



Introduction



Welcome to the final edition of 'The Watch' in 2006. 2006 has been an extremely busy and eventful year with the introduction of SIA licensing. However, NSL are proud to say that now 90% of eligible employees have received their SIA licence.

As a company we have actively promoted our services nationwide through our attendance at the IFSEC exhibition at the Birmingham NEC, increased publicity in the Security Industry trade press and by being one of the first ten companies nationwide to achieve SIA Approved Contractor Status.

This culminated in NSL being short-listed as Finalists in the Best Guarding category at the Security Excellence Awards held at the London Hilton in October. Showing that NSL is going from strength to strength.

Of course all of this would not be possible without the continued support and dedication of all of our employees. As such I would like to take this opportunity to thank everyone on behalf of myself and the Management Team for making this year a success and look forward to improving on this success throughout 2007.

Finally, I would like to wish all employees and their families a very Merry Christmas and a Prosperous and Happy New Year.

Paul Hopper
Managing Director



Security Excellence Awards, October 2006



On October 11th this year Northern Security attended the Eighth Annual Security Excellence Awards ceremony held at the London Hilton.

The event is run by SMT, Security Installer and Platform magazines and is held to recognise the best Security Companies and Individuals in the security industry.

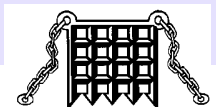
The theme for the awards evening this year was Hollywood hence why Managing Director, Paul Hopper is pictured above with a Marilyn

Monroe look-a-like!

From strong competition NSL were short-listed as a finalist in the Best Guarding category alongside companies such as Lynx Security Services, Mitie Security, Securitas, VSG and Wilson James.

The eventual winners of the Best Guarding Award were named as national company VSG.

See inside for a preview of NSL's very own Annual Employee Recognition Awards event to be held in January 2007.



KEEP HANDS TO YOURSELF

—Carrying out Searches

Northern Security Limited is receiving increasing requests from local businesses wanting advice on how to examine staff suspected of theft. Recent widespread publicity about heightened airport security has led to the rise in interest in body searching as anti-crime measure. However, bosses are warned that their actions could result in tribunal claims under anti-harassment laws or the Human Rights Act - unless provision has been made in the person's contract of employment. Even when searching is permitted it must be done according to strict guidelines.

Many of the security officers employed by Northern Security do carry out personnel searches on clients' sites. However, they have all been specially trained in what is and isn't permissible. For example, a person must first agree to a search and be taken somewhere private and away from the gaze of other staff. A basic "pat and rub" can then be allowed but only in a downward direction in case a syringe or other sharp object has been concealed in the clothing. There should always be a witness present, and men may not make searches of females, or vice versa. Neither is a guard allowed to place his or her hand in a person's pocket or bag, as this could lead to accusations that an item was planted there. Instead a person should be asked to conduct a "self search" by placing contents on a table and to remove certain items of outer clothing but not inner layers or anything of reli-

gious significance such as a turban. It is an area fraught with legal dangers, which is why we refuse to provide training to other company personnel and it is a definite no-no unless staff have agreed to searches in their contract.

Many workers in industries such as retail do have such clauses written-in and when this is the case, Northern Security officers will carry out searches on the firm's behalf. However, these are rarely undertaken at random but are mostly "intelligence based" when a company has good reason to suspect that someone is stealing goods. The risk of a search can be a very effective deterrent. For example, earlier this year one of our officers found a female employee trying to smuggle mobile phones out of a distribution warehouse and the firm's huge theft problem was suddenly and dramatically reduced. It is suggested that a firm takes legal advice before implementing a searching policy, even through a professional company such as ours. Light-fingered staff may be a problem, but a heavy-handed approach could turn out very costly.



SIA Licensing Spot Checks

An integral part of the SIA licensing is the enforcement of the legislation. This is now being carried out throughout England and Wales with investigators carrying out checks on security companies including checks on Security Officers at client premises.

The visits will be carried out in accordance to the Enforcement Policy Code of Practice. Full details of which are available from your local office or from the SIA website.

Should you receive a visit from an SIA investigator here are some tips on how to handle the situation-

- ⇒ Obtain proof of identification from the SIA investigator
- ⇒ Co-operate with the investigator
- ⇒ Inform your Customer Contact, Operations Manager and Control Centre that there is an SIA investigator on site
- ⇒ Explain that unaccompanied access to the site is not permitted
- ⇒ Courteously advise the SIA Investigator that their visit cannot interfere with your usual duties
- ⇒ Advise the SIA Investigator that no documentation can be removed from the site without the express written permission from either the Customer and/or NSL
- ⇒ On completion of the visit request a copy of the visit record. A copy should also be sent to your Operations Manager and a copy will also be given to the Customer



Northern Security Limited's Annual Employee Recognition Awards Ceremony—Preview

Following the launch of the Employee Recognition Awards in January this year Northern Security is planning to build and improve on the evening's success to make sure that the Second Annual Awards ceremony is just as memorable.

The event will be held on Sunday 14th January 2007 at Carlisle Racecourse, Blackwell.

The format for the day-long event will be as follows-

- ⇒ Welcome Drinks Reception from 11 am
- ⇒ Presentation of Awards from 11.15 am
- ⇒ Buffet Lunch from 12 noon
- ⇒ Afternoon of Racing from 1.10 pm

The number of employees considered in each award category was again numerous and the standards of their achievements extremely high. However, we have eventually agreed on a suitable short list all of whom should have received their formal invitations by now.

Nominated finalists and their partners have been invited along to the recognition event and with the additional category of 'Best Team' their should be around 50 people in attendance for the day.

The Award Categories and Finalists are as follows-

Loyalty and Commitment Award for Service
James Turner, Carlisle
Paul McCauley, Middlesbrough

Customer Recognition Award
Phillip Ellwood, Carlisle
Edwin Haley, Carlisle
Jeffrey Hewitson, Middlesbrough

Special Achievement Award
Gary Everton and Daniel Pilmoor, Middlesbrough
Ian Pirie, Middlesbrough

Best Newcomer Award
Shortlist to be confirmed

Best Suggestion Award
Gary Everton, Middlesbrough

Best Team Award
Craig Birkett & Roy Hearn, ABB Kendal, Carlisle
Ray Gouldthorp & Jeffrey Hewitson, AV Dawson Middlesbrough

Northern Security Limited Welcomes..... Jon Greenwood

Jonathan (Jon) Greenwood joins Northern Security Limited as their new Operations Supervisor. In his new role Jon will alongside established Operations Supervisor, Richard Potter, to provide operational support to our Cumbrian security officers ensuring that their development and welfare needs are met.



Jon joins the Company from a non-security background however, what he lacks security industry knowledge he more than makes up for in previous managerial and supervisory experience.

Please join us in welcoming Jon to the Company and wishing him the very best for his future career with NSL.

Next Issue:

The next edition will be published in the Spring of 2007.

If you have any ideas or suggested articles for the newsletter please send them to-

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Commendations

The following Security Officers have been commended for their diligence to their duties by Northern Security Limited and their clients. Thank you for your efforts and keep up the good work.

Phillip Ellwood—Impact Housing, Pategill House, Penrith

Customer Yvonne Saunders told NSL that Phil is doing a great job at Pategill House.

Her belief is that Phil's easy going nature and approachability the residents have really taken to him. Yvonne explained that the task undertaken by our officers is a difficult one and takes somebody with common sense and a good sense of humour to carry it out effectively.

In her opinion Phil ticks all the boxes and she cannot praise him highly enough for his outstanding effort.

Edwin Haley—Travis Perkins, Cleator Moor, Cumbria

Customer Harry Bennet advised NSL that since the introduction of security, Edwin in particular, that stock loss has been reduced by the tune of £48,000.

He said that he has had a number of officers working on this site but Edwin is the best by far.

The security on the site was a temporary solution however due to the positive impact made through Edwin's considerable effort this had been extended

Jeffrey Hewitson—10th October 2006 AV Dawson, Middlesbrough



Jeff Hewitson heard an explosion whilst working at AV Dawson on 10th October 2006. Jeff documented the time of the explosion and reported it to the appropriate personnel on site.

As a result of Jeff's attention to detail and prompt actions Paul Heeran and the Police were able to access the correct CCTV footage immediately. Jeff's quick think and thorough approach to the task led to the guilty parties being arrested.

Employee Career Development

Northern Security Limited wants employees to grow as the business grows and is introducing employee career development plans throughout all areas of the business. The first area to be offered this opportunity will be security officers

All employees will have the chance to develop with the Company via a structured development programme. Interested employees should register their interest in possible development through the appraisal or KPI auditing process via their Operations Supervisor.

Further selection criteria will determine who will progress through their chosen programme route of Mobile Driver, Control Centre Operator or Operations Supervisor. Employees will receive a mix of on and off the job training to provide them

with the relevant skills to undertake the development position.

Once completely trained the employees will be integrated initially into a rota system providing cover for absence and holidays then as future vacancies arise they will be recruited directly into those positions. Providing a continuous supply of key support roles enabling employees to take part in a managed career development programme.

Employees will receive a more detailed outline of this proposal soon.

Further proposed career plans will be announced as and when they are introduced.