

4-SIGHT

THE NEWSLETTER OF SIGHT & SOUND SECURITY

COMPANY NEWS

'When reading through this edition of our Newsletter, I hope that you feel the same sense of success, achievement and teamwork that I do. Our accomplishments as a business in attracting prestigious new customers and retaining old is a testament to everyone at Sight & Sound that we must be doing things right!

As we move into 2014 I look forward to another successful year that will bring further opportunities for our employees. For the period ending March 2013 the Company turnover increased by over 11% to £2,365,581 and we believe this will increase again for the period ending 31st March 2014 by a further 15 to 20%.

Every employee contributes to this success and please do not underestimate the power of the little things that you do, a smile at reception every time you greet someone, that additional check while on patrol and the extra time spent completing a report to make sure it is "just right". All of these conscientious actions make the difference to our customers. Well done to all of our teams who contribute so much and make our service a real success. Thank you all for your support over the past 12 months and I would like to wish you and your families a Happy and Prosperous New Year."

Paul Purchase
Managing Director

GOING GREEN

It's the way of the world, 'e' everything and pretty soon paper documents will no longer exist. Moving with the times is important to Sight & Sound, so it is important that all employees have an e-mail address.

A huge benefit of this is that we will be able to provide our 4 – SIGHT newsletter to all Sight & Sound employees in electronic format. In addition rosters, memorandums and general information can also be sent in this format.

This will save paper and money, whilst making the publication more versatile and mobile. It will also contribute to our overall CSR performance, proving we are a company which really takes environmental performance seriously.



HELP FOR HEROES

Help for Heroes is a charity passionate about helping military heroes, and most of us have links to the Services. Some have partners, friends or relatives who've been injured or have sadly lost a loved one. They take the time to listen and understand what's needed and do their very best for our heroes every single day.

The Company's nominated Charity is Help for Heroes and we are asking you all to help again! Please don't forget to forward/complete your slip



MAJOR WINS

HART SHOPPING CENTRE



We are pleased to announce that we have recently been awarded the contract to provide Security Officers to the Hart Shopping Centre. This is an exciting opportunity for the Company to expand into the Shopping Centre field. The Shopping Centre environment presents a range of challenges for the security staff deployed, from managing the Mall areas and public interface, to back of house and service areas.

EAST KENT COLLEGE

Our continuing portfolio of Education establishments continues with a new contract commencing with East Kent College. The Company originally were awarded a 3 year contract in May 2009 with a further 2 year extension to the contract. Following an extensive tender process the contract has been awarded again to Sight & Sound Security.



GRAVESHAM BOROUGH COUNCIL



We are pleased to announce that Sight & Sound has won a new contract with Gravesham Borough Council. The service is front of house and very much customer focused based.

RECOGNITION AWARDS

Our people are the most important asset to our company. This quarter we would like to award the following officers:

1st Prize: John Scamp has worked for the Company since November 2010 and took on the role as a Mobile Response Officer-his first ever position in Security. Recently he stepped up to a more Senior role on a temporary basis and was invaluable. He is known for his commitment and attention to detail, his hard work and determination have earned him respect from his fellow officers and from Senior Management within the Company.

2nd Prize: Karol Chudzinski receives the award as a "Newcomer" to the Company. Karol is employed at the Hart Shopping Centre which is his first ever position within a shopping centre environment. Karol has been noted for his positivity, helpfulness, customer services skills and enthusiasm, working hard to quickly get up to speed on the site and his duties.

3rd Prize: Ana Miah is also a "Newcomer" to the Company and receives this award for his enthusiasm and flexibility. His star quality has been said to be his 'can do' attitude, which never fails to impress.

SERVICE AWARDS

10 YEARS SERVICE David Adeyemi



5 YEARS SERVICE Mike Grant

John Butler

Maria White

Peter Kanji

Phulman Tamang

TRAINING SKILLS

Basic principles for every emergency situation:

1. Keep Calm

This is the most important point of all. Any person who can think clearly in an emergency is a valuable asset. If you cannot keep calm, no amount of training or expert knowledge will be any use because you won't be able to put it into practice. You won't be able to take care of your own safety or other people's, or take the correct actions.

By keeping calm, you can also be a positive influence on those around you, helping to keep them calm, to panic is contagious and can quickly spread. Your steady voice and body language can bring out the best in yourself and others. It is for this reason that in many emergency situations it is the calm reactions of one or two key individuals that make a real difference to the outcome.

2. Give priority to personal safety

When deciding how to deal with an emergency situation, your personal safety and the safety of those around you should be your priority. No action or lack of action on the part of a Security Officer should endanger the well being of people on your site. This is not just a question of good practice, but also of legal responsibility.

3. Remember your training and Assignment Instructions

Your training should prepare you for most likely emergency situations on your site. In addition your AI's should guide you through the correct steps to take:

- Who should you inform?
- Where should you go?
- What action should you take?

In the event of an emergency, ask yourself whether the emergency response procedure is laid down in your AI's? If so, follow it. If not, a thorough knowledge of the AI's can still help you decide what to do. Try to follow the 'spirit' of your AI's if there is no precise guidance.

4. Warn others and summon help quickly

One of the first steps set out in your AI's will usually be to alert your colleagues and to summon appropriate help. Do this early on. Calling for back-up before you take any further action (or at the same time) will serve you well in any emergency situation. There are good reasons for this:

- To ensure rapid response where time may be critical (e.g. during a fire or medical emergency.)
- To ensure correct response from appropriate individuals (e.g. where specialist knowledge is needed, and the wrong action may make matters worse.)
- To ensure that help is called while communication is still possible (e.g. before you get into difficulties.)
- To get advice

Exactly how you summon help will depend on the circumstances – ideally you will get time to use a phone or radio, or speak directly to a colleague. If time is critical, at the scene of an accident for example, the fastest way may simply be to shout to a passer-by. And remember to keep in contact with your colleagues as the situation develops, not just at the outset if you use a radio, keep it with you and keep it operating.

5. Be flexible. Think on your feet

Finally, in almost every emergency situation you will have to 'improvise' to some extent. Some people are better at this than others. Using your specialist knowledge and your common sense will allow you to react to the changing situation and adapt your behaviour accordingly.

PENSIONS AUTO ENROLMENT

Working for Sight & Sound just got even better!

That's right – as from October 2012 UK employers and employees got together and started saving for retirement. Known as **Auto Enrolment**, this is a new savings plan that both Sight & Sound and you will save into – even the Taxman helps you save by way of tax relief!

We will begin to assess employees in July 2014.

Auto Enrolment for eligible Employees will begin in October 2014. Eligible Employees are also able to opt in from July 2014

So who will be eligible for Automatic Enrolment?

The Government introduced auto enrolment as a way of encouraging the UK working population to save towards retirement. Gradually, auto enrolment will be available to everybody. It will be available to you if you:

- Are employed by Sight & Sound Security Ltd from the 1st July 2014
- Are not already in a qualifying pension scheme
- Are aged 22 or over and under State Pension Age
- Earn more than £182 gross in the week you are assessed
- PAYE (weekly or monthly)
- Work (or usually work) in the UK.

Employees not meeting the above criteria will still either have a right to opt in or a right to join a pension scheme as long as they are employed by Sight & Sound from 01/07/14

Employees joining after 1st July 2014 will also be enrolled after three months' service providing they meet the criteria above. If for some reason you qualify, but choose not to join, then you can opt-out. However it is wise to have some alternative pension provision in place.



NEED SOME HELP?

You might not be aware of the Sight & Sound Employee Assistance Programme (EAP) benefit?

Most of us will have times during our lives where we need some support, or even just somebody to talk things through with. Often this happens during stressful lifetime changes, such as moving house, having a baby, or maybe going through a divorce.

The EAP is a free and confidential telephone helpline that operates 24 hours a day, 7 days a week, 365 days a year. Our employees can speak to a trained counsellor on a variety of issues, in complete confidence.

You can access the service at any time and you do not need to inform your immediate supervisor/manager. Some of the areas the EAP is used for include:

- Relationship difficulties
- Drugs and alcohol
- Financial worries
- Bereavement
- Stress, anxiety and depression
- Divorce



Don't suffer in silence contact the Employee Assistance Programme in confidence, Call 0117 9342121 and quote DAS 472301.

SIA NEWS

Paper Based Applications Stopped

This is a reminder that in January 2014 the SIA stopped issuing paper-based licence applications: this will have an impact on how you can apply for or renew an SIA licence.

For individuals, the only way to apply for a new licence will be to fill in your application online at the SIA website; you will then be told which identity and other documents to take to the post office to complete your application. You can find one of over 750 post offices around the UK that offer this service by using the branch finder on the post office website.

The Post Office will complete licence applications by:

- Checking and returning the applicants documents,
- Taking a digital photograph and an electronic signature, and Taking payment of the application fee.

Your photograph and signature are sent to us electronically by the Post Office.

We will then add them to the application information already received and continue with our checks, just as we do today.

