



**RISK MANAGEMENT  
SERVICES  
(CHILTERN)  
LIMITED**

# The Risk Management Newsletter

Volume 1, Issue 1

September 2006

## Special points of interest:

- Luxury chocolate manufacturer joins growing list of high profile assignments
- Licensing, the facts so far.
- The Control Room.
- Unipart Nuneaton—meet the team.

## Inside this issue:

Licensing update 2

The control room 2

Employee referral program 2

The Chocolate Factory 3

Unipart Nuneaton 3

Meet the new Head of Operations 3

Report Writing 4

## Risk Management achieves NSI Gold award

Following a detailed external audit of our operations and management processes and procedures in early August Risk Management have been awarded the highest level of approval by the National Security Inspectorate.



### All NSI approved companies must:

- Meet the most rigorous entry standards in the UK.
- Are subject to comprehensive 'Repute of Management' checks
- Meet all relevant British and European Standards for technical performance
- Have received 10 year security vetting for staff
- Must train staff to industry best-practice standards
- Are fully insured to protect customer interests and staff.

- Be inspected every six months by professional auditors including visiting a sample of customers' sites

### NSI Gold companies also:

- Meet the industry-specific ISO 9000 Quality Management System
- Require additional, tougher entry standards and due diligence on application and ongoing inspection
- Operate formal, inspected internal procedures and audit processes to give greater customer assurance
- Have a long term track record of performance and evidence of reliability and stability
- Provide excellence in business efficiency and customer care and offer a high level of insurance specification and preferment.

Through the hard work, commitment and dedication of the entire management and administration teams together with security officers at selected locations who took part in the audit process Risk Management have joined an elite group of security providers who meet the exacting requirement of the Gold standard.

David Mountford Risk Management's Personnel Director commented "every single person within Risk Management should feel proud of this achievement, to be recognised by the security industries inspectorate as a Gold standard company is an immense honour"

Look out for the NSI gold logo appearing on our website soon.

## Employee satisfaction— Survey results revealed

Recently Risk Management sent an employee satisfaction questionnaire to a random sample of security officers and staff. The questionnaire asked for views on a wide range of subjects. Overall we received a return rate of over 50% which for this type of questionnaire is well above average. So thank you to all those people who returned their forms. If you

were not selected to receive a form this time, don't worry we will be carrying out the exercise again later in the year. Analysis of the results are still being carried out and a full report on the findings will be published in the next edition of the newsletter. However, one common concern from a large percentage of the respondents was a general feeling that as a

company we do not communicate very well. This new format newsletter is a direct result of the feedback we received from our staff and shows that we do listen to your concerns and will wherever possible implement your ideas and suggestions. If you have any ideas for items or articles in the newsletter please pass them to your manager.



**Who's looking out for you whilst you're looking out for our customers?**

## High Wycombe Control Room

The control room is the heart of a security organisation and ours is no different. The Risk Management control room is manned by a dedicated team of controllers working a rolling shift pattern and they have your welfare and health & safety as their main priority.

The team are: Tom Cunnick, Jason Atkinson, Tiras Turner and new member Mark Walker. The Controllers carry out a multitude of functions during their shift, everything from coping with rostering problems as a result of

sickness and unplanned absence, missed book on's and late welfare check calls, alarm activations, remote cctv monitoring plus all the telephone enquires from both staff and customers. The control room is also responsible for assisting officers who are dealing with emergencies on static and mobile assignments and are usually the first person a security officer calls when an emergency occurs, therefore a cool, calm head is a prerequisite for anyone considering a career in the control room.

On average the control room will deal with over seven thousand telephone calls a week and will make over three thousand updates to the computerised rostering system.

So next time you call the control room and the controller seems a little harassed please be kind to him. He might just be having one of those day.



**SIA Security License Applications Exceed 100,000**

## SIA licensing update

Since March 2006 it has been a legal requirement for all Security Officers to be the holders of an SIA license. Six months on and so far the SIA have issued over 80,000 licenses and refused 1,694. Currently there are over 102,414 applications still being processed with an average waiting time of between 6-8 weeks.

Risk Management were one of the very first companies in the UK to achieve SIA Approved

Supplier Status through the National Security Inspectorate. Risk Management Services' MD, Lynda Moore, commented, "Having achieved NSI approval through its extremely rigorous standards, procedures and inspections, this helped us to achieve ACS approval, which concentrates on the broader aspects of the business, our clients and employees. It will be very difficult for security companies to operate without ACS approval in the future."



Picture above: left to right— John Saunders SIA Chairman, David Mountford Personnel Director RMS, Lynda Moore Managing Director RMS & Tony Miller Consultant RMS.



**What to earn some extra cash in time for Christmas?**

## Risk Managements Employee Referral Program

The employee referral program is an opportunity for you to introduce a friend or family member to Risk Management and receive a cash bonus if the person you referred to Risk is subsequently hired. Research has shown that people hired through an employee referral scheme settle in faster and stay longer. So if know someone looking for full time employment act now and you could earn £500 for every person you refer to us. The rules are simple:

1. You complete the employee referral form.
  2. We fast-track the application process.
  3. The person you referred starts his/ her employment following successful vetting, licensing and training you receive a £100 bonus
  4. If both of you are still employed by Risk Management six months later you receive a further £200
  5. If you are both still employed after 12 months you receive a final £200 bonus.
- We currently have vacancies in Oxfordshire, Buckinghamshire and Berkshire areas and also in the Coventry, Cambridge, Rugby and Nuneaton areas. So act now and you could be receiving a nice cash bonus just in time for Christmas. Ask your manager for a referral form now.

## The Barry Callebaut Chocolate Factory

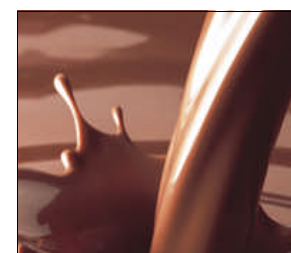
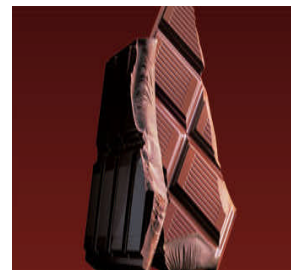
Risk Management has been chosen as the preferred supplier of security services to the Barry Callebaut Chocolate Production Facility in Banbury in Oxfordshire. The current security team transferred to Risk Management on the 1st September 2006. This new contract is Risk Management's first assignment in Banbury. Graham Tilly, Risk's Business Development Manager commented "Securing a manned guarding contract in Banbury has been an objective of mine for some time, to gain such an important assignment as the

Barry Callebaut factory really is the icing on the cake"

Planning the take over of such an important contract is quite a complex task and nothing has been left to chance. Paul Carr, Senior Contracts manager for Risk and Steve Ford the Contract Manager responsible for the Banbury area have both been spending time on site, getting to know the security team and drawing up detailed assignment instructions. In addition surveys and health and safety assessments have been carried out.

Four Security Officers have transferred to Risk Management from the previous security provider. Risk Management welcomes these new additions to our workforce, they are:

Jim Clarke (supervisor)  
Michael Towler  
Tony Bridle  
John Ahead



## Unipart Nuneaton –meet the new team.

July saw the start of a new assignment for Unipart in Nuneaton in the midlands. This brings the total Unipart sites now under the protection of Risk Management to eight. In total 16 officers will be assigned to the new site, some have transferred from other Unipart locations and some have been recruited specifically for the site. Ross McNeilly the Contract Manager responsible for all the Unipart sites commented "I believe we have a really

strong, fully committed team now established in Nuneaton, I am looking forward to working closely with them in order to deliver the same high quality, consistent service that Unipart has come to expect on all its sites.

Risk Management welcomes all the new Officers at Nuneaton. The team are:

Martyn Jones (Supervisor)  
Magar Mashrangi, Nor Gurung, Rup Gurung, Prem

Limbu, Birkha Gurung, Mohammed Tahsin, Alexander Aitken, Minraj Thakuri, Til Gurung, Trevor Randle, Richard Andrews, Kamal Chochangi, Jum Bahadur Gurung, Yu Bahadur Gurung and Rosaria Moore.

It is likely that during the next few months this assignment will grow significantly and further team members will be required. Therefore if you know someone who lives locally and is looking for work

***"I believe we have a really strong fully committed team"***

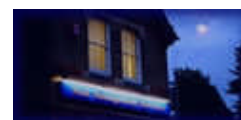
## Risk Management Appoints Peter Smith as new Head of Operations.

In June Peter Smith joined Risk Management as its new Head of Operations. Peter will be based in our High Wycombe office and will be responsible for managing service delivery and maintaining relationships with all our customers, ensuring they remain delighted with the security services we provide. Peter has recently completed a Masters Degree in Business Administration and with over twenty years experience in the security industry, Peter brings a

wealth of operational and commercial expertise to the senior management team. We asked Peter what his first impressions were of the company.

"The one thing that really stands out is our security officers, receptionists, administrators and managers are so professional and demonstrate a total commitment to providing a quality service to the customer. A well known business writer called Peter Drucker once said "it is the

willingness of people to give of themselves over and above the demands of the job that distinguishes the great from the merely adequate organisation" Risk Management by virtue of its people is already a great company. Our recent success in achieving an NSI Gold award confirms that, I am really looking forward to working alongside such a dedicated group of people"



***"Risk Management by virtue of its people is already a great company"***

**RISK  
MANAGEMENT  
SERVICES  
(CHILTERN)  
LIMITED**

The Old Courthouse  
Hughenden Road  
High Wycombe  
Buckinghamshire  
HP13 5DT

Phone: 01494 535830

Fax: 01494 452045

E-mail: [risk@risk-chiltern.co.uk](mailto:risk@risk-chiltern.co.uk)

**We're on the web,  
[www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)**

**Next Issue-**

We feature the so far un-named Risk Management Security Officer who after a short journey in an ambulance, spent over 4 hours in the A&E department of Stoke Mandeville Hospital after slamming his little finger in a car door whilst on duty? The full story of his poor little finger in the next issue of the Risk Newsletter.



New 24 hrs a day 7 days a week, Mobile Patrol takes to the streets of Oxford on behalf of the Oxford and Buckinghamshire Mental Health Authority. Full details in the next issue of the Risk newsletter.



## Report Writing Reminders



Every day Risk Management Security Officers produce dozens of written reports. Some contain routine events such as windows left open or equipment left switched on and occasionally we see reports on serious incidents such as fires, floods, thefts and injuries. Usually these reports are well written and follow the basic rules for report writing. Some however, do need a little work in order to make them presentable. Remember, your written report may well become evidence in court so a little preparation and care can make all the difference.

### Basic guidelines

1. Write in pen (ink, fibre-tip, ball point, but not pencil)
2. Record the information as soon as practical, ideally at the time of the event (record the time at which the report was made)
3. Make sure the report is readable, if handwriting is not a strong point then print.
4. Line through a mistake— do not try and rub it out.
5. Always put your initials over areas where any mistakes or alterations have occurred.

### Incident Report Writing

Incident reports must be objective and free from emotive reporting, “we want the facts, just the facts” Before writing the report, take a few minutes to gather your thoughts and begin to put them in order. Time taken to think about the structure of the report will ensure that it is easy to read and understand. The report should include the following

- Who was involved
- What happened
- Where did it happen
- When did it happen
- Why did it happen
- How did it happen

If these questions are repeated several times, a very clear picture will quickly begin to emerge and you will be well on your way to producing an excellent report.

## Security Officer of the Month Award

After a few months break the security officer of the month award was once again centre stage at a recent awards lunch held in the Old Courthouse offices in High Wycombe. Three Security Officers received their certificates from the new Head of Operations Peter Smith. First up was Malcolm Webster who works as a mobile patrol officer in the High Wycombe area. Malcolm has over six years service with the company and won his award for the highly professional manner in which he carries out his duties. Next to receive his award was Daljit Malhi from the NDS assignment near Heathrow Airport. Since joining Risk in 2005 Daljit has impressed everyone with his willingness to help others and his highly professional approach to his work.

The final award winner was Fred Temple who usually works at the Mercury Park assignment in High Wycombe. Fred has almost nine years service with the company and is highly respected by his managers and colleagues. Fred was nominated by his manager Paul Carr for his flexibility and professionalism.

Remember all winners receive a cash bonus as well as a certificate so ask your manager what you have to do to be a winner.



Malcolm Webster



Daljit Malhi



Fred Temple