



Risk Management Security Services Newsletter

2011 Issue 4



Risk Takes a Grip of Milton Keynes

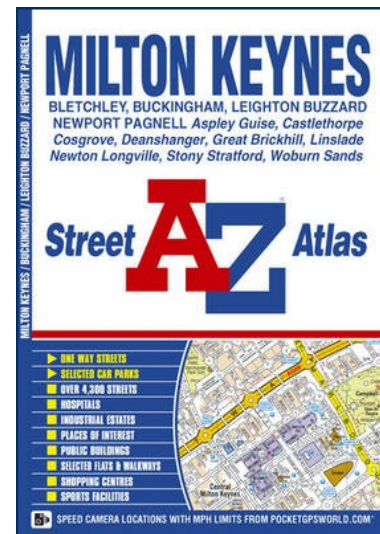
Over the last 18 months we have grown and developed our security operation in Milton Keynes by securing high profile contracts providing Manned Guarding, Mobile Patrols and Keyholding. We have recently added a dedicated patrol and response team to service companies strictly within the Milton Keynes postcode, enabling us to respond to incidents within the recommended 20 minutes.

We have developed a large resource of security officers within the town who are assisted by local Area Support Teams and our 24 hour Control Centre situated in the heart of Bucks.

The new contracts in Milton Keynes have been won from both small regional suppliers and large multi national groups demonstrating the attraction of employing medium sized regional companies. Our customers receive many benefits in adopting this approach with us, namely, local knowledge and management support, unrivalled communication 24 hours a day, dedicated patrol and response unit in the area, night management, friendly local staff and over 125 years of security experience between the management team.

Our dedicated patrol and response unit in Milton Keynes is used to provide numerous additional services including, locking and un-locking, staff escort services, lone worker support and vacant property inspections.

"Milton Keynes Rugby Club were delighted to move into their new facility at Emerson Valley, but were devastated when after only a couple of months thieves decided to break in. The good side was that we had already set up a keyholding and Response Service with Risk Management Security and the exceptional response in the night eased the problem, with them taking over the situation, getting the building secure before leaving in the early hours. We have since updated the security with internal shutters at the vulnerable areas. We wish to give a big thank you to Risk Management Security Services!"
John Silk - President - Milton Keynes RUFC



Buckinghamshire Company of the Year Award



We are delighted to announce that following a lengthy assessment process of companies throughout Buckinghamshire, Risk Management Security Services were Highly commended in the category Company of the Year.

The judges were extremely impressed with all aspects of business including the key areas that were addressed as part of our submission document. Interviews were conducted and site visits completed by the judging panel in order to gain a comprehensive insight into our company and the security services we provide.

The areas of the business assessed included: Customer Care and Satisfaction, Sound Management and Leadership, HR Management and Staff Support, Personal Development, Service Development, Financial Growth, Major Achievements and Ecological Awareness.

The award ceremony was held at the Crowne Plaza in Marlow with the awards being presented by Adrian Moorhouse MBE.

**Risk Management
Security Partner with
iWatch and
CCTV Center**

To expand our ability to offer a total combined security solution we have chosen to partner with two other market leaders.



iWatch UK has been established for over 20 years to raise the level of service and professionalism within the UK CCTV Monitoring market. Their monitoring station is fully accredited to the BS 8418 standard that has been created to make a tangible difference to the delivery of service to our customers.



CCTV center is the premier Panasonic System Networks Distributor in the UK and Ireland. They supply all Panasonic CCTV equipment and has over 20 years experience providing systems, expertise, support, resources and experience necessary to deliver outstanding networked CCTV and security solutions.



Risk Awarded NHBC Contract



After a careful tender process Risk Management Security Services were awarded the security contract at the NHBC Headquarters in central Milton Keynes.

NHBC (National House-Building Council) is the leading warranty and insurance provider and standards setter for UK house-building for new and newly converted homes. As a non-profit distributing company, it reinvests all income in achieving its primary purpose; improving quality in house building to protect homeowners.

NHBC marks its 75th anniversary in 2011, celebrating three quarters of a century of raising standards in UK house-building to protect homeowners.

We were able to demonstrate the ability to provide local support and effective processes in order to meet the high expectations of NHBC. This includes the introduction of a bespoke email ordering system to ensure additional service requests are handled effectively and in a timely fashion.



The existing workforce transferred under TUPE and are delighted with the support and close contact provided by our management team and our administrative departments.

Milton Keynes College



We are delighted to announce the award of the security contract at Milton Keynes College.

Milton Keynes College are at the heart of the learning community and required a partner that could match their vision for nurturing ambition and delivery success.

The security requirements for the college included Security Guarding, Mobile Patrols, Alarm Response, CCTV Remote Monitoring and the ability to mobilise additional services at short notice.

We transferred the in-house security staff and recruited new team members replacing those who stayed with the outgoing contractor creating a team that work closely with the college facilities department to provide a safe and secure environment for all students, staff and visitors.



Woodlands Business Park in Milton Keynes



Woodlands Business Park has become established as a major office destination providing 40,000 sq ft of highly specified office buildings.

The park required a security company that could tailor their service to cater for the requirements of the tenants and ensure the park is fully secure at the end of each day and opened in a timely manner.



All patrols are monitored through our state-of-the-art GPS tracking system and officer movement recorded through proximity readers installed on site.

Profile of Tiras Turner - Control Centre Manager

Describe your role within the company:

As Control Centre Manager I am responsible for the day to day running of the Control Centre and oversee most elements of operations. I also act as a point of contact for clients and Security Staff.

What is your favourite TV programme?

Sky Sports - Mainly Football.

What is your favourite film?

The Godfather.

What do you enjoy outside of work?

Spending time with my family.

What was the last CD you bought?

Chase and Status - "No More Idols"

What was the last book you read?

When I get time to read a book I do like a good Tom Clancy novel.

What is your favourite Meal?

Steak and Salad.

If you could have a superpower what would it be?

Teleportation.

Tell us something about you that you think no-one knows.

I grew up in California .

What are your hobbies?

When I'm not being a taxi driver to my kids, I like listening to music and watching sport.



We have recently achieved LSH Contractor Plus accreditation.

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 Lambert Smith Hampton 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.



Westcott Venture Park Protected by Risk



Following an open tender process we were selected as the approved contractor for Lambert Smith Hampton in respect of the Manned Security Services at Westcott Venture Park near Aylesbury Buckinghamshire.

Westcott Venture Park is a former WWII airfield used to train the crews that went on to fly the legendary Lancaster bomber.

RAF Westcott opened in September 1942 as 11 OTU (Operational Training Unit) with crews using Wellington bombers for training and moved out at the end of August 1945. In April 1946 the base reopened as the Guided Projectile Establishment, involved in the research and development of rocket propulsion. This high-tech research and development business continues at Westcott to this day in the fields of satellite and future propulsion systems.

It was important to our client that we retained the employment of the existing security team due to their knowledge and experience on the site. The site had previously employed national contractors who were unable to provide the support expected to both the security team and client. We have achieved this with our effective management systems and personal approach.

New Company Video

We are now on Youtube

We were delighted to secure the services of Michael Barratt, TV presenter famous for Nationwide and Panorama who co-ordinated and provided the voice over to accompany the video. Our sincere thanks to Michael.



Paternity Leave

Should you be an expectant father please remember that you are required by law to provide your employer with 15 weeks notice of the week you wish to be on leave.



Above: Darren Williams
(Menard Team)
Below: Noah Gobvu



QR Codes

You may have seen these strange shapes when shopping or reading magazines and wondered what they are?

If you have a smart phone you can scan these codes which will take you to a web page.

Try our code below and find out where it takes you.



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Courthouse
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High Wycombe
Bucks, HP13 5DT
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F: 01494 452 045

Risk Management Security Supports Cancer Ward in Oxford

Our Chairman has recently had a room named after him at The Churchill Hospital, Oxford.

"The Support of Risk Management Security at the Oxford OesophagoGastric Centre has been overwhelming. They have been directly responsible for helping to raise over £100,000 to help us purchase a state-of-the-art computerised operating theatre in the new Oxford Cancer Centre. Their enthusiasm and tireless work has inspired many others to raise funds for us, and these contributions have been invaluable. Risk Management Security continues to support our work through sponsoring charity events and attending many fundraising functions."

Nick Maynard - Consultant Surgeon and Clinical Director for Surgery, Oxford Radcliffe Hospitals Trust



Security Officer Of the Month

Our Security Officer of the Month Awards took place on the 14th September 2011 at our Head Office, The Old Courthouse.

Congratulations to:

January 2011 - Portrait Software Team
February 2011 – Menard Competition Technology Team
March 2011 – James Barry at HTS Lane End
April 2011 – Noah Gobvu, Area Support Officer
May 2011 – Hitachi Europe Team

For more information on the awards please visit the news page on our website.

Information about Jury Service

We would like to remind all staff that should they be required to attend court for Jury Service we are to be informed immediately. Please refer to www.direct.gov.uk for more information. We have provided below two main extracts relating to Jury Service.

Does your employer have to give you time off for jury service?

If you are called up for jury service your employer must allow you time off for this. If they don't, they could be in contempt of court. If you are an employee you have the right not to be treated unfairly (for example, not being considered for promotion) because of your call-up.

Payment

Your employer does not have to pay you whilst you are on jury service. But you can claim for travel and food expenses and for loss of earnings from the court. You need to get your employer to fill out a Certificate of Loss of Earnings to claim for loss of earnings. There are limits on the amount that you can claim.

Green Communication

We strive to be an environmentally friendly company and continue to pursue methods of reducing our carbon footprint. We currently have 87% of our officers email addresses enabling us to provide quick communication of letters, company updates, payslips and newsletters. If you have not already provided your email address we would encourage you to inform us of it so we can continue to save the planet! Please email risk@riskmanagementsecurity.co.uk

