

Connecting Our People

InTouch

Issue #004



INSIDE

Contract Spotlights
Annual Superstar Winners
Interview with Colin Williams

Four new contract wins

We welcome Eurotunnel, Greater Anglia, Jaguar Land Rover and Peel Ports

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 **Carlisle**
SUPPORT SERVICES

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Within this edition you will see further examples of the great work being done across all areas of our business.

As you know we are constantly looking for feature ideas and for people who we should shout about.

As you read this issue, if you have any ideas or stories you would like us to share, then please get in touch via: comms@carlisesupportservices.com

Welcome



Paul Evans
Managing Director

The first quarter of 2017 has flown by and what a manic one it has been! Where do I begin...

In January, we held our first combined **Annual Conference and Awards Evening**. Whilst the day provided time for the support teams to catch up, the evening was very special for me personally as it had been a personal aim of mine to ensure our front-line operatives were recognised on such days.

This year we therefore ensured our **Superstars Employee Recognition Programme** culminated with an evening purely focussed on saying 'Thank You and Well Done' to those who have made Carlisle what we are.

Also in January was the appointment of our new Group Training Manager, **Colin Williams**. Joining us from Interserve, Colin brings a wealth of knowledge and

expertise in terms of both Front-Line Operative and Management training programmes.

Last year we launched our **Promise Wall** in Head Office where all of our managers have made public their promises for 2017, and in Q1 already it was pleasing to see two of these promises 'turn gold'. This means that the promises made by an individual has been completed, so well done to **James Noone**, Contract Manager – Supreme Court and **Jenny Hegarty**, Central Admin Team Supervisor on already successfully delivering on your personal promises.

If 2016 was all about putting the foundations down, then 2017 needed to be a year of growth and it has been a fantastic first quarter for such. Key wins have been secured with Jaguar Land Rover, Greater Anglia, Eurotunnel and Peel Ports.

The latter made even more special as they are already customers of another Impellam group company, namely Guidant who provide over 300 dockworkers to the Port of Liverpool. Well done to **Jamie Hatfield and Adrian Canale**, Sector Directors on kicking the new year off in spectacular fashion with some leading brands joining our enviable client portfolio.

Special mention should also go to **Alex Orr** who was personally responsible for securing the Greater Anglia Station cleaning contract. It is always pleasing to see an account grow and this is clearly down to the passion and drive given by Alex to the previous, much smaller, deep cleaning contract we held with them.

Disappointingly we had to say good-bye to one of our longest clients, TransPennine Express. Whilst sad to see our teams move out of Carlisle it was pleasing to retain **Steve Cere** within the business, with him moving into a new Regional Contracts Manager role within the Security and Events division.

At the same time, we saw Greater Anglia transfer in-house the Gateline contract and reduce the need for their Security / Revenue Officers. We wish those who have left us over the last few months all the best for the future.

Finally, it gives me great pleasure to welcome on board, **Nick Cooper**, who has recently joined us as Director of Operations – North for the Security and Events division. Living in Burnley, Nick brings with him a wealth of operational management from the wider security industry.

Nick has replaced **Rob Pritchard** who has successfully transitioned into a new role within the Senior Management Team as Mobilisation and Projects Director.

I hope you find this edition of InTouch interesting and insightful. The next quarter promises to be another busy one and I would personally like to thank you for all your hard work and continued efforts.

News in brief

SUCCESSFUL COMPLETION OF NVQ LEVEL 2 IN SPECTATOR SAFETY

Eleven of our Events team at Carlisle Support Services have successfully completed their NVQ Level 2 Qualification in Spectator Safety.

This is a qualification for individuals working at spectator events, such as Cheltenham Racecourse.

We are exceptionally proud of their achievements and commitment to caring passionately for all and becoming sector-based experts, two of our core values. Plans have already been put into place for the next part of their learning journey.

Well done to you all.

FLEET OPERATOR RECOGNITION SCHEME

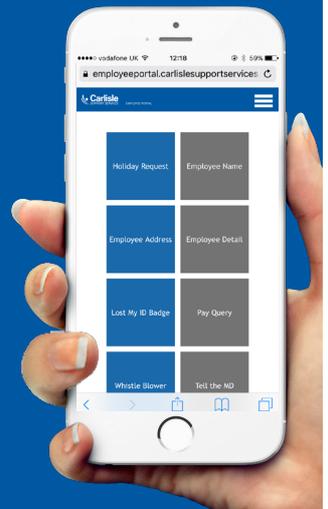
Following our recent on-site audit, we are pleased to confirm that we have met the FORS bronze criteria.

FORS encompasses all aspects of safety, efficiency, and environmental protection by encouraging and training fleet operators to measure, monitor and improve performance.

ENGAGE-IT

Roll-out of our employee portal, Engage-IT, continues with successful deployments to our Eurotunnel, Supreme Court, Retail and Event divisions.

We've also introduced an interactive user guide on the Learn-IT platform should you have any questions on how to use the system. You'll just need to gain access from your Contract Manager.



Retail Spotlight

Sainsbury's

With Adrian White

For those of you that have ever asked me about our strategy on Retail, you will have heard me talk about focusing on three of our high volume clients and specifically delivering a high quality service through an engaged and motivated workforce.

Of the three customers we are focusing on, two have a very busy year ahead of them with Sainsbury's the busiest of them all. When they acquired Argos it meant a couple of things for us.

The immediate impact was a slowdown in activity, which we had to tough out, knowing that things would pick up. Because we had focused on delivering a great service to them it meant that when we re-tendered we secured a larger slice of work and in September 2016 it picked up!

The brief to Janet, Simon, Karen and the team was simple, increase the amount of people on the contract, get people upskilled and make sure we visit every site as much as we can.

I'm delighted in the progress we are making. In 2017, we have already delivered over 5000 shifts, covering small works, refresh projects and full scale Argos inserts.

With the support of Karen Wilson we have quickly grown the Sainsbury's team, increasing our capability. Having met, and even interviewed, some of our new starters I'm confident in our ability to maintain the quality existing teams have delivered in recent years.



Cleaning Spotlight

With Les Garnett

My promise to the business is to devote one day a month to work alongside my frontline employees. All with the aim to expand awareness of our company vision and values and gain trust between our teams.

This month, I had the pleasure of spending time at Milton Keynes Central Train Station with Ciprian, John and Imrod from our London Midland Deep Clean Team trialling out some new cleaning chemicals.

It brought back some great memories and even supported the weight loss by a couple of pounds!



Security Spotlight

With Kieron Slattery



It's not often that you find yourself centre stage of a news story that reverberates around the World but, for James Noone and his Security team at the UK Supreme Court – "Brexit Day" was just another day in the office.

When Gina Miller decided to challenge the Government on their suggestion that they could invoke Article 50, the popular consensus at Carlisle HQ was that it was a cunning ploy just to get to meet James and his team in Westminster and, if that was the real reason for the challenge – James and co. can be rightly proud to say that they didn't disappoint!

Not that a star struck admirer would put James off his stride as he set to work undertaking a series of pre-event planning meetings to rigorously risk assess, or should that be risk reduce, the challenge of dealing with a mass of public, press and protestors alike. Ensuring, above all, the 11 Lord Justices that sat in judgment to hear the arguments from both sides were able to do so in a safe and secure environment was the achieved goal, both throughout the four day hearing late last year and, once again, during the announcement at the end of January.



If you look hard enough you can just about spot James Noone

News in brief

WORK-IT

Work-IT is our state-of-the-art workforce mobile solution. As a provider of support services in the facilities management market, data is our lifeblood and we require real-time data collection and task management. This enables our people to do what they do best, deliver world-class services to our clients. Thank you to Patricia Minck and Joe Stone from our project team who continue to implement this key system to additional clients, including Transport for Greater Manchester, Jaguar Land Rover and Greater Anglia.

NEW INTRANET - COMING SOON

Over the last few months, colleagues have been working hard to create a brand new intranet that will improve communications across the business. It will be constructed using SharePoint, a multi-purpose tool that can host sites and provides shared workspaces.

It will also promote knowledge sharing, improve productivity, reduce paperwork, and add value to work and social aspects of colleagues lives.

EMPLOYEE HANDBOOK

Have you received your new employee handbook?

If appropriate within your contract, you should have now received an electronic copy of your new employee handbook. It contains key information that you will need in order to work efficiently and safely throughout your employment at Carlisle Support Services.

If you have any questions, please contact your Contract Manager in the first instance.





Prepare for launch with Eurotunnel



In April, we began a three-year contract with the UK's channel tunnel rail operator, Eurotunnel.

We will provide comprehensive Freight and Transport Management services to the UK based terminal in Folkestone, Kent.

Over 150 team members will be involved in delivering multiple duties such as train crew members, freight chocking, tarpaulin checks and car park operations.

Recognition is certainly due to our mobilisation team including Robert Pritchard and Terry Ketley for the way they have put both our customer and staff at the heart of their efforts and their passion to ensure that they met every one of our TUPE transferees before day one of our contract started.

It has been a pleasure in commencing our relationship with Eurotunnel, but equally meeting and greeting our new team members. Welcome!

Jamie Hatfield, Sector Director at Carlisle Support Services, said of the win:

"A landmark award win for Carlisle Support Services."

"Our offering was designed to add technology that would enhance the engagement and management of our exceptional people. Training and development will also be key to our long-term success, supported by an open book approach to our teams and client offering."

"We are so pleased to be working with a client that wants to make a difference within the transport sector and local community, by changing the generalistic approach within the Support Services industry."



Visiting the night shift team members



Meet the Chockers



New Starter Induction

A greater future with greateranglia

Carlisle is proud to announce it has been awarded a five year contract with the Abellio franchise to supply station, periodic and deep cleaning services. Following a rigorous process, we were chosen thanks to our solution design and service delivery for the previous 18 months.

Our deep cleaning teams have been an integral part of Greater Anglia's strategy to improve passenger perceptions of cleanliness on the network. Spearheaded by Contract Manager Alex Orr, Carlisle has worked closely with the Greater Anglia FM team to define and deliver their needs by consistently looking for new ways to improve standards for the client.

The contract also witnesses the start of an exciting new chapter in our relationship as the focus will be on collaboration with hard FM provider Holywell.

The tender was designed to deliver the optimum mix of service specialism and resource sharing.

The contract will bring on board a new greenfield team of over 70 operatives with a new experienced management team to deliver the expectations of the Department for Transport for the new Greater Anglia franchise.

Service Development Director Martin Woollam, said of the win:



"Carlisle is delighted to be chosen by Abellio for this exciting contract. It demonstrates their faith in our ability to take them to their next level of station cleanliness. We are excited to be working with both the Greater Anglia FM team and Holywell to create a fruitful and successful partnership that creates a new working model for the rail industry."

Alex and Stefan at Shenfield Station





Following a rather intensive and speedy tender process with Jaguar Land Rover, we are delighted to announce that Carlisle has been awarded a three year contract to provide security and reception services to three major locations:

- Halewood
- Ellesmere Port
- Engine Manufacturing Centre (EMC)

The win sees the transfer of 53 security and reception personnel joining Carlisle Support Services, providing a range of services including:

- Control room operations
- CCTV monitoring
- Car parking management
- Visitor management
- Contractor management
- Documentation management

Sector Director, Adrian Canale, said of the win:

“This is such a privilege for Carlisle to have been selected to work as a key partner to one of the UK’s most prestigious brands in the world, Jaguar Land Rover!! A great company who have shown a clear commitment to invest in the frontline teams that work for them. We are looking forward to working in partnership with JLR over the coming years, whilst supporting the staff to become highly trained, motivated and experts within this iconic business.”



Managing Director, Paul Evans, said of the win:

“Peel Ports have a long and illustrious history, and more importantly, an exciting future.

As one of the largest, busiest and most diverse port operators in the UK, Carlisle is proud to be providing their Security teams at the Port of Liverpool, Port of Heysham and along the Manchester Ship Canal.

This contract again shows the depth of our capability in the North West and continues our growth into the Maritime sector.

Welcome to the Carlisle Support Services family.”

Having been provided with the very exciting opportunity to submit a proposal for the provision of security services, we are thrilled to add the Peel Ports Group to our portfolio of elite Transport clients.

We welcome on board colleagues from three locations of the port; Manchester Ship Canal, Port of Liverpool and the Port of Heysham.

The addition of Peel Ports enhances our highly developed local infrastructure that successfully supports Liverpool City stakeholders such as P&O Ferries, Liverpool Cruise Terminal, Merseyrail and Merseytravel.



Meet this year's Annual Superstar Winners

- Team of the Year
- Finance

It was a night filled with anticipation, as finalists joined the leadership team, colleagues and clients from across the business to find out who was to be crowned this year's Annual Superstar Winners.

Over 100 people attended the reward and recognition dinner at the De Vere Holmes Chapel, and you could feel the excitement building as guests arrived for the champagne reception.

The winners, shortlisted from winning a quarterly Superstar Award, were chosen by our Senior Management Team using a rigorous evaluation process.

It really was a memorable night as all the winners were cheered up to the state to collect their prizes and trophies.

Closing the awards, Paul emphasised how important it is to recognise and celebrate the outstanding achievements of individuals and teams across the business.

"Although these awards provide an opportunity for us to recognise individuals who have excelled, my thanks go to everyone for making a positive impact every day."

Each of our award winners was presented with a trophy and Love2Shop vouchers. Although not everyone could take home a prize, our shortlisted finalists didn't leave empty handed, with trophies taken home to proudly display in recognition of their hard work.

Congratulations to all our winners and finalists.



Contract Manager of the Year
Chris Gibbs, London Midland
Pictured with Jenny Jones and Robert Goode



Employee of the Year - Caring passionately for all
Terry Foster, Transport for Greater Manchester
Pictured with Paul Evans



Employee of the Year - Customer at the heart
Lesley Skinner, London Overground
Pictured with James McClelland, Paul Edwards and Kieron Slattery



Employee of the Year - Promise-Based Culture
Nick Roper, Retail
Pictured with Paul Evans



Employees of the Year - Sector-Based Experts
Royal Wolverhampton NHS Trust
Pictured with Paul Evans



Compliance Corner

With our Central Admin, HSQE, Project and Fleet Teams

During the month of March we had our annual Security Industry Authority Approved Contractor scheme audit within the Security division of the business. This involves four full days of intensive audit at a number of client sites across the country. We are pleased to announce that we passed with flying colours with a much improved score.

What our auditor was most impressed with, was that a majority of the audited areas were subjects that not only reflect the Security business but the whole of Carlisle Support Services, such as staff retention, reward & recognition, the working environment and progress towards our four company values.

Comments received from our auditor included: The set of company values are communicated in many ways including the backdrop on everyone's computer desktop. The 'Carlisle Superstar' recognition scheme has been improved where individuals are nominated by clients and there were more than 80 nominations in the year. There is a winner for each of the 4 values. The quarterly winners receive a certificate and

a prize and go forward to the annual "Awards Ceremony".

The company takes part in a number of anti-terrorism activities including Projects Griffin and Argus. Toolbox Talks include subjects such as suspicious activity.

Client feedback received by the assessors during the interviews included:

"they come up with innovations and are good value for money", "can't fault the team members", "probably best contractor I've worked with", "goes above and beyond", "Very good, very interactive", "work as one team", "responsive, reactive", "would recommend them" "Very flexible"

From our own employees:

"I receive continuous training", "know what is going on in the company", "one big family", "best company I've worked for", "feel part of the organisation", "lot better than other Security Companies I have worked for", "cater for my personal needs".





Charity Update

With Adrian White

We are seven months into the first year of our partnership with The Alzheimer's Society. Progress has been good....but we still have a way to go.

So far we have raised £1,700 of our £5,000 target, through a number of great initiatives. Our Christmas Elf Day was a great starting point for us and has been supported by individual events by employees and their partners, along with donations from suppliers and funds generated at the conference.

So now it's over to you! We need you to get your thinking caps on and help us raise more.

One simple and enjoyable way of doing this is to sign up to a memory walk. They take place all over the UK, you simply sign up with family and friends, seek out some sponsors and have a nice day out for a good cause, with lots of other likeminded people. The society runs them throughout the year and they are designed for all ages.

It is easy to sign up at:
<https://www.memorywalk.org.uk/find-a-walk/>

Dementia Friends

Learn more about what it is like to live with dementia and turn that understanding into action. Our aim is to spread awareness and create as many friends as we can within Carlisle. We have already created 50 and now we have three Champions! Nicole Hodge, Colin Williams and Debbie Blantern are now fully trained to deliver the one hour session and will be visiting sites over the next year or so to deliver the training directly to you.

Dementia Friend training is ideal for public facing staff- which pretty much accounts for 75% of our workforce, so not only will we be spreading the messages but we will be giving our people another skill to help them deliver excellent customer service!

**YOU CAN
DONATE TODAY**

JustGiving™

[http://ow.ly/
Ffa130aL4HM](http://ow.ly/Ffa130aL4HM)

Upcoming Events

**DEMENTIA
AWARENESS
WEEK**

15-20 May 2017

CUPCAKE DAY



15 June 2017

**MEMORY
WALKS**

**Starting from
2 September 2017**

INTERVIEW WITH...

COLIN WILLIAMS

**Meet Colin, Carlisle's
Group Training Manager**



Hi Colin! What does your role entail and why is it essential to the growth of the company?

As Group Training Manager, my role is to drive a consistent level of training throughout the business at all levels. Training is one of the keys to the success and growth of our company by ensuring that our exceptional people are developed.

What do you think Carlisle Support Services' key strengths are as a business?

Our key strengths are passion and knowledge. Passion to do not just a good job but a great job and delight our customers. Knowledge of how the industry is changing and how we can introduce innovations that will set us aside from our competitors.

What have been your key priorities since you joined the business at the start of the year?

My priorities have been to see first hand how our business works, so visits to sites have been so important. I've also been:

- working with our Learning and Development colleagues within the Impellam Group to maximise the Apprenticeship Levy
- working closely with Chris Gibbs and his team at London Midland to create a BICSc (British Institute of Cleaning Science) standard cleaning training programme
- writing a Train-to-Train programme
- spending time with Paul Taylor, Head of Compliance, to take ownership of Operational Excellence, our Management Development Programme
- spending a large amount of my time at our new Eurotunnel contract, conducting inductions and working closely with our partners there to drive future training interventions

What can we look forward to seeing from the training department within the next three months?

The next three months will be a busy time, I will be driving the Train-to-Train programme with sessions booked at Peel Ports in Liverpool on 3rd & 4th May and in Birmingham on 9th & 10th May. We will be working with Highfield in order for us to become a recognised training centre. We will be setting up a BICSc hub at our Luton office in order for us to train and assess our cleaning team so that they can have a recognised industry standard qualification. We will be registering colleagues to apply for and start apprenticeships. I will also be driving Operational Excellence and the benefits that it will bring, building on the solid foundations that Paul Taylor has firmly laid.

How do you believe Government Schemes, such as the Apprenticeship Levy can benefit the learning and development of our own employees?

The apprenticeship levy is a fantastic opportunity for our colleagues to develop at all levels. We have created a suite of ten core apprenticeships that we feel fit our business and are accessible to all. We have taken the development approach to the levy as we want to invest in and develop our exceptional people. As a company we will benefit as we will have colleagues who have a recognised qualification and the desire to remain at Carlisle. Our colleagues will benefit as a result of the programme as they will have the opportunity to expand their knowledge of their job and progress within our company.

QUICK FIRE QUESTIONS

Tea or coffee? Tea at home, coffee at work

Best friend? Richard for 37 years

iPhone or Android? Android

Dream country to live? Barbados

Favourite take-away? Curry

Cadburys or Galaxy? Cadburys

Call, email or text? Call the kids – text my friends – e-mail at work

What's your life goal? To live mortgage free by the sea



Memory walk



Memory Walk is a sponsored walk for all ages and abilities to unite together to raise money to defeat dementia. The walks are spread across England, Wales and Northern Ireland and each walk will take on a different route through either a city, woodlands or a park.

This year over 110,000 people walk united, against dementia. We aim, with your help to raise over £9 million.

If there isn't a walk nearby, don't worry, because it's really easy to organise your own walk too.

Find a walk at:

<https://www.memorywalk.org.uk/find-a-walk/>