

# THE INSIDER



Hackle  
Security

## ***Another Good Year***

Welcome to the Summer 2018 edition of “*The Insider*” – your Hackle Security newsletter. Once again, we are presenting our side of the story in an industry that’s ever changing. This Newsletter will provide you with an update on company performance, key market observations and much more.

### **Foreword by Mark Mathurin**

I can hardly believe that we are now well into Hackle’s 8<sup>th</sup> year in business and we are growing ever stronger.

2017-2018 saw us continue to grow, and a result we have also grown our Head Office Team. See page 3 for an introduction to our new Team Members.

We are now very settled in our Newbury Head Office, although we may (hopefully!) outgrow it in the not too distant future.

We continue to grow and strengthen year on year, and we are sure the best is yet to come!

As always, I would like to thank every member of the Hackle Team for their continued hard work and your support of **OUR** Company, and to thank you for delivering the professional service our clients expect.

**Mark Mathurin, Managing Director**

## CONTENTS

Foreword by Mark Mathurin	1
New Contracts	2
Head Office Team	3
Employee of the Month	4
Milestones	4
Uniform	5
Communication	5
Company Telephones	5
ACS Audit	6
Licensing Updates	6
SIA NEWS	6
Annual Leave Requests	7
Change of Details	7
Absence Reporting	7
Module Training	7
Social Media	8
TelMe	8
Recruitment	8
Check Calls	9
5 Years’ Service	9
Employee Testimonials	10
Client Testimonials	11
Just for Fun Crossword	12

# NEW CONTRACTS

## Gravesend, DA1

In June 2017, Hackle gained another new contract, for Night Security Services on a business park in Gravesend. Please welcome Samuel Vincent and Sam Awanife into the Hackle team.



## London, E1

In July 2017, Hackle were awarded the Security Services contract for a large multi-tenanted office building in London. Welcome to the Hackle Team Peter Ebiefa, George Singarajah, Zahid Ali and Kristie Scicluna

## Reading, RG1

Hackle Security were awarded a contract in July 2017 for 24/7 Security Services at a large office building in the heart of Reading, and we welcomed Emmanuel Appiah, Philip Anderson, Hemanta Gurung, Bob Honour, Sarah Slade and John Bottomley to the Hackle team.



## London, SW1P

In July 2017, Hackle Security became the provider of Reception Services at a multi-tenanted building in London. Welcome to the Hackle Team Sheri Agodi. In April 2018, the contract was extended to include Security Services, and we welcome Phil Lewis to the team, and Yusuf Mohammed has since been reallocated to the team.

## London, EC1N

Hackle Security were awarded the contract in August 2017 for Reception Services at a tenanted building in EC1N, Denisa Iskiova has become the permanent site officer for this assignment.



# HEAD OFFICE TEAM

As I mentioned in my Foreword, we have recently expanded our Head Office Team, in line with the growth of the company. New members of the Head Office Team are:

## **Andrea Page – Administrator**

Andrea joined us in June 2017. Andrea's role has changed from Office Junior to Ops Support and now Administrator. Andrea supports the Admin and Ops teams in all aspects of administration for all sites and Officers based in the London area, including processing of holiday forms, scheduling, confirming relief officer schedules and availability and Vetting and Screening. Andrea has previous experience in the Security industry, holds an SIA licence.



## **Dorota Zawisza – Administrator**

Dorota joined us in February 2018 and supports the Admin and Ops teams in all aspects of administration for all sites and Officers based outside of London, including processing of holiday forms, scheduling, confirming relief officer schedules and availability and Vetting and Screening. This is Dorota's experience of the Security Industry



## **Martin Quelch – Area Supervisor**

Martin joined us in September 2017 and supports the Ops team. He has supervisory responsibility for sites along the M4 corridor, from Bristol to Bracknell. For those who have been with Hackle since the start, I am sure you will recognise Martin's name as he worked with me previously at Cosmo Security. I am delighted to welcome Martin.



## **Maz Rahman – London Area Supervisor**

In January 2018, Maz was promoted to London Area Supervisor. Maz has been with Hackle Security since November 2016. Maz supports the Ops Team with carrying out supervisory visits to sites within London, as well as providing cover on London sites in emergency situations. It is always a pleasure to be able to see an employee progress their career, within the company.



# EMPLOYEE OF THE MONTH

I am delighted to have awarded more “Employee of the Month” awards since the last edition of our newsletter. It always gives me great pride when a nomination is submitted, as it proves that our team is recognised not only by ourselves, but by our clients also.

Award winners may not always have been involved in a dramatic event but may simply have gone “over and above” in their daily duties or may have shown innovation or initiative. The monthly award is not compulsory, but your Contracts Manager will actively look to endorse acts of outstanding service. Award winners receive a signed and framed certificate, and £100 in M&S vouchers.

## Mark Mathurin, Managing Director

### Danuta Pednekar – 420 Thames Valley Park – July 2017

Following the below feedback from our client, Danuta was awarded Employee of the Month for July 2017, just 6 weeks after the start of her employment. I was delighted to present this award so early in Danuta’s Hackle Career.

I would like to nominate Danuta for the Employee of the Month award.

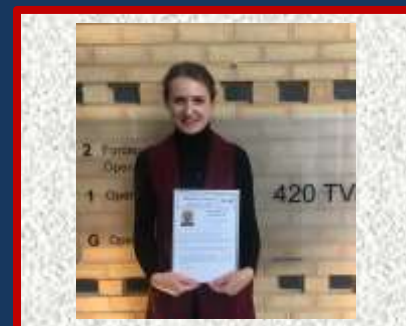
Danuta has shown real initiative and competency since she joined us. She is a really fast learner. She never panics, always knows who to contact and handles potential conflict extremely well.

### Raymond Coulson – Bouverie Place Shopping Centre– September 2017

Andy Bates, Security Manager at Bouverie Place Shopping Centre, nominate Raymond Coulson for the Employee of the Month award for September 2017. I was very pleased to present this award for the second time in Raymond’s Hackle career.

I would like to nominate Officer Raymond Coulson for the Employee of the Month award.

This nomination is based on his efforts in dealing with an extremely large disabled gentleman on 2<sup>nd</sup> September 2017. The gentleman had had fallen on the floor of the disabled toilet and due to his size couldn’t get up and had soiled himself. Raymond spent an hour cleaning the man up and, with help, getting him off the floor. Ray even went to Primark to get him a towel and ne underwear. The client and myself both agree Raymond went above and beyond the call of duty.



# MILESTONES

## Big Birthdays 2018

- February: Subesh Gurung turned 30  
Alex Oduro-Kwarteng turned 50
- May: Kristine Jianoran turned 30  
Ambar Gurung turned 50
- August: Dave Simpson turns 60  
Emmanuel Akintola turns 50
- October: Peter Ebiefu turns 60
- November: Andrea Page turns 30
- December: Essa Hussein turns 30

## Births

- Keishroy DeRoche and his wife welcomed a son, Alexander, in February 2018.
- Lawrence Hanson and his wife welcomed a son, Nathan, in March 2018
- Ajaz Khan and his wife welcomed their son, Yusuf, in May 2018
- Subesh Gurung and his wife are looking forward to the birth of their baby, due in August

## UNIFORMS

**Remember, you are the face of our company and first impressions are very important!**

Please be reminded that **FULL** uniform must be worn at work at **ALL** times during the course of your duties. This means wearing company issued trousers or skirts, shirts, jumpers (if issued), jackets and ties. Your SIA badge should be clearly visible and uniforms should be clean and pressed at all times.

Replacement uniform may be ordered annually, please submit a uniform request form, with your sizes clearly entered. A copy of the form can be found in your site administration file. We respectfully request that uniform requests are emailed to [enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk)

Please be accurate when ordering your uniform, returning incorrect items of uniforms is very costly. Please be as accurate as possible when ordering, perhaps you ask a family member or friend to help measure yourself. Incorrect size requests may be result in a charge for returning to the supplier.

Should you have any problems with the quality and wear of your uniform, please report this to the management team, via email, and where possible include a photograph of the issue.

In addition to wearing full uniform, your SIA Badge, ID card and name badge, please also be reminded of the rules surrounding your appearance. Below are the main points, but more information can be found in your Employee Handbook.

- Employees should have a smart, professional haircut and should ensure their hair is tidy.
- Facial hair should be clipped and neat.
- Employees are permitted to wear discreet earrings, finger rings or other jewellery but facial studs, nose or eyebrow rings and hanging body jewellery are not permitted.
- Visible tattoos are not permitted.
- Facial make up and fingernail varnish should be light and discreet.
- Employees are permitted to wear perfume/aftershave but should ensure it is discreet and not overpowering.

### Telephone Etiquette

Please ensure that when you are answering the telephone at your assignment that this is done in a professional manner. You should answer the phone with "Good Morning/Afternoon, (your assignment name), how may I help you". Simply saying "Hello" when you answer the phone does not give a professional impression.

## COMMUNICATION

It is vitally important that our staff communicate effectively with the Hackle Management Team and with each other.

We pride ourselves on operating a friendly and approachable company, and being firm but fair.

Our business is as a Service Provider, and our clients expect us to provide the service we promise.

While each member of the Head Office Team has their own email address, we politely request that any holiday forms, uniform requests, change of details etc are emailed to [enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk), this will ensure your email is received by the whole of the management team in the event of any one of us being absent due to holiday or sickness.

We ask that should we contact you, by phone or via email, you make every effort to reply or call back as quickly as possible. Please ensure you keep us updated with your contact details.

We appreciate that details can often be misunderstood on the phone, and we feel it best practice to confirm any conversation, change of shifts etc. by email. We also request that should we send a revised schedule, or email with details of a change of procedure or special instructions, that this be replied to. This is to ensure we know that you have received and understood any information given.

### Company Provided Mobile Telephones

Please be reminded that Company, and indeed Client, provided telephones, email addresses and internet access are provided for the smooth operation of your duties. Abuse of any of these communication items will not be tolerated, and any misuse may lead to us recouping these monies from you and disciplinary action.

Please also be reminded that during your duties, personal communications should be kept to a minimum. It is not professional and does not give a good impression of our company if you are on your phone or other device.

We also request that any problems with company provided communications are reported to us at your earliest opportunity to ensure we are able to communicate effectively during your duties.

## SIA UPDATES

### ACS Approved Contractor Scheme

As an ACS Approved Contractor, we are subject to an annual external audit to ensure our continued compliance. The audit covers all aspects of our business, and contractors are scored on a points system to determine their level of compliance.

Our annual audit was completed in October 2017. Our new ACS score at the end of this audit was 136 points, which we were very proud of as this was an improvement of 6 points on our 2016 score, despite the new scoring system. As always, I would like to thank each and every one of you for ensuring that our score is maintained and improved upon year on year.

### New Licensing Procedures

As you are all now aware, all licence applications are now made online. As your employer, we are able to complete the licence renewal process on your behalf. We will also pay for the renewal, and claim the money back through your wages, usually over 3 months.

Approximately 3 months prior to your licence renewal, your Hackle Administrator will email you a letter regarding your impending licence renewal and we will also send email a loan agreement at this stage. To ensure we have plenty of time to submit your renewal, we request that this loan agreement is returned to us as soon as possible.

We will also require confirmation from you that you have set up your account with the SIA, in order for us to link to your account and manage your renewal. Once the link is set up, we will start your renewal and will telephone you to run through some questions we have to ask prior to submitting your application.

Once your application has been submitted, you will receive an email from the SIA, which we will receive also. You may need to take some of your documents to a Post Office, if you are requested to do this, please complete this as soon as possible so your application is not delayed.

Please ensure that once you have received your new licence card, you email a picture of this to [enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk)

As Hackle are a "Licence Assist" business, once your licence has been granted, our link will be removed, and therefore at every subsequent renewal we will be required to re-link our accounts.

**Please remember that licence cards are sent to your home address, so it is vital that you keep your address details up to date with the SIA, you can amend your address through your online account.**

## SIA NEWS

### Changes to The Contact Centre

The SIA have recently made changes to the way calls are prioritised through their telephone Contact Centre. They are now prioritising calls from business over calls from individuals.

Please see the below information, issued by the SIA:

*Our advice is that an individual's employer should be their first point of contact regarding a licensing query. Only if the employer is unable to assist should an individual contact us directly.*

*If individual applicants are not able to resolve their queries through an employer, and need to contact us, they should send us a message via their SIA online account. If they can't resolve their problems through their account and need to speak to us, they can send us a message using the phrase "call me" and provide their telephone number. Our outbound call handlers will call them back, usually within one working day.*

*If an individual can't access their online account to contact us, they can use the Contact Us form on our website.*

### In the News

#### Door supervisor prosecuted for ignoring requests for information from the SIA

On 1 May, at Nuneaton Magistrates' Court, the SIA prosecuted Tallen Smith, a door supervisor from Nuneaton.

He was found guilty of failing to provide the SIA with information, a section 19 offence under the Private Security Industry Act (PSIA) 2001. Smith was fined £500, ordered to pay a £50 victim surcharge and £1,749.70 in costs.

During the investigation into Tallen Smith, the SIA investigators discovered that he had failed to disclose a criminal conviction that affected his eligibility for a licence. As a result, his SIA licence was subsequently revoked

**This case highlights the importance of providing any information requested from you by the SIA as soon as you are able.**

## ANNUAL LEAVE REQUESTS

We would also like to take this opportunity to remind you of the notice periods for applying for holidays:

- Holidays of less than a week - two weeks' notice
- Holidays of one week to 10 working days - one month's notice for holidays of one week or more
- Extended Leave Requests (more than 10 working days) - a minimum of three months' notice. **All extended leave requests must be accompanied by a letter to your line manager explaining why you wish to take extended leave. Please note extended leave is not a right!**

Please also remember that holiday is only permitted to one team member at any one time, and will be granted on a first come, first served basis.

Please also be reminded that any holiday requests are not to be deemed as approved until you receive written confirmation from the Admin Team. Please do not make travel arrangements until your leave has been granted.

Please ensure, if you are able, that Annual Leave Request forms are to be emailed to

[enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk)

## CHANGE OF DETAILS

Please ensure that if you change your address, telephone number(s), email address or bank details, that you inform us as soon as possible. A change of details form is available from your Site Administration folder; alternatively, you can request an electronic copy by emailing [enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk)

Please also let us know if your next of kin's details change.

Should you change your address, you will need to inform the SIA as a condition of your licence. You should inform the SIA of your new address through the "My Account" section of your online account.

Should you need to update us with the bank details of where your wages are to be paid, please be mindful of the dates wages are processed, and give as much notice as possible to ensure we are able to update our records prior to your wages being paid.

Head Office will confirm any changes to your details by email. If you not received an email within 7 days of informing us of your changes of details, please contact Head Office as we may not have received your original request to change your details.

## ABSENCE REPORTING

We have recently updated our Absence Reporting Procedure, you will have received a copy of this updated procedure via email, and the updated version should be in your Site Administration file.

*In the event of absence due to sickness, employees are required to notify the Company **as soon as is possible** of the reason for absence. Employees must inform the 24hr Control Room at the earliest opportunity and **in any event no later than two hours before** their normal start time on the day of the absence. The Control Room will then contact the Duty Manager or the employees Line Manager. **The Company do not recognise 'text messaging' as an acceptable form of communication.** Please see below the Control Room and Duty Manager number, **which should be saved to your personal mobile phone for such instances.***

**Control Room: 01384 218842**

**Duty Manager: 07891 410300**

*It is essential that employees keep the Company updated daily as to the absence and of its estimated duration.*

Please keep in mind the impact that late notice of absence has on both our relief staff, and the member of staff you were due to be relieving, and the smooth operation and service delivery to our clients.

## MODULE TRAINING

All our Licensed staff are required to complete Module Training annually. The questions are updated annually to keep this fresh and ensure you have a wider knowledge of the topics.

We are getting ready to issue the 2018-2019 update and have added a new module on Anti-Terrorism.

We will be sending out answer sheets by email, in an editable format. Please ensure you look out for these and complete and return them by the deadline given, of course you can return these sooner! If you require a printed copy, please do let us know as soon as possible.

As the Module Training Manual, Question Booklet and answer sheets will all be new, please ensure you disregard all previous versions and use only those emailed to you, to avoid any confusion.

## SOCIAL MEDIA

### Social Media Presence

We are trying to raise Hackle's online profile, to increase our visibility to potential new business, and to aid recruitment.

We now have pages on:



Like us <https://www.facebook.com/hssitdlondon/>



Follow us @hacklesecurity



Connect with us

<https://www.linkedin.com/company/hackle-security-services-ltd>

We regularly post job vacancies and other news, so please do share and like our posts when you see them!

### Updated Policy

We have recently updated our Employee Handbook and Email and the Internet Policy. You have been sent an update copy of the Email and the Internet Policy via email, and an updated handbook has been sent to each assignment, as well as each employee by email

The new policy in regards to social media as follows:

Employees are not permitted to access and browse social networking sites while on duty.

Employees are not permitted to post "selfies" of themselves on client property.

References to the Company must only be made on social networking sites following authorisation from the Company in advance only. References must be factual and favourable, Clients may not be mentioned by name.

Work related social networking site such as LinkedIn may be used to reference your employment with the Company. Details relating to your employment must be accurate. You must immediately update your working status should you change roles during your employment or in the event that you leave the Company.

## TELME

All Hackle team members are able to view their schedules for the coming months, via the TelMe function of Gallinet.

This can now be viewed on smart phones and tablets as well as PC's and laptops.

To view your schedule through a web browser, follow the following steps.

1. go to website <http://www.gallinet.com/>
2. click on "client log on"
3. enter "hackle" (all lower case) into the white box
4. click "go to Employee TelMe"
5. enter your user name (all lower case), this is how your name appears on your timesheet
6. enter your PIN (the same number you use for booking on and off duty and for check calls)

Please note that if you save the TelMe page to your internet favourites on a web browser, the link may stop working due to Gallinet server upgrades. Should this happen, simply go to the Gallinet home page, and follow the above steps and resave to your favourites.

**The TelMe App is available and free to download from the Google Play Store, so you can check your schedule anytime, anywhere.**

We advise that all staff make use of TelMe, especially relief staff.

## RECRUITMENT

Head Office often receives calls from existing staff asking if we have any vacancies as they have friends or family looking for work in the security industry. We feel it very reassuring that you would recommend us as an employer, and we thank you.

Recruitment can be a timely process, and we welcome recommendations of candidates from our staff, so should you know anyone who has good availability, great communication skills, and of course is already SIA licensed, please ask them to forward a CV to [enquiries@hacklesecurity.co.uk](mailto:enquiries@hacklesecurity.co.uk). If we do not have any current vacancies, we will be happy to keep their details for future roles.



# Check Calls

As you are aware, during night duties, and some duties where an Officer is lone working, check calls are required to be made to our Control Room to ensure our employees' safety. The frequency of check calls required are detailed within your assignment instructions.

The Head Office team are made aware daily of any missed check calls reported in a 24-hour period, and missed check calls are monitored and an Officer missing more than 3 check calls within a calendar week may be subject to disciplinary action.

If you experience any problems making your check calls through the automated system, please make sure you call the Control Room during the check call window, and also make a note in the DOB. If you have any operational problems with the telephone used to make the check call, this needs to be reported to your line manager at your earliest opportunity.

Please remember that in normal circumstances, check calls (and booking on and off duty) must be done using either the site landline, or mobile phone. Calls made to the automated systems from your personal phone will be rejected.

Please see below the weekly total number of missed check calls for the 1<sup>st</sup> quarter of the 2018-2019 year, let see if we can get a few "nil" weeks for the next quarter!



## CELEBRATING 5 YEARS' LOYAL SERVICE

Happily, we are now in our 8<sup>th</sup> year of business, and we have a number of staff who we are delighted to say have given Hackle Security over 5 years of loyal service. Each staff member is presented with a certificate and lapel badge to award their loyalty, and we even managed to catch some of them on camera, as seen below!

Thank you all for your loyal service, dedication and hard work. We look forward to being able to present 10 year service awards in the not too distant future!

Employees recently presented with 5 Years' Service Awards are

Pierre Joubert, Raymond Coulson, Andy Bates, Margaret Bright, Liam Bagley-McLean, Reju Thapa, Dimitrios Tsakonas, Hussein Saqaf and Raphael Ifeanyichukwu



# EMPLOYEE TESTIMONIALS

## Employee Testimonials

Recently, all current Hackle employees were given the opportunity to provide a testimonial on their experience of being a Hackle employee. Here is a selection of those received so far:

*Working with Hackle Security is Okay because they care for their employees. In my own opinion it is a good company to work with.*  
O. Kofi., 7 years' service

*I have been working for Hackle security for the past 15 months as Receptionist (Front of House) and I am really enjoying my time with the company and having an excellent experience. This company offers more than a job. With Hackle Security I can build my career. I've received excellent training and development opportunities are limitless if you are ambitious. The friendly atmosphere of the Hackle Security team and its diversity make every working day a pleasure. Hackle Security has provided me with the perfect grounding and structure to help me achieve my goals and deliver my targets. The working environment can be described as 'open, relaxed, very engaging, informative, interesting and above all fun'. The atmosphere within the company is a great factor.*

*Excellent and highly recommended.*

N. Mezouar, 15 months' service

*Unlike some big Security firms where the left arm does not know what the right arm is doing, Hackle's Management Team are always there when you need them. Hackle scores very highly with regard to their humane and flexible work culture. It may not be the highest paying employer, but the wages are 100 percent accurate and always on time*

A. Oduro-Kwarteng, 7 years' service

*What I've noticed more than the other companies I have worked for Hackle security cares and shows compassion to its staff. In my experience as a new staff member, it cares 100 per cent.*

P. Lewis, 3 months' service

I Joined Hackle Security Limited as a London Area Relief Officer in May 2018. The company is very unique among other security outfit. The company takes pride in making their staff comfortable by making sure staff work in a conducive environment. The management are real professional. They dealt with my matters promptly. The relationships among the staff are very cordial based on my experience working at different sites and the training received was second to none. The relationship between the company and their clients are good and the Client takes the staffs working on their site as a family. I give kudos to the management and the entire staff, please let us keep up the good work we are doing.

S. Lasisi, 1 months' service

I have been with Hackle Security for a year now and I must say it's a great company to work for. It's a company where you are valued and not just a number. I say this as I have had experiences with other security companies and I must say Hackle Security really stands out. Also the management team and all the admin staff are a pleasure to work with. I would definitely like to remain and move my career forward with Hackle Security!

S. Agodi, 1 years' service

Although I have only worked for Hackle Security for a couple of years, I have found the Company and the people I work with to be amazing. This is a group of very talented, dedicated and friendly people. Hackle Security is a Company that supports and believes in their staff. I have been in the Security Industry for 20 years and have learnt a great deal. However, Hackle has given me the opportunity to continue to discover my hidden skills and gain even more experience in the industry. I am proud to be part of the Hackle team.

P. Sutton, Site Supervisor 2.5 years' service

Working for Hackle security is a good experience.

K Mohammed, 2 years' service

## CLIENT TESTIMONIALS

Hackle Security have provided us with a professional and reliable service, with a dedication from the contracts managers rarely seen from other security firms. Their charges are very transparent, and they look after their staff. Accordingly, we have looked to provide them with further opportunities to build on the good foundations that they have put in place with us.

*Client since 2012*

We've used Hackle for a number of years now – and I've always found them reliable, efficient and easy to deal with. We have a large site with numerous very old buildings that need a lot of looking after – but Hackle have always provided first class security officers and a slick and efficient support operation.

*Client since 2011*

Hackle Security Services have now been engaged here at the Hale Leys Shopping Centre for a number of years and during that time we have found them to be an excellent provider of all our security services. They have always responded positively to any request outside the general contract and we have found working with them to be a pleasure as it has always ensures the Centre is run in an efficient way.

*Client since 2011*

Hackle Security Services Ltd have offered us complete professionalism right from the start of our contract. They communicate effectively, display an open and honest approach and provide the highest standards of customer service. I am pleased to have such a reliable and conscientious company looking after our security needs and would not hesitate to recommend them to anyone looking for a first-class service.

*Client since 2011*

I am extremely happy with the service provided by Hackle Security Services Ltd. Their attention to the clients' requirements is second to none. Their professional and attentive approach is evident from senior management and is bred through every member of staff. I feel safe in the knowledge that Hackle Security are protecting my site with a team of happy and professional security officers and would recommend them to any prospective clients.

*Client since 2011*

It is a pleasure working with Hackle. They work hard to meet clients' expectations and are incredibly professional and detail orientated. Our Security Officer is highly capable and proactive and has fitted in very well at our offices. I would not hesitate to recommend Hackle to any prospective clients.

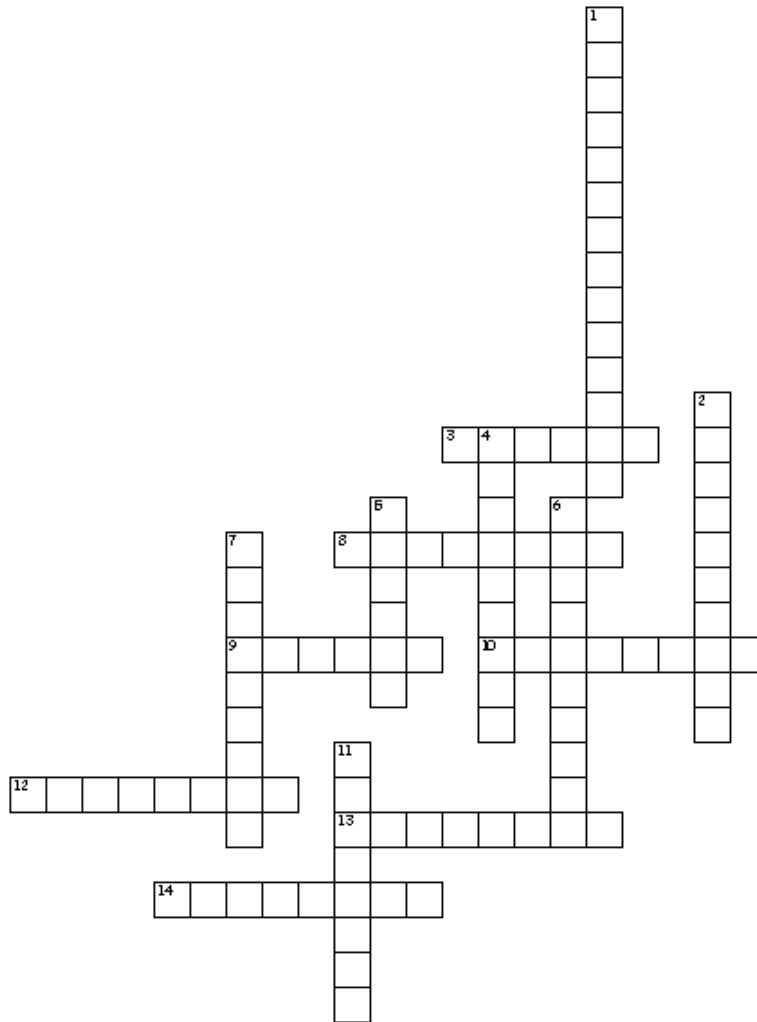
*Client since 2012*

We started working with Hackle just shy of three years ago and the change in service was incredible. The support that the Management Team offer to their staff is fantastic and Hackle are always happy to help and support us where needed. The staff that work on our site are very helpful, and the team that sit behind them are always on standby for any queries.

I've always found Hackle to be flexible and accommodating and I'm always impressed by their approach. It's a pleasure having you guys on board with us.

*Client since 2016*

# JUST FOR FUN



## Across

3. During your duty you may have to complete a \_\_\_
8. You get weekly visits from a \_\_\_ Manager
9. Our logo is a \_\_\_
10. Hackle Security \_\_\_ Ltd
12. You might have a \_\_\_ Guarding licence
13. Hackle are members of the \_\_\_ Contractor Scheme
14. Your working hours are scheduled on \_\_\_

## Down

1. You may need to send \_\_\_ documents to the SIA when renewing your licence
2. Details of your duties for each site are in the \_\_\_ instructions
4. Each employee has an Annual \_\_\_ with their line manager
5. Each employee needs to complete the annual \_\_\_ training
6. You should record patrols in your Daily \_\_\_ Book
7. Security operatives are licensed by the Security Industry \_\_\_\_\_
11. You need to complete \_\_\_ for each assignment you work on



**Hackle Security Services Ltd**

*2 West Mills Yard  
Newbury, Berkshire  
RG14 5LP*

*Tel: 020 7735 1955*

*[www.hacklesecurity.co.uk](http://www.hacklesecurity.co.uk)*



*Hackle Security Services Ltd holds SIA approved contractor status for the provision of Static Guarding*