Newsletter March 2014

CONTRACT SECURITY UK
Close Enough To Care

Introduction by Heidi Morris-Mills:

Hello again everyone.

Despite the recession, we are holding our own but we are experiencing some cut-backs by clients. If you want to see our performance please use the Web-Check on www.companieshouse/gov.uk

*I want especially to welcome all our new employees. We pride ourselves as being open to employees and we positively ask for your help to improve. Please feedback all your ideas through the supervisors or when you meet a Manager or Director. However all our clients are, in general, happy with the service you provide. Overall our feedback score is 85% (Above Good but not quite Very Good) and exceeds the industry average and equals our previous record - **well done everyone**.*

*We have set ourselves a new objective to **join Pacesetters**, the top 5% by quality of service, and we ask for your continued help and efforts to make this possible. To achieve Pacesetters, we will be assessed by BSI in April to rate our quality achievement and some of you will be interviewed privately by the assessor in confidence.*

We are also introducing mentoring and a small representative forum, more details are below.

Thank you all for your efforts. *Heidi Morris Mills*

Welcome and Commendations:

We want specially to welcome Stacey Stephenson and Nikki Musa who recently joined us.

While all of you are performing loyally to us and our clients and our feedback scores bear this out, we want to thank the following for their valued help during the inclement weather at the start of this year: Tim Marshall, Mike Drew, Sam Baker, Pierre Gas, John Le-Surf and Charlie Broadbent.

We would also like to extend our grateful thanks to those of you who have not been mentioned.

Holidays:

We also remind you to take all of your holiday entitlement and to request your holidays giving us at least one month's notice. We strongly advise you not to commit to any expense until your request has been confirmed in writing.

Mentoring:

We are putting in place a mentoring system where each employee meets with their supervisor, manager or director to:

- *ensure relevant processes and procedures are understood,*
- *review progress against objectives and activities assigned by management,*
- *review personal objectives,*
- *review training needs and wants,*
- *suggest process and procedure improvements.*

Representative Forum:

We are putting in place a small representative forum where employees can discuss improvements and issues with management. The first meeting will be in March at the office and security officers, office staff, supervisors and managers will be represented. Please contact the office if you feel you can contribute.

Personal Objectives:

We encourage you to set personal objectives and organise training or study to achieve these. We will assist you to attend training outside the requirements of your job, such as amending shift patterns so you can attend college. Necessary training or for your job will be provided by the company.

ISO 9001 and SIA Inspections:

Inspectors from BSI came last year and gave us record scores. We want to improve on these so that we get into the top 5% of security companies for quality of service to our customers and to all consumers (people we come into contact with such as client's staff and visitors, police and paramedics).

SIA Licences:

We are still having problems with those of you who fail to renew your licences. We are told by SIA that licences have expired and we must obey the law which means you must be suspended without pay or have your employment terminated. Failing to maintain a current SIA licence is classed as gross misconduct. If you have any difficulties please ask Stacey Cole to help.

Assignment Instructions:

Every site has AIs and you should be sure you understand them fully, if not ask your supervisor or a manager to explain any points you do not understand.

*It is important that **EVERY** duty in the AIs is carried out and that any other duties you carry out that are **NOT** in the AIs are brought to the attention of your supervisor and thence to management.*

However this does not mean that you refuse to do a task which is not in the AIs, we ask you to refer to management so that proper arrangements can be made.

Protection of Public and Corporate Responsibility:

We have issued new policies on the Protection of the Public and Corporate Responsibility. Please ensure you have read and understand these.

Data Protection:

We remind everyone on your duty to maintain data confidentiality and our policy on Data Protection. You have all signed a Confidentiality Agreement agreeing to report any suspected or actual breaches of confidentiality. Breaches may be Gross Misconduct subject to instant dismissal.

John Mills - Director, *Lee Mills - Director*

John Mills

Lee Mills

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