Newsletter April 2016

CONTRACT SECURITY UK
Close Enough To Care

Introduction by Heidi Morris-Mills:

Hello again everyone.

I want especially to welcome all our new employees and clients.

I want to emphasise the Companies motto of "Close Enough To Care". We care very much for our clients, their staff and visitors, and our own employees.

This is evidenced by the feedback scores from our clients and our employees. We are scored 85% (Good +) by our clients and over 80% (Good) by our employees. We could not achieve these scores without your co-operation for which we are most grateful.

We have received some comments about retraining and communications. We will be conducting the annual retraining and testing using our Competence and Healt and safety questionnaires. This newsletter addresses communications.

If you have any good ideas on how we can improve our service to our clients, please feedback all your ideas through the supervisors or when you meet a Manager or Director. We value your comments.

Please also note that BSI will visit in July and in November to rate our quality achievement and some of you will be interviewed privately by the assessor in strict confidence.

Thank you all for your efforts. Heidi Morris Mills

Commendations:

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 this year: Sob Regami whose prompt action when there was a fire on site has been specially prised by the client.
We would also like to extend our grateful thanks to those of you who have not been mentioned for maintaining our exceptional levels of customer service.

John Mills

Lee Mills

Holidays:

We also remind you to take all of your holiday entitlement and to request them giving us at least one FULL month's notice. Please remember that holidays are not permitted over the Christmas and New Year period, 19th December to 3rd. January. We strongly advise you not to commit to any expense until your request has been confirmed in writing. Holiday entitlement cannot be carried over to next year so if you fail to take your holidays they will be forfeited unless prior agreement has been obtained in writing from a Director.

Check Calls:

An analysis of missed and late check calls shows little or no improvement. A very small number of Security Officers are responsible for these offences and are letting down their colleagues.

SIA Licences:

A major factor across the industry is the failre to inform the Sia of a change of address resulting in licences being revoked. We are legally bound to suspend you without pay if your licence is revoked and remember that we are informed by the SIA as part of our weekly checks.

Annual Retraining:

We will be sending out Competence and Health and Safety Questionnaires. Last year almost half of you would have been killed because you gave the wrong answer if you smelled gas. We clearly do not want to loose you or have to attend your funeral, please get the answers right this year.

Company Policies:

Company policies have been prepared and you can now access these on our web-site www.contractsecurityuk.co.uk .

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.

Company Performance:

If you want to see our company performance please use the Web-Check on www.companieshouse/gov.uk.

John Mills – Director, Lee Mills – Director

skills for security
setting standards, raising skills

SIA APPROVED CONTRACTOR

SIA Approved Ccontractor for Security Guarding
Contractor=COSEUNSC02
www.the-sia.org.uk
Select ACS and Register of Approved Contractors