

# InTouch

Connecting Our People



## Exceptional service secures bright future in Events

Two iconic sporting venues join forces with Carlisle



10  
Long Service  
Recognition



18  
Contract News &  
Partnerships



20  
ClientShare  
goes live

## Contents

02	Welcome Letter
04	Security Showcase Event
06	Events Round-Up
08	Quarter Two Superstar Winners
12	Training and Development
14	Employee Engagement Survey
16	Health and Safety Spotlight
18	Contract Wins and News
20	Clientshare Goes Live
22	'Getting to Know' Interviews
24	Charity Review

## Brought to you by...



Tristan Kelly  
**Business Development  
Director & Head of  
Marketing**



Emily Weedon  
**Bid Executive**



Amanda Cooper  
**Marketing Executive**

## Got a story?

Anyone can contribute. Email us at:  
[comms@carlisesupportservices.com](mailto:comms@carlisesupportservices.com)

If you'd like to stop receiving the paper version of the magazine to your home, email internal comms with the subject 'Opt Out'. Please state your name, job title and home address.



This magazine and the packaging are recyclable.

# Welcome

Welcome to the latest edition of InTouch, our company wide magazine that allows our employees and clients to keep up to date with what has been and is happening across the entire Carlisle family.

It has been a scorching summer and whilst the weather has now changed there were many highlights within Carlisle during this period. As such I want to start my update by saying a massive thank you to each and every one of you who have again delivered excellent results for our clients and in-turn their customers.

Our performance year to date continues to be positive and in-line with expectations. It is also very pleasing that our annual staff turnover across our front-line staff continues to be well-below the industry average. This has no doubt been a factor in why we are continuing to see clients choosing to remain with us and new ones wishing to join us on our journey to be the industry's most trusted provider of people-based services.

In the last edition you will remember I provided you with an update as to the progress of our demerger from our previous parent company, **Impellam**. I am now able to confirm that we have completed the biggest project of the demerger which has seen us move all of our IT systems to our new IT provider.

Once the business is demerged fully, which we hope to complete by the end of the year, we will then start to consider our future in terms of evaluating potential acquisitions that we may consider making in 2020. These are very exciting times in Carlisle right now and it is amazing to think we have literally doubled in size over the last three years as 2019 will likely close with annualised revenues of more than £67m.

I am pleased to confirm that our Annual Superstars Awards Evening will take place on **Thursday 6th February 2020**. This year we have chosen **Ascot Racecourse** as our venue to this key spectacle of our calendar. It will be preceded on the day by our **2020 Innovation Lab**. Now in its third year this superb event allows our current suppliers, and those wishing to bring their products and new innovations to us, to meet our managers and clients to discuss how they can help meet our needs.

Working in true partnership with our key suppliers is something that I have strived for over the last 12 months and it is great to see many of them support us in key projects and events during our calendar year. However, one area I am very keen to build on is ensuring our suppliers, where possible, also use our services for their own needs.



A perfect example of this can be seen in our new relationship with **Insight UK**, the company who are providing our new IT infrastructure. They have awarded our security division a three-year contract to protect their Head Office and National Distribution Centre, both located in Sheffield.

As per the picture on the left it was great to go and see the Security Officers at these locations shortly after they had transferred to us from the previous supplier.

Well Done to **Ian Johnson** and **Nigel Churchman** as all of the officers and clients said you dealt with the mobilisation superbly.

In September we were so proud to have been chosen by the **All England Lawn Tennis Club** to be their partner for the supply of Security personnel to their prestigious Wimbledon venue. This contract will see Carlisle provide security officers to protect the venue all year round, and then a team of 300 plus during the annual Championships.

This is a major contract win for us as the previous provider, G4S, had held the contract for over 20yrs. If anyone with a SIA licence would like to be considered to work at the venue, either in a full-time capacity or during the Championships (2-3 weeks in July) then please get in touch.

As you will see later in this edition, we are coming to the end of our three-year alliance with **The Alzheimer's Society**. It is so humbling to see the amount of money raised over this time and I am sure we will end with one last push as the year closes.

We can now confirm that we have chosen **Crimestoppers** as our corporate charity for the period until the end of 2022. This worthy charity operates the national 0800 555 111 telephone number, allowing people to call anonymously to pass on information about crimes that have been committed. Over the last year they have provided vital pieces of evidence to local police forces that have led to hundreds of convictions.

Alongside this our wider strategy towards our charitable activities will change now for the next three years. We now want to see more events being organised and held at a local level. As such we are going to be allowing for smaller commitments to be made and we would love to hear how you want the business to support you in your own activities.

On this footing I want to remind everyone that the business will support them with the provision of a paid **Volunteering Day** each year. You need to simply speak to your line-manager who will make you aware of what is involved to make this happen.

Personally, I am going to be doing a CEO Sleepout on the 4th November to raise awareness and funds for the ever-increasing homeless problem that exists now in Manchester. If you would like to sponsor me then please visit my JustGiving page at:

[www.justgiving.com/fundraising/paul-evans112](https://www.justgiving.com/fundraising/paul-evans112)

As we move closer towards Christmas, we will now see the activity levels ramp up in our **Retail** division. Already I am aware of some major orders that have been placed for Carlisle to support several large retailers during the peak period. I know just how much work goes into delivering such projects, so I thank all in advance for the effort and tireless energies that you show during this heightened level of activity.

**Brexit** is a key consideration for us as a business but more recently it has had a direct impact on two of our contracts.

At the **UK Supreme Court** our security team had to manage the recent high-profile hearing about the suspension of parliament by the prime minister.

This was covered by media from all over the world and I am so proud of the job you did in delivering the proceedings in a safe and secure manner. Well done to **James Noone** and his truly fantastic team.



Down at our **Eurotunnel** contract we have seen the direct impact of UK Industry preparing for the impact of Brexit. Over a very short space of time **Kerry Noonan** and the team had to commission a new border checkpoint facility which required us to recruit an additional 50 members of staff. On my recent visit I was very impressed with how smooth the new operation is going.

One final bit of news I wanted to share was the launch of our external Training Services offering. Headed up by our Group Training Manager, **Colin Williams**, we are now offering a range of external training courses direct to any organisation, whether they be a client or not. We have already seen several businesses come forward to enquire about how we can deliver courses ranging from First Aid through to Conflict Management.

The next edition of InTouch will be out early in the New Year and it would be great to see some stories from you on the front-line. This can be about you personally, the role you perform or a feature on your entire contract.

If you would like to submit an article, then please let me know as I am sure the marketing team will be more than willing to come along and hear all about it.

I hope you enjoy this edition and if I don't see you before then please have a great end to 2019 and a happy festive period.

**Paul Evans**  
Chief Executive Officer





## Carlisle Support Services Proud of Successful Security Showcase at Tottenham Hotspur Football Club

We are pleased to have received some great feedback from guests at our recent Security Showcase at Tottenham Hotspur's Stadium. The day was designed to provide our guests with insight into how we have worked in partnership with Tottenham Hotspur to deliver effective security solutions at their new stadium.

On the 28th August a total of over 50 people arrived at 9am and were welcomed with the opportunity to have some breakfast refreshments and networking, before the morning was kicked off with an introduction from Carlisle's CEO, Paul Evans. Stuart Purcell from Tottenham Hotspur FC followed with a welcome to Tottenham Hotspur and some interesting information on the development of the new stadium.

After the welcomes were complete, guests were split into groups and taken on a guided tour of the stadium. Tour guides provided extensive knowledge and unique information on the stadium, team and background of the club.

Following an exciting tour, attendees returned to the H Club to hear Narinder Dio and David Fisk from CornerStone present on the current trends in the Security world. Following a short Q & A, lunch was served to provide everybody with further opportunities to network and ask questions.

It was a great pleasure to meet with current and future clients alike within such a great setting and to discover how our security operation at a work-class stadium is run. We have received much feedback which will enable our next event in December to be even more engaging and effective.

Tristan Kelly, Head of Marketing

“”







## 2nd Security Showcase @ THFC 11th December 2019

Following the success and feedback from our 1st Security Showcase at Tottenham Hotspur's Stadium we are now working on our 2nd. It will be held in the afternoon of the 11th December 2019.

If you're interested in attending this and future events with Carlisle Support Services please contact:

**[comms@carlisesupportservices.com](mailto:comms@carlisesupportservices.com)**



# Events Round-Up

## ACC - Martin Woolam

Really proud of the ACC Team. I had the pleasure of watching them perform in a Live Exercise which simulated a **Major Civilian Disaster**. The role play escalated from a mild protest into a full blow terrorist attack with casualties, emergency services, police and St Johns input.

It was exhilarating to watch and the team were amazing. Expertly led as always by Franz Spitzenberger and **Lisa Pines**. Very professional- loads of lessons learned but an amazing unique experience.

It was great to see the LFC Team getting involved with **Paul Wilcock** playing the role of a terrorist. Spine tinglingly realistic. Not looking forward to his next 121 put it that way. An extremely powerful exercise for all events venues to undertake.

## Liverpool Cruise Terminal - Martin Woolam

No Mickey Mouse operation! I had the pleasure of spending some time at the Liverpool Cruise Terminal this afternoon watching the **Disney Cruise** operation where our staff were making the magic happen. 21 staff delivering a 5 star service to one of the highest profile sailings of the season. I was lucky enough to spend some time with **Angie Redhead** - Head of City Assets. We spent an hour in the sunshine talking through this season and plans for next year.

In two years the number of ships has doubled due to the effort of all the teams that work there - true dream makers. I saw our officers in **Mickey Mouse ears**, glitter on their faces, dressed as Buttons. Disney don't just dock at any port and this extra mile ethos is the reason why. People from Liverpool are often called Mickey Mousers from them down south. **Today we were all Mickey Mousers for real!**

## Arsenal - Carl Taylor

We had a great start to the 2019/2020 season at the Emirates Stadium with the annual Emirates cup which saw the tournament begin with Arsenal women's side take on Bayern Munich and concluded with the Arsenal men's side take on Lyon. Both games were played at the Emirates Stadium in London on 28 July 2019.

We then had our first game of the season with Arsenal FC vs Burnley FC, this was our usual deployment of **200 staff including 17 supervisors**.

Finally we had the bid London derby, **Arsenal FC V Tottenham Hotspur FC**, we had an increased amount of staff for this game including working alongside a large amount of metropolitan police and THFC stewards pre-match, we then deployed a **team of 60** inside on the segregation lines and pitch side, the game went without any major issues.



## Tottenham Hotspur - Carl Taylor

Tottenham Hotspur FC is our biggest deployment of staff for a football match with numbers last year reaching **over 400**. We started the 2019/20 season with Tottenham vs Inter Milan which ended 1-1 in the International Champions Cup.

We then started the premier league with Tottenham Hotspur FC vs Aston Villa FC, our deployment this year includes match day searching of all fans that enter the stadium through magnetometer arches, we are also involved in the Transport operations with station management of **White Hart Lane, Tottenham Hale, Severn Sisters** and **Northumberland Park**, all of this is alongside our **manned guarding** teams that work on our 24/7 operation at the **stadium and training centre**.

## Tobacco Dock - Jason Taylor

Since its introduction to the CSS Event Portfolio, **TDVL** has become a hit with the London Events team. The diversity of work is keeping the team engaged and a sense of ownership and pride has really become apparent as they get to grips with how the venue operates. In August we had teams supporting; **Meatopia, London Craft Beer Festival** and **Halal Food Festival**.

One individual has been with us from the start of the contract in June, **Tony Reynolds**, site supervisor. He has been the cornerstone of the CSS operations to date and a big hit with the wider **London Event Team**. We are very appreciative of the work that Tony has done so far and his balance of operational delivery and staff development throughout some very busy shows is duly noted!

**George Anastasi**, Operations Manager for CSS, has started to make great progress on site since his arrival in mid July. With the introduction of this resource on site full time the client has benefited from a slicker response in relation to onsite operational requests. We wish him all the very best for his future with Carlisle Support Services.

## Ascot - Jason Taylor

Ascot continues to be one of the jewels in Carlisle Support Services Events portfolio.

Following on from a very strong performance throughout the duration of **Royal Ascot in June**, CSS continued their high standards of service throughout the summer including deployments of over **170-180 personnel** for the **King George** and **Shergar Cup** race meetings. Despite the remainder of the flat season not being 'Royal Ascot' the expectations of the arriving clientele is of the same standards and it is pleasing to see that the enthusiasm of the team continues. We are also really proud of the high number of staff who return for each race day – There are too many names to list but you will know who you are and **Jason & Julie** would like to thank you for your efforts.

The **manned guarding team** are often the unsung heroes who continue to uphold and set the perception of Carlisle to the client and wider stakeholders on site throughout the majority of the year – A special thanks to **Malcolm, Denis, Sham, Yogesh, Derek, Linda** and **Deen** for the continued hard work, reliability and personalities on-site.



## UK Supreme Court is celebrating it's 10-year anniversary

A special thank you has to go to the 'UKSC Originals' – the core team that has been with CSS since before the Court officially opened it's doors in October 2009.

They are a great team, and have helped make the Supreme Court contract the huge success it has been by providing a service that is focused on both first class customer service and counter terrorism. It has been an honour to work with you all over the past decade.





# Quarter 2 Winners and Highly Commended



## Customers at the heart

We will put our customers at the heart of everything we do

1<sup>st</sup>



**Kieran Birchall**  
WYCA

Kieran was confronted with an extremely tricky incident when a female tenant, pictured above, was punched in the face by a shop lifter. The incident was worsened when two bystanders, who witnessed the altercation, both punched the shoplifter in order to stop his getaway.

Kieran put other people's safety before his own, and knew how to keep the male on the ground without causing more distress to onlookers- even when the shoplifter was violently trying to get up. It is reported that approximately 50 people were watching the situation until the police arrived. We are very proud of Kieran and the way he dealt with this incident on his own.

2<sup>nd</sup>



**Stuart Gibson**  
Retail

Stuart was the unfortunate victim of an assault whilst working on the Wickes/ Akzo project. He was assaulted by 10+ people after work at a cash point where he received bruised ribs, broken nose in two places and lost two front teeth. Thankfully his attackers have been caught on CCTV and witnesses came forward.

Despite what happened to him initially, Stuart still attended work the following day to ensure the job was completed for sign off and the customer was happy. After working through the pain, Stuart spent the following two weeks recovering and is now back to full health and continuing with the project. A huge thank you to Stuart and we wish him a speedy recovery.



## Promise-based culture

We will deliver on a promise-based culture at all times

1<sup>st</sup>

**Patricia Minck, Joe Stone and Josh Nicholson**  
CSS IT Projects Team

As a team, Patricia, Joe and Josh launched Wagestream to our employees. The time, attention and reviewing required for this launch will not be comprehended, but hopefully will be appreciated by those employees who have already signed up to this service. Thank you for making this happen.

2<sup>nd</sup>

**Jenny Hegarty, Fahima Begum, Shumana Begum and Katarzyna Pilat**  
CSS Admin Team

This team have been continually involved and were key to the launch of Wagestream to our employees. Without the support and hard work of this team, we would not have been able to process the 150+ requests to join on the first weekend. Thank you for your help, you are all stars.



1<sup>st</sup>

**Rizwan Shaik and  
Muhammad Bilal**  
CRM Students

Rizwan and Muhammad had to deal with a serious incident involving a stabbing. They both handled the situation amazingly, following all the correct procedures and ensuring that the police had access to everything needed for the forensic team to carry out an investigation.

Although they were both set to finish their shifts at 12am they both stayed on until 4am, and did a fantastic job keeping the victims and residents calm- including dealing with calls from panicked parents requesting information. The client has even said how the guys handled the situation with professionalism and kept everyone updated as necessary.



### Sector-based experts

We will support everyone  
to be sector-based experts

2<sup>nd</sup>

**Liam Harvey and  
Usman Ibne Husain**  
East and North Herts NHS

Lister Hospital Contract Manager, Yameen Choudhry found himself in a unique situation when his wife went into labour and was about to give birth outside Lister Hospital! Liam and Usman were the first on the scene and helped Yameen look for a wheelchair. When they returned to the car, Yameen's wife had already given birth. Liam and Usman ran to the maternity ward while Yameen phoned for an ambulance and in the space of 3 minutes, there were 7-10 doctors and midwives around the car helping with the situation.

It was a life threatening moment for baby and mum but the quick thinking of our security team reduced that time frame and reduced the risk. Well done guys, keep up the good work.

1<sup>st</sup>

**Alexandru Suciu**  
West Midlands Train

Alex does a great job at Milton Keynes Central station, he goes out of his way to help anybody where he can. Alex dealt with a distressing incident recently when on shift when he noticed a young lady standing in front of the yellow line on the platform. He politely informed her that she needed to stand behind the yellow line due to fast trains going through the station.

However as he carried on his duties, he looked back and saw the lady was still standing at the edge of the platform, with a fast train approaching. He ran back towards her as she went to jump in front of the train. Unfortunately, Alex was not able to stop the train hitting her, but he immediately called security and comforted her until the emergency services arrived on site.



### Care passionately for all

We will care passionately for  
the well-being of everyone



**Mohammad Alibhai,  
Yannick Cauwenbergh and  
Izazur Rahman Choudhury**  
Tottenham Hotspur FC

Mohammad, Yannick and Izazur all played a key role in ensuring a guest was successfully administered CPR at THFC's first game at their new stadium. The actions of the individuals played a significant part in improving the patient's chances of surviving.

All three were commended by THFC's Health and Safety Manager for their quick actions.



As part of our employee recognition programme we are moving forward with ways of celebrating our employees' service with us.

**5**  
Years Recognition

# Long Service Recognition

## July, August, September

**Sibel Karagulle**  
Event Stewarding Team



**Tanya Hussein**  
Arriva Rail London

**Karl Sadler**  
Merseytravel

**Lyndon James**  
Event Stewarding Team



**Lamine Habitouch**  
Event Stewarding Team

**David Lavelle**  
Liverpool City Council



**Christopher McGowan**  
Merseyrail

**James Butler**  
Liverpool City Council



**Christopher Okafor**  
UK Supreme Court

**Loren Sylvester**  
Liverpool City Council



**Jane Guest**  
Retail Merchandising Team



Our values shape the way we work together, and living the values, is one way of helping to achieve our vision. We all know a simple thank you goes a long way. Acknowledging length of service means that even more of our employees will be touched by recognition, simply because we are showing that we value them.

Employee Recognition is a driver of loyalty and pride and this scheme rewards those who have been directly employed with Carlisle Support Services. It is a shame that we cannot acknowledge those of you that have already celebrated a milestone, but we hope to recognise you when you pass your next milestone with us.



**Mark Holdsworth**  
Retail Merchandising Team

## 10 Years Recognition

**Kevin Draper**  
Merseytravel



**Terrance Price**  
Retail Merchandising Team



**Jose Brito Varela Lopes**  
UK Supreme Court



**Mahesh Bura**  
UK Supreme Court



**Yam Thapa**  
UK Supreme Court



**John Richardson**  
Merseyrail



**Pedro Okolonji**  
UK Supreme Court

## 15 Years Recognition

**Darren Vickers**  
Retail Merchandising Team

**Terrence Absolom**  
Sales Support Team

# Training & Development



It's been another busy quarter in the world of Training & Development.

## Here's a snapshot:

- 11 of our fantastic Supervisors and Managers completed their Stepping into Supervision Learning journey, at the ACC in Liverpool. All worked really hard during the four modules, with Module four being all activity based.
- Our Security and Events team were put through their paces at Tottenham Hotspur, learning the principles of Manual Handling and how to put this into practice by learning how to handle and manoeuvre mobile x-ray machines. **Luis Simeone** was on hand to make sure they did it properly.
- Also, teaching people how to keep safe, **Nigel Churchman**, led three

Level 2 Fire Safety workshops. These courses have given the delegates the confidence and knowledge of what to do in a fire situation.

- **Dave Law** and **Mick Shuel** have successfully trained 12 of our colleagues in Emergency first aid.

Behind the scenes, we have been working with our partners to secure a replacement for GLADIS – she is retiring as a result of the De-merger from Impellam. Her replacement will look very similar as we have procured SAP Litmos to be our provider – they are the company that currently host the GLADIS platform. We are working hard to make sure that your historic e-learning training records are transferred to

the new platform. We have launched a competition to re-name the new platform, details of this and what to expect will be announced in due course.

The company induction will be released at the beginning of October. It will have a new fresh feel to it, with new voiceovers, pictures and film clips of our colleagues. Thank you to those that took part.

Training is now another service line that is on our company website. This will help us to help our customers and will also give us the opportunity to create some revenue and build on our existing relationships. We have already been approached by three of our key clients to help them to provide training for their own staff.



# News in Brief

## Cleaning, Industrial & Retail Merge

First of all let's start with the news that the Cleaning and Industrial Services Division has merged with the Retail Division to create the newly formed **Cleaning, Industrial & Retail Division**. Both managements will become one with the goal of being a cohesive likeminded group that can harness synergies across all three work streams.

**Heather Rock** has joined as our Regional Administrator within the Division. Heather brings experience, in particular, of working directly for one of biggest customers in a similar role to her appointment within our team.

Our **Abellio Greater Anglia** team, led by **Alex Orr**, have achieved record sweeping CEPM scores in the last quarter with scores in excess of 90%. In addition, our east coast client has also invited us to tender for some additional services so more interesting times ahead for the regaining team of the year that continue to exceed all expectations.

**West Midlands Trains** continues to thrive, under the guidance of **Angie Taylor**, with our work on the Service Quality Regime as well as the addition of their brand new training academy at their head office in Edmund Street fitted with all new pristine simulators.

We take a visit to the service development quarry again this time with **Tesco** who have awarded us an additional service in the form of a car park marshalling project that will commence in December this year.

This will round off a great year for the Division on the service development front which includes key point of sale opportunities as well.

**Merseytravel** continues to be our angel of the north, with the merging of the cleaning and security services taking place earlier this year we are now in a great position of being one of the providers of dual services within the business' portfolio.

Our fleet cleaning contracts with **Alstom** and **Siemens** have been poles apart in the past, however **Lawrence Collins'** endeavour has seen improved service delivery as well as a stark increase in fulfilment numbers. He still has a little way to go to match **Fintan Devitt's** very impressive record of not having an audit score lower than 90% in the last two years, as well as only having one leaver in that period as well!

**Chris Gibbs**

Director of Operations - Cleaning, Industrial and Retail



We have partnered with two new providers who will help us with funded learning. **G&R Associates** are providing NVQ Level 2 Spectator Safety courses at Tottenham Hotspur and Cheltenham Racecourse. Whilst **Equals Training** are providing Level 3 Security First Line Manager and Level 4 Spectator Safety at ACC Arena and Liverpool FC.

Clearly this shows that we are still keeping our promise to Develop Exceptional People.

As always, if you would like to enrol onto any of the courses that are published in the **Training and Development Directory**, please do talk to your line manager.



# Your Say 2019: Update

## Employee Engagement Survey

Thank you so much to all 1,165 of you that took the time to complete this survey, letting us know what you think and feel about your place of work, the company, your job role and the way in which we manage you.

The feedback is very important to us. With over 1,000 responses we have a lot of information to work through. All of our Contract Managers have received the data for their contract and sector information, this will help them understand what is going well for you and identify the areas which they need to focus on and our focus for the company going forward.

Whilst we understand there are always areas to improve on we also had some great comments from yourselves in the survey, sharing what they enjoy about working for Carlisle Support Services:

### Events South:

"Variety of work, in my circumstances the freedom to accept or decline assignments, constant work, satisfaction to see the project completed to high standards, to travel a different places, and I enjoy that work is flexible" "Room for progression and regular work" "Letting you get on with the role in hand, Always someone to talk to if you have a problem in the work place. Positive feedback" "I love working with Carlisle" "I like work culture and colleagues".

### Mersey Rail:

"For the past 12 years I have truly enjoyed working for Carlisle Support Services as the TVM Response Officer", "Public engagement", "The day to day challenge my role provides me with", "I enjoy working for Carlisle as the shifts are family friendly", "Management are approachable, have time for you" and finally "The training and Development you receive is thorough and of a high standard. This makes me feel valued and confident that we are all appreciated"

### GA Abellio Cleaning:

"Friendly atmosphere brilliant management food work mates, I love my job" "I enjoy the work ethic of the company and the client focus and interaction", "The Management at Carlisle gave me a chance when I needed one the most" "I enjoy because I have the good communication with my supervisor and always they offer to me support".

### Carlisle Retail:

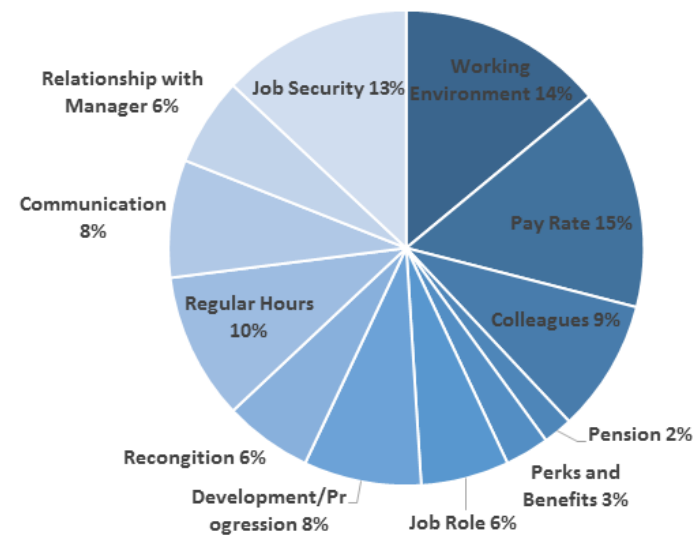
"Variety of work, In my circumstances the freedom to accept or decline assignments, Constant work, Satisfaction to see the project completed to high standards, To travel a different places, and I enjoy that work is flexible" "The diversity of the job", "I enjoy the job role as a whole and have done this for the best part of 20 years!" "The freedom of working when required".

### ACC M and S Bank Arena

"Good friendly place to work. Flexible hours to suit my needs" "We all work as a team" "The way they care for their employees" "There are opportunities for additional work outside my usual place of work" "What I enjoy most is that everybody from the directors and managers all speak to each other" "Good friendly place to work".



What elements did our employees respond that are most important in their job and the Company they work for?



For just participating, every employee who fully completed the survey, was automatically added to our prize draw, with one lucky winner receiving **£500 worth of Love2Shop vouchers**.



Thank you to **Dominic Warren Browne** for presenting **Thomas Power** the winner from **Northern Rail** Contract with his prize.

Thomas was a little worried as to why he was being asked to come and see Dominic and Yun at Piccadilly Station.

However, was very pleasantly surprised. A little lost for words and overwhelmed with winning the prize draw, which he won for just taking the time to complete the survey. **He plans to treat his parents with the vouchers.**

# News in Brief

## Security & Events: South

In July it was my 1 year anniversary taking over the Security and Events South Division. It has been a roller coaster 12 months, but I have loved every minute. We have seen a number of new contracts come into the division - **MBDA, British Film Industry, Royal Veterinary College, Tobacco Dock and Lister Hospital**, all of which have seen us bring many new faces into Carlisle. From Day 1 our strategy was very clear - 'get the basics right', focusing on fulfilling every position with suitably trained staff, making sure our staff get paid on time and making sure we have strong staff and customer engagement. Once we are delivering this to a customer we then look at what we can do to innovate and develop.



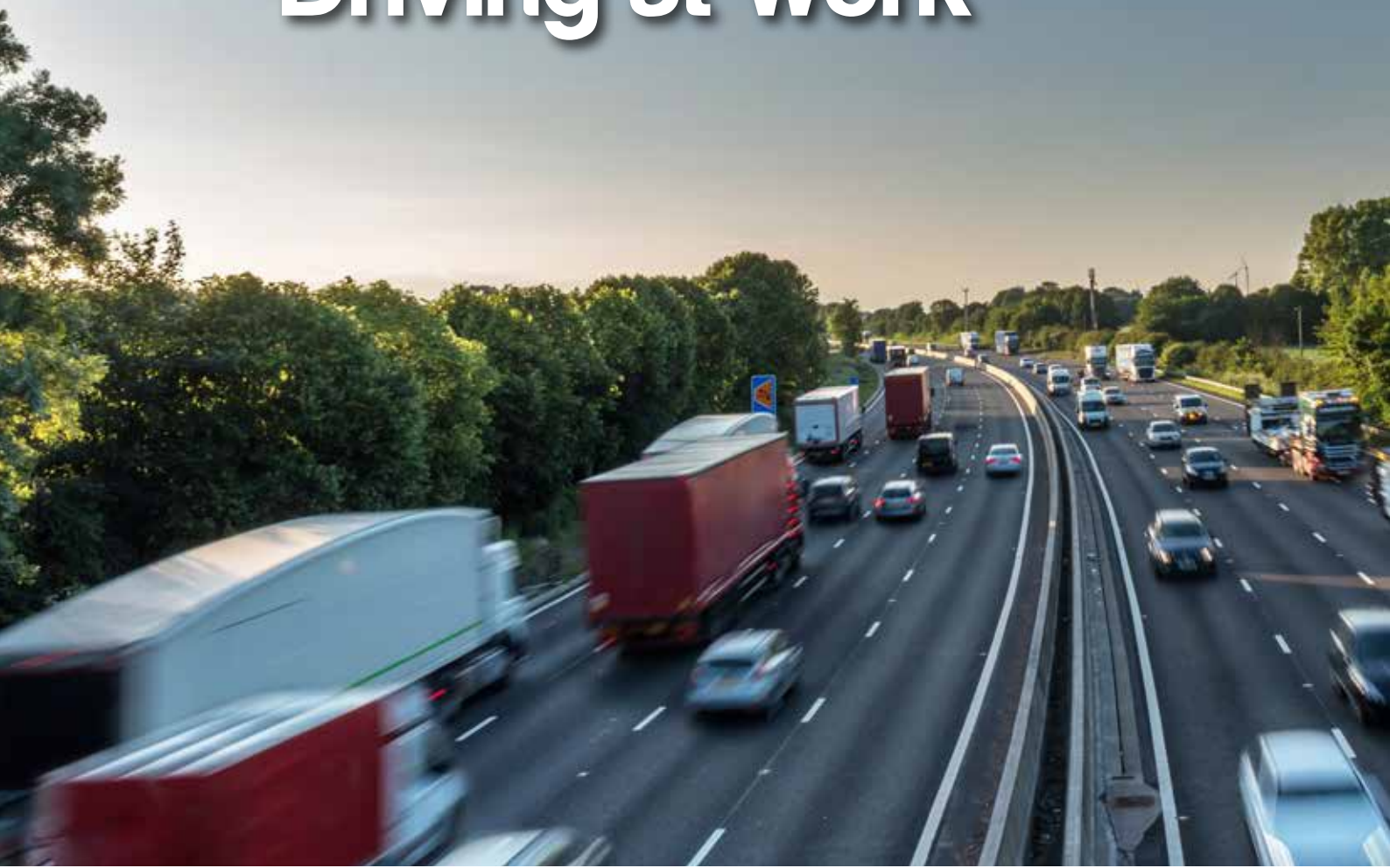
The scope and variety of site and customer we service is what makes this job so enjoyable. **One day you are on a high security MOD site, the next day a disused block of flats, then watching car searches at a port or bag searches at a football match and then watching our team manage Her Royal Majesty's departure from day's racing at Royal Ascot.**

What never changes though is the **commitment and dedication** I see from all of our **Carlisle Colleagues**, true sector experts who always put the customer first.

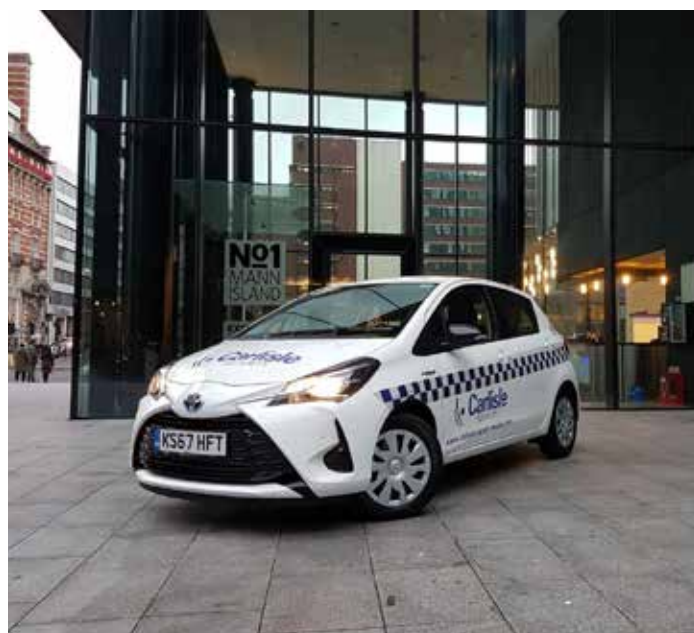
As the Division has grown I have worked with my Management team to start developing our second tier of leaders across all sites, we are expecting growth in the next 6-12 months and we want to ensure we offer all **of our colleagues the opportunity to progress with Carlisle.**

Continued overleaf...

# Driving at work



Driving is the most dangerous work activity that most people do, and it contributes to far more accidental deaths and serious injuries than all other work-related activities.



Very few organisations can operate without using the road. Millions of vehicles- lorries, vans, taxis, buses, emergency service vehicles, company cars, motorcycles, bicycles- are used for work purposes, and many people work on foot on the road (maintenance workers, refuse collectors, postal workers, vehicle breakdown employees, the police and so on).

Unfortunately, this means that all these workers face risks on the road because they are doing their jobs. They can also create risks for everyone else on the road. The HSE estimate that

**“more than a quarter of all road traffic incidents may involve somebody who is driving as part of their work at the time.”**

Police road accident data shows that every year over 500 people are killed (almost one third of all road deaths), 5,000 seriously injured and more than 40,000 slightly injured in collisions involving drivers or riders who are driving for work. This includes other road users, as well



# News in Brief

## Security & Events: South... continued

In June we had circa 300 personnel a day at **Royal Ascot**, which was hailed as a success by the Customer.

In July we moved to the new **Revenue Security Officer** roles with **Arriva Rail London**, welcoming on board new members of staff to increase the team.

In July we supported **MBDA** with a project in **Sywell, Northampton** and in August increased the levels of staff at their **Stevenage** and **Bolton** sites, as well as supporting the refit of their **Stevenage Car Park** with a team of **Car Park Stewards**.

At **Cheltenham** we supported the **Conservative Party Leadership** contest as it travelled around the UK and our **Supreme Court** team were kept busy with the Parliament appeal hearing.

Our **student accommodation** teams are busy as the new term starts up and we are continuing to grow our portfolio with **IQ** thanks to the great work our teams do in our current sites.

**Tottenham Hotspur** is a huge client for us and we recently bought in **Tassos Vssilouis** as Contract Manager for the Site Security contract and our Events team is gearing up for the stadiums first **NFL** game.

We have welcomed in a number of new staff at **BFI** and **Portsmouth Ports** in recent months, with both customers having busy summers.

Our **Leonardo teams** came through our Q2 Penetration Tests very positively and I am pleased with the progress we are making on this contract, and equally we are seeing some good progress on our **Moog** sites.

I have made several visits to **Lister Hospital** recently and also went to see our team at Slough and wanted to give them the last mention. Our teams on these sites work under incredibly difficult conditions and in particular our Lister Hospital team, who deal with more incidents than any other contract. Whenever I visit these sites I come away thinking this is the essence of why our people are so good, because whatever the situation or conditions they remain completely focused on protecting the staff and assets on that site and will always go to work with a smile on their faces.

I hope to see many more of you in the coming months.

**Adrian White**

Director of Operations - Security & Events, South

as at-work drivers and riders themselves. In fact, 70% of those killed in a work-related journey are passengers, pedestrians and riders rather than the at work drivers.

## The law

Employers have duties under health and safety law for on-the-road work activities. The Health and Safety at Work etc Act 1974 (HSW Act) states you must ensure, so far as reasonably practicable, the health and safety of all employees while at work. You must also ensure that others are not put at risk by your work-related driving activities. The self-employed have similar responsibilities.



## Insight

Making connections with our supplier network.



We are pleased to announce our new strategic partnership with Insight, providing Security Services to their Technology Office and National Distribution Centre based in Sheffield.

We are also increasing our relationship, as Insight is supporting Carlisle's complex IT infrastructure as we demerge from the Impellam Group. The contract starts on October 1st, with Ian Johnson leading the team onsite. Our aim over the next few years is to grow our contract base even further within Sheffield.



## Tesco F&F



Christmas comes early for our retail team.

Year on year we supply Tesco with support during the run up to Christmas from October to December on their clothing department branded as F&F. This year we were asked to support them with their Back To School campaign which in years past has been of minimal support. This year over a 4 week period we have completed 6711 shifts which equates to 26,844 hours with the highest night peaking at 389 people.

There is a lot of time and effort that goes into the planning stages prior to the project happening to ensure that all stores are covered and we have contingency in place to support the stores. Managing the project throughout brings challenges and high maintenance volumes of calls. Tony Wheatley and Elena Lordache play an integral role in both planning and execution, and offer great customer service when dealing with all stores covered- which was 331 in total throughout the 4 week period.

Now that has been completed we look forward to supporting the Christmas campaign which runs over a 10 week period and will peak around 349 people supplying excess of 13,000 shifts equating an excess of 54,000 hours. Alongside this we will be supplying Tesco Merchandising with Car Park Marshalls for the run up to Christmas and New Year.

## AELTC



Game, set and match as Carlisle serves an ace.

Carlisle Support Services are pleased to announce that we have been awarded a 3-year contract to provide Manned Security and Stewarding services to the All England Lawn Tennis Club (AELTC). The AELTC is one of the world's oldest and most prestigious private members' tennis clubs and the home of The Championships, making Wimbledon one of the world's premier sporting events.

In addition to the year-round Manned Security, Carlisle will also be providing in excess of 350 event staff during the two weeks of The Championships.



# Liverpool Football Club

## Kick-Off with a premier addition for our Events Team



Martin Woollam

September ushered in a new era with a new client - **Liverpool Football Club**. As a childhood supporter and lifelong devotee this had an added spice for me but this was soon overtaken by the passion of the new team!

First stop the mothership Anfield. Here I was met by **Paul Wilcock** our new contract manager who had done a magnificent job during mobilisation and after 16 years at LFC knows everything about the club. I was greeted by **John, Walter, Mark** and **Will** who all were in their new hi-viz shell jackets and LFC emblazoned shirts. All looked very smart and were totally on the ball (pardon the pun).

From Gate 4 we moved to the Control Room to be met by **Mark** and **Dave**. Mark has been outstanding during mobilisation pulling the troops over the line with the on line applications. Seen here modelling expertly our new hi-viz tabards for use in the stadium as they move around with the flurry of vehicles that enter the bowels of the stadium. We installed the new tablet and Work-IT phone.

Day one was all about supporter tours with people from around the globe coming to pay homage. I noticed a lot of people in maritime navy uniforms which I later learned were docked at the Liverpool Cruise Terminal where **Andrew Taylor, Billy Callaghan** and **Andy Capp** were sourcing additional officers for their vessel! Then we headed for Melwood to meet **Steve** and the legendary **Mr Kenny Grimes** - 25 years at the club (2nd most famous Kenny at LFC)! Between them they have 47 years service making me and **Paul Taylor** look like newbies! Phones, tablets and AIs dropped off and we were onto our next stop - the Academy.

At the Academy we were met by **Jay** - part of the original fabric of the Academy and has been there 22 years! He makes a fantastic brew and is far too young to have all the grandchildren he told me about. He did admit that it feels like Cocoon in there at times with staff having the secrets to eternal life. This guy has banter with Kenny Dalglish so to me that makes him second in line to the throne.

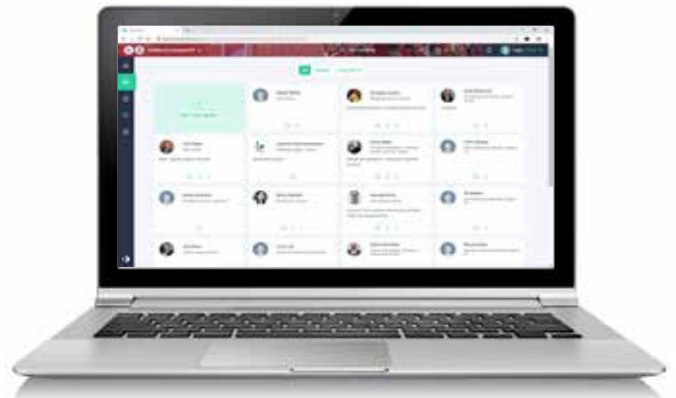
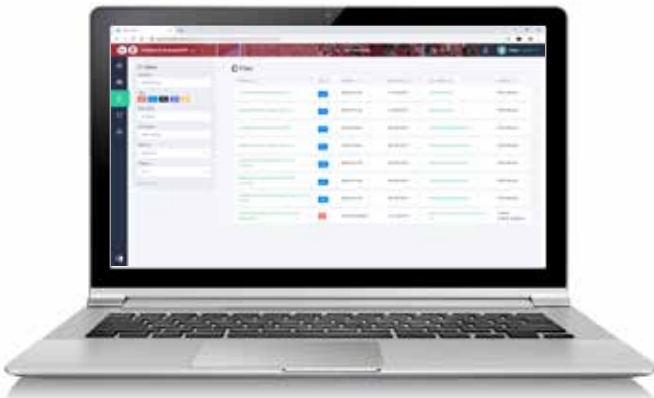
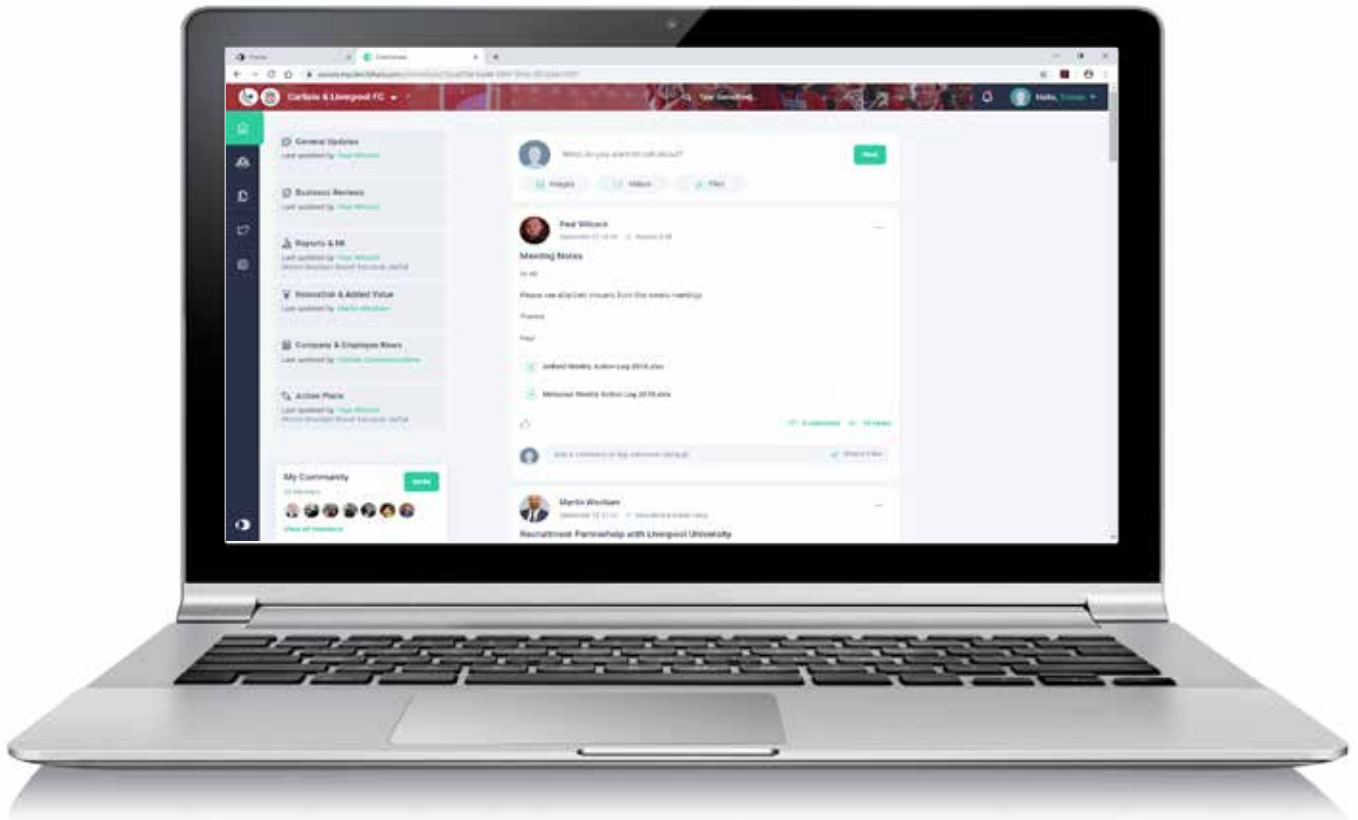
We were met by **John** too who was patrolling the grounds that are to become the heartbeat of all training from next year as the building works progress. From the Academy we headed into the City Centre to visit the Liverpool 1 store to be greeted by **Ian** our experienced retail officer and **Saleh** one of our officers from the ACC. Good to see from day one we are supporting the new team with our wider officer base. We met with the client who was happy with transition and welcomed the change.

From Liverpool 1 we moved to the Williamson Square Store and were met by **Ian** our usual guard from Liverpool 1 who was helping out today at Will SQ. On site too was **Christine Robinson** from the Arena looking immaculate as ever and yet another example of intercompany working from day one. From there we headed back to our final destination- the Anfield Retail store where we were met by **Steve** and **Nicola** - another Arena officer who was made up to be part of the team. So thanks to **Franz Spitzenberger** for supporting the day one roster.

A very enjoyable day. 6 sites, 17 officers met (technically 18 as we also met **Carolyn** our officer from the Academy doing shopping in the City Centre as we moved between stores so we stopped for a chat and some feedback!) 3 client staff met, 150 plus years experience, 3 staff from the Arena being used in the retail stores. Paul and I enjoyed our day together so much we have arranged to do the night shift version tomorrow.  
**Exciting times ahead.**



# Clientshare goes live!



## Carlisle have gone live with deploying Clientshare to the Top 30 accounts.

The Clientshare platform will be used to manage Business Reviews, share Management Information, build a client community and will enable the Account Team to demonstrate client Added Value and Success Stories.

Each Clientshare is a private community for the Account team and the Client to easily, socially and securely access all the relevant contract information including Power BI.

It was originally deployed to Steve Cere and Arriva Rail North and after a successful trial Paul committed to rolling the platform out.

Clientshare was launched at Chris Gibbs, Adrian White and Martin Woolam's team meetings and the platform is already live at Jaguar Land Rover, IQ Student Accommodation, Abellio Greater Anglia. All the top 30 accounts should be live in the next few weeks.

**We will also be rolling out a employee-wide account soon!**





## Offside Ref?!

Not many people will know this but, **Paul Evans**, has two jobs. Whilst you will all know him as our Chief Executive Officer, he is also a professional match official (that's football referee to you and me).

He is a Level 3 match official and operates as an Assistant Referee on competitions such as **The FA Cup**, the **National League** and the **Premier League U23's Development League**. In September a bizarre coincidence occurred which led to us having the privilege of shadowing him for the day. He was appointed to officiate the fixture of **Tottenham Hotspur U23's vs Southampton U23's**, and the game was to be played at the Spurs Training Centre.

With a midday kick off the day allowed Paul to wear both of his professional hats as he spent the first part of the day visiting the officers on duty and checking all was well operationally. For those who are not aware, Carlisle is the **Official Manned Guarding and Event Security Partner** to THFC at both its stadium and their amazing £75m training facility in Enfield.



Paul got into refereeing when he was just 13 years old, to keep up with his elder brother, who had also decided to become a referee. However, he didn't really take it up on a full-time basis as he could play football and went on to play at a decent level until he was 31.

The game was an exciting 2-2 draw, and fortunately for Paul none of the goals were contentious. Many people moan about match officials, but until you observe one for a full game you don't fully appreciate how hard it is to be in the right place at the exact moment a decision is needed to be made.

Once the game was all done and dusted it was back to his other job and before leaving Paul held a review meeting with **Tony Kavanagh**, who is the Head of the Training Centre.

### All in a day's work...



# Getting to Know...



**Dave Butler**  
Liverpool Football Club

- Q.** What's the last song you danced to?  
**A.** Mr Brightside by the Killers.
- Q.** Favourite childhood TV show?  
**A.** The A Team.
- Q.** Who is your hero?  
**A.** My wife – Does 3 jobs and looks after the family.
- Q.** Last holiday location?  
**A.** Camping in Peak District & Florida – Disney World.
- Q.** What would be the most amazing adventure to go on?  
**A.** I would love to do every Disney Park in the World – in one go! Shanghai. Tokyo, California etc...
- Q.** What do you like most about working for Carlisle?  
**A.** Only been here a few weeks but so far access to management – seen more managers in three weeks than in previous 3 years!! They are all approachable too.
- Q.** What are you interested in that most people haven't heard of?  
**A.** I come from a family of devoted Disney fans. I walk around the theme parks in my Goofy Hat.
- Q.** What's the best thing that happened to you last week?  
**A.** Taking three points off Chelsea in the Premier League!!



**Phoebe Barry**  
Merseyrail

- Q.** Who is your hero?  
**A.** Rick Stein.
- Q.** What would your superpower be?  
**A.** Some willpower would be good.
- Q.** Favourite food?  
**A.** Cheese – I go to cheese festivals – Stinking Bishop is my favourite.
- Q.** Favourite ice cream flavour?  
**A.** Rum & Raisin.
- Q.** What would be the most amazing adventure to go on?  
**A.** Peru – to climb Machu Picchu.
- Q.** If you could choose to do anything for a day, what would it be?  
**A.** Go to the Highlands to a place with no wifi signal and enjoy some peace and quiet – maybe with a bottle of wine.
- Q.** What are you interested in that most people haven't heard of?  
**A.** I'm a metal detectorist – South Lancashire and Cheshire metal detecting society. I picked it up from my Mum.
- Q.** What's the best thing that happened to you last week?  
**A.** Had a win on the lottery! Don't ask how much!



“”



**Rizwan Shaik**  
Student Accommodation, Wembley

- Q.** Favourite film?  
**A.** Titanic.
- Q.** What's the last song you danced to?  
**A.** Everybody on the dance floor.
- Q.** Favourite food?  
**A.** German Donor Kebab.
- Q.** What would your superpower be?  
**A.** Be a helping hand to others.
- Q.** What would be the most amazing adventure to go on?  
**A.** North Island- New Zealand.
- Q.** What do you like most about working for Carlisle?  
**A.** Working with my manager (Yameen Choudhry) as I have learned most of the valuable things (i.e. Set Goals, Prioritize Wisely, Set a time limit, Take Breaks between tasks, Organize yourself, Plan ahead).
- Q.** What are you interested in that most people haven't heard of?  
**A.** Food Tourism, Counter Strike, Astrological Natal Charts.
- Q.** What's the best thing that happened to you last week?  
**A.** Prepared delicious food and had it with all the family members.



**Shawn Roche**  
New Cross Hospital, Wolverhampton

- Q.** Favourite Sports Team?  
**A.** West Bromwich Albion FC.
- Q.** Last holiday location?  
**A.** Egypt.
- Q.** Dream country to live in?  
**A.** Australia or Brazil.
- Q.** What's the last song you danced to?  
**A.** Chase and Status - Blind Faith.
- Q.** Do you have any pets?  
**A.** One dog called Daisy.
- Q.** What would be the most amazing adventure to go on?  
**A.** Route 66 on a Harley Davidson.
- Q.** If you could choose to do anything for a day, what would it be?  
**A.** Become a football player on matchdays at the Hawthorns (WBA FC).
- Q.** What are you interested in that most people haven't heard of?  
**A.** I love gardens, peaceful spaces. Gardening and Koi ponds.
- Q.** What's the best thing that happened to you last week?  
**A.** Had praise from Paul Smith, my client for doing a good job!



# £15,202.12

As we come near to the end of our three year partnership with the Alzheimer's Society, we are delighted to announce that we have exceeded our £15,000 target, raising a grand total of £15,202.12!

Thank you to everyone that has contributed through organising fundraisers of your own and sponsorship of others. Every single penny has counted and we should all be proud of what we have achieved for the Alzheimer's Society over the past three years.

If you still have something you would like to take part in - to raise money for the Alzheimer's Society, there's still time. Our agreement doesn't end until December, so we can still add to this great total. It would be great to do a Christmas related fundraiser and try to hit **£16,000!**

If anyone has any ideas or would like to get involved please contact [comms@carlisle-supportservices.com](mailto:comms@carlisle-supportservices.com).



## CEOSleepout

FIGHTING HOMELESSNESS & POVERTY ACROSS THE UK



### CEO Sleepout

Paul Evans, will be taking part in 'CEO Sleepout' in Manchester on 4th November.

Paul is taking part in order to raise both awareness and funds for tackling the significant homeless problem that exists across the Manchester City region.

[www.justgiving.com/fundraising/paul-evans112](http://www.justgiving.com/fundraising/paul-evans112)