



THE GLOBE



Welcome to another edition of The Globe, the company newsletter, that is the voice of the company.

We did it! A big thank you goes out to all of you for your help.

Special points of interest:

- New Business
- Audits
- Who Does What - Back of Office?
- SIA News
- Training
- Letters of Praise
- Charity Fund Raising
- Did you know?
- Health and Safety info

Leisure Guard have now achieved one of the highest accreditations in our industry. Following a successful audit for re-accreditation for the SIA ACS Scheme, we also undertook an audit by the NSI and achieved the NSI Gold Award for Guarding and Door Supervision. This now puts Leisure Guard within the top 10% of companies in the industry. For the ACS Benchmark we managed to increase our score from 33 to 93, further details of the audits and the assessment process and the scoring will be made available in a special company bulletin.

Letters of Praise

Karl Charnock and Arjhang Ranjibar at the Premier Inns for outstanding customer service.

Zeeshan Malik at Southdale Homes Burnley for his prompt actions when a fire broke out in one of the new homes on the site.

Paul Craker at the Casino in Bolton for outstanding customer service when new Parking Regulations were introduced on the site.

Who Does What - Back of office?

The Admin Function

The admin function of our business is headed up by Jenny who deals with all requests for new business, she runs the payroll and is also responsible for ensuring that we get paid by our clients at the end of each month. She is also responsible for dealing with your holiday requests and ensuring the accuracy of your monthly timesheets.

Health & Safety Group Meeting

The next meeting of the company Health & Safety Committee will take place on the 5th May at 14.00hrs. Special Point to note is the changes to RIDDOR.

New Staff join our teams

We would like you all to welcome the following new employees, **Abdul Malik**, who has joined the team at the Casino Car Park welcome on board Abdul.

Adrian Veermak who has joined the team at Stoke Bowl, welcome aboard Adrian.

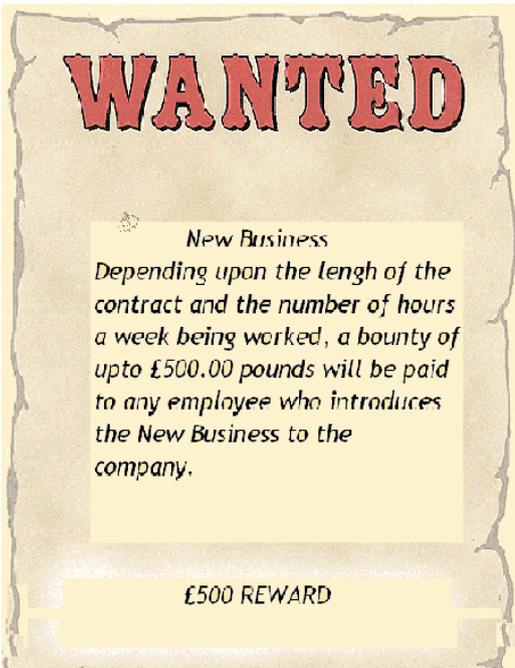
Employee Feedback Forms

Many thanks to all those members of staff who have received and completed the employee feedback forms. These forms help us to understand better, what you think of the company, and how we can improve the way we operate and resolve any issues that you may have. Remember that you do not need to identify yourself when completing the form and all information is treated confidentially.

SIA News

Be aware that compliance officers from the SIA are out and about and are checking to ensure that you are complying with the conditions of issue of your licence. If we find any breaches of the terms of the conditions then you lead yourself open to disciplinary action being taken, you have been warned.





AJ with his Certificate of Appreciation, flanked by Sam the Night Manager and Cole Night receptionist. AJ received his certificate after we received a letter saying that he continuously delivers high customer service.



Paul with his Certificate of Appreciation after, we received a letter of praise from the Manager at the Casino in Bolton



Karl with his Certificate of Appreciation, flanked by Phil night receptionist, Karl received his certificate after we received a letter saying that he continuously delivers high customer service.

Traffic Chaos

Drivers in Bolton witnessed traffic chaos when a major road was closed over fears a shop wall could collapse. Halliwell Road was closed in both directions at the Blackburn Road junction at 10:30am.

Police put temporary diversions in place while emergency structural engineers went to work on Motorworld's wall, following fears that it may collapse onto the road.

Shop owner Stuart James said he came in to work as usual to find that his wall had a large crack down it, and that a flag pole had moved.

Heavy winds and persistent rain are thought to have caused the damage. I don't think I'll be working any time soon," he said.

"We are hoping to get the wall down and rebuild it quickly so we can get trading again."

Drivers faced huge tailbacks and delays as they were guided round busy diversions. Leisureguard were contacted and asked to provide officers to protect the premises from theft and to ensure that members of the public did not enter the containment zone.



Zeeshan with his Certificate of Appreciation, after discovering a fire at his site when he was out on a patrol.



New IT upgrade

The office has recently undergone a full server upgrade which will help us to speed up our processes. Paul our IT expert opposite shows off one of the racing car chips which he has installed, into our server

DID YOU KNOW?

Safe Contractor

Safe Contractor is the fastest growing health and safety accreditation scheme in the UK, with more than 160 major clients and almost 18,000 contractor members.

Registered members with the Safe Contractor scheme include clients and contractors from a wide range of professional disciplines working within a number of industry sectors.

With its increasing membership and growing profile in the UK, the Safe Contractor scheme is now used by many large organisations as a way of obtaining competent contractors.

ContractorPlus

In an increasingly competitive workplace, contractors are now more than ever aware of the importance of compliance to corporate legislation in order to meet client demands.

ContractorPlus is a web enabled database that allows contractors to meet such demands and ensure total compliance to current health and safety legislation while gaining accreditation and more importantly new clients.

The system is used nationwide by companies to ensure that the contractors they use are of the highest calibre and hold the relevant documentation to ensure safe working procedures within their properties, thereby reducing liability and ensuring legislative compliance.

BSIA

The British Security Industry Association is the trade association for the professional security industry in the UK. Whose members are responsible for more than 70% of UK security products and services (by turnover) including the manufacture, distribution and installation of electronic and physical security equipment and the provision of security guarding and consultancy services.

One of the BSIA's top priorities is the maintenance of high standards within the industry, and it places rigorous requirements on companies wishing to become members. BSIA draws up industry codes of practice and technical documents, often then submitting documents for consideration as British Standards. Their representatives work on European standards committees to ensure these will meet the practical needs of the industry and its customers.

IIP

Investors in People was originally set up as a voluntary framework by a group of companies in 1991 at the end of the last recession.

Designed by business, for business, Investors in People has always recognised the importance of consulting with our customers, and revising and evaluating our framework to reflect their changing needs.

Investors in People revises our framework approximately every 5 years. This development work involves consultations with customers, employees and leading people management organisations. It is via research, extensive piloting of new areas of development, and listening to customers that the integrity and effectiveness of the Investors in People Standard is maintained.

Whether you achieve the Standard, Bronze, Silver or Gold accreditation, becoming an Investors in People organisation is a tremendous achievement. It demonstrates a commitment to the development and success of your people and a desire to continually improve and grow.

NSI

NSI's mission is to raise standards in the security and fire industries in the interests of the customer. NSI believes that every customer, whether a large commercial organisation or an individual householder, is entitled to receive a professional service from security and fire companies.

The threat to every customer is the long-term undermining of standards by poor performers. It is NSI's motivation to separate the strong from the weak.

NSI approved companies must prove their competence on an on-going basis. They may not always be the cheapest, but they are invariably the best. If a company has not been approved by NSI, challenge its credentials.

All NSI approved companies:

meet all relevant British and European Standards for technical performance security screen all relevant staff (security companies) provide a high level of staff training and supervision to industry best practice standards are comprehensively insured to protect customers and staff are inspected every six months by professional auditors including random site visits

NSI Gold companies also:

meet the industry specific ISO 9001:2008 Quality Management System Standard demonstrate a long term track record of performance and evidence of reliability and stability

SIA ACS

The Private Security Industry Act 2001 requires the SIA to establish a "system of inspection for providers of security services, under which those organisations who satisfactorily meet the agreed standards may be registered as approved, and may advertise themselves as such".

The objective of the SIA's Approved Contractor scheme is to raise performance standards and to assist the private security industry in developing new opportunities. The scheme is voluntary and was developed in consultation with representatives from across the industry; it only covers those parts of the industry that are regulated by the SIA and the Private Security Industry Act 2001 (as amended). There is a single scheme, with sector-specific approval based on a relevant set of qualifying criteria.

ICO

The Information Commissioner's Office is the UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

If you handle personal information about individuals, you have a number of legal obligations to protect that information under the Data Protection Act, 1998



Members of staff have committed themselves to raising funds for the sport relief event in March, let's all get behind them and give them our support.



Father Christmas and his little helper getting ready to deliver the presents to the children at Derian House and the Womens and Children refuge at Fortalice in Bolton. Over £500 was raised this year to give these children a Christmas to remember, many thanks for your generosity with the donations of toys and money.



Santa's exhausted little helper

BASIC HEALTH AND SAFETY

NO. 4 SAFETY SIGNS

There are four types of safety sign, each of which has a basic colour: RED, YELLOW, BLUE OR GREEN.

Prohibition Signs:

Ban certain actions. They have a white background with a red circular band and crossbar, e.g. No Smoking.

Warning Signs:

Have a black triangle on a yellow background, with the symbol or text in black, e.g. Caution, risk of electric shock.

Mandatory Signs:

Give instructions. They have a blue background, with the symbol or text in white.

e.g. Head Protection must be worn.

Safe Condition Signs:

Are square or rectangular in shape, with a green background and the symbol or text is in white.

e.g. First Aid or direction signs.

GET TO KNOW THESE SIGNS AND UNDERSTAND WHAT THEY MEAN!

Training

The SIA has recently announced that all existing Door Supervisors will have to ensure that they have undertaken the Physical Intervention Training before they will be allowed to renew their licence, further details regarding this, and the date when it becomes compulsory will be notified to you by memo.

New Business this Term

The company are pleased to announce that we have secured the following new business.

Motorworld Bolton

Greater Manchester Probation Service

All Metal Services Lostock

BTP Construction

Some of our employees have been enjoying their role protecting farms which have been vacated by their owners on behalf of United Utilities, the farms and outbuildings are set in stunning remote countryside and apart from visits by the mobile support teams, their only company are the natural wildlife.



One of the remote farmhouses which is on the edge of Rivington Moor, Bolton.

May we wish all our Christian staff members a very happy Easter