

InTouch

Connecting Our People



Living Wage Industry Champion Award Winners

Hosted by Martin Lewis, Founder of Money Saving Expert



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Contract News
and Partnerships



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Long Service
Recognition



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Royal Ascot
Review

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Brought to you by...



Nicole Baker
**Head of Marketing
and Bid Management**



Emily Weedon
Bid Executive



Amanda Cooper
Marketing Executive

Got a story?

Anyone can contribute. Email us at:
comms@carlisle-supportservices.com

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Welcome



Hello, and welcome to the latest edition of InTouch. 2019 has started well and again it has been a period where we have seen many exciting developments across all areas of the business.

In fact, I am proud to be writing to you only a week after our inaugural company-wide corporate Charity Day. Coupled with our Mid-Year Conference where we bring the Contract Management and Support teams together, it was our goal this year to do something that allowed everyone in the business to have the opportunity of 'giving something back'. Hosted at **Cheltenham Racecourse** the morning of the day was about bringing the teams up to speed on our business performance and setting some key objectives for the periods ahead.

We were joined by **Paul Wearmouth** who hosted a session on delivering 'WOW Customer Service'. Whilst I know we have enjoyed a market leading client retention rate, and that our people do some amazing things, it is always useful to go back to the classroom and consider what could we be doing better.

The afternoon part of the day was the brainchild of our Sector Director – **Jamie Hatfield**, and he should feel very proud with what he achieved. Some may remember that I joined his **Retail** team late last year on a festive Christmas walk around the Peak District. During this walk he made a big and bold promise to get an event where everyone from all areas of the business could participate in an event to support our corporate charity, **The Alzheimer's Society**. It was truly superb to see all the teams choosing to either walk 8, 5, 2 miles or participate in our 'Charity Quiz'.

Operationally the business has performed well in the first half of the 2019, and we are now well on our way to concluding the activities required to ensure a seamless demerger from our previous parent company, **Impellam**. The final bits of this transition relate to the IT systems and the need to relocate our head office to our own nearby property, both of which will be completed over the next six months.

Whilst attention may be focussed on creating our own stand-alone position, it is also vital that we don't stand-still and continue to innovate. In the last period we saw the launch of our partnership with **Wagestream**. In the initial months we found that some employees were keen to use this service more regular than we expected. As such we have changed the parameters to allow for each employee to use the service once per month now as opposed to four times a year.

Our work with the **Living Wage Foundation** continues and we were very honoured to be chosen to pick up the foundation's '**Industry Champion**' award. We know it is very hard to convince all clients to pay our employees the enhanced Real Living Wage (£9.00 outside of London and £10.55 inside London) but we have seen a forward movement in the numbers deciding to pay these levels of pay. We will not rest on our campaign until we have all our clients aligned to this vision.

Our business development team have done a sterling job in securing three very high-profile clients, which presents fantastic opportunities for all involved. These being:

- **Liverpool FC.** We are so proud to have been awarded the Security Services contract for the 2019 European Champions. This is a great addition to our Northern portfolio but again shows our expertise in this sector, which will see us provide security to Anfield, their training facilities & retail stores.
- **Tobacco Dock.** An up and coming London conferencing and event space this venue will support our desire to move further into the Culture and Leisure sector in the South of England. Providing both day-time and night-time activities we look forward to providing a range of Security & Stewarding activities.
- **Royal Veterinary College.** This prestigious University is where the Queen takes her own horses to see the vets!! We were chosen, during a competitive tender against many of the larger security businesses, to provide the 24hr manned guarding team. With sites in Camden and South Mimms this is a real milestone contract for us as it builds on our desire to be involved in the higher education marketplace.

In our **Cleaning and Industrial Services** division, we said good-bye to an amazing gentleman, Ronald Cook. For those who know our **Eurotunnel** contract we are responsible for 'Chocking' the HGVs that board the trains. Ronald decided that at the ripe age of 79yrs 10mths he would retire. Amazingly he had been a 'Chocker' for some 20+yrs. We wish him all the best for his retirement!!

Our **West Midlands Trains** team have secured a three- year extension which is testament to the results we have seen on this contract over the last three years. The extension will see a new fleet of vehicles and the latest cleaning equipment deployed on to the contract.

In our **Retail** division we have continued to work hard with our key clients. The landscape remains ever changing and I want to say thank you to all the teams who continue to come up with different ways of working that support our commitment to providing excellent levels of service to our key clients which now is focussed on mainly on the large UK food retailers.

Outside of the main Merchandising service offering we have seen some great results from our **Sales Support** team, headed by **Nick Roper**. I personally believe this offering presents a clear opportunity for us to broaden our client base by offering more product specific merchandising solutions. These would complement perfectly our large volume-based projects that the retailers choose us to deliver.

We now have annualised company revenues of more than £60m per annum and can say that we regularly have over 3,400 employees working for us week in week out. The largest part of our business remains our **Security and Events** division that operates in two different divisions (North and South).

In the South we have delivered several global high-profile events, including **Royal Ascot**, and the **ICC Cricket World Cup**. Whilst these events will always take the 'headlines' we should never forget that we provide security to some other fantastic clients. Our client base in the South ranges from providing security to student residences for **IQ Student Accommodation**, through to some high-profile defence companies such as **Moog**, **Leonardo** and **MDBA**.

In the North we have just finished our delivery of another World Cup. This time it was the team at the **ACC Liverpool Arena** who delivered a 10day event for the Netball World Cup. Imagine my delight when I was watching it on **BBC Sport** and I saw so many of our people in the background. Well done to the team for making it such a great spectacle.

A much-publicised security contract within Carlisle is **Wolverhampton NHS** and again I have to say I am both immensely proud but also concerned about the incidents they deal with daily. I thank all of those working on this contract for keeping the patients and the staff at the hospital safe. We now have a number of NHS clients and we will continue to work with the sector and seek ways to make sure our people are always trained appropriately to deal with the incidents they are facing.

You will know we have four key values and our value of **'Putting the Customer at the Heart'** is something that has really shone through over my time here. We are proud to only have c.70 clients and this has allowed us to ensure we provide bespoke services to all of them via our dedicated contract management teams. This will remain a key aspect of our business strategy as we grow both organically and as we look for potential new acquisitions to join us on our journey to be the **'most trusted and transparent'** facilities support services business in the UK.

The remainder of 2019 will be a key for Carlisle. It is vital we continue to drive forward our strategy but don't lose sight of where we have come from. As we grow, we will create new opportunities for the next generation of leaders and allow people to take up additional responsibility. If you are interested in developing your career then please speak to your line manager, our Group Training Manager – **Colin Williams**, or drop me a line personally.

I look forward to seeing you all as I continue to travel up and down the country. You do some fantastic work for the clients we serve, and you should be very pleased with being part of a growing business.



Paul Evans
Chief Executive Officer





Carlisle Support Services has been awarded the “Industry Champion Award” for its dedication to promoting the voluntary rate as a Recognised Service Provider.

As a Recognised Service Provider, we have committed to pay all our head office staff the Living Wage as per the Living Wage Employer agreement.

Unlike accredited Living Wage Employers, where every employee must be paid the Living Wage, we are on a journey with our clients to enable us to do this. As a Recognised Service Provider, we have committed to actively promote the Living Wage to all our clients by submitting a Living Wage bid alongside any market-rate bid for work.

We promote the Living Wage as not only the right thing to do but the option that makes the best business sense. We are proud to see more and more of our contracts move to the Living Wage each year, we want to work with our clients to end low pay.

“Congratulations to Carlisle Support Services for winning an Industry Champion Award this evening. The organisation has gone above and beyond to promote the real Living Wage in the facilities management industry and is integral to the Living Wage movement.”

Katherine Chapman,
Director of the Living Wage Foundation

News in Brief

Wolverhampton Life Savers

In a quarter that saw the hotly anticipated release of Avengers: Endgame, a film of over three hours depicting the superhuman heroism of a team of specially modified individuals, we was proud to be able to present our own version, which Hollywood can learn a thing or two from.

No special effects, no make up, no CGI- just raw human skill, empathy and extra mile factor formed the backbone of this presentation. It focused on how our amazing team at the Royal Hospital in Wolverhampton had intervened in an incident whereby an individual had presented with a firearm and was threatening to kill himself. His reasons for wanting to were truly humbling and heartfelt and related to the recent death of a loved one. The individual was clearly in distress and needed help, but due to the firearm, was presenting a risk to himself and the public.

Our truly fantastic team jumped into action. No capes, no weapons- just empathy and care. Over the next 20 minutes they managed to talk down the individual from a place where they wanted to take their own life and potentially those of random people around them to a place where they surrendered making themselves and the public safe again. The 20 minutes were spent listening, persuading and making the individual feel self worth and into a position where life was worth living again. A journey that is immensely hard to achieve. Working as a threesome they listened to the concerns and provided constant reassurance and support- a sight which was truly humbling to watch under such stressful circumstances. Their levels of care and empathy, I can't begin to tell you what a profound impact it had on me.

I am so grateful to Paul Smith, Trust Security Manager, for his passion in showing me how our team performed and for his guidance and mentorship of the team. It's no surprise that they have been successful in winning an internal Royal Award to highlight their impact - delivered in such a humble way.

Who needs Iron Man, the Hulk and co when these super humans are amongst us every day doing heroic acts.

Thank You Team Royal Wolverhampton.



Training and Development

It's been a busy quarter in the learning sector, where we have been working with our top 25 contacts and their managers, placing together a training promise for each site and exceptional people who work there.

We have been working hard with our customers to ensure the training we offer is aligned to customers' needs and expectations. An example of this is the Customer Service Workshops delivered at the British Film Institute. We had a series of meetings with our on-site client and agreed the content, which was linked to the core curriculum of the Level 2 RQF qualification.

We are now also in a position to be able to offer externally accredited training courses to a wider audience. This is a new opportunity for the business and one that is very exciting for us all. Details of our offering will be displayed on our website as an additional service offering.

In the first instance, we need people that are either keen to develop themselves in the training world or already hold a Level 3 Training or Teaching Certificate (PTLLS) so that we will have the capacity to deliver training in all parts of the country. These positions are not full time or permanent at this stage and will run alongside your existing contract obligation. If you would like to be considered for this, please do get in contact with me at colin.williams@carlisesupportservices.com.

Finally, we are now able to offer even more development programmes to all of our colleagues. As an Apprenticeship Levy payer we are eligible to offer nationally recognised qualifications to you all. Please take a look at this link to search for a qualification: www.instituteforapprenticeships.org. If you see something that you think will help to develop your career and add value to your contact and our business, speak to your line manager in the first instance, and if approved to proceed, we will support you to get registered.

It's that easy..... but... be prepared for hard work and a lot of commitment!

Colin Williams, Training Manager



Mental Health and Wellbeing

We are moving on with our commitment to well-being within Carlisle.

On the mental health side we are proud that we have:

- Trained 16 managers and chosen staff representatives in supervising mental health to Level 3 standard
- On our Amey contract we have trained 18 mental health first aiders and have plans to train more
- We are talking to The Royal Wolverhampton about introducing training at New Cross Hospital
- We have introduced FLEET training on Merseyrail - a training package which includes modules on mental health, suicide awareness and disability awareness
- We have created a video module on Understanding Visible and Invisible disabilities to assist contracts that deal with the public
- We have created a process and procedure to help managers manage cases of mental health more proactively.
- We have fitness tested 44 officers at Jaguar Land Rover to encourage better well-being

Most importantly we have made several positive interventions in people's lives and helped them at times they need it most. We continue to work on an active case load in the business. As we develop and disseminate our knowledge and understanding of this topic we believe we will improve peoples lives as a consequence – well being and better mental health is a journey and not a destination.

News in Brief

Introducing HR Compass

The HR Advice team are delighted to launch HR Compass, our internal "HR bible" encompassing all HR standards across our most widely used processes and procedures. Over the years Melanie and Amandine have advised on a large number of cases, and Amandine has created HR Compass as your go to reference guide, to answer the key questions we are often asked concerning our disciplinary, grievance, sickness absence, redundancy and maternity procedures.

Amandine Timbers, HR Advisor, said: *"The production of HR Compass is part of my promise to deliver a more creative HR service. This reference guide encompasses all the main HR procedures and best practices, specifically for Carlisle Support Services, and is aimed at anyone managing people, at all levels of seniority."*

HR Compass is also aimed at managers who already have a basic knowledge of the common HR processes, and should be utilised in conjunction with our quarterly HR Toolkit. We would encourage all of our people managers to have this document to hand, whether in electronic or paper format, to refer to in the first instance when dealing with people issues in their teams.

To request a copy of HR Compass, please contact us at CSSHR@carlisesupportservices.com

CMI Level 3 Principles of Management & Leadership

Congratulations to Operations Manager for our Retail Division, Janet Billingham who is pictured here with Head of Retail Operations, Simon Stockport and Director of Operations, Jamie Hatfield receiving her certificate for her CMI Level 3 Principles of Management and Leadership training qualification.



Business Development Strategy



Lucy Lott, Group Commercial Director

Think Strategy

Lucy Lott Group Commercial Director sheds light on Carlisle Support Services new sales strategy and its underpinning values.

I was welcomed into the Carlisle family at the beginning of April, as the Group Commercial Director heading up Business Development and Marketing. During my first quarter in the business, I have been proud to have visited a number of our existing contracts such as Eurotunnel, Peel Ports, the Liverpool portfolio, JLR, Wolverhampton Hospital and Tottenham Hotspur. Ultimately from what I have witnessed from being on my induction is that our success comes down to getting the basics right. We are in a customer-driven business and as such need to be a customer-focused organisation which cares for our people, something which I have witnessed in abundance during my short time with Carlisle Support Services.

With 20 years of industry experience under my belt and having worked for a number of our competitors such as ISS, OCS and Carillion, I recognise perhaps more than most the importance of relationships.

Despite many advancements of new technologies, innovations and practises transforming Facilities Management, services such as security and cleaning remains a people centric industry, with our front-line employees critical to our success. Our people are our company's greatest asset and focus must always be on the customer, especially at such a critical time in the company's pursuit for growth and retention. We will continue to build and maintain long-standing relationships we have forged with our customers.

The world is changing and technology is abundant; this has an impact on the way we live our lives and from a commercial perspective influences how businesses respond to these developments. As a result our markets have evolved and consequently there is a need for smart thinking and smart technology. This is where our 'smart' journey begins with the launch of new strategic aims to transform the business with the introduction later next quarter with Clientshare, a Customer Experience (CX) Software that transforms relationships by managing business reviews, share innovations, demonstrate success and build communities.

Within Carlisle Support Services there is no shortage of expertise or highly skilled people, but to support where we want to, requires enhancements to foster a culture that is not only technology aware, but that understands where and how to apply it.

As the Group Commercial Director, heading up sales and marketing I have been delighted to join a great team, and it's a delight to witness



that the pipeline is building and currently sits in the region of £100m and as such we have seen a very busy quarter within the bidding team with a number of Requests for Proposals and Pre-Qualification Questionnaires received from market leading brands.

Not only have we been short-listed for Liverpool Football Club and Wimbledon, we have recently submitted bids to LNER, Alstom Transport and Manchester City Council to name but a few. This is a very exciting period in our pursuit of growth. We have been also invited to tender to North Bristol and Lewisham & Greenwich NHS Trusts for security and car parking which we will be collaboratively partnering with external suppliers, First Parking and Excel Parking. We have also been awarded Royal Veterinary College, which has seen us enter into the Education sector. Having attended the AUSCO conference in early April I am confident that we will see more colleges and universities rolling in during the year.

“It’s our people that are going to make this happen, which is why it’s so important to have everyone engaged and on board. In conjunction with this, doing basics brilliantly is fundamental; our security prowess is at the heart of who we are and is core to our solution based offering, but to move in a new direction means that we must put our customers at the centre of everything we do to deliver solution based FM excellence that exceeds their expectations”

Lucy Lott, Group Commercial Director

News in Brief



Tottenham Hotspur Visit

Our newly appointed Chairman, Peter Gaze, wanted to personally pass on his thanks and appreciation to the Tottenham Hotspur team for allowing him to be shown around the stadium and more importantly meet several of Carlisle’s team on site.

He was extremely complimentary about both the technical knowledge you all had relating to the operation on site, but also the clear passion you have for your duties at the stadium.



Promotion at Peel Ports

This month saw Jay Waldron pass his probation as Contract Manager for our Peel Ports contract.

Jay has been with the company for 11 years and has taken to each level of promotion with ease. He is a joy to work with. To celebrate there were cakes and the congratulations of Martin Humphreys, Chief Officer at Port of Liverpool Police. Martin was singular in his praise for Jays achievements over the past six months.

Well done Jay.

Contract Wins and Partnerships News

Liverpool City Council

A bright new future for Liverpool



We are proud to announce that we have been re-awarded the Liverpool City Council contract. This contract lies at the heart of our Liverpool operations and has multi stakeholder links with the rest of the city and even the world with the ever popular Liverpool Cruise Terminal within its global customer base.

Driving Digital

The contract sees us move to a different way to deliver service with the core management moving to the City Watch Control Room and a 24 hour virtual supervision model. Using Work-IT feeds from key locations and additional digital tools like Timegate, Facetime, Skype etc. we will be able to dial into officers and assignments to check on their welfare and operational status. We're developing more indepth management information to help us analyse the service and drive it forward ready to deliver the connected city objective they have for Liverpool.

Living Wage – a fairer deal for all

A huge development on the contract is the move to the real Living Wage rate of pay. The city is keen to push this agenda and has invested heavily in making the lives of its employees and contractors a more financially secure one. This has meant a 15% uplift for some Officers and helped to create a sustainable lifestyle for officers to serve the City.



We are looking to drive a more integrated security community in Liverpool and will be creating closer working links with the ACC, Merseytravel, Merseyrail and associated stakeholders to continuously develop our Liverpool footprint.

Portsmouth International Ports

75th D-Day Event

“Just to say a massive thanks for the role your team played in the 75th D-Day event and ensuring that the Veterans movements from Boudicca to Southsea and return were facilitated seamlessly.

Of special mention, the two Officers who very respectfully searched the two coaches of VIPs and media that had been directed straight to the Berth by the Police outriders. This prevented a potential hurdle in the proceedings.”

Mike Sellers, Port Director, Portsmouth International Port

Royal Veterinary College

A new client for our Education sector



The Royal Veterinary College (RVC) is the largest and longest-established vet school in the English speaking world and is a college of the University of London. The RVC is committed to providing high-quality services to its students that complement the quality of its teaching and enhance the student experience. With this in mind, the RVC was looking to procure a professional, responsive and motivated security provider who is capable of providing high quality, legally compliant and supportive service across its estate.

Our solution to this prestigious education client will see a team of up to 15 employees provide security services to three of RVCs main sites:

- Hawkshead Campus
- Camden Campus
- The London Bioscience Innovation Centre (LBIC)

Regional Contract Manager, Yameen Choudhry said of the award:

“I’m so proud to be involved with this landmark award win for Carlisle Support Services. I look forward to working with the professional and knowledgeable team on all three sites delivering and mobilising a number of our employee engagement and technology tools.”



Eurotunnel

Long-serving employee reaches retirement



As a manual worker on our Eurotunnel contract, you can sometimes walk 11 to 12 miles a day whilst removing, and replacing, heavy wheel chocks from the base of vehicles that are mounted on the train.

The average age for retirement is now 61.3 years and in labour-intensive roles, such as chocking, 54.3 years. However, as with every study, including the ones about age, there are outliers. In this case, that outlier is Ronald Cook.

Ron is 80 years old and has been a manual worker for 20 years. The image you can see here is of him being given his original competency test results by our Contract Manager, David Evans. Laced with excitement, Ron was quick to show us how well he did on that test.

He leaves behind a legacy embodied by popularity and hard work and as you can see the turnout was huge, from both Carlisle and Eurotunnel representatives.



Tobacco Docks

Continued growth in our Security and Events division



A warm welcome to the venue and event security team joining the Carlisle Support Services family from our new contract with Tobacco Docks. This includes our new Contract Manager, George Anastasi who will support Sector Director, Jason Taylor and Director of Operations, Adrian White with the delivery of this exciting new venue.



Located at the heart of London's thriving enterprise zone, and just one stop on the DLR from Bank, Tobacco Dock is near to the Tower of London and within striking distance of the Tech City and London's Financial District.

This uniquely authentic environment is also supported by one of the capital's most technologically advanced IT infrastructures. The flexible spaces can be easily adapted to provide an intimate setting for a discreet board meeting, a major consumer exhibition, a televised awards ceremony or high end corporate partner conference.

Our contract delivery focuses on three clear areas that we believe will allow us to ensure that at all times we are meeting the expectations of the contract and Tobacco Docks' wider stakeholders and customers, these being:

Dedicated event security experts: Our investment in customer service training was made to ensure our people are trained and benchmarked against the highest standards of customer care- the only standard for a high profile venue such as TDVL. We deliver the professional security and event stewarding services the client requires and work hard to exceed expectations at every occasion.

Importance of site familiarity and training: We will work in partnership with Tobacco Docks to ensure that, at all times, we have sufficient trained and inducted resources available. The partnership will rely on creating the best team for the journey ahead and incorporating new technology into this plan.

The highest standard of presentation: We are experts at protecting our clients brand and enhancing the events we are a part of. All employees take pride in their uniform, demeanour and attention to detail ensuring we maintain the great reputation previously set at Tobacco Docks.

Greater Anglia

A new service stream introduced to cleaning contract

greateranglia

The build-up of bird guano on platforms and station infrastructure is one of the biggest cleaning challenges which the cleaner on our Greater Anglia contract face at several locations across the network. The presence of this guano represents both a health hazard and a significant slip hazard when on the platform surface.

The ongoing impact of this is that cleaning operatives can spend up to 30% of their shift at a station just dealing with the consequences of allowing birds to roost on the station. To combat this problem the periodic high level teams have now started to install spiking and gel pots at stations where there is a problem by targeting the known roosting spots.

The inclusion of this activity as part of the periodic program benefits both Carlisle and Greater Anglia because it releases the cleaning operatives to focus on public toilets, waiting room and litter control by preventing the build-up of guano. The first station to have gel pots and spiking installed as part of the bi-annual high level clean was Prittlewell station. The installation work adds about two hours on the each stations high level cleaning program. The program of spiking is going to be rolled out over the next few months across the network.

Pictured above is Cleaning Operative, Paulo Rodrigues.



Retail

Successful project completions within Fast Moving Consumer Goods division



Thank you to our Retail teams for their continued support over the last month as things have moved on at pace within the FMCG sector.

Throughout June, we have seen active work on Sainsbury's, Morrisons and Asda with some fantastic feedback and good team and individual performances that have been highlighted and recognised accordingly. As we move through July, projects continue to ramp up with several large jobs to deliver.

Sainsbury's has seen an upturn and will continue through the year with Age of Estate , Beauty transformations and other various programs. Morrisons continues with the fresh look programme and we should over the coming weeks receive the Argos and Asda programs for the remainder of the year.





Quarter 1 Winners and Highly Commended



Customers at the heart

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



Shaun went above and beyond on two occasions: Firstly at the LIHS event, he noticed a female visitor who had mobility issues and did everything he could to get her a better seat. She wrote into the venue to pass her thanks over and the client was over the moon with the letter.

Secondly, during a Bryan Adams concert, he helped a customer who had two sons with Cerebral Palsy and Autism, who found it difficult to sit in the normal seats. Shaun personally went to the Box Office and arranged new seats to ensure the family's evening was as comfortable as possible.



Lawrence (Paddy as he is known) assisted an elderly customer during a Strictly Come Dancing performance, who suffers from a bad chest and struggles to walk. He even ensured she had a bottle of water when needed. The customer's daughter emailed the client to say Paddy's assistance really made their night and wanted to pass on their thanks.



Sector-based experts

We will support everyone to be sector-based experts



Billy was recently commended by Detective Constable Blackburne of Merseyside Police for his assistance and diligence during a high profile police investigation. Billy spent several hours sat with officers reviewing CCTV footage using his excellent knowledge of the system and took it upon himself to continue searching to eventually find the perpetrator in question.

This is only a snapshot of the work Billy does on a regular basis, he is a phenomenal member of our team.



Colin provided three day training support to Eurotunnel which went a long way to getting the team primed for a vital Brexit service.

He wrote a brand new training package to train 65 people for the new Freight Control Zone at very short notice, to support freight operations and the overall Brexit strategy.



Promise-based culture

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

1st



Dave Glass
Jaguar Land Rover

Dave's work is always exceptionally high quality and he is always willing to help where he can. The local team rely on him and he is a credit to Carlisle - the world needs more Dave's.

2nd



Kerry Noonan, Daniel Reed, Hayden Paine, Jamie Lecomber, Luke Reeve, Scott Hughes, Darren Forbes and Shane Adams
Eurotunnel Team

Eurotunnel tasked us with providing two new services within five weeks, which would require writing new procedures, risk assessments, and training guidelines- as well as the recruitment of 60 additional staff members. In a low unemployment area, recruiting 60 people seemed like an impossible task from the outset.

Without the team stepping up to work at least six days per week, changing their shifts at short notice to cover induction and training sessions, and so much more, none of this would have been possible. The team all maintained a positive 'can-do, will-do' attitude and never thought about failure, keeping each other's morale at a high throughout.



Care passionately for all

We will care passionately for the well-being of everyone

1st



Ben Birks, Clinton Spence, Daniel Sheppard, Ibrar Butt, Jolanta Orlowska, Kyrie Senior and Stephen Hollyoak
The Royal Wolverhampton NHS Trust

A patient, who had been admitted for self-harm, absconded from a ward which led to officers pursuing him to a car park where he decided to pull a gun out of his bag and held it against his own head.

Four officers stayed with the individual, trying to calm him down, whilst the other three maintained a safe cordon and moved people out of harm's way.

The situation de-escalated when armed response officers from West Midlands Police arrived and challenged the individual who quickly threw his firearm down and surrendered. Even when the individual was cuffed on the floor, our officers continued to converse with him to ensure they were calm and safe.

Our officers remained in control, with a high degree of professionalism, during a situation that could have had serious consequences.

2nd



Neil Jenkins
ACC Liverpool

During one of the arena shows, a visitor took ill and collapsed. Neil was one of two stewards who carried the unwell visitor to the nearest first aider to assist.

Neil ensured the visitor, and their friend, were well looked after to make this very stressful situation a lot easier.

2nd



Kieron Pilcher
Eurotunnel

Kieron recently attended the Mental Health First Aiders Course and impressed everyone with his contribution and drive to make a difference in this field.

His passion and knowledge is impressive and he gives up his spare time to help others with mental health issues.

Kieron is positively using his past to help others, which is an incredibly selfless thing to do.



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

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 our new scheme will reward 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.

5 Years Recognition

Quarter 2 Long Service Recognition



Anthony Lewis
TransPennine Express

"During a recent visit to Manchester Piccadilly it was good to be in a position to recognise 5 years' service for Anthony Lewis.

Anthony first joined the business as a train cleaner before moving to a job as Train Dispatcher a couple of years ago.

More recently he gained promotion to become a Team Leader and it's been a pleasure seeing his progress over the last few years. Anthony can be seen receiving his reward below accompanied by Billy Vickers, Group Stations Manager for our client TransPennine Express."



James Gorman
Merseyrail

"Pardon the cheeky selfie.... but a big thank you to Response Officer James Gorman for 5 years service. Here's to many more."



Norman Walch
Liverpool City Council

"Congratulations to Norman who works at the Mann Island Building in the Liverpool Docks area of our Liverpool City Council Contract."

5

Years Recognition



**Trevor Romain, David Williams
and Martin Warwick**
Retail

"Lovely to be on site presenting 5 year service vouchers to Trevor, Dave and Martin on the Morrison's account. Congratulations from all of your colleagues at Carlisle Retail."



Christopher Lucock
Retail

"Congratulations to Christoper Lucock from our Retail team who celebrates 5 years of service. He's pictured here with Operations Manager, Janet Billingham."



Photos to follow

Tony White
Merseytravel

Deborah Wilson
Retail

Ryan Wignall
Liverpool City Council

Alison Walker
Merseyrail

10

Years Recognition



Anjum Butt
Events

"Good to take a moment to celebrate long service and commitment with Anjum awarded his 10 years prize with us in our London Events team."

Let's hope he matches Charles Tackie's service of 24 years."

15

Years Recognition



Stephen Joinson
Jaguar Land Rover

"What were you doing 15 years ago today? This is Steve Joinson. He was joining Carlisle. Had a fantastic time talking about his career with us. He started on LCC and did amazing work at the Mansion House, Calderstones Park, Croxteth Park and is now at Jaguar Land Rover in Halewood. He has served under Steve McNee, Billy Callaghan, Jeff Higham and Kevin Bordessa. He has effectively seen off more managers than Roman Abramovich. It's a true honour to spend time with the man. Here's to the next 15 eh Steve?"

Slips, Trips and Falls

Although they are often viewed in a light-hearted or jokey manner, slips and trips were responsible for more than 9,000 serious injuries to people at work in 2017/18.

Year-on-year, Health and Safety Executive (HSE) statistics show that slipping and tripping incidents account for over a third of all major workplace injuries, such as broken bones, making them the most common cause of accidents at work. What's more, slips and trips are also thought to be involved in over half of all reported injuries to members of the public in workplaces and related sites, from supermarkets to railway stations. The danger with slip, trip and fall accidents is that they are so commonplace that people begin to believe that they are inevitable, and can only be accepted — not controlled.

So far this year, 44% of all reported accidents to the Support Centre have been classified as a slip, trip or fall. We do need to improve on this and sometimes it's the simple actions like re-routing a cable safely on the floor or just looking where you are going which could avoid the accident.

We take walking safely for granted as we do with driving but if you look at the numbers of vehicle accidents that are caused by people using a mobile phone then translate that in to walking, surely the numbers must be similar. There is a massive emphasis on not using a mobile phone when driving and we all understand that but we don't think twice about using one when walking.



Support Team of the Year

A very proud moment for Paul Taylor and the HSQE team was when it was announced at the recent annual employee awards function that my team had won the Support Function Team of the Year Award. Along with a trophy we also received some funds to spend on a Team Building exercise.



Paul Taylor, Head of Compliance

Preventing slips, trips and faults

Concentrate when walking – look where you are going

Regularly check the workplace for slip, trip and fall hazards

Keep the workplace clean, tidy and clear of obstructions

Mop up spillages

Properly maintain buildings and equipment

Hold on to handrails when using stairs

Do not run

Wear sensible footwear

Immediately report or deal with any slip or trip hazards

See it; Sort it and Report it



So myself, Steve Channer, Richard Mundy and Nigel Churchman went off to Liverpool for some indoor go-carting. A fantastic session and as you can imagine with four H&S professionals not much speeding was done but we all thoroughly enjoyed the day. I will add though that the person that won, lapped the other three drivers twice.



Royal Ascot Review 2019

Jason Taylor

Sector Director - Events





Royal Ascot 2019 saw Carlisle Support Services deliver over 1,600 duties during the month of June including security of the build, general site security, and event security and stewarding operations throughout the five race days.

It was clear from the offset that the knowledge which had been collated from Royal Ascot 2018, along with the experience of the previous 16 months of race days, that Carlisle Support Services would be going into 2019 with an abundance of experience and hunger to deliver a quality service.

It was pleasing to see so many returning faces supporting the operation and to provide guidance and direction to those whom would be working at the venue for the first time on Day one of Royal Ascot. Despite the weather, smiles were visible from all of the team and everyone was eager to get the show on the road.

Right on cue at 2pm, Her Majesty rolled down the mile straight in front of thousands of guests to mark the start of Royal Ascot. From that moment, all personnel involved could feel the sense of pride that comes with being involved in one of the world's greatest sporting occasions.

The rain continued to fall throughout the first two days, but the spirits of the team never dampened. Their professionalism and camaraderie was clear, not once did a member of the team complain about the elements and continued to deliver customer service in 'The Ascot Way'.

The sun finally broke through on day four and showed Ascot Racecourse in its true elegance. The warmth of the sun's rays proving that much needed energy to get the team through the final two days. Each day the confidence and passion for the event grew and friendships amongst the team demonstrated the team ethic amongst all.

We cannot single out any individual member of the team for being exceptional - if we did, this issue of 'InTouch' would be completely filled with a Royal Ascot feature.

Whether it was the team whom lined the track for Her Majesty's arrival, the night security team, the officers based on the external elements of the course, and those whom worked in the tunnel, everybody contributed to make Royal Ascot 2019 the benchmark for all event deployments going forward.

A massive thank you to all whom made Royal Ascot 2019 an enjoyable and pleasurable week.



Quick Fire Questions

Favourite sport or team?

Football - I support
Luton and Arsenal

Tea or coffee?

I never have coffee,
so definitely tea

Call, email or text?

Text

**Dream country
to live in?**

Dallas - Texas, USA

iPhone or Android?

Android

**Most used CSS
system or application?**

Microsoft SQL
Service 2016

Last holiday location?

Hawaii/Los Angeles/
Seattle

Getting to Know...

Josh Nicholson Data Analyst Apprentice

1 Hi Josh, so you're a Data Analyst Apprentice at Carlisle, how long have you been in this role and what does it involve?

I've been with Carlisle Support Services since the end of October 2018, so just over 9 months. My role involves being part of the IT Projects Team with Joe Stone and Patricia Minck. We're currently evaluating the IT Services as part of the demerger with Impellam.

My main position consists of resolving tickets through IRIS, usually regarding problems/queries about TimeGate, PASS, the Recruitment Portal and Work-IT.

3 What are your goals once you have completed your Apprenticeship?

I'm not sure what I want to do after my apprenticeship yet, as I think it will depend on how I feel at the end of my contract. I want to follow this career path definitely.

2 How do you balance your day to day work with the learning side of your Apprenticeship?

I'm required to do 20% off-the-job learning, so I spend two hours every day doing this.

As part of my course, I have to go to my apprenticeship provider's HQ on study leave for four days a week, for four times during my course. This will result in me taking two exams which affect the outcome of my course.

4 What is your favourite thing about your role at Carlisle?

I learn something new every day from many different people, but mainly from Joe and Patricia. I like being part of a small team as I always feel involved and a valued member of the team.

I also enjoy being surrounded by people that are experts in their fields, as I've learnt something from all departments.

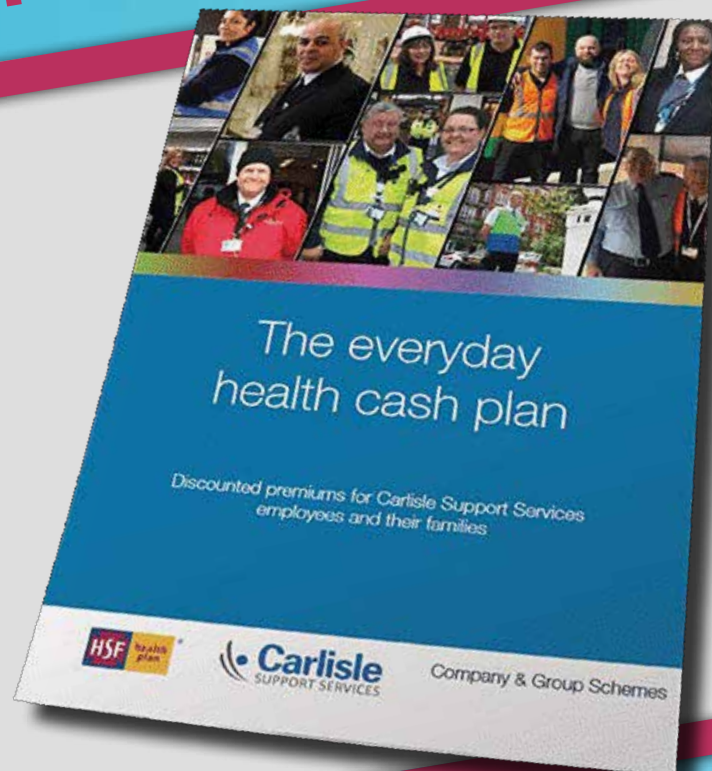


Want to save money on dental and optical bills?

Carlisle Support Services employees can now join HSF health plan at a discounted rate. Did you know that on the health plan, you can claim cashback on dental, optical and many other medical allowances?

The health plan includes over 30 health benefits: cashback for dental and optical bills, hospital stays, vaccinations, a 24/7 GP advice line and HSF Perkbox, a discounts service.

Holiday Saturday Fund



To read more detail on the health plan for Carlisle Support Services employees, you can visit the dedicated information page noted below and download a copy of the brochure opposite.

<http://tiny.cc/carlislesupserv>