



Risk News



News Item

Total of illegals rises past 11,000

The total of illegal workers with an SIA licence has risen to more than 11,000 according to a Commons statement last month. It is the responsibility of employers to check that their staff have the right to work in the UK. Targeted enforcement operations may be put in place in the coming months with a view to prosecuting employers and removing or prosecuting individuals in the worst cases. The SIA has been asked to review its Application form to ensure it contains all the information the SIA may need.

Did you know there are now 419 companies registered on the Approved Contractor Scheme with the Security Industry Authority.

Is your contractor/ employer on the list?

www.the-sia.org.uk/



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Risk Management Services (Chiltern) Limited, The Old Courthouse, Hughenden Road, High Wycombe, Bucks, HP13 5DT
T/ 01494 41805 / 535830 E/ sales@risk-chiltern.co.uk

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Risk Management Awarded Security Contract at Oxford Brookes University

Following a detailed tender process consisting of thirteen manned guarding companies Risk Management Services have been selected as the preferred supplier to Oxford Brookes University for the next three years.

After being short listed we were invited to present our company and services to a panel made up of a cross section of departments from within the University. At this stage we were competing against three of the largest national suppliers in the country.

We were able to demonstrate a tailored approach to the contract, accessibility, and personal involvement at all levels.

The implementation period was successfully managed by our Project Team covering site surveys, TUPE, recruiting, and communications with the outgoing contractor to ensure a smooth hand-over was achieved on the commencement date.

From the existing team we managed to retain 85% of the staff and twinned with a bespoke recruitment campaign have identified a highly trained and motivated security team.

Graham Tilly, Business Development Director, commented, *"This demonstrates our strength in Oxfordshire and continued growth within the area. We now have two mobile patrol vehicles covering Oxford for different customers. The award of this prestigious contract also highlights a trend that is becoming familiar within the industry of companies moving away from national suppliers to use regional companies that are more accessible and closer to their employees."*



Holiday entitlement increases from 1 January 2008

With effect from 1 October 2007 statutory holiday entitlement increased from 20 days to 24 days. This will increase again in April 2009 to 28 days. What does this mean to our Security staff?

In 2007 staff would have accrued 1 extra days holiday and therefore be entitled to 21 days Annual Leave during 2007. For the year 2008 commencing on 1 January

all Security Officers will be entitled to 24 days annual leave. From 1 April 2009 an additional 4 days entitlement will become law and Officers will receive 28 days Annual Leave per annum.

These changes are enshrined in the Working Time (Amendment) Regulations June 2006 and are designed to cover, those employees, whose employers included

the eight Bank Holidays in their twenty days Annual Leave entitlement, giving them in effect, twelve days Annual Leave outside the Bank Holidays.

Whenever possible, all employees will be covered for these increases, by taking Bank Holidays off with full pay rates, which is what the Regulations were designed for.

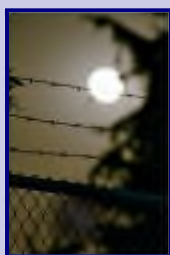


Customer Feedback Results

Over Christmas Risk Management covered an additional 1,760 man hours and provided customers with an extra 138 mobile patrols.

As an employer Risk Management Services (Chiltern) Limited (RMS) has a duty under the Working Time Directive to remind all employees involved on night work, that they are entitled to have a free health assessment if they so wish.

Such assessments may not necessarily entail a full medical examination. Instead employees may complete a written questionnaire which asks about health issues which are relevant to the particular type of night work they undertake.



If the company was then unsure about an employee's fitness for night work, he or she may be asked to undergo a medical examination.

Under the requirement of ISO9001 we are required to obtain documented evidence of the level of service we are delivering. At the end of 2007 we surveyed each of our customers where manned guarding is provided to obtain their views on our staff, management, documentation and our 24-hour Control Centre.

The results show that our service to customers is meeting and exceeding expectations. There are 95% of sites where we have exceeded the target score

taking into account all service categories and all complaints have dealt with to the satisfaction of 95% of customers.

As always there are areas for improvement and the main areas are appearance of security staff and communication. These still scored a respectable 76% and 73% but demonstrate that additional attention needs to be paid to these items.

The highest scoring category was contact with our

offices, which demonstrates to us the real need to avoid the temptation to introduce voice mail systems and retain the ability for our staff and customers to communicate with us experiencing minimal delay and interruption to their business.

The excellent results we have achieved are very much a combined effort from all staff and departments and we would like to thank everyone for their hard work during 2007 and continued effort throughout 2008.

Risk Management Sponsor Emerging Schools Youth Rugby

Risk Management Services were delighted to be the main sponsors of the Bucks RFU Emerging Schools Festival for year 8 pupils which is part of the national initiative organised for schools that play less than five competitive games per season. The festival took place in November 2007 and gave many schools from Bucks the opportunity to compete for qualification as winners through to the National Finals of the Emerging Schools Competition.

Our Chief Executive, John Herring, said *"It is thoroughly rewarding to see young boys enjoy such a great sport, learning discipline and respect whilst competing, and if our sponsorship can help towards this then it has to be positive for the game of rugby and our future stars."*



Risk Management Selected as Security Provider for ByBox in Coventry

We are delighted to have been awarded the contract to secure the new Warehouse of ByBox in Coventry.

Our Security team working on this assignment were carefully selected with due consideration given to their ability to interact with different levels of personnel and competently search personnel and vehicles.

Prior to commencing the operation a detailed site survey was conducted focussing on all aspects of security from the perimeter right the way into the warehouse.



During the implementation process we delivered a tailored training course to the Management Team of ByBox in relation to searching, human rights and the law. This has enabled our security team to work closely with the management of ByBox in reducing crime through pro-activity and increased awareness.



Peter Smith Achieves Masters Degree

Congratulations are in order for Peter Smith our Operations Director who has achieved a Masters Degree in Business Administration. Not one to sit back and relax having completed this qualification, Peter is now in his final year of a second Masters Degree in Strategic Human Resources Management .

This latest degree course concentrates on human resource issues such as recruitment, retention, training and development, em-

ployment law and employment relations. These are all important people management issues that Risk Management Services deals with



each day. Combining a degree level course with a full time job requires both individual commitment and most importantly the support of your colleagues and employer as Peter explained:

“John Herring our Chief Executive and my fellow Directors have been extremely supportive and without their help I would not have been able to undertake this level of development”

New Contract

Risk Management have been awarded a new contract in Thame—please see next issue to find out more information.



Sarah Joins the Operations Team

Sarah Miles joined Risk Management Services towards the end of 2007 as Operations Administrator. Sarah will work with the Operations Team supporting them in delivering a high standard of service to all our customers through the preparation of Assignment Instructions, production of reports and preparing information for meetings. Prior to joining Risk Management Sarah worked as a Print Buyer / Artworker for a de-

sign company.

Sarah lists her interests outside of work as yoga, swimming and eating out. A good Indian meal is one of her favourites.

We all welcome Sarah into the company and are confident she will become a valuable member of Risk Management Services.



SIA Update

Door Supervisors

Valid licences 100,416
Licences refused 5,879

Security Guarding

Valid licences 122,369
Licences refused 3,343

Public Space Surveillance (CCTV)

Valid licences 11,228
Licences refused 145

Keyholding & Alarm Response Gets Gold

Our expanding Keyholding and Alarm Response service has been assessed by the National Security Inspectorate (NSI) to their exacting standards and those of the British Standard 7984.

This accreditation gives our customers satisfaction that our systems in relation to this service are robust and have been rigorously inspected to ensure compliance with the standard. This covers areas such as handling and retention of keys, documentation,

site surveys and staff training. As with our other services, keyholding is controlled and managed from our British Standard approved 24-hour Control Centre in the centre of High Wycombe enabling co-ordination to incidents and alarm activations being delivered under strict conditions and to the highest standard.

We have seen an increase in demand of companies requiring a keyholding service and are looking to expand this area of operation with both

existing and new customers and through associations with national service providers.

Due to efficient processes a new keyholding service can be in place within 24-hours subject to completion of a site survey and receipt of necessary documentation.

If you require this service or know of anyone who may benefit from it please contact our sales team in the office or via sales@risk-chiltern.co.uk.

STOP PRESS!!
Risk Management awarded prestigious contract at Unipath in Bedford—see next issue for more details.





Security Officer of the Month Awards



Tony Smith

Tony Smith was nominated for Officer of the Month for June having completed a 5 week special investigation to identify and reduce theft of stock whilst working along side our customers own security team. After only a few days Tony identified the main culprits and a covert camera was installed with Tony assigned to monitor it. This he did at some exceptionally unsocial hours, and at some considerable personal expense to both him and his family. As a direct result of Tony's hard work and diligence it only took a short time until enough evidence was gathered to warrant calling the Police. This resulted in four arrests and the recovery of at least £2,000.00 of stolen products. Tony's actions and dedication directly reduced what promised to be a lengthy investigation that was already under intense scrutiny from other parties. In short, Tony has been instrumental in bringing about the arrest and demise of an organised ring of thieves within our clients business.



Bruce Schuck and Steve Trust

During the month of July who can forget the torrential rain the UK experienced and the flooding that followed. Two of our Security Officers were working on a site in an area of the country that experienced extensive flooding. The site was under water on the evening in question and Steve and Bruce were on duty. They took it upon themselves to try and save some of the products stored at the location in the knowledge that no other staff would be on site that night as all shifts had been cancelled. They started opening doors to release water and blocking other doors to direct water away from areas that would have been devastated by stock loss. A variety of other preventative actions were completed in water that was continuously rising. Our client is particularly grateful for the actions of Steve and Bruce and had no hesitation in nominating each of them for the July Officer of the Month.



Heather Guntrip

Heather Guntrip is employed as an Area Support Officer and covers a variety of sites in Aylesbury and Oxfordshire. During the Month of July Heather ensured that despite the torrential rain and flooding she arrived for duty at a variety of sites ensuring that security cover was maintained in accordance with our contractual requirements. On one occasion she had to take an alternative route of 150 miles to avoid the floods and still managed to get to the site. The next day she spent 3 hours at the end of her shift bailing out her car so she could drive home. A comment from one of our clients where she provided cover during this period was that she deserved a medal for her efforts. This really is an example of true dedication and loyalty that deserves recognition.

20 years service!

We would like to congratulate Phillip Coburn on completing 20 years of service for Risk Management! Phillip first joined the company on 10 October 1987. Since then he has proven to be one of our most reliable and dutiful Security Officers.

Phillip has worked on various sites and always carries out his duties in an impeccable manner. All at Risk Management would like to congratulate Phillip on completing 20 years service.

Obituary

It is with great sadness that we announce that Michael Pollard passed away suddenly on 23rd January 2008.

Michael has been employed by Risk Management for over 10 years working in the Amersham area. He was a highly respected and loyal Officer showing commitment to his job at all times.

He will be sadly missed by his colleagues at the Haleacre Unit in Amersham Hospital and we send our deepest sympathy to his family and friends.

Promotions

Paul Carr

On 1 January 2008 Paul Carr was promoted to the role of General Manager. Paul has been with Risk Management since 1993 and has gained a wealth of experience in the security industry.

Graham Tilly

On 1st February 2008 Graham Tilly was promoted to Business Development Director. Graham has been with Risk Management since 1995 and has gained vast experience in bringing new business to Risk Management.

We congratulate both Paul and Graham on their promotions and wish them both every success.

Service Recognition

We would like to congratulate and thank the following staff for their loyal service

Phillip Coburn - 20 years service

John Pimm - 15 Years Service

Nigel Somers - 10 Years Service Fred Temple - 10 Years Service

5 Years Service

Peter Butcher - Ernest Riddle - Leslie Dyckes - John Smith - Robena Mergel - Keith Hitchman - Michael Miles
Warren Witts - Ronald Groves