

THE INSIDER



Another Good Year

Welcome to the Summer 2019 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

We are now firmly in our 9th year of business, which has really flown by, and I am looking forward to many more years to come.

2018-2019 saw our growth continue slowly and steadily, and we are confident that this growth will continue, and we can break into the next million bracket of contractual turnover.

We have seen an increase in recent months for quotes and tenders, which is a very positive sign.

We have made a concerted effort this year to increase our social media presence and would encourage you all to follow/like us on the various platforms and share our content when it is posted. This will increase our reach and get the Hackle brand out there which we are confident will help with our growth.

I say it every year, but it is still as true today as it has always been. I would like to thank every member of the Hackle Team for their continued hard work and dedication to **OUR** Company, and to thank you for delivering the professional service our clients expect. As you can see from the feedback on page 11, your efforts do not go unnoticed.

Mark Mathurin, Managing Director

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NEW CONTRACTS

Basingstoke, RG21

In August 2018, we were awarded the Night and Weekend Security Services for an office building in the heart of Basingstoke. We welcomed Ashok Dewan, Tika Thapa and Trevor Harris to the Hackle Team. In October 2018, we were further awarded the Reception Services contract, and welcomed Sandie Davids to the team.



London, W1S

On 7th June 2019, Hackle Security commenced as the Security and Reception Services provider at a multi-tenanted office building in Mayfair. We are pleased to welcome Melissa Harper to the Hackle team.

Hackle have also taken over the Keyholding and Mobile Patrol Services.

London, WC1V 7QH

On 7th June 2019, Hackle Security we awarded the Security, Keyholding and Mobile Patrol contracts for a multi-tenanted Office building in Holborn. We have welcomed Farekou Tarawily to the Hackle team.



High Wycombe, HP13

Hackle Security have recently been awarded the Security Services contract for a Shopping Centre in High Wycombe, to commencing on 13th July 2019. We welcome Delia Iacob, Keith Rae and Airfan Fiaz to the Hackle Team.

Bristol, BS34

Hackle Security Services will shortly be providing Security Services to a Shopping Park on the outskirts of Bristol. We look forward to welcoming two new Security Officers to the Hackle Team in the very near future.



HACKLE TEAM NEWS

We have welcomed numerous members to the Hackle Team, and have also made some promotions, over the last 12 months.

Promotions

Suleman Lasisi – London Area Supervisor
In November 2019, Suleman was promoted from London Area Security Officer to London Area Supervisor. Having already spent several months as London Area Security Officer Suleman had already formed relationships with many of our London based Officers and clients, and his promotion has allowed him to build these further. Congratulations Suleman!

Scott Mitchell – Site Supervisor, Aylesbury
Following the resignation of the previous Site Supervisor at a Shopping Centre in Aylesbury, Scott Mitchell successfully applied for the Site Supervisor position, and commenced his new position in January 2019. Scott is settling well into his new position. Well done Scott!

New Contracts Manager

Steve Falconer
Steve joined Hackle on the 8th July 2019 and will have contractual responsibility for our sites to the West of the M25.
Prior to joining Hackle, Steve enjoyed a long military career in the Royal Regiment of Fusiliers. Steve has also worked in the Security Industry for a number of years, as both a Security Officer and in Management Positions. Welcome aboard Steve!

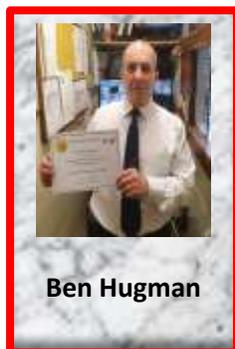


5 Year Service Awards

We have more staff this year 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



EMPLOYEE OF THE MONTH

I am delighted to have awarded several more “Employee of the Month” awards during the last twelve months. I am filled with pride when a nomination is submitted, as it proves that our staff are recognised not only by ourselves, but by our clients also. 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.

Dorota Zawisza – Hackle Head Office – July 2018

Dorota was awarded the Employee of the Month award for July 2018, following the below nomination from Terri Gosney, Office Manager. Terri said:

Dorota has, since she started in February, shown herself to be very conscientious, and a real asset to the team. I never have to chase her for weekly and monthly reports, and she follows processes without fail, every time. I will often ask her to do something, and more often than not, if she has not already taken the initiative and started this herself, the task is completed in full, on time and with no fuss. Nothing is too much trouble for Dorota, and she simply gets her head down and gets on with the task at hand, even when asked to complete tasks for another team member. I am really pleased with Dorota’s progress and have no doubt that over time she will continue to grow within Hackle.

Kim Shek & Leigh Simmons – Bouverie Place Shopping Centre– August 2018

Andy Bates, Security Manager, nominated Kim Shek and Leigh Simmons for the Employee of the Month Award for August 2018 following a Fist Aid emergency at the centre, Andy said:

An elderly gentleman, who later admitted to being 94, fell over and cut his head opposite Burger King, and despite the pouring rain, Kim & Leigh dealt with the gentlemen with great care and professionalism. A member of the pubic emailed the Centre Manager to praise the brilliant treatment they witnessed our staff giving the gentleman. It is always a pleasure to hear such glowing feedback for our staff and Kim & Leigh did a great job.

Miroslava Davidova – Finchley Gate – December 2018

Miroslava was nominated for the Employee of the Month award for December 2018 by Richard Miles, Director at Metrus following a fire on site whilst providing holiday cover for the regular site officer. Richard said:

Whilst providing cover for the regular Security Officer, Miroslava was unfortunately called on to deal with a major incident in one of the buildings at Finchley Gate. A fire had broken out in Cooper House, and Miroslava was a great help in ensuring that the emergency services were called and given any help they needed. Miroslava also kept Metrus updated throughout the incident and produced an incident report in a timely manner. Miroslava also made sure that the building contractors were not allowed to continue their works until the safety of the building has been confirmed. Miroslava handled the situation well in difficult and unusual circumstances.

Mohamed Kanu – West Kensington Court – March 2019

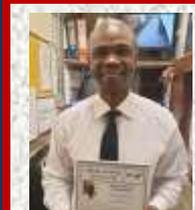
Len Wade, Facilities Manager, nominated Mohamed Kanu for the Employee of the Month Award for March 2019, following a sensitive situation on site with a tenant. Len said:

Whilst on duty on 28th February 2019, Mohamed received a complaint from a female tenant that 2 men were knocking on tenants’ doors pertaining to be from Fire and Safety. Mohamed knew the identity of the men in question and handled the situation in a professional manner without causing a scene, and immediately escalated the complaint to the Estate Management. During my investigations the following day, Mohamed was a great help and proved that he was more than capable of stepping up to the plate when required and did himself and Hackle proud.

Miguel Caturra – 420 Thames Valley Park – April 2019

Miguel was nominated by Hilary Pearce, Building Manager at Knight Frank, following a very unusual wildlife incident on site. Hilary says:

Whilst on duty on 19th April 2019, a snake was found in the main Reception of 420 Thames Valley Park. Miguel quickly and calmly alerted me to the situation, and also arranged for the RSPCA to attend site. Miguel has shown himself to be a quick thinker and has maintained good humour throughout this very unusual situation. Thank you and well-done Miguel!



HEAD OFFICE COMMUNICATION

Administrators

Dorota Zawisza – Outside London

Dorota has responsibility for all sites outside of London and officers based on these sites. Holiday forms, uniform requests, change of details etc should be directed to Dorota.

Dorota's direct telephone number is 020 3862 3464

Andrea Page – London

Andrea has responsibility for all sites within London and officers based on these sites. Holiday forms, uniform requests, change of details etc should be directed to Andrea.

Andrea's direct telephone number is 020 3862 3463

Please use the email address enquiries@hacklesecurity.co.uk to submit emailed communications. This email will come through to all members of the Head Office team and will ensure your request or query is dealt with in a timely manner, in case your administrator is absent for any reason.

Area Supervisors

Martin Quelch – Outside London

Martin has Supervisory responsibility for sites outside London. He will conduct site visits, and on-site staff administration, such as appraisals. Martin is also trained on all sites and can provide cover in case of emergency. Martin can also provide support for any operation queries you may have regarding your site. Martin is contactable during normal working hours.

Suleman – London Sites

Suleman has Supervisory responsibility for sites outside London. He will conduct site visits, and on-site staff administration, such as appraisals. Suleman is also trained on all sites and can provide cover in case of emergency. Suleman can also provide support for any operation queries you may have regarding your site. Suleman is contactable during normal working hours.

The Area Supervisors are supported by Chris Pavey, Operations Manager and Steve Falconer, Contracts Manager for West of the M25. They are also contactable within normal working hours.

Out of Hours Contact

Should you need to contact a member of the Head Office Team in an emergency outside of normal working hours (08:30-17:30 Monday to Friday), your first line of communication should be our 24-hour Control Room.

You may also call the Duty Manager. Members of the Head Office Operations Team act as Duty Manager on a rotational system to ensure better work/life balance.

The important numbers are below, and should be saved to your mobile phone:

**Head Office (also 24hr)
020 7735 1955**

**24hr Control Room
01384 218842**

**Duty Manager
07891 410300**

Scheduled Shifts Emails

On a weekly basis, either a Wednesday or Thursday, the Admin Team will email and call you to remind you of any shifts you have agreed to cover in addition to your normal scheduled shifts (i.e. holiday cover for another member of your site team) or any changes to your schedule (i.e. shift swaps with another member of your team).

The reason for this is that often holiday cover can be scheduled months in advance and it is easy to forget, we are all human!

Any additional shifts agreed to, or shift swaps, we will always be confirmed by email, along with a copy of your amended schedule. We politely request that, as directed on the email, you confirm that you have received and understood your revised schedule.

We also ask that when you receive your reminder call or email, you respond to this as soon as you are able.

The reason we have adopted this system, in addition to being a reminder to you, is to ensure the Duty Manager is aware of any covering officers for the weekends, and to help alleviate any potential issues they may incur outside of normal working hours.

We appreciate your cooperation with this system.

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 2018. Our new ACS score at the end of this audit was 138 points, which we were very proud of as this was an improvement of 2 points on our 2018 score, which we were delighted with. 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.

The SIA have released a new Standard, effective from 01st April 2019 and we are currently working hard to ensure we are fully compliant with the new standards and can retain a high score to keep us within the top 10% of Security companies within the UK. The new maximum score is 145.

New Licensing Qualifications

From 01st April 2020, the SIA will be using updated licence linked qualifications. This should not affect your future licence renewals as qualifications awarded prior to this date will still be accepted for licence renewals and new licensed. We will keep you updated with any relevant information as this becomes available. .

In the News

Convicted Portadown fraudster jailed for breaching his probation

Last Thursday (20 June) Steven Nixon (47) of Portadown and owner of Eventsafe Security was imprisoned for four months. Mr Nixon ignored his 100-hours community service order which was part of the sentence handed to him at Antrim Crown Court on 12 December 2018. Last December Nixon was sentenced to nine-month's imprisonment for fraud, and three months for supplying unlicensed security operatives. Both jail sentences were suspended for three years and he was also required to do 100-hours unpaid work. At the time the judge, Her Honour Judge McReynolds warned Nixon of the implications of his non-compliance with the community service order.

Further information:

By law, security operatives working under contract must hold and display a valid SIA licence. Information about SIA enforcement and penalties can be found on the website.

SIA LICENCE RENEWALS

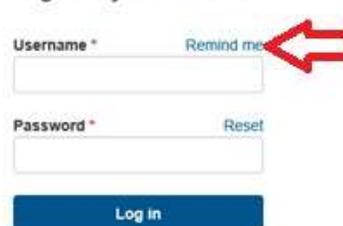
New Licensing Procedures /ID documents

Since 2017, we have been able, as an SIA Licence Assist Company, to apply and pay for your licence renewal through the online system.

Prior to your licence expiring, your Administrator will send you a letter regarding your licence renewal, along with a loan agreement for the payment of your licence and recovery of this cost through your wages. Please ensure that you return this loan as soon as you are able in order for us to start the renewal process.

The next step is to link your personal account with our business account. Please ensure you give us the email address you used to set up your account, and please be aware that the request to link will only remain valid for 48 hours. To accept the link, you will need to log into the messages section of your SIA Account. If you have forgotten your log in details, please do not set up a new account, use the remind me button (as below). Only if you have changed your email address and have no access to your old email should you set up a new account. If you have to set up a new account, as soon as you have accepted our link request through your new account, we can then call the SIA and get your accounts merged.

Log in to your Account



Username * [Remind me](#)

Password * [Reset](#)

[Log in](#)

Since February 2019, it has been requirement for all applicants renewing their licence to produce documents to the Post Office. On submission of your application, you will receive an email from the SIA detailing which documents you are required to produce. We will also receive a copy of this email and we will forward this to you, along with details of your nearest Post Office offering the SIA service. Please ensure you take the required documents to the Post Office as soon as you are able. We receive an email from the SIA when your documents have been submitted, so if we do not receive an email, we will remind you that this still needs to be done.

Should you fail to take your documents to the Post Office by the date your existing licence expires, your application will not have progressed to "Checks in Progress" and as such we would be unable to issue you with and LDN, which in turn means you are not legally able to work.

ANNUAL LEAVE REQUESTS

We have had several instances of holidays being requested without the required notice. Please remember the notice periods for applying for holidays, which are as below. As you can appreciate, the Admin Team have to source cover for any holidays requested, and without the required notice, we have limited time to source suitable cover and cannot guarantee that your request will be granted.

- Holiday requests must be made as early as possible, normally giving a minimum of three months' notice for holidays of two weeks or more, one month's notice for holidays of one week or more and two weeks' notice for holidays of less than one week.
- No holidays of more than **2 CALENDAR WEEKS*** will be granted in any one period, unless special authority is granted**.
- If more than one officer requests the same leave period, the leave will be awarded on a first come first served policy.
- Employees must **NOT** consider the holiday granted, unless this form has been signed by Head Office and returned. Employees who take unauthorised annual holiday may be subject to disciplinary action.
- The company's holiday year runs from 2nd January to 19th December. **No holiday can be carried over from year to year.**

* To clarify 2 calendar weeks means just that. For example, if your first day of leave is a Wednesday, the last day of your leave should be the Tuesday of the second week, as highlighted below.

August 2019

MO	TU	WE	TH	FR	SA	SU
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1

** In order for special authority for holidays of more than 2 calendar weeks to be considered, your Annual Leave Request Form MUST be accompanied by a letter explaining your reasons for requesting extended leave. Your application will not be considered until this letter has been received.

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

enquiries@hacklesecurity.co.uk

We have recently updated the Annual Leave Request Form to include your days remaining for the current holiday year, to help you plan your holidays accordingly and utilise your full entitlement. We encourage you to take note of your days remaining and plan your leave accordingly and avoid trying to use your remaining entitlement at the end of the year.

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.

Please also let us know if your next of kin's details change. As part of your annual appraisal, we will ask you to review you contact details and next of kin details. Please ensure you check these properly and update these accordingly if they are incorrect. We would hate to be in a position where an emergency occurred, and we were unable to contact your next of kin. Thankfully, we have not been in this position, but better safe than sorry.

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 date's 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.

As with other emailed communications, we request that any change of details forms are emailed to by emailing enquiries@hacklesecurity.co.uk

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.

Counter Terrorism Training

We hope you found the recent online Counter Terrorism Awareness Training interesting and useful and we thank you for your cooperation in completing this.

You will have noticed that the new Module Training Manual issued in April this year has been updated and the Counter Terrorism module expanded and improved.

To aid you further and provide you with as much information as possible, we are actively seeking new information and will issue this as it becomes available. We are also looking for further training which we feel will be beneficial to you.

We also encouraged you, in November 2018, to download the free Citizen Aid application, which had lots of useful information on how to deal with emergency situations. We encourage you to take advantage of this free resource, and whilst we hope that you will never be required to use the information, we feel much happier knowing that this information is readily available to you.

SOCIAL MEDIA

Social Media Presence

One of our objectives for this year is to further increase our social media presence, both to assist us in gaining new business, and to aid in recruitment for new roles.

We would be very grateful if to help us get our name out there, you could follow or like us on the various platforms, and share, comment or like (or love) the content we share.

We often share content from relevant pages, such as the SIA, Counter Terrorism Policing, CHAS and SafeContractor. There will be articles and content that will be relevant and interesting to you as a Security Officer, so please do keep an eye out.

If we post a vacancy you think would be of interest to your friends, feel free to tag them in a comment.

We now have pages on:



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



Follow us @hacklesecurity



Connect with us

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

SALES

As mentioned previously, we are keen to expand and grow Hackle Security further this year.

If you hear of any opportunities for Security Services you think will be suitable for Hackle Security to bid for, please do either pass our Head Office telephone number to the potential client or give as many details as you can to Head Office.

Should a contract be won following your recommendation or information passed to Head Office, there will be a financial reward for you.

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.

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



TelMe (PeopleHours)
Gallinet Limited

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.

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

You are also able to view your annual holiday entitlement, and days remaining for the current year, allowing you to plan your holidays throughout the year and avoid trying to book leave at the end of the year prior to the leave ban.

Please note that your schedule is generally only confirmed for the next 3 months, so please do not be alarmed if you find you have no shifts beyond this, rest assured your shifts are planned in! Due to technological restrictions on the number of shifts we can bulk confirm at any one time they may not yet show on your schedule.

If you are looking to plan some leave further ahead and want to find out the dates on which you will be working, please do contact your administrator and they can confirm your shifts to allow them to be visible via TelMe.

Check Calls

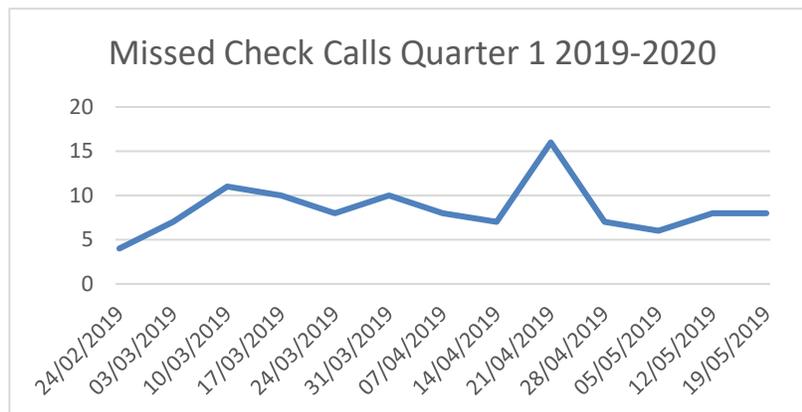
As you are aware, during night duties, and some day duties where an Officer is lone working, check calls are required to be made to our Control Room to ensure our employees' safety. The frequency of check calls required are detailed within your assignment instructions.

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 the site landline. 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 1st quarter of the 2019 year, let's see if we can get a few "nil" weeks for the next quarter!



Big Birthdays 2019



Ash Hawkes, January
Hamid Ali, March
Manoah Darkwah, December



Terri Gosney, September
Chris Pavey, September



Stuart Chapman, March
James Clarke, December



Aziz Arfouche, April
Farekou Tarawily, June
Pierre Joubert, October

Births

We would like to congratulate Subesh Gurung, Lawrence Hanson and Shaz Afsar who have welcomed new babies in the last twelve months!

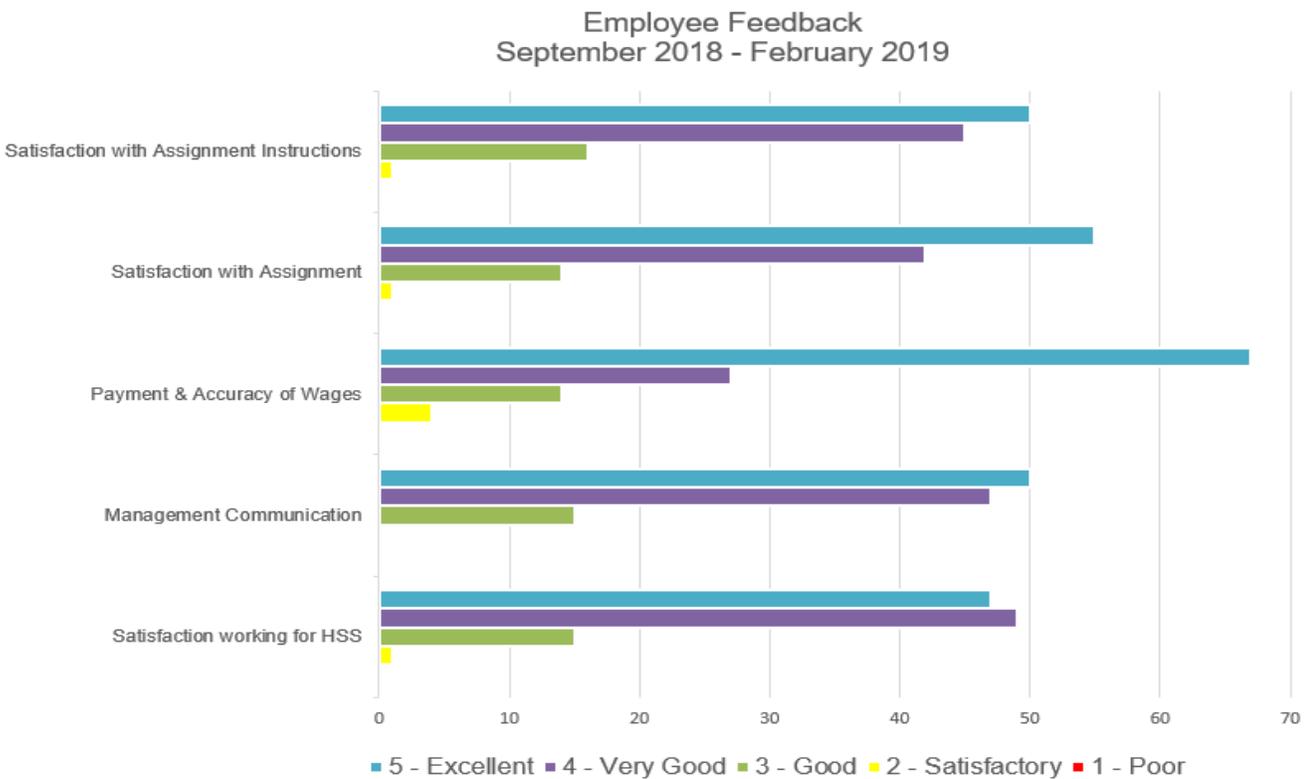
Employee Feedback

As a Company, we always strive to ensure our Staff are happy in their roles, and to collect feedback as to how we can improve our performance as an employer and increase Staff satisfaction.

We ask our site staff to complete a Service Analysis form on a quarterly basis, scoring our performance over a number of criteria.

Below is a graphic representation of Staff feedback received in the six months from September 2018 to February 2019.

Whilst we endeavour to receive feedback scores of 4 and 5 in all instances, lower feedback scores, accompanied by the reasons for the less favourable feedback give us the opportunity to review and improve practices. If we are not aware of our shortcomings, we are not able to address these. Please rest assured that your feedback is not merely a paper exercise, we do investigate and discuss all lower feedback scores, and we will answer your comments via letter or email and discuss these with you in person if we feel this is required.



We often receive lovely feedback on these forms, here are just a few comments recently noted:

“Very happy, all is well, thank you all”

“Enjoy working for Hackle”

“I like working with Hackle Security Services Ltd”

“All in order, thank you very much for the support!”

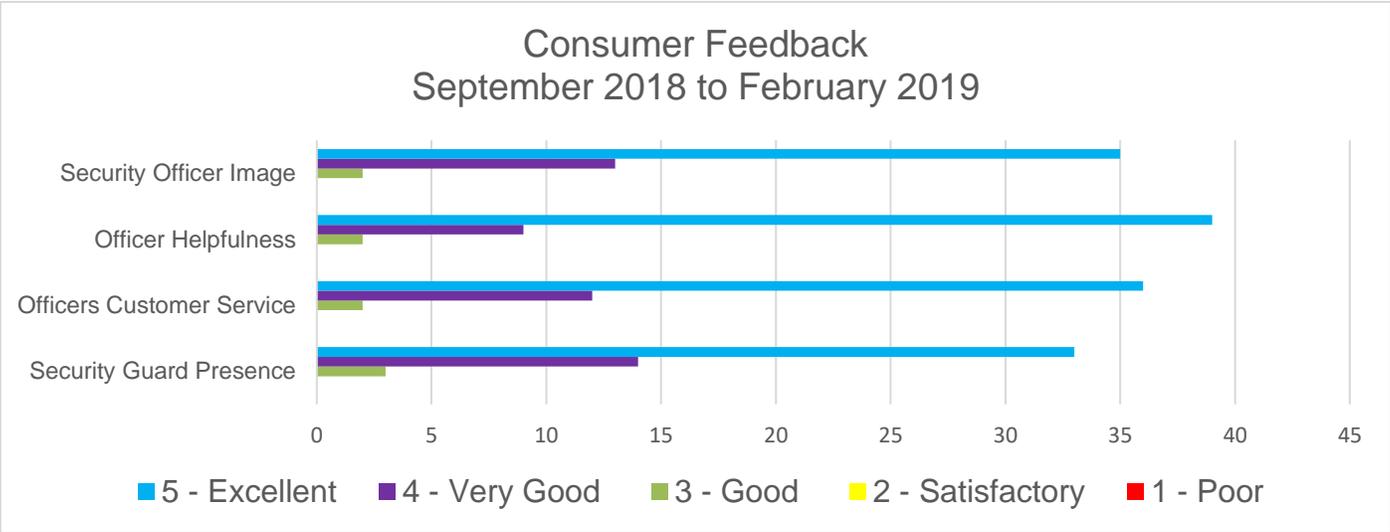
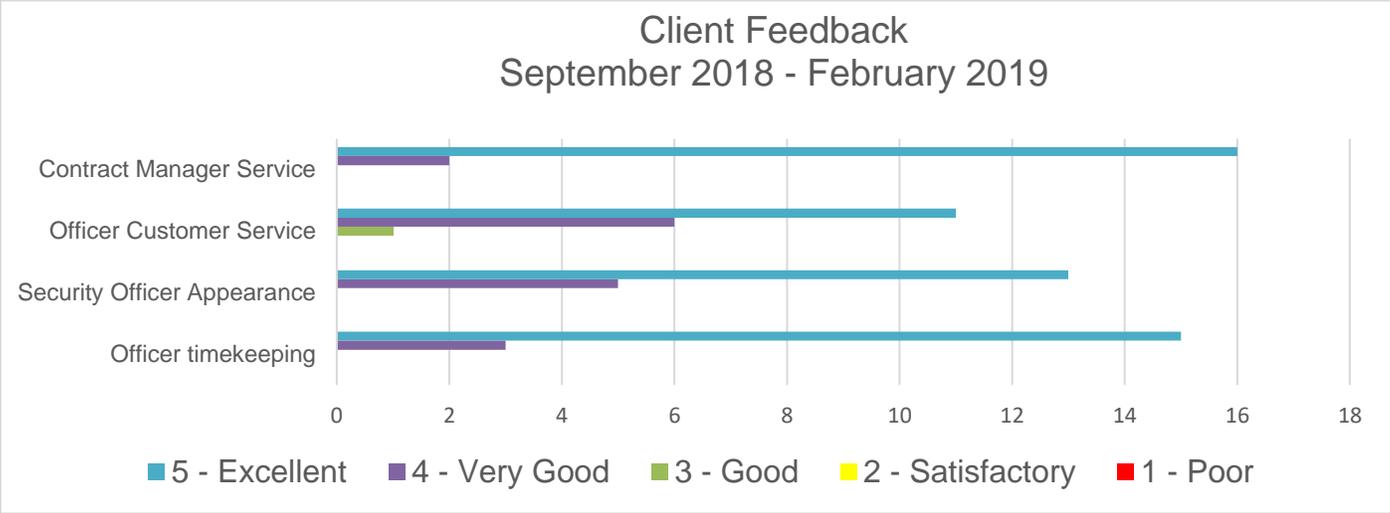
“I really enjoy working for Hackle, long may it continue”

“Chris is doing a great job! “

CLIENT AND CONSUMER SERVICE ANALYSIS

In addition to Staff feedback, we also collect feedback from our Clients and Consumers (tenants, contractors etc). This feedback vitally important to our continuing improvement of services and performance.

Please see below the feedback received from clients and consumers for the September 2018 to February 2019 period. We are delighted to see that all feedback received is scored “Good” and above, however, we are aiming for all “Very Good” and above for 2019-2020.



Here are a few of the comments recently received regarding you, our Staff, and we would like to say a big well done.

- “Always very professional and helpful”*
- “Very good service and recent meeting with Account Manager”*
- “Always presentable & professional, very friendly people”*
- “Excellent service as always”*
- “Very dedicated & hard working, there is a definite difference when he is not here, Mark goes over & above in every area”*
- “Very clean building, Reception staff are very professional, kind and helpful people”*
- “Excellent services”*
- “Always happy to help, a true professional”*

JUST FOR FUN

X K U C H E C K C A L L Q U T M B T
W Y E M N C M D S E A R C H E S O E
M A G U A R D I N G V L K K U L M R
C A M E R A I N T R U D E R G R B R
L O S T P R O P E R T Y F A O Q Q O
F Z K E D E K M R E C E P T I O N R
A S S I G N M E N T O O R P X N O I
N H F I R E A L A R M B F U H D W S
O S I T E S A F E T Y H H N S H D M
Z E E M O D U L E T R A I N I N G R
R C C T V S W L K P A T R O L K T U
N D G Z U U S H O P L I F T I N G Y

Find the following words in the puzzle.
Words are hidden → ↓ and ↘ .

ASSIGNMENT
BOMB
CAMERA
CCTV
CHECKCALL
FIREALARM

GUARDING
INTRUDER
LOSTPROPERTY
MODULETRAINING
PATROL
RECEPTION

SAFETY
SEARCHES
SHOPLIFTING
SITE
TERRORISM



Hackle Security Services Ltd

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

Tel: 020 7735 1955

www.hacklesecurity.co.uk



Certificate Number 5656
ISO 9001



Accredited Contractor
CHAS.co.uk



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