



Watchword

Marking a decade of delivery

Well we have achieved a decade of delivery. It only seems like yesterday when I first started out, so the realisation of what we have grown into fills me with immense pride. I realise and instil in our management team that our achievements would not have been realised without you and for this I am truly grateful.

Ten years ago when NSL was formed I set down objectives, which we have adopted into our mission statement, these objectives have ensured our continual growth. We recognised that if we were to deliver on our aims for customers, we would have to show an equal level of commitment to our staff. It is you, after all who are responsible for putting our policies into action. And it's you who serve on the front line where no amount of well-meaning words could disguise a poor level of service.

The professionalism shown by our staff is attributed from loyalty, commitment and training. We have always believed in the importance of training for all

levels of personnel and have introduced a number of successful schemes over the years. We were delighted to be selected in 2007 to help pioneer the government's "Train to Gain" programme via the Learning and Skills Council.

Training not only equips a person to do his or her job better. It also opens up new career development opportunities and we have always been keen for individuals to make the most of their potential within our company. Naturally, the number of new positions in NSL can never be limitless, but when vacancies do occur, we always try our best to fill them from within.

We have always believed too in the value of feedback - both from and to staff. An example of this was the recent employee questionnaires where we canvassed employee views on a range of issues (*see report inside*) and always encourage dialogue if there are any queries or issues that need airing.

By the same token, NSL regularly provides feedback to staff on their performance through personal as-

sessments. These are a great chance to identify individual strengths, and also areas where help might be needed to achieve a certain goal - perhaps through one of the company's training initiatives.

I suppose there must be a number of ways of measuring the success of our staff support policies. But perhaps one of the most telling are the comments on our service which clients pass back to us. Whether describing an officer, supervisor or manager, you'd be amazed how often the words "committed", "capable", "dedicated", helpful", "willing" and "professional" come up.

That tells me all I really need to know about whether we are just paying lip-service to client care - or are actually walking the walk. So thank you all for the excellent contribution you have given.



INSIDE

*New BDM's Spearhead
New Growth*

*NSL Celebrates 10
Years of
Continued
Success*

*Employee
Questionnaire Feed-
back*

The Extra Mile

*Internal
Promotions*

New Business Development Managers Spearhead New Growth

Two new Business Development Managers - with backgrounds in the Police and the Royal Navy - have been appointed to head-up key areas of expansion for NSL.. The newly-created senior positions follow recent major contract gains by the company. These include retail, office, local authority and educational premises, many requiring 24-hour surveillance.



Former police crime prevention specialist **Greg Law** will now be responsible for managing public and private sector NSL clients in Northern England and Southern Scotland. Greg's career has included a decade spent in the police service, including five years with the Thames Valley Police, one of the biggest forces in Britain. Here, Greg was responsible for advising businesses and organisations on modern security measures to help protect themselves from criminal attack.

Meanwhile at NSL's recently opened Manchester offices, **Allan Jones** has been appointed to take charge of co-ordinating the company's client base in the city and nearby conurbations.



Allan brings with him to NSL the expertise accrued during a long career in the security industry, all spent with major national industry players at a senior business development level. Prior to this, Allan spent nine years in the Royal Navy, including almost five years as a Petty Officer on the Royal Yacht Britannia during which he undertook two world tours with the royal family.

Welcoming both men to the company, MD Paul Hopper said that NSL was very pleased to be able to offer clients the experience and knowledge of two figures so well-qualified in the profession.

