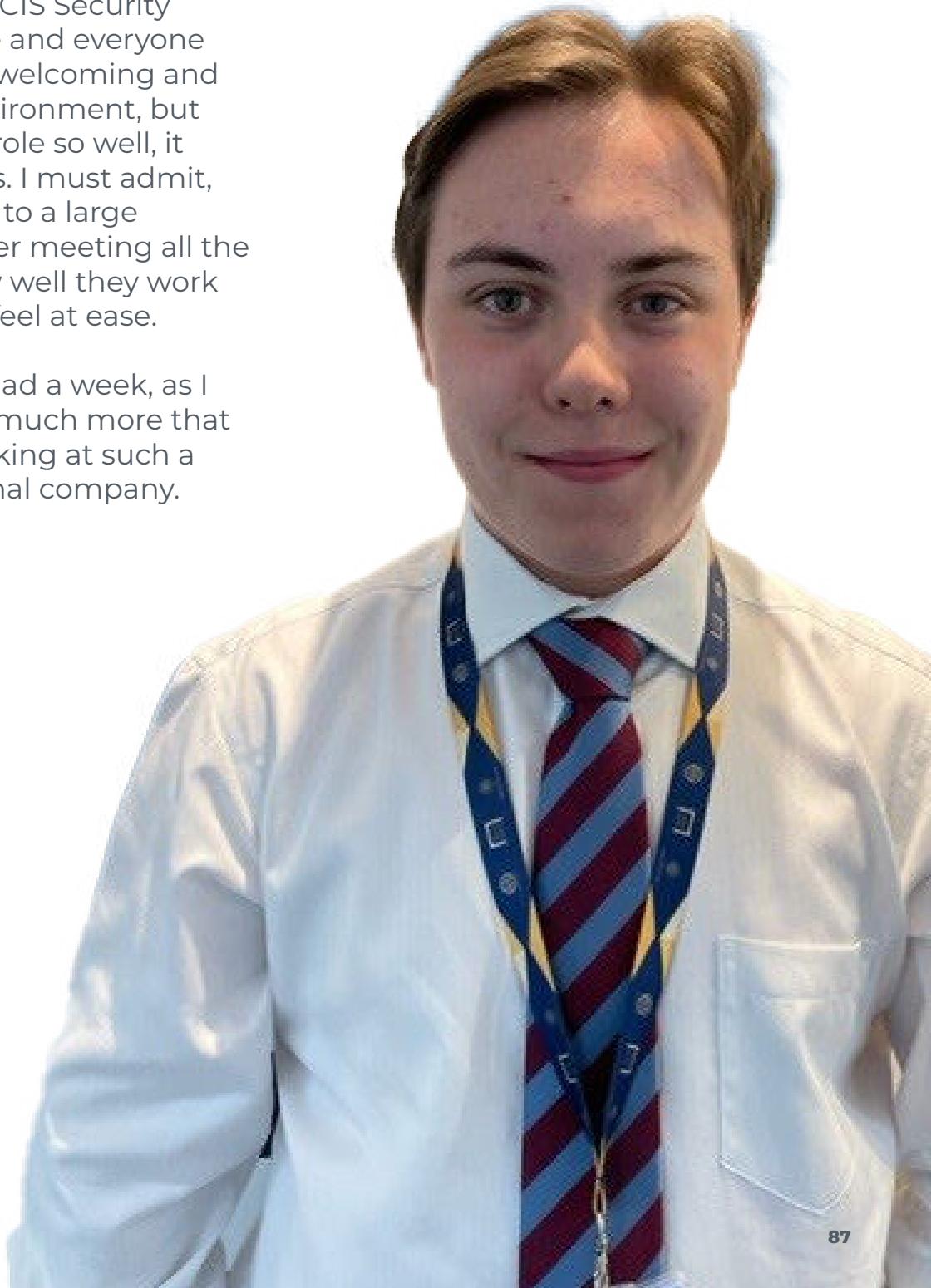
threats that develop.

Quote (If you could please provide a quote summarising your time at CIS, what you thought of the people, the role, the culture etc.)

My time working with CIS Security was extremely positive and everyone at Head Office was so welcoming and helpful. It is a busy environment, but everyone knows their role so well, it makes it look seamless. I must admit, I was nervous, coming to a large company, however after meeting all the teams and seeing how well they work together, it made me feel at ease.

It was a shame I only had a week, as I am certain there is so much more that I could learn from working at such a friendly and professional company.

**REECE
DOWNS**



Work Experience

Last week we had Year 12 student, **Trevay A.** from Langley Park School for Boys, complete his work experience with us. Feedback from our students is very important to us, so we asked Trevay the following questions:

Describe your work experience role:

My work experience role at CIS was in Business Operations. I spend a day with Marketing and had the pleasure and challenge to try and find potential work for the company, compare and create market research regarding our competitors and try and find ways we can market our services better.

I had the opportunity to work for 5 days at CIS, and I enjoyed every second of it. I learned the inside and out of the industry and realised it's a lot more than just putting a Security Guard at the front of the shop!

What did you think of CIS Security?

I think CIS is an outstanding company! Everyone was so helpful, welcoming and willing to offer their knowledge to me. I was really impressed by the fact that they are the biggest independent security firm in the UK!

I loved the fact that there was a brilliant working environment in all of their offices.

"My time at CIS was special to none. The people who work there are amazing. The environment they created was so easy to settle into, and I really enjoyed my time working there."

CIS created a great insight into various roles of work, like Marketing and Sales, Business Operations, and the day-to-day life of an Operations Director! I would recommend CIS to anyone looking to go into security, or anyone who is looking to go into business in general."

It was impressive how there was a balanced attitude dedicated to creating results, mixed with an enjoyable atmosphere.

Well done Trevay, it was great having you in the CIS family for the week!

TREVAY A.



CIS Young Talent

At CIS we value our apprenticeships and the young talent we attract into our workplace.

We work regularly with local schools and colleges to provide clear learning career opportunities, giving our selected apprentices the opportunity to earn, gain knowledge and experience, and obtain a professional recognised qualification. We design our young talent programs to support our succession plan.



If our **“shining stars”** have the potential to become future CIS Leaders we will support their learning by enrolling them onto our modular based learning program (SET).

Employing young talent is a great chance to highlight the amazing opportunities within CIS; we continue to showcase the gateway to success and are looking forward to supporting our young employees into their careers.

CIS value young talent, offering opportunities to join the industry and flourish in individual career pathways, whilst also supporting our succession planning.

We are so proud of our young talent, and we will continue to celebrate formal and recognised learning pathways, enhancing skills, knowledge and experience whilst pursuing apprenticeships which are a national recognised qualification. Last Friday our HR Director, Tracy Plant who leads our Talent Program and our Managing Director, Neill Catton, enjoyed a breakfast with our apprentices at the Ivy, Tower Bridge which is part of our London Bridge City contract.

This breakfast enabled Tracy and Neill to engage with our apprentices and gave our apprentices the opportunity to share their experiences and future aspirations. It also provided a comfortable environment for everyone to be inclusive and have a voice.

Tracy Plant
HR Director

“It gives me great pleasure supporting our young talent with their careers”

“Our young talent are our future leaders”

In attendance:

Peter Barrett – Technical Advisor, completed the IT Infrastructure Technician Apprenticeship Qualification in 2021

Akaash Leal – Intelligence Researcher Apprentice, currently pursuing the Intelligence Analyst Apprenticeship Qualification

Hannah Rand – HR Apprentice, currently pursuing the CIPD HR Apprenticeship Qualification

Olivia Giles – HR Assistant, currently pursuing the CIPD HR Apprenticeship Qualification

Darcie Alabaster – Talent Resourcing Officer, completed the CIPD HR Apprenticeship Qualification in 2021

Mafalda Oliveira – HR Apprentice, enrolling onto the CIPD HR Apprenticeship Qualification

Claude Colman – Security Apprentice, pursing the Customer Service Practitioner in the Security Industry Apprenticeship Qualification

Molly Dixon – Security Apprentice, enrolling onto the Customer Service Practitioner in the Security Industry Apprenticeship Qualification

James Lyle – 5* Corporate Response Officer, enrolling onto the Customer Service Practitioner in the Security Industry Apprenticeship Qualification



Our people are at the forefront of our priorities, which is why we created CIS Citizenship. CIS Citizenship was designed to promote a culture of engagement and stimulate an open mindset amongst our workforce, this breakfast was therefore key to our CIS Citizenship culture.

After the breakfast, Tracy, Neill and our valued apprentices enjoyed exploring London Bridge City landmarks and visited iconic buildings such as London City Hall, where they were able to enjoy the breath-taking views of the city.

We look forward to developing our Young Talent, including apprenticeships culture even further!

Payroll & Staff Benefits Corner News

PAYROLL UPDATE

As per the Government's announcement, from tax year 2022/2023, employees, employers and self-employed will have to pay an additional 1.25% towards their National Insurance contributions.

This increase has been put into place in order to help fund the NHS, health and social care and it is called the Health & Social Care Levy.

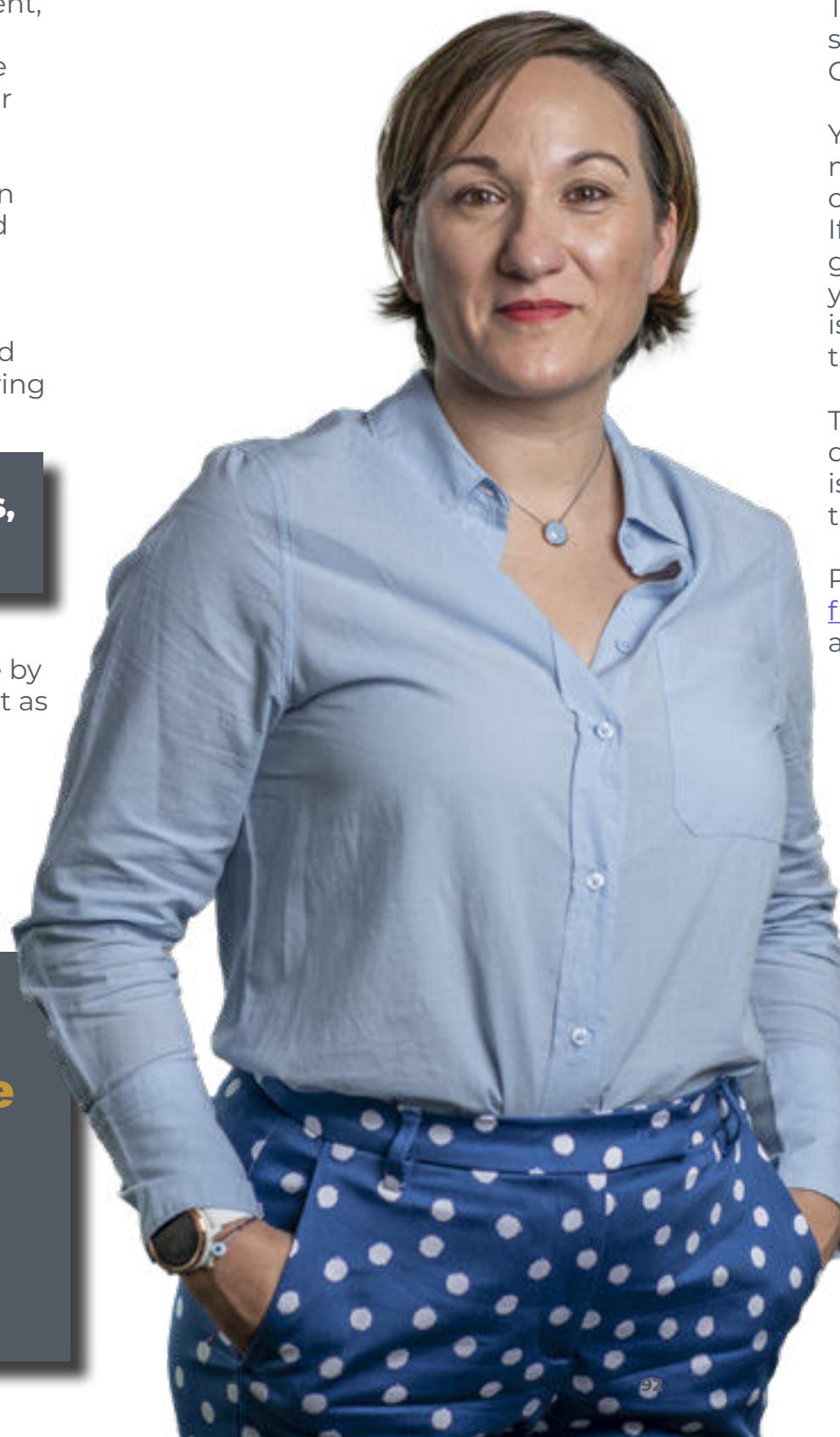
The increase has already been actioned and the below message is now displaying on your payslip every month:

The 1.25% uplift in NICs funds NHS, health & social care

The levy will continue into tax year 2023/2024 and until advised otherwise by the Government, however, it will reflect as a separate tax of 1.25%

Please note, this is a mandatory increase.

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



TAX-FREE CHILDCARE SCHEME

The tax-free childcare voucher scheme has now been replaced by the Government's Tax-Free Childcare.

You can get up to £500 every 3 months (£2,000 a year) for each of your children to help with costs of childcare. If you get Tax-Free Childcare, the government will pay £2 for every £8 you pay your childcare provider. This is paid via an online childcare account that you set up for your child.

The Tax-Free Childcare scheme runs directly by the Government so there is no involvement of the employer on this.

Please visit <https://www.gov.uk/tax-free-childcare> for further information and how you can sign up for this!

STAFF BENEFITS

CIS offers amazing staff benefits, available to all employees.

From tax-free bike purchases to huge restaurant discounts with TasteCard, dental & optical plans with HSF, the Early Pay facility and high street savings that make a difference to every pocket! CIS has it all!

For further information on what is on offer, please log into the Hub and explore our staff benefits collection or drop payroll an email at payroll@cis-security.co.uk



Evi Garoufi-London
Payroll & Staff Benefits Manager
& DPO Manager

06.

BLOW YOUR OWN TRUMPET!

£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 spend in any high-street shop. We are all ears!

baw
your own trumpet

Giving Back to the Community

Cadets Civilian Committee Group Scott Higgins, Security Operations Manager

In February 2022 I was invited to join my local RAF Air Cadets Civilian Committee group, this was through my son who had become a full cadet in December 2021, with my previous military experience and my current role within CIS-security, I felt I had something to offer the RAF Air cadet force.

The RAF Air Cadets is a charity and, therefore, their finances are audited by the Charity Commission. A Charity Commission requirement is that each squadron must have a Civilian Committee to manage squadron finances. Without a Civilian Committee, the RAF air cadet force cannot continue to provide a service to RAF Air Cadets.

So my commitments for being a Civilian Committee member are:

- Attend a 1-hour meeting once per month (excluding April, August, and December)
- Attend the Annual General Meeting (AGM) in April

As a member of the Civilian Committee group we also look at how the finances are used for the benefit for the RAF Air Cadets, for example; we have bought an air rifle range including air rifles, field craft equipment and we are looking for a venue for a summer party.

I have also been invited to attend the London Wing Annual Dinner in June at the royal air force club in Piccadilly.

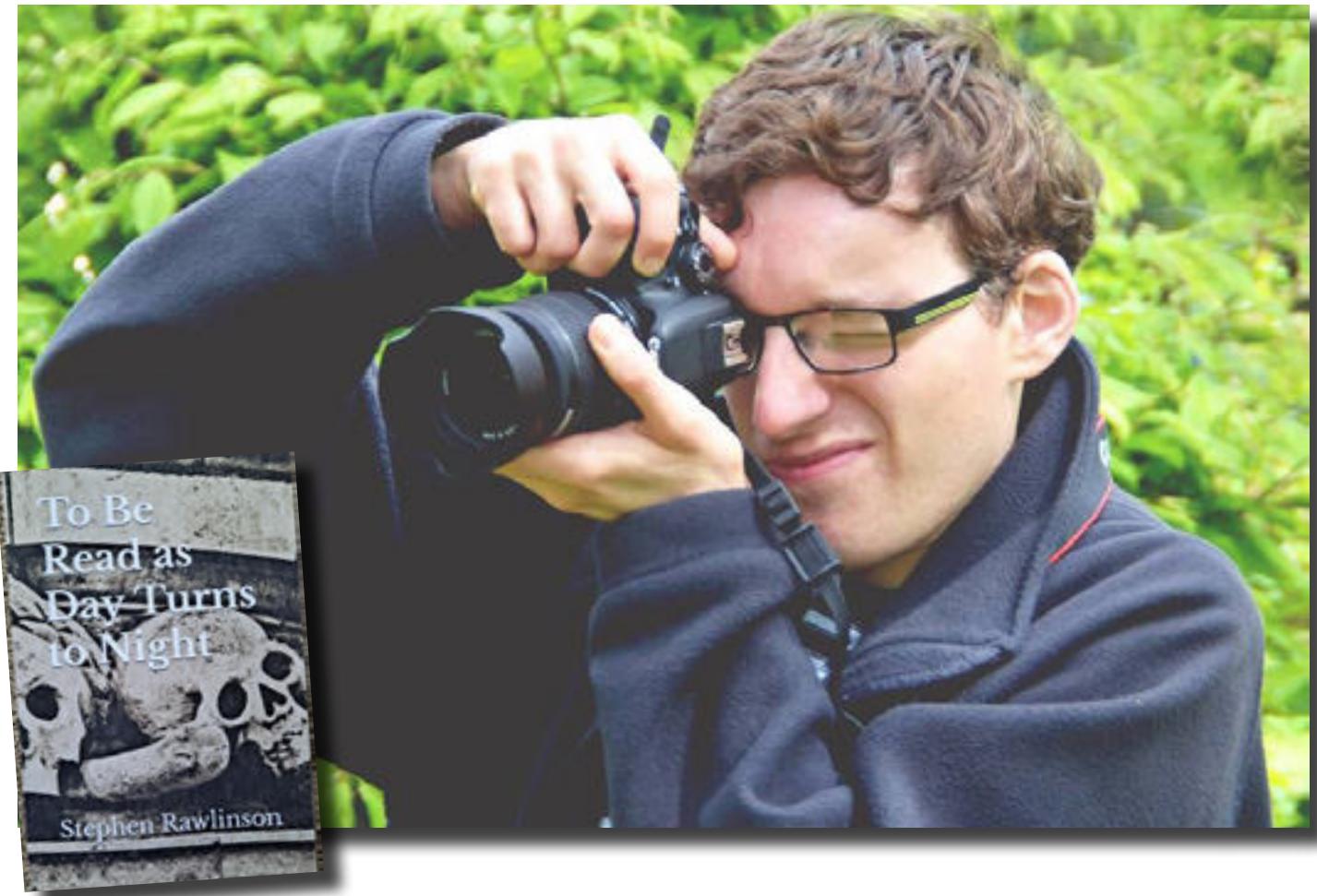
Moving forward I will be looking into ways the RAF air Cadets and CIS-Security can collaborate on future projects.



baw
your own trumpet

Story Time

Meet author and budding photographer, Stephen Rawlinson!



Stephen Rawlinson who works at **LSBU** as part time Front of House receptionist just released a ghost story book, titled **To Be Read as Day Turns to Night**.

What inspired you to write horror stories?

Years ago, when I was in the Scouts, I used to edit the Scout troop newsletter, and as part of that, I started writing ghost stories, usually doing one each Christmas.

Although I don't believe in ghosts, I've always loved a good ghost story, and remember being told stories of ghosts and monsters etc. when we used to go camping.

I also discovered the ghost stories of M. R. James, who is probably the master of them, and I eventually decided that I wanted and do some of my own. As well as writing for the Scouts, I also wrote some stories for work colleagues in some of my previous jobs and found that they were very popular.



So, during the Covid lockdowns, I decided to re-visit some of these stories and re-edit and expand them, and generally improving them, before putting some of them together to publish in a book. After doing a lot of work on it and self-publishing, I was really pleased with the final result and so proud of what I had done

Tell us about your photography?

My photography ties in quite nicely with my love of being 'out and about', and I enjoy taking photos of landscapes, architecture (especially historical architecture), and travel. In a sense, I see travel photography as more than just taking holiday snaps - it is as if I am trying to document what I see.



Unfortunately, although I find it utterly enjoyable, there is always the danger with it that I end up being too perfectionist and overly dedicated, so it is crucial to get the balance right and not be consumed by the need to get perfect pictures, as I also want to relax and absorb the wonders that are there in front of me. Many times I have returned from a long weekend away exploring a city somewhere around Europe, to then find that I have taken hundreds (even thousands) of photos!

How would you describe yourself in 3 words?

This is always really hard, but I would say that I am loyal, perseverant and conscientious.

What are your future ambitions?

I am currently working on a follow-up book, and hope to do more in the future, as I have quite a few stories that I wrote in the past which I want to re-visit, and who knows, maybe there will be some brand new stuff too - perhaps one day I shall end up working with a publisher! I also plan to set up a proper website for my photography as well - currently, a small selection of my photos are available to buy at wallin85.picfair.com

To Be Read as Day Turns to Night, book was released on Amazon in December 2021 and available to purchase, if you are into horror stories. Happy reading!

Easter Crafting Corner

LSBU Reception Team

The LSBU Reception Team 'handmade' these amazing Easter Origami Rabbit decorations, paper garlands of carrots and bunnies with fluffy tails.

The client and staff gave great feedback and the Reception Team provided a few tutorials to staff members on how to make the origami bunnies for themselves.



The Stanley 'CIS' Twins



The Stanley 'CIS' Twins had an Easter Party at nursery and the children were all asked to make Easter Bonnets.

Samantha Stewart and Grandma decided to take matters into our own hands to avoid the aftermath that would have ensued had Taylor and Jackson had any involvement at all.

The end result lasted for the party itself but I am still finding 'Bunny Bonnet' remains around the house!

And I am confident that our efforts would have made it into the top 5 if it was an actual competition.

baw
your own trumpet

Pedometer Challenge

Regent Quarter, Margaret Henshaw

This is a challenge that has been going on at **Regent Quarter for April**, which has been taken to extremely well by all involved.

Margaret Henshaw came up with the idea to get all the security team, herself and the client! Involved in a 'steps challenge' to promote positive health amongst the team.

Throughout April, everyone had to record the amount of steps they had taken in a day and send their score to Margaret, who then kept track of everyone's scores, collating them at the end of the month. At the end, the winning team earned themselves some pizza to put on all the wonderful calories they lost!

Everyone became very engaged and competitive whilst enjoying the competition and friendly banter amongst the teams.

The client in particular (was not only fully engaging in the challenge) but was extremely happy with the idea and loved how the whole team could get together in this way.

This is a great credit to all involved at Regent Quarter, again demonstrating the fantastic cohesion that the team has with each other.

A real credit to CIS!

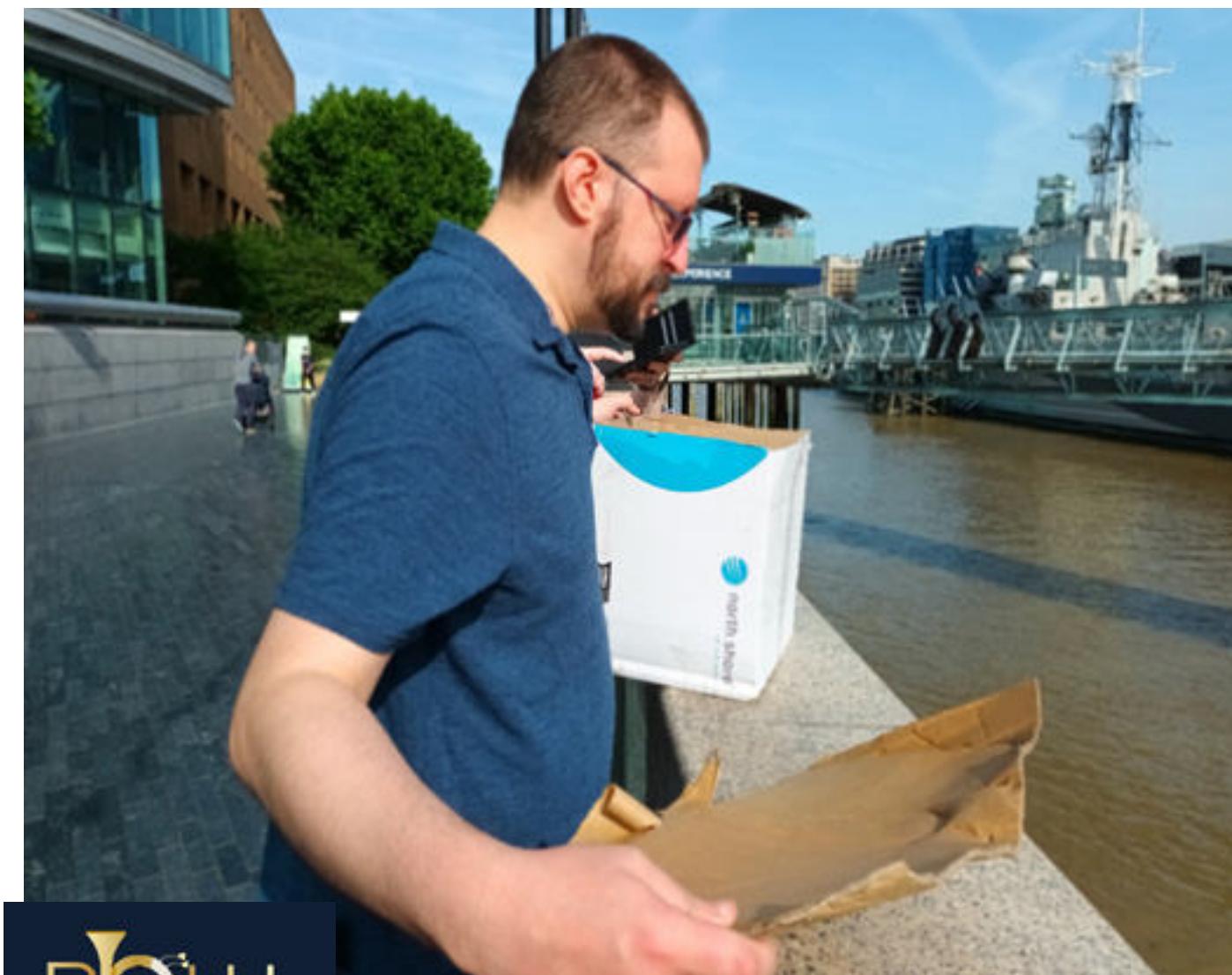


The Softer Side of Security

London Bridge City

Whilst Steve Caris was walking down the Thames he saw a duck and a single duckling in the Thames. Steve promptly called the RSPCA.

The other ducklings were found by Barry Pack in Hays Lane and successfully reunited with their mother duck.



baw
your own trumpet

It's Official!

The Knightsbridge Estate Ahmer Rizvi

"Dear Team,
I am very happy to announce this that I completed my probation with flying colours in CIS.

I would like to say Bundle of thanks to communications team, all of our Directors, Managers & all administration.

Specially Thanks to Mr.Reynhert.B & Mr.Francois Reynders they believed in me and I tried to give my best to them and CIS team, we are taking care of one of the biggest projects, K1 Knightsbridge Estate. And with all the amazing training that I was given, I'm looking forward to building my long term career in CIS. I will always try to give my best to CIS.

Thanks ALOT!
Ahmer Rizvi
Security Supervisor, The Knightsbridge Estate"



7. CIS STAFF - MAKING A DIFFERENCE!

Change for Change in Ukraine

Brindleyplace Birmingham

Brindleyplace took part in a fundraising event 'Change for Change in Ukraine' on 10th May, with fundraising across the estate in aid of the Red Cross.

This was an idea that was raised by our onsite Security Supervisor, Marko Vuković who approached the Brindleyplace Marketing Team through the estate suggestions box asking if it would be possible for next charity fundraiser to be in aid of Ukraine. This was agreed, so Security Manager Che Duvern, Marko, and other Brindleyplace service providers worked in collaboration with Brindleyplace to raise money for this very important cause.

Everyone who works and visits the estate were invited to wear the Ukrainian colours of yellow and blue and drop some cash into the buckets that were in and around Central Square as well as on office receptions.

To read the blog by our Security Supervisor, Marko and to donate to this very important cause, please click on the link below:

<https://lnkd.in/exi9zrG3>

To donate, please visit <https://www.redcross.org.uk/>



Taking the Initiative

Felix Padure, Horsham Branch

Shortly after the conflict, Felix was watching the news and decided that he must help in some way.



He set a deadline of two weeks to collect donations and he contacted a couple of friends to help organise free transport from the UK to Romania.

Felix sent out messages explaining his intentions and posted online in a local community group for Horsham.



He listed what items were needed in order to make it simple for everyone, the list included personal care products, toys, baby clothes, ladies clothes, medications, bandages, first aid kits, nappies, wet wipes or disinfectants and powdered milk. Felix started to receive positive responses and the next day received the first donations.

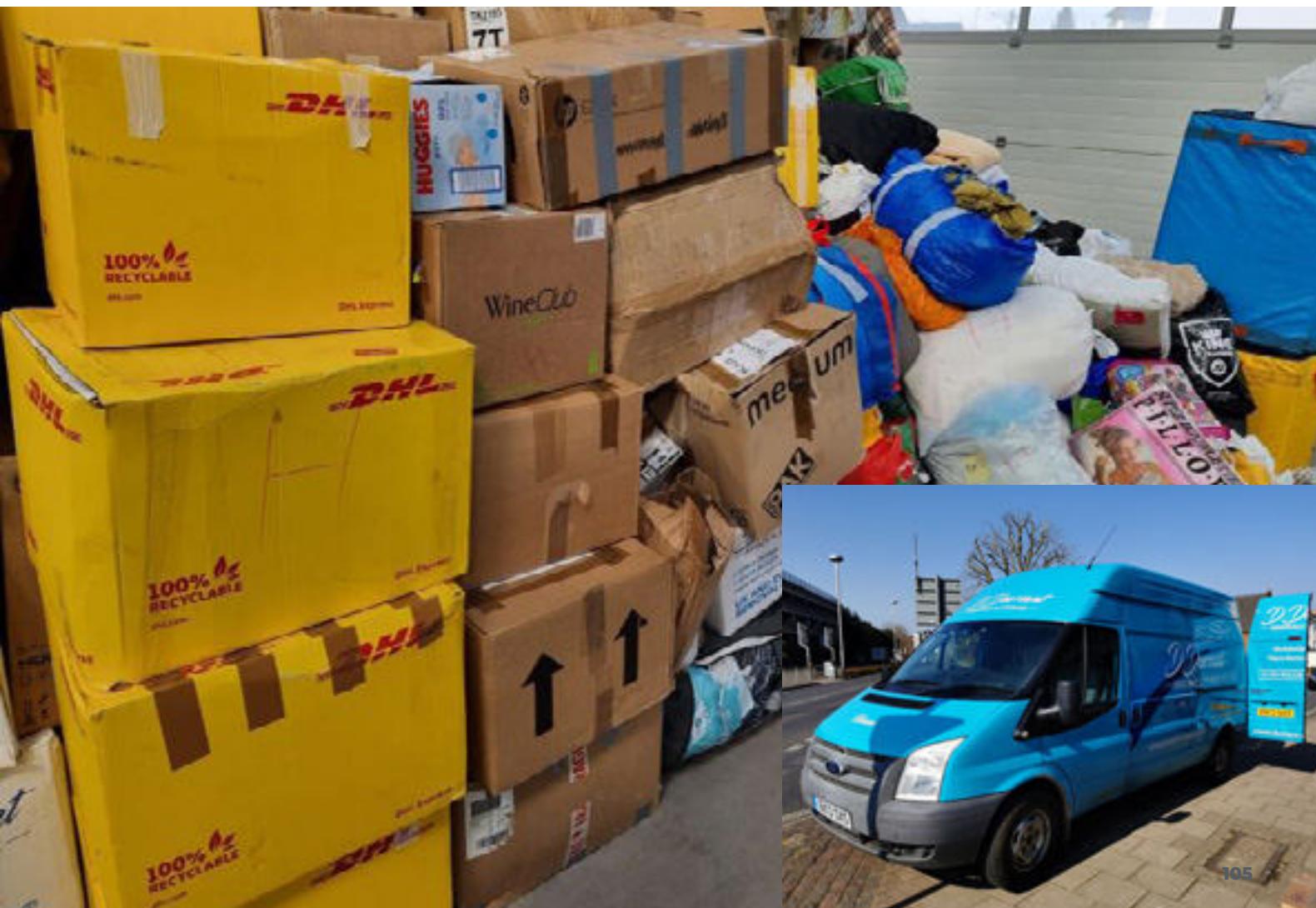
Felix's initial plan was to collect around 7 boxes, however after a week, he started to receive more and more donations. Felix then had the task of finding a larger means of transport to escort the items to Romania.

After a day of searching and making calls, Felix managed to find a van removal company in Horsham who decided to help him transport everything to Watford for free.

With the help of the removal company, he loaded the donations into a full van and transported them to Watford, from there they were loaded onto the lorry 3 days later.

The lorry left the UK and arrived in Romania on April 4th. All donations went to a non-profit organisation, who Felix had researched and found himself.

Next month, Felix is planning to send bicycles and scooters for the children of Ukraine and is planning to go over in person... Any help you can provide would be much appreciated.



Donation for Ukraine

Sarunas Berinas, LSBU

Sarunas Berinas was inspired to do something to assist those in need in Ukraine, so he created a poster and the team spoke to the Student Union and the client to get permission.

The poster was advertised on social media and the donations were given to Polish White Eagle Club, SW17 9NJ.

The FoH and Security Team all got involved with this important cause.



Over 8,500 Linkedin Followers



FIND US



CIS Head Office Address:

[418-426 Lewisham High Street London, SE13 6LJ](#)

Central London Office:

[40 Gracechurch StreetLondon EC3V 0BT](#)

AutoCall: 01753 306 225

Reception: 020 8690 1903

Control Room: 020 8690 3221

[www.cis-security.co.uk](#)

[www.cis-frontofhouse.co.uk](#)

Email: general@cis-security.co.uk

Payroll Email: payroll@cis-security.co.uk

Feedback: communication@cis-security.co.uk

Citizenship: ciscitizenship@cis-security.co.uk

SOCIAL ENGAGEMENT



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