

InTouch

Connecting Our People



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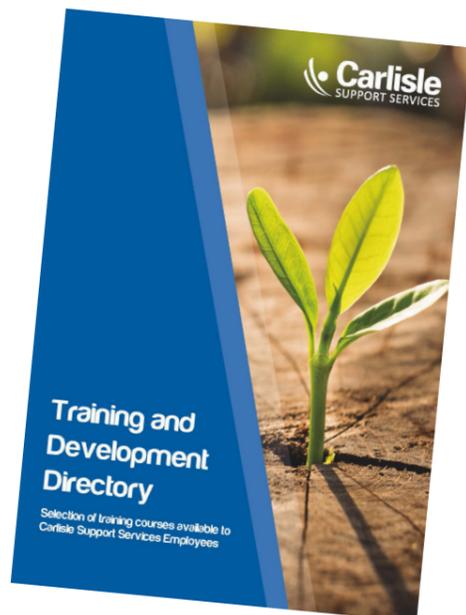
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WELCOME LETTER

What a scorching summer we had so far, I hope you have managed to make the most of it in between the great work you do for Carlisle. I know as I move around the country it is always pleasing to see our front-line teams enjoying their roles as they continue to provide exceptional customer service. It is never easy to operate in such conditions and I thank you personally for the efforts you have put in over the last few months.

When I sat down to write this business update I thought about what was the business opportunity facing us as a business...and I believe this can be summed up in two simple words '**Collaboration and Teamwork**'.



Teamwork recently demonstrated at our Half Year Management Conference

Over the last few years we have changed in many ways and really progressed as a valued supplier in our chosen markets. In reality, we have seen our business move at some pace and we should all be very proud of what we have achieved.

As the business adds new clients to its portfolio and we see our annual turnover creep up towards £60m, compared to £37m in 2015, we need to consider how we adapt and support each other.

This support can come in various forms whether this is from central business functions such as HR, Payroll, Control Room, HSQE or Training, through to the support you receive from your supervisors and managers. As a valued employee of the Carlisle family, I want to always make sure there is sufficient support for any of you to reach out and receive such.

As a whole, we now deploy more than 3,000 front-line employees and I have seen some great examples of how if we collaborate we can break down historic boundaries across our three operating divisions of Security & Events, Cleaning and Retail.

Over the coming months, we will be working hard to allow employees who may work in a specific division or contract to be able to take up other varied roles as and when they are able to do so. We believe that as a whole Carlisle is well equipped to deliver all of our client's needs and if you would like to vary your employment with us then please speak directly to your line manager or to our newly appointed **Employee Engagement Manager, Jessica Hawthorn**.

I would like to say welcome to the many of you who have recently joined us. It is great to see so many new people taking up various different roles across the business.

Most of you will know that Carlisle is part of a much wider group called **Impellam**, who is the UK's 2nd largest outsourcing and recruitment business with annual revenues in excess of £2bn.

In May I had the pleasure of attending the Impellam Management Conference, where a key theme was ensuring we operate as a '**High Road**' business. What this means in practice is that we operate in an ethical and transparent manner with all our employees and clients.

Moreover, this desire also extends to identifying and selecting clients who have similar values. For too long the Support Services sector has encountered clients who openly commoditise our services and focus purely on price. Over the coming year, we are going to work hard to identify clients who, like Carlisle, want to go that extra mile to **provide rewarding, exciting and safe roles** for us to undertake.

Additionally, one of the key elements of this strategy is to ensure we are listening and reacting to the feedback we get from you on the front-line. In the next few weeks, you will receive an invite to complete our latest **Employee Engagement Survey**.

This year we are really wanting to increase the percentage of respondents we see undertake the survey. It is vital we get responses from all contracts and from all levels in our business. From here we can really start to understand how you feel about both Carlisle and the work we ask you to undertake.

Finally, I hope you find this edition interesting, and if you ever want your team, site or client to be featured in a future edition then please do let me know.

Enjoy the remainder of the summer months!

Paul Evans, Managing Director



Jessica Hawthorn
Employee Engagement
Manager

A new view on Employee Engagement

Following a restructure of our central HR functions, we are delighted to announce that Jessica Hawthorn has accepted the newly created role of Employee Engagement Manager, reporting to Melanie Gilbert, Head of HR Operations.

Over the coming weeks, Melanie and Jessica will be working together to create a comprehensive and sustainable employee engagement strategy and will be working with you all to deliver key engagement activities involving employees across all contracts and brands, with the purpose of demonstrating our commitment to engagement moving forward.

Jessica's core tasks will include:

- To review all correspondence received by our employees via various different platforms, including Visit-IT and the Employee Portal to establish how you feel about working for Carlisle and what we can do better as a company to increase engagement moving forward
- To assist with the resolution of low-level complaints, such as wage queries and holiday issues (please note, any formal grievances will still be supported by HR Advice in the usual way)
- To take ownership of our bi-annual employee surveys in terms of sending these out, collating the results and supporting the Contract Managers leading any action which may need to be taken
- To provide support to employees regarding any ongoing employment matters or personal issues which may be impacting on their work



- To assist with the on-boarding and induction process of new employees to help ensure a smooth process, and to conduct exit interviews for leavers

- To improve the use of the employee portal

We believe that by caring passionately for all and embedding a culture of engagement within the company, productivity will increase, absences will decrease, and the service we deliver to our clients will be second to none.

We have set up a new email address for any engagement-related queries, as detailed below, which Jessica will work from. We would welcome any ideas you may have regarding how Jessica can support your contract(s) in her new role, so please feel free to get in touch.

Helpful Contacts

Employee Engagement:
CSSEngagement@carlisesupportservices.com

HR Advice:
CSSHR@carlisesupportservices.com



A length of service spanning 40 years!

In an age of instant gratification and disposability, it is amazing to find a true example of a model that has survived the test of time- that's our Ronnie!

Ronnie Halewood has been with us for 40 years so we couldn't let it slip by without celebrating. Ronnie is one of those characters that fills a room with his personality. He has an inexhaustible supply of passion and a wealth of experience. He has seen many changes since he joined as a young lad on the buses. (He along with 12 other members of the team transferred to Carlisle after working with the local transport network provider, MTL).

Ronnie has seen the world evolve from paper tickets to the Walrus. When Ronnie started an iPad was something you got when you had conjunctivitis!

Ronnie was also a father figure to me when I joined the security industry- as a young innocent graduate- from occupational health. His help and guidance helped me through and convinced me this is where I wanted to stay.

Ronnie has spent most of his career in our Liverpool control room. His booming voice can be heard for miles providing no-nonsense advice to all. His calm influence has been the rock of many testing incidents.

I owe a lot to Ronnie and we have shared many experiences together but done so with great humour and can do spirit.

There may be other more high profile Ronaldo's but not as good as this man!

Thank you, Ronnie!

Martin Woollam, Director of Operations

News in brief

WEST MIDLANDS RAILWAY

On Sunday 1 July, we successfully welcomed the cleaning team from Wolverhampton Train Station to our West Midlands Railway portfolio. Lots of time and preparation was involved before the go-live date so thanks go to all those involved for supporting the mobilisation.

The station is due to undergo refurbishment works shortly, so the months ahead for the team will be challenging as we deal with the building works.

A warm welcome to the team:

- Andy Lothian
- Winston Ellis
- Jenny Hartland
- Osman Sherif
- Linda Howse
- Michelle Hall
- Marie Farmer
- Cath Chand

TOTTENHAM HOTSPUR FOOTBALL CLUB



In June we had the privilege of working with Tottenham Hotspur to deliver a very special assignment – looking after the Brazil National Football Team. They were staying at Myddleton Lodge, Tottenham's new 6-star lodge built at their training ground in Enfield.

Security doesn't get much harder than that. We have to say that James McClelland, Rizwan Mohammed and Lloyd O'Donnell did an amazing job. So much so we've decided to give them Brazilian names in honour – Jaymar, Rizaldo and Lloydinho! Their efforts were a joy to behold. The assignment swapped from full-scale building site to media hotbed within a 48-hour period and the team coped admirably. Our labour requirement doubled so thank you to all the support we got from our Events Team in providing cover and back up.

It's not often you get the chance to guard £1bn assets, that are mobile and wear shorts!



Jamie Hatfield
Sector Director
Retail

Change brings promising opportunities

This is my first article in my new role as Sector Director for Retail as, since the last edition of InTouch, Adrian White has moved into a new role as Director of Operations Security and Events, South. Retail has had a fantastic year so far and I am looking forward to continuing the success into the second half of the year.

I'd also like to welcome back Simon Stockport to the retail division as Head of Operations. Simon's extensive experience will be paramount in the ongoing success of the division and he will support us in our journey towards service excellence and focus on Project Engage within retail.

As you will be aware the retail industry continues to have a turbulent year with many high street retailers either exiting the market or restructuring their business to meet the ever-changing retail landscape. It is important that as a business we evolve with the industry to ensure that we continue to offer our customers the highest levels of service and support.

I'd like to say a huge 'Well Done' to Janet Billingham and Matt George who won the Carlisle Q1 Superstar Award for Promise-Based Culture. You can read more about their nomination on page 12.

In Q1 and Q2 the Sainsbury's team witnessed an increased demand for personnel, which at its peak delivered 150 staff per week across 8 locations, UK wide. They have achieved this by managing a successful combination of national and local staff to ensure fulfilment and quality. Janet and Matt travelled the UK to conduct in-store inductions, interviews and briefings to our new local personnel and ensured our national teams were fully engaged. During this period they never lost sight of the objective, they kept team leaders motivated and clients updated. We now have a blueprint for future sites and projects. They promised and delivered.

As we continue our work with Morrisons we have begun to grow and develop our understanding of the culture and expectations of the business and it is now important that we maintain a level of service that exceeds customer expectations and delivers on a Promise-Based Culture. Throughout Q2 we delivered projects in Coalville, Watford, Maidstone and Milton Keynes.

Sales Support also had a great Q2, achieving our record month in terms of revenue this May. Nick Roper and his team continue to deliver a great level of service to our customers. In the previous edition of InTouch, Adrian discussed the success story of Bunnings and the positive impact on the first half of the year for Sales Support.

However, with Bunnings exiting the market it is important that we turn our attention to introducing new clients and projects to ensure we continue on the upwards curve.

The negative impact of Bunnings exiting the market and Hilco buying Homebase has seen a positive impact in the DIY world for Mike Brett and the team. Whilst we understand this will have a negative impact on many within the industry, this has presented us with an opportunity to support Homebase with their closure programme across the UK. Mike and his team have successfully delivered a number of projects obtaining fantastic feedback from the client. So a big well did to all of those involved, a true example of putting the customer at the heart!

Finally, I would just like to say that I am very excited about the journey ahead and am looking forward to meeting you out and about on sites over the coming months. I can't wait to get to know the team and introduce some new initiatives to the retail division.

Thanks for all your hard work and well done to everyone, see you soon!

Jamie



13%

Increase delivered in sales from the Retail division in the first half of 2018

£110k

Saved year to date on Travel and Accommodation

Over

20

Superstar

Nominations so far received for Retail employees

75

Years' service achieved between five employees of our Sales Support team

News in brief



greateranglia

Here's Ioan Dolhescu, Cleaning Operative from our Greater Anglia contract receiving thanks for his good work from Assistant Area Customer Service Managers, Jonathan Kirby and Anita Stuart and Krzysztof Drozd, Station Presentation Inspector along with Les Garnett of Carlisle Support Services.

James Sharpe, Assistant Area Customer Services Manager sent us the following testimonial about Ioan:

"I wanted to raise some praise for Ioan Dolhescu for his work at Cambridge on 26 June.

Transec visited the station and planted a suspect package in which Ioan found behind a flower pot on platform 4. Once Ioan discovered the bag he was quick to react and applied the HOT procedure well and informed the supervisor.

After the Department for Transport officers made themselves known he was debriefed by them and was asked about HOT & WHAT protocols and was able to explain what these meant and what was required.

Later that day I caught up with him and he produced his Training Manual which I was very impressed with and clearly showed that Ioan took pride in his role".



Adrian White
Director of Operations -
Security & Events, South

Teamwork divides the task and multiplies the success

On the 1 June, I took over my new role of Director of Operations for Security and Events, South. Leaving the Retail business after such a long period was an extremely difficult decision, however, I am really excited about taking on this new challenge.

My immediate impression of the contracts I have taken on is positive and I can already see some areas of best practice we can build upon. I spent a day at Supreme Court with James Noone and the team and was very impressed with the Work-IT systems we have in place on that contract and the work James has done to move to a paperless workplace.

Our work in the student accommodation sector offers us an opportunity as well. I visited one of our clients in this sector, IQ Student Accommodation, with Yameen Choudhry and listened to their vision of how they see our Officers roles in the future.



I've also visited Portsmouth Ports with John Angel and the team and was so pleased to hear the positive messages received from our staff about how much things have improved under Carlisle management, and how they valued the way we communicate with our people and the support we give them.

It was so pleasing to hear how positive one of our new clients, The British Film Industry, were regarding our mobilisation and the clear view they have on the role of our teams on their sites going forward. Our delivery is very much geared around customer experience.

Our Events team have moved into 'summer mode', with the switch from Football to Cricket. I recently spent a day at Lords with Charles Tackie and the team, and as I always do, came away impressed at just how embedded our team is into the client's operation and the value they place on our service.

In June it was our first Royal Ascot, where we successfully delivered five consecutive days of 300+ personnel. It was not an easy ride, but we came through in a very positive position. The preparation completed by Jason Taylor and Carl Taylor cannot be underestimated, and the teamwork displayed by all the Events team was brilliant to see. A massive thank you to everyone involved.

It's that team ethos that I am keen to concentrate on throughout the entire division. The opportunity offered by bringing everyone together is exciting and I am confident we can open up extra opportunities for all of our staff in the field.

Carlisle offers many things the big players in the security market don't, it's very clear our clients value these traits which provide us with a strong point of difference. I am keen to ensure we retain that focus, continue to offer a strong core security offering but also look to differentiate through a strong customer experience focus and the leverage of IT systems to enhance our service.

I am keen to support my management team as much as I can and I look forward to seeing as many of you as possible over the coming months as I get out and about across all of our contracts.

Thank you all as always.

Adrian



The UKSC's official emblem is formed by a heraldic representation of the flowers of the four countries of the United Kingdom



Portsmouth Port is a dynamic commercial port; they import most of the bananas eaten in the UK



First established in 1814, Lord's ground has a capacity of 28,000



56,000 bottles of Champagne are consumed over Royal Ascot

News in brief



PHOEBE'S ANGELS ON MERSEYRAIL

Proof positive that gender equality is alive and kicking in Merseyside was our two-month customer service project with Merseyrail Electrics, with 100 new staff onboarded in just over four weeks following a 12-week planning process. Masterminded by the amazing Phoebe Barry, the project was overseen by an all-female management team!

A huge thanks need to go to our incredible management team of:

- Jo Bennet
- Lissa Clements
- Paige Wooliscroft

WELCOME TO THE WORLD

Congratulations to Victoria and Liam from our Retail Sainsbury's account on the arrival of baby Alfie.

He's pictured here with his Nan, Janet Billingham, Operations Manager for Retail.





Martin Woollam
Director of Operations -
Merseyside

Award Winning Merseyrail Team

Carlisle Support Services has been named Employer of the Year at Training Strategies' 10-year anniversary awards.

Held on the evening of Wednesday 4th July, the awards celebrated the achievements of Training Strategies' 300-plus clients, which include leading employers from across the north-west region. Also in attendance were Councillor Malcolm Kennedy, the Lord Mayor of Liverpool, and Councillor Joe Anderson.

Carlisle received the accolade for its work on the Merseyrail project, where it partnered with Training Strategies to provide 100 temporary staff for a two-month assignment.

Martin Woollam, Director of Operations for Security and Events at Carlisle, said: "Training Strategies helped us not only to recruit 100 local people but also to train them to full SIA standard and Level 2 Customer Service NVQ – which was a massive undertaking. Not only was it a huge honour to be recognised in this way, but I had no idea of the audience!"

Training Strategies offers high quality training to help individuals and local businesses to grow and compete. One of the most influential training providers in the north-west, it specialises in apprenticeships and high quality programmes for the unemployed.

Jeff Higham, Contract Manager and Shaun Rigby, Systems and Evidence Officer for the Merseyrail contract, attended Training Strategies' 10-year awards night to collect the award on Carlisle's behalf.



"This award is testament to all the hard work we put into our partnership with Training Strategies. It's a fantastic tribute not only to how the team have delivered on a major project, but also to how we've used an innovative social regeneration programme to create 100 jobs that will lead to 40 full time jobs across the Merseyside region – at a time when recruitment is a major issue for all employers."



Nicole Baker
Head of Marketing and
Bid Management

Charity Update

As we speed through year two of our charity partnership with the Alzheimer's Society, we'd like you to consider the impact you and your teams can personally make in raising awareness and much-needed donations for the charity.

We've already completed so many activities to be proud of, but it can't stop there! From a fundraising perspective, we're committed to raising £15,000 over three years. Completing events such as Elf Day, Beans and Screams, Taking Carlisle to Carlisle and Tough Mudders, we've already raised a fantastic £11,334.22! Could we, therefore, challenge ourselves to double our original target and raise £30,000 instead?

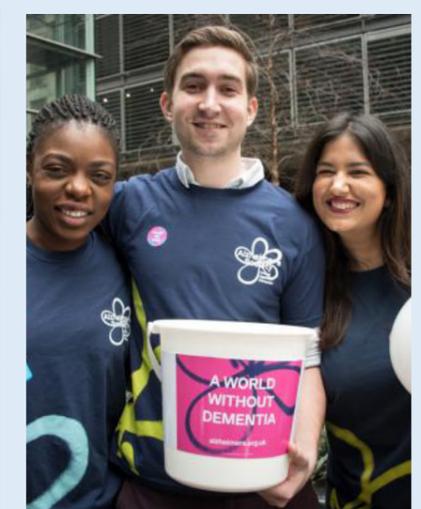


Congratulations to Paul Kemp, Operations Manager (East) for our Arriva Rail North contract who successfully completed the London Marathon back in April. The heat made it very challenging so taking conditions into account, Paul made sure that he took things very steady so that he could reach the finish line in one piece. Paul raised a huge £631.00 for Macmillan Cancer Support as a result of this fantastic achievement.



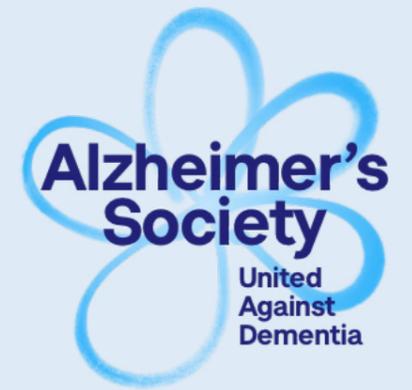
A huge well done also to Tina Hicks from our P&O contract for completing the Aintree Race for Life for Cancer Research UK.

The races see thousands of women uniting with one purpose. To come together. To raise money. To beat cancer.



So what's the part you all play in this? There are multiple options available to either raise funds or increase awareness of the charity, and we are here to support you.

Please speak to your line manager in the first instance should you have an individual or team charity pledge in mind. As a sweeter from the donations perspective, the business has kindly agreed to match all fundraising completed by our contracts...up to £10,000!



Superstars Awards

Quarter 1

AND THE **WINNERS** ARE...



Q1 Caring Passionately For All

WINNER: Brian Day, Merseyrail

Lifesaver, Brian has been recognised for performing CPR on a gentleman who had collapsed at Liverpool Centre Station. With the help of Stephen Johnson, Assistant Station Manager, they brought him back to life and stayed with the gentleman until the paramedics arrived. He was taken via ambulance fully conscious and alert, thanks to the actions completed by Brian and Stephen.

Q1 Caring Passionately For All

HIGHLY COMMENDED: Chris Lucock, David Williams, Leon Coakley and John Cromer, Retail

Leaving the Bunnings Frome store late in the evening, following the Beast from the East, they came across a number of stranded drivers who needed assistance. They stopped and pushed as many people as they could to get them going. Acts of kindness like this exemplify our company values.



Q1 Customer at the Heart

WINNER: Ahmed Harb, UK Supreme Court

Ahmed has received multiple compliments from clients and members of the general public regarding his caring, buoyant and reliable nature. His skilful leadership and the way in which he motivates those around him are a major contributing factor of the smooth running of the court day-to-day and when big events take place.

Q1 Customer at the Heart

HIGHLY COMMENDED: Jason Williams, Arriva Rail North and Andrew Osborn, West Midlands Trains

Over the last quarter, we have received glowing feedback regarding the way in which Jason carries out his role so well. Andrew has also received fantastic praise for putting others first above himself in order to ensure the well-being and safety of others.



Q1 Promise-Based Culture

WINNER: Janet Billingham and Matt George, Retail

Over Q1, Janet and Matt successfully travelled the UK conducting instore inductions, interviews and briefings to 150 new staff members joining our Sainsbury's team. They never lost sight of the objective by keeping Team Leaders engaged and our clients updated with progress. We now have a blueprint for future sites and projects, thanks to their extensive experience..

Q1 Promise-Based Culture

HIGHLY COMMENDED: Amanda Cooper, Bids

Amanda worked fantastically well with our resourcing team to support our Tottenham Hotspur Contract. Working with the team to construct a recruitment database, Amanda completed over 50 cold calls to applicants and also set up and administrated our first trials of the Optimize video software.



Q1 Sector-Based Expert

WINNER: Lisa McBrien, Liverpool City Council

During the Christmas period, there was a very dangerous and stressful situation that arose when a fire started at one of the City Council's car parks. Lisa was incredibly calm and professional, following procedures and providing information and details to the emergency services and the duty management team, who also commented on Lisa's calm attitude.

Q1 Sector-Based Expert

HIGHLY COMMENDED: Alex Orr, Steve Channer and Paul Taylor, Greater Anglia and HSQE

Feedback received directly from Tony Harford, HSQE Manager for Greater Anglia quoted, "May I take this opportunity to express my appreciation to you all. Your safety inspections are inspirational and very fair in both methodology and delivery- good results, well presented."



Sector Directors
Jamie Hatfield, Adrian Canale,
Carl Taylor and Jason Taylor

Contract Wins & Partnerships



It's a wrap as we secure a new partnership with BFI London

We're so pleased to announce the introduction of a three-year contract to provide security services for The British Film Institute (BFI).

The BFI is the lead organisation for film in the UK with the ambition to create a flourishing film environment in which, innovation, opportunity and creativity can thrive.

The contract will see Carlisle deliver integrated security services deployed across BFI's various sites within and on the outskirts of London, including their main BFI Southbank site and the BFI IMAX cinema at Waterloo. Our team of dedicated staff will provide patrolling, CCTV surveillance, reception, visitor assistance and staff support.

Adrian Canale, Sector Director at Carlisle, said:

"Our offering was designed to include technology that would enhance the engagement and management of our exceptional people. We see the BFI as a great addition to our leisure and cultural sector portfolio"

Victoria Gill, Head of Facilities at the BFI, said:

"Carlisle Support Services have managed a seamless transition for us and even at this early stage, we can see the professionalism and dedication of the management team. They are partnering with the BFI on the development of unique training packages to both develop the team and our service offering. We're delighted and look forward to building the partnership further."

MOOG

We have lift off with MOOG providing Security and Reception services

We also welcome MOOG to our growing Manufacturing division.

Over fifty years ago, MOOG started as a designer and supplier of aircraft and missile components. Today, their motion control technology enhances performance in a variety of markets and applications, from commercial aircraft cockpits to power-generation turbines, to Formula One racing, to medical infusion systems.



Jade Kenton receiving Core of Carlisle recognition

Spread across two sites in Tewkesbury and Wolverhampton, the team are responsible for providing security and reception services for both locations.

Our Managing Director recently had the opportunity of attending the first monthly review with MOOG. Paul commented that it was great to catch up with our client contacts at Wolverhampton, but even nicer to finish the review by saying a massive thank you to a member of the team who had performed exceptionally well throughout our first month.

Well done to our receptionist Jade Kenton, pictured above, for truly putting the 'Customer at the Heart'.



ACC Liverpool Group warmly welcomed to our Security and Events portfolio

We began a three-year contract in May with the ACC Liverpool Group, operators of ACC Liverpool, and the home to BT Convention Centre, Echo Arena and Exhibition Centre Liverpool.

The contract will see Carlisle deliver integrated security and stewarding services, including static and mobile guarding, CCTV monitoring, key holding and visitor assistance. Our core team of 25 will increase up to 500 throughout event days.

Eddie dos Santos, Assistant Director (Operations), The ACC Liverpool Group commented:

"Security and Stewarding are a vital part of our operations and we are enthused and positive about selecting Carlisle Support Services as our partner. We look forward to working with the team to continually improve our operations for the clients and customers we host all year round."

The venue is officially the UK's Best Conference Centre and in the short time we have held the contract, events have been hosted with:

- Katy Perry
- UFC
- Roger Waters
- 12-day International Business Festival

We welcome on board our new management team of Dave Paynter, Lisa Pines, Jay Ugalde and Michael Murphy - an amazing team delivering amazing results. It's fantastic to have you all on board. Not only have they survived the above events, they have all recently attended an additional special event with Finance Manager, Nikki Donoghue, who kindly conducted training on Apollo and the PO process.

Billy Callaghan is responsible for the overall management for this contract as it sits perfectly in sync with our Liverpool City Council security contract we also currently oversee.



Billy can be seen here with body worn surveillance which we have introduced to the contract as an innovation.



Carlisle crosses the line in first place at Royal Ascot

The operation of security for Royal Ascot 2018 began back in April. Spanning a total of four months, the Events team have ensured the security and integrity of the UK's third largest annual sporting event in the UK.

A great deal of planning and preparation had gone into providing the ladies and gentlemen of Carlisle Support Services with the tools necessary to conduct their duties to the highest of standards – boy did they deliver!

The professionalism and customer service demonstrated, to use the Ascot Racecourse strapline, was 'like nowhere else'.

Jason Taylor, Sector Director- Events said:

"It was a pleasure to work alongside the team at Royal Ascot."

Across the five race days, the team assisted with a number of

pre-planned operations including the arrival and departure of Her Majesty. The level of expertise within the Carlisle Event's team was also apparent as they reacted to a number of spontaneous situations including a serious medical incident which saw a member of the team having to perform CPR. This individual's reaction meant that the individual requiring medical attention was given the necessary immediate support required until medical professionals attended the scene. The management team of Carlisle Support Services and Ascot Racecourse Limited would like to pass on a special thanks to those involved on this occasion.



Jason also commented:

"I have to thank and applaud those colleagues who did all 5 days of Royal Ascot, many had travelled a little distance making the days that little bit longer – I know it was a long 5 days but speaking to many of you, you all enjoyed it."

I also really appreciate those who maybe didn't do all 5 days; your work and energy on the days which you supported the event was truly appreciated and really helped keep our service to the patrons of Ascot fresh".

There is no rest for the Event's team at Ascot as they now move forward to future race meetings.

We look forward to seeing many of the team return again.



A huge thank you to all of our exceptional staff members



The everyday health cash plan

Discounted premiums for Carlisle Support Services employees and their families

Like most things today, the cost of leading a healthy lifestyle isn't cheap.

If you take a moment to think about how much you have to pay just to visit the dentist, even if you are with an NHS dentist, you can still have a large bill to pay. Just a simple filling can cost up to £56 and if you require more major treatment the bill can run into hundreds of pounds.

With HSF health plan, you can have an affordable way to cover the costs of everyday healthcare. HSF health plan covers you and your family for the simple day to day health costs like dental and optical bills as well as providing over 35 valuable benefits that help you get cash back for a wide range of treatments and out of pocket expenses.

How does it work?

It's simple. You pay a set monthly fee, you pay for the scheme that suits you best, then claim cash back for your treatments as and when you need it. And so your family doesn't feel left out, the plan also offers to cover the healthcare of your Spouse / Partner and children* (up to the age of 18) at no extra cost.

There are two plans to choose from: Primary and Extra Cover Schemes**.

The Primary Schemes 100 to 5 offer a wide range of health categories at affordable prices. With Primary Schemes, you will be reimbursed 50% of your professional treatment cost, up to the maximum amounts shown on the table opposite.

The Extra Cover Schemes A to D are for those who would like 100% cover for themselves and their families.

With Extra Cover Schemes, you will be reimbursed 100% of your professional treatment costs up to the higher maximum amount shown on the table opposite.

With the health cash plans, there is no excess to pay and claiming is simple. Full details are available via the HSF health plan pack available from your Contract Manager.

*Dependent children up to the age of 18 and living permanently at the policyholder's address.

** Subject to terms and conditions

How can I find out more?

Please contact your Line Manager in the first instance who will be able to provide you with the contact details for our HSF Account Manager.



Corporate Schemes	Primary Schemes					Extra Cover Schemes			
	100 £1.00 a week £4.33 a month	2 £2.45 a week £10.62 a month	3 £3.65 a week £15.82 a month	4 £4.85 a week £21.02 a month	5 £6.25 a week £27.08 a month	A £7.25 a week £31.42 a month	B £10.00 a week £43.33 a month	C £12.00 a week £52.00 a month	D £15.50 a week £67.17 a month
	Dental and Optical					100% cover			
	£50	£100	£200	£275	£350	£400	£550	£700	£850
	Dental Trauma					100% cover			
	£250	£375	£500	£625	£750	£1,000	£1,250	£1,500	£2,000
	Practitioner: Physiotherapy, Osteopathy, Chiropractic, Acupuncture, Homoeopathy, Chiropody/Podiatry					100% cover			
	£100	£200	£300	£400	£500	£600	£800	£1,000	£1,200
	Specialist and Investigations – including Allergy Testing and Health Screening					100% cover			
	£200	£400	£600	£700	£800	£1,200	£1,400	£1,600	£1,800
	Birth Grant / Adoption Grant (per child)					100% cover			
	£100	£200	£300	£400	£500	£600	£800	£1,000	£1,200
	Hospital: General and Hospice, Accident, Elderly and Mental Illness (Amounts per night up to a maximum of 40 nights)					100% cover			
	£16	£32	£50	£66	£80	£75	£100	£120	£150
	Recuperation – Grant after 7 nights Or after 15 nights					100% cover			
	After 7 nights £40	£80	£100	£120	£150	£150	£180	£225	£300
	Or after 15 nights £60	£120	£150	£170	£200	£225	£255	£300	£360
	Day Case Surgery and Treatment (Amounts per day up to a maximum of 8 occasions)					100% cover			
	£16	£32	£50	£66	£80	£75	£100	£120	£150
	Home Care Assistants and Home Help					100% cover			
	£125	£250	£375	£500	£625	£750	£1,000	£1,250	£1,500
	Personal Accident – Including Dental Trauma					100% cover			
Permanent Disability – up to	£5,000	£7,500	£10,000	£12,500	£15,000	£20,000	£25,000	£30,000	£40,000
Accidental Death	£2,500	£3,750	£5,000	£6,250	£7,500	£10,000	£12,500	£15,000	£20,000
Temporary Disability	Not Included	Not Included	£30 per week	£40 per week	£50 per week	£60 per week	£90 per week	£120 per week	£170 per week
Fracture – up to maximum per accident	Not Included	Not Included	£375	£575	£775	£950	£1,450	£1,950	£2,450
Facial Disfigurement – up to maximum	Not Included	Not Included	£600	£900	£1,200	£1,500	£2,300	£3,100	£3,900
	HSF Assist® - Available on all schemes								
	GP Advice Line, Virtual Doctor, Counselling Service, Medical Information and Legal Advice.								
	HSF PerkBox - Available on all schemes - web based service only								
	Money saving offers, Discounted Gym Membership, Special Priced Cinema Tickets, Everyday Shopping Discounts plus much more. (Internet connection and email required for access).								



Colin Williams
Training Manager

Developing our Exceptional People

Whether you are joining Carlisle Support Services early in your career or at a senior level, we are extremely passionate about ensuring that everyone is provided with clear direction and opportunities to continue their development. It is our promise to you that we will look after your career and open up new avenues for those who desire it.

Our full Training and Development Directory aims to clearly illustrate the range of centrally provided development solutions available at each level within our organisation, all ultimately designed to help us to live and breathe our company values:



Customers at the Heart



Sector-Based Experts



Caring passionately for all



Promise-Based Culture

We want to achieve sector-leading customer experience and retention of all of our valued customers. Above all, we want to 'Develop our Exceptional People'.

The development solutions available focus on those skills which are necessary for whatever your role, and therefore contain operational, management and business skills. The pathway is designed to complement your professional development needs and aid you as you further your career. We ensure that we constantly evaluate our development offering to ensure it meets the business needs.

The pathway also contains the Litmus Heroes curriculum, a range of standalone workshops and core programmes designed to develop competence in your role. These courses can be found on our Learning Management System, GLADIS, short for Global Learning and Development Information System.

As part of your ongoing development, have you considered sharing your experiences and knowledge to fellow employees on your contract? If so, we are always on the lookout for employees to take up train-to-train responsibilities for their contracts and divisions.

Please speak directly to your Line Manager or me in the first instance so we can look to enrol you onto the training that you'd need to support you through this process.

Testament that this training approach can really work has been shared by David Evans, Contract Manager for our Eurotunnel contract:

"This model has enabled us to have a dedicated frontline training team that has created greater resilience for us at Eurotunnel. Our new starters are now trained by on-site colleagues which makes the induction process easier to manage. A development path for our supervisors and duty managers is now also more defined".

A full copy of the **Training and Development Directory** can be viewed at:
<https://www.carlisesupportservices.com/welcome>





Martin Woollam
Director of Operations -
Merseyside



Let's stop the stigma once and for all

My bold promise to the business was to research, agree and implement a Wellbeing Strategy for the business. We are aiming to baseline key areas that impact our front line and management staff in terms of preventable illness and mental health. We are doing so to fine hone our strategy on how to support our key asset – YOU!

We will be introducing, over the next 12 months, a number of initiatives to help us understand our teams more and invest in areas that help to support them to be the best that they can be.

We recognise the world is becoming an ever more stressful place and the pressures of modern life can take its toll on us all. Carlisle wants to go the extra mile to provide help, guidance and support during times of need. We are not promising to become the answer to everything, but we are starting a journey of discovery and we have set our preliminary steps. We will see success as changing our course to meet the needs we establish during our discovery phase and move with the times.

In summary, we will be looking at rolling out 10 initiatives:

1) Mental Health First Aid

We are offering Mental Health First Aid Courses to front-line management and supervision to assist them to identify and provide support to staff in need.

2) HSE Stress Survey

We will be surveying staff to try and heat map the sources of stress for our staff and establish what we can do to support.

3) Management Training

To help staff with mental health issues to manage absence proactively and with empathy. This is in line with best practice from Kingston University.

4) Time for Change

We will join the Time for Change movement to make Carlisle a business where we can talk openly about mental health issues and remove any forms of direct or indirect discrimination for those experiencing issues.

5) Workplace Wellbeing Charter

We will be benchmarking our internal procedures, processes and support mechanisms against the standards set in the nationally recognised Workplace Well Being Charter.

6) Promoting Resources

Via our newsletters, InTouch, communication apps and websites that offer benefits and assistance for staff on areas like health, nutrition, exercise and mental health.

7) Employee Assistance Programmes (EAP)

We will be promoting and writing into business development proposals and retenders the ability for staff to tap into EAPs. These are schemes to provide employees with help and support across key areas like health and offer wider benefits like gym membership and wider discounts. These currently these aren't available across the board so are adopted on a role-by-role, contract-by-contract basis so we are looking to make access more inclusive. This will take time.

8) Workplace Well Being Champions

We will be looking for volunteers to become workplace wellbeing champions. We will provide additional training to help regional representatives to support our staff and act as guidance points for those needing advice and support.

9) Confidential email address

We will create a confidential email address for staff who need support. Staff can register requests for help and assistance. Again, we don't claim to offer instant answers to issues but we will provide where practicably possible assistance or referral to other sources of help and support.

10) Health Vlogs

We will be incorporating into our newsletters and InTouch Magazines, vlogs from invited experts on health, nutrition, sleep and exercise etc.

This is the start of the journey and the initiatives we will be rolling out. If you have any comments or ideas for inclusion, please feel free to email me directly at martin.woollam@carlisesupportservices.com

Contact Sheet

Beat

For those suffering with eating disorders. Call 0808 801 0677 or b-eat.co.uk

Contract

Making effective mental health support easily accessible to Service personnel, Ex-Service personnel and their families, <https://www.contactarmedforces.co.uk/>

Men's Health Forum

24/7 stress support for men by text, chat and email, menshealthforum.co.uk

Mind

The mental health charity, mind.org.uk

Relate

The UK's largest provider of relationship support, relate.org.uk

Wish

A voice for women's mental health, womenatwish.org.uk

Introducing Recruit-IT

We'll shortly be digitalising our application and vetting processes, making it even easier for friends or relatives to join Carlisle Support Services.

The new online system will guide applicants through the full application process step by step, detailing exactly what information is required, whether they wish to join us in a Cleaning or Retail position or within our Security team, by completing a full BS7858 vetted application.

Progress can be saved so applicants can revisit their application and view its status at any time.

Working on PCs, laptops, smartphones and tablets, this gives our prospective colleagues a smarter, faster-joining process as well as reducing the burden of paperwork for our managers, recruiters and administrative teams.

