

In Touch

Connecting Our People



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So, the year of 2017 is flying past at an amazing pace, and I dare say this is reflective of the number of great things that are, and have been happening, with Carlisle so far over this period.

Those of you with whom I have had the pleasure of meeting during my tenure at Carlisle will know I am passionate about ensuring we are known by our values and that these therefore set us apart within our chosen markets. Over the last few months it is clear to see we are different in many ways and this should be seen as a major positive when you consider the journey we have come on over the last few years.

Our front-line headcount has continued to increase and it was fantastic to welcome the new employees joining us on **Arriva Rail North** who joined us in June. Alongside this we have been successful in securing additional contracts with **Portsmouth International Port**, a MOD defence supplier called **Leonardo**, and also additional works from our current client, **CRM Students** who are the UK's leading provider of student accommodation. Returning clients are also a welcome sight and in our retail division we have welcomed back **B&Q**, whilst in Events we have re-secured a contract with **Reading FC**.

Whilst it is superb to be growing we need to also remember where we have come from and who got us there. One of the key things that made me so excited to join Carlisle was the amazing portfolio of brands that we work with, ranging from the likes of **Arsenal** and **Tottenham**, to **Sainsbury's**, to **London Midland**, **MerseyRail** and **British Airways**. It is vital we continue to not only welcome new opportunities but to support our long-established clients and employees in the same we have done so for many years before my time at Carlisle.

On a lesser note, we said good-bye to some people who we have worked with for a number of years. Departing from us in the last period was the security team at **Transport for London (TfL)**, cleaning and security teams at **TransPennine Express** and the Gateline and



Revenue Protection teams at **Greater Anglia**. I wish all our previous employees well with their new employers albeit experience has taught me that the time away will fly by and hopefully we will work together again soon.

In this edition of InTouch you will hear about some of the great initiatives that are being put in place to make your employment with us more enjoyable, easier and rewarding. A major project that has been taking shape is called **Project Engage**. Whilst we operate well within our four different divisional disciplines of Security, Cleaning, Events and Retail, I do feel we can secure significant operational and employee benefits by unifying the way we recruit, on-board, schedule and engage with our front-line teams. As such we are coming to the end of a review period that will see the appointment of one team to conduct all these functions across the entire business.

One of the other great things to happen in the last period was Carlisle being awarded **Investors in People** accreditation, coming in at Silver and only missing out on Gold by a couple of points. The auditor spent time out on a number of contracts and spoke to many of our front-line employees. She was impressed with where we had come from and how much we had done since her last audit a few years earlier.

Without the people on the front-line we simply cannot be a success and therefore I have tasked everyone in the business to ensure they recognise this and do all they can to consider how they make positive interventions each and every time they come into contact with the teams who deliver our services. To ensure we continue this journey the next quarter will see a front-line **Employee Benefits Scheme (Carlisle Rewards)** launched, an enhanced **Reward and Recognition Scheme** and the complete embedding of our **Engage-IT employee app** for workforce matters and communication.

I hope you find this edition of InTouch interesting and I would love to hear any feedback or ideas you have about how we can continue to make Carlisle even better for both yourselves and our clients likewise.



Fighting crime within the Healthcare Sector



A very exciting event for Carlisle took place in July as we launched our new NHS initiative with Crimestoppers at the Royal Wolverhampton Hospital NHS Trust.

Carlisle and Crimestoppers have been working in partnership over the last 12 months to support the NHS in new initiatives aimed at reducing crime. The launch of this campaign is focused around providing staff, patients and visitors within the hospital, the ability to report crime-related activities – whilst allowing them to remain anonymous in doing so.

Crime reduction within the Healthcare sector is crucial to every NHS trust, helping to protect and maintain the safety and wellbeing of the trust's staff, visitors and property. The aim is to support NHS trusts with crime reduction by providing marketing materials, awareness days, and a free phone line and online form for anonymous reporting.

We will be running this pilot over the next three months within four trust locations. The support of this campaign by **Paul Smith**, Local Security Management Specialist at the **Royal Wolverhampton NHS Trust** allows them to lead the way as being the first to implement this initiative. Paul had the following to say:

"The Security Management Team at the Royal Wolverhampton NHS Trust are very proud to be piloting this scheme, which gives our patients, staff, visitors and relatives the opportunity to inform us through a tried, tested and trusted route any incidences or suspected incidences of crime which we can react to. With the aid of Carlisle Support Services and Crimestoppers we can further better our patients experience by continuing to strive to create a safe and secure culture across our organisation"



Investors in People silver accreditation



Investors in People (IIP) is the international standard for people management, defining what it takes to lead, support and manage people effectively to achieve sustainable results.

Underpinning the standard is the IIP framework, reflecting the latest workplace trends, essential skills and effective structures required to outperform in any industry. Investors in People enables organisations to benchmark against the best in the business on an international scale.

Following an in-depth assessment process, **Investors in People Practitioner Gwen Carter-Powell**, said:

"It is apparent that Carlisle is supporting people to improve performance, indeed most people mentioned investment, progression and being supported. A significant change has occurred, and is noted by all including your clients. This includes internal and external leadership, a clear trend that there is more 'transparency', improving levels of engagement and rewarding and recognising activity that people note, including Superstars and a clear focus on customer service and client led provision."

Commenting on the award, **Paul Evans, Managing Director**, said:

"I am absolutely thrilled that Carlisle Support Services has been awarded IIP Silver status. We value each and every one of our employees and always encourage them to become "exceptional". We also strive to create an environment where people enjoy coming to work and, in turn, are able to give their best, which ultimately benefits our clients."

News in brief

HEADING UP THE CAREER PATHWAY

Huge congratulations to the following employees who have recently celebrated internal promotions.

A true reflection of the Sector-Based Experts we are creating within the business.

Chris Gibbs
Director of Operations Designate, Cleaning

Angie Taylor
Contract Manager Designate, London Midland

Dan Abbey
Contract Manager (Mat. Cover), Arriva Rail London

John Adjorlolo
Senior Management Accountant

Priya Chauhan
Assistant Management Accountant

WELCOME TO THE WORLD

Delighted to announce the arrival of Savannah Collins, daughter of our very own **Yolande Collins - Arriva Rail London Contract Manager**.



Mother and baby are doing incredibly well.



Welcome to our latest members of the Operational Excellence Training Programme.

Great to have you on board:

Mominah Ali
Recruitment Coordinator

Maureen Brown
Assistant Contract Manager, London Midland

Carl Taylor
Sector Director, Events

What a difference a decade makes!



Service Development Director, **Martin Woollam**, was recently going through his Facebook page, when he noticed an announcement that made him stop, look and wonder where the years have gone.

It is 10 years that **Lyn Brown** burst onto the scene. Lyn came to us through the Liverpool JET Scheme which was an initiative to get individuals back into work. The picture above was taken on the day Lyn joined having passed her SIA license course and been given a job on the **Merseyrail Electrics contract**.

Lyn is one of those people that is perpetual sunshine and movement. Her dedication to her work is legendary with my favourite story being when she bought some match pots of yellow paint to keep up the appearance of the Ticket Vending Machines she patrols.

Lyn is a popular member of the team both within Carlisle and Merseyrail and loves her job, as you can see from the picture.

We wish her all the best for her 10th Anniversary and look forward to helping her celebrate her 20th!



It's off to the Tower we go!

Sometimes it can be all too easy to lose sight of those operations throughout the UK where the presence of Carlisle personnel isn't measured in the hundreds but, rather, 1-person sites where we are blessed to have a high number of reliable, frontline support staff who deliver exceptional services.

One such site – and one such individual – is **Scott Redsell** who is part of the team working in **Southwark at Castlemead Tower**.

Scott has been part of the Carlisle family since May 1991, an amazing 26-years and counting, during which time he started his employment working as a security receptionist role at Lazards Merchant Bank in Moorgate and then a 15-year stint at Jockey's Field in Holborn, before taking up his current role at Castlemead Tower in 2010.

Scott and the rest of the team (**Shing Sin Wan, Bouly Diaby and Farrukh Alam**) are on hand 24hrs a day to assist the tenants of the Castlemead Tower residential block with far more than just a general security presence.

Scott travels from Gravesend in Kent every day (a 2hr commute) and, is a massive Nottingham Forest fan and Formula 1 aficionado having been fortunate enough to get to a number of Grand Prix throughout Europe including Silverstone, Monaco and Belgium.

When we asked Scott what motivated him to commit most of his adult life to Carlisle he was more than happy for us to quote him as below:

"I enjoy working with CSS, it's not always about the money – it's about the company you work with. The support and relationships you have with the CSS management team and the people around you make it worthwhile to stay and not move on."

I really do like working with CSS and I have no intention of leaving as I am made to feel part of a much bigger family"

We're proud to call you one of our own Scott – keep up the great work!

The wheels on the (Eurotunnel Service Tunnel Transportation System) bus go round and round...

Eleclink is a major construction project at the **UK Eurotunnel Terminal** in Folkestone.

The project requires a safe, reliable and efficient bus service to transport Eleclink personnel to and from the running tunnel work site via a service tunnel.

In May this year, as part of our contract for the supply of Support Services on the Eurotunnel site in Folkestone, Carlisle were awarded a further 'standalone' contract to supply five specially trained personnel to drive the Service Tunnel Transportation System (STTS) vehicles.

These vehicles are unique across the UK as they have been specially designed to enter the service tunnels.

As you will be able to see from the picture shown below, they are slightly smaller in length than a standard 'bus' but considerably narrower!



They all have interchangeable central pods and a driver's cab at each end and are affectionately known on site as "Thunderbird 2" vehicles (for those of you old enough to get this reference).

Once inside the tunnel the vehicles cannot turn around, hence the need for a drivers cab at each end of the unit. Our Drivers, **Kenneth Rivers, Daniel Hole, Stuart Girdwood, Gary White and Chris Philpott**, cover a variety of shifts to ensure that we provide this service seven days a week to transport specialist engineers into the service tunnel and do a great job showing real 'ownership' of their responsibilities. Not only performing their core duties diligently but also ensuring the vehicles are always maintained in pristine condition and even undertaking minor repairs whilst carrying out their regular vehicle checks – well done to all!

News in brief



ALL IN A DAYS WORK BY DANIEL ABBEY

"During a routine train check towards New Cross, I found a mobile phone, which my colleague and I intended handing in at Surrey Quays ticket office as lost property."

On our way to Surrey Quays a call came through and to our surprise, it the owner of the phone, Bishop Matthew Kukah, a celebrity in Nigeria.

The Bishop later came to Surrey Quays after his meeting at Westminster Cathedral to collect the phone. He was very appreciative and grateful to recover the phone.

A great demonstration of our core value, 'Caring Passionately For All'. Well done to all involved.

CALLING ALL PHOTOGRAPHERS

They say a picture paints a thousand words...

Now we know the majority of our colleagues have smart devices with cameras, and some of you have an interest in photography, so we want to see Carlisle Support Services through your eyes. We're looking for some photography of your working locations, colleagues, offices and control rooms. Whether it's a wide angle or close up, we want you to send in your pictures that you think represent Carlisle Support Services and what we do.

Send us through your snaps and your photo could be chosen as a lucky winner that gets printed within future issues of InTouch.

Please send your pictures through to comms@carlisesupportservices.com



Welcome on Board



In the last issue of InTouch, we welcomed our new colleagues joining us following the successful wins with Eurotunnel, Peel Ports and Jaguar Land Rover. We now grow that family even further after being awarded a two-and-a-half-year contract with Arriva Rail North (Northern).

Arriva Rail North, became the new rail operator for Northern on 1 April 2016, marking the start of a nine-year franchise that will transform travel through a £1billion investment in the largest rail network outside of London.

Our workforce of 350+ employees will be responsible for revenue protection and customer services across the entire Northern network.

Paul Evans, Managing Director of Carlisle Support Services, said:

"This is a hugely exciting contract win for Carlisle. Being awarded this large and prestigious contract is testament to Carlisle's knowledge and expertise within the Transport sector as well as to our reputation and enthusiasm for delivering innovation and quality. We're delighted to have been trusted as long-term partners."

Jason Wade, Head of Loss Prevention at Arriva Rail North, said:

"Arriva Rail North are delighted to partner with Carlisle Support Services to deliver a key element of our customer service and revenue protection activity, as we continue our journey to modernise and to achieve demonstrable improvements for our customers. Carlisle have demonstrated a strong partnership ethos and have a track record of both delivery and positive employee engagement. We look forward to working together to bring a fantastic service to our customers"

Individual members of the team have already made such a great representation of Carlisle Support Services.

Nick Cooper, Director of Operations for the North had the following to say about our colleague, **Javed Mohammed**:

"It's always nice to receive positive feedback, however today I was fortunate enough to witness the act & to receive the feedback first hand."

I called in to see Javed Mohammed, when we were approached by an elderly lady. The lady explained she was on her way to visit her sister in Ilkley & asked if we would help her with her very large suitcase. Jav said he was happy to, so the lady stood with us until the train arrived. During the wait the lady told us she was worried how she would manage the journey from the train to the main road upon her return next week. If you're not familiar with the journey from Platform 1 to the main road at Burnley, it can be quite challenging!

We explained all about the Passenger Assist system, however it was clear the lady was still nervous and needed more personal assurance that things would be ok. Jav then offered to meet her at the train when she returns next week and to take her from Platform 1 to the main road, which immediately comforted the lady. I then enjoyed a 45min train journey sat next to 91yr old Ethel from Burnley, who did nothing but tell me how wonderful Jav is and explained how she would have been worrying all weekend about her journey home if he hadn't been so caring.

Well Done Jav"





REFER A FRIEND

You know this is a great place to work but have you told your friends?

We're cruising with Portsmouth Port



We also warmly welcome Portsmouth International Port into our portfolio of Transport clients.

The opportunity was overseen by **Sector Director, Adrian Canale**, throughout the tender process and is currently under mobilisation with the expert care and attention of our **Mobilisation and Projects Director, Robert Pritchard**.

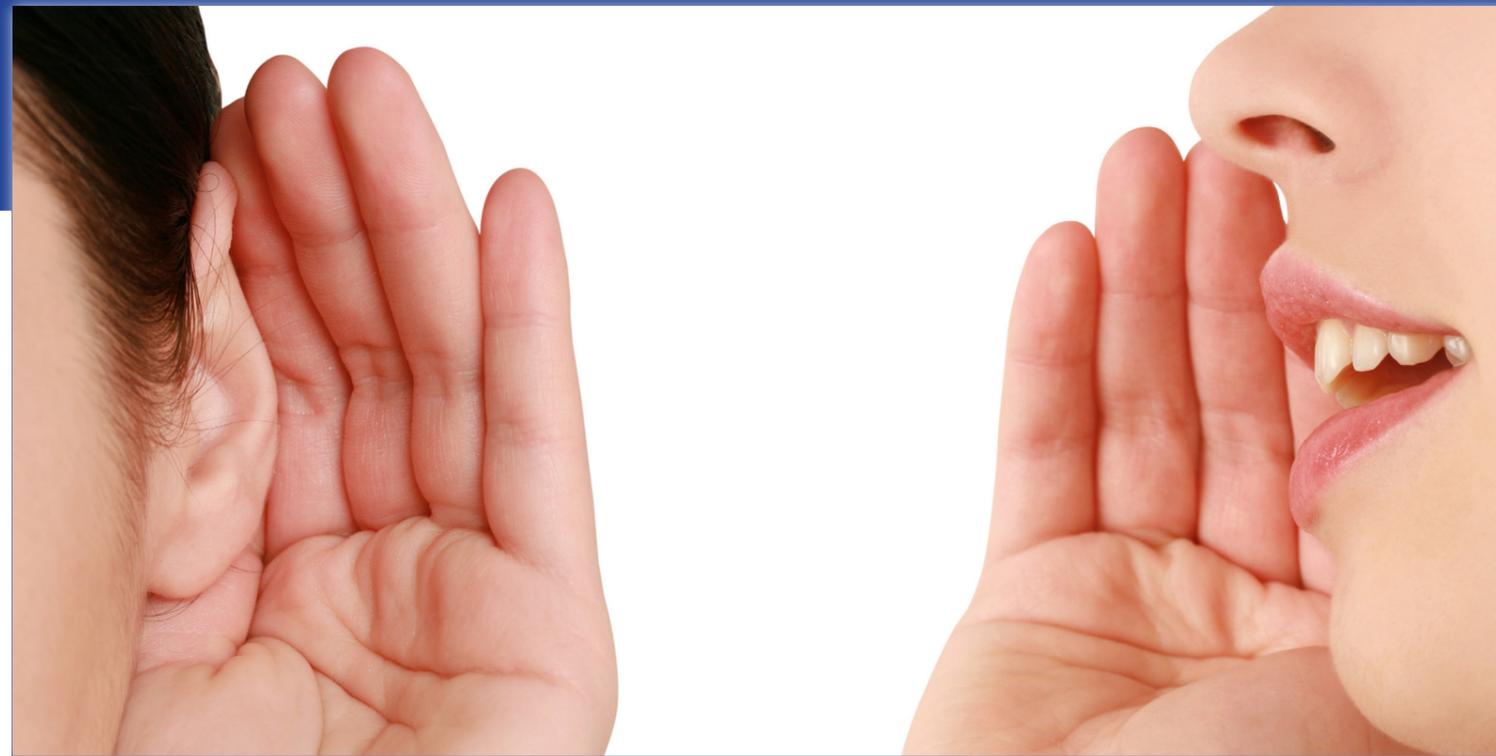
With a rich maritime heritage, Portsmouth has been known for its naval links and ocean going trade for centuries.

Owned and operated by Portsmouth City Council, the Port has grown extensively over the decades. Initially it offered just one route to France from a small section of reclaimed harbour front. It is now known as Britain's Best Connected Port with more destinations than any other UK port.

With a team of over 40 employees, we'll be providing manned guarding, passenger and vehicle search teams, access control and other duties as required, 365 days per year for both Portsmouth International Port and MMD (Shipping Services) Ltd.

Kalvin Baugh, Portsmouth International Port's Ferry Port Manager said:

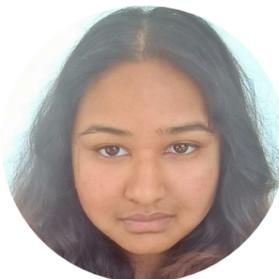
"As one of the busiest ports in the UK having a first-class security service is essential. With both aspects of our leisure and commercial businesses thriving, it's vital for our customers we have a security provision to match. This three-year contract promises to deliver a professional service, so we can continue to operate safely and securely."



We're always keen to meet people who can look after our customers as well as you do, so if you know anyone who'd like to make a move to Carlisle Support Services, please let us know.



You can refer a friend via Engage-IT, our employee portal. Alternatively, please contact Karen or Mominah from our recruitment team by emailing CSSRecruitment@carlisesupportservices.com



Takes home the ICC Champions Trophy



 As more than a billion people crowded around their TV sets to watch what is, arguably, the fiercest rivalry in World Cricket – India Vs Pakistan, Operations Manager, Lui Simeone had a chance to reflect on his own journey that day...

02:00hrs- Up early to ensure he could meet the ten Events Security personnel that would start their day at 04:30hrs as part of our England and Wales Cricket Board (ECB) Media Team. Led and briefed superbly by **George Janopulus**.

05:00hrs- Gates open to allow staff and contractors into the ground. All individuals entering the premises at this point in the day must have pre-approved accreditation which is scanned at the point of entry. If you haven't already submitted your details for a thorough Police check to gain your accreditation pass first – your day ends here, before it's even begun!

06:00hrs- Another batch of Carlisle Events Security Search personnel begin to arrive ready to be briefed and deployed for their 06:30hrs start on the main gates.

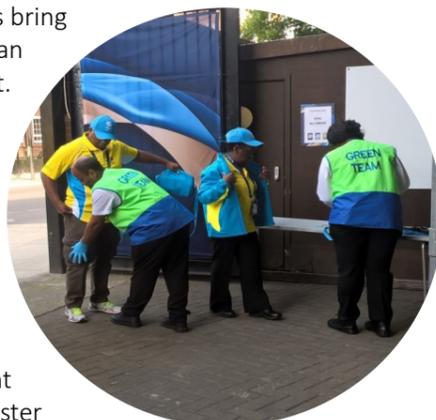
At the same time, our two lead Supervisors for the event – **Mohammed Fraiha and Saurabh Patel**, have already checked themselves in, re-polished their working shoes and are now heading towards their 06:15hrs Senior Supervisors briefing being held in the Event Control room and delivered by the Oval's own Matchday Safety and Security team.

06:30hrs- The staff sign-in area continues to be a hive of activity as yet more of our Event Security arrive onsite ready for their 07:30hrs briefing with our team of Search Supervisors.



08:30hrs- Turnstiles open to the general public – all 28,000 of them! The bright sky blue and rich green replica team shirts for India and Pakistan respectively fill the streets of South London.

It is not often understood how physically demanding personal pat downs/searching can be. Whilst working in the sun and heat, it does bring fatigue on much sooner than you may otherwise suspect. Even so, the constant need to bend and twist, crouch on haunches and stretch to thoroughly search the tallest of attendees is something our team all do without complaint and extremely diligently. We are all mindful of the recent terrorist attacks in Manchester and whilst that incident took place at the end of an event as opposed to the start, it does concentrate everyone's mind to make sure that they carry out effective checks on everyone.



By late morning, we have all but the last stragglers into the ground and it is time for our team of Search Security to take their first proper break of the day. The first time in hours they've been able to rest and grab a bite to eat before they're redeployed to a new role.

India – whose record against Pakistan in major one-day tournaments before the event stood at 11 wins from 13 games, were slight favourites and won the toss, electing to put Pakistan into bat.

As the day progresses, our team of Event Security personnel carry out a number of secondary roles across the stadium and support the Oval's own team of Stewards and Security personnel around the catering units, main stands and pitchside.

Any hopes that India may have had to keep their great record against Pakistan come to a crashing halt as Mohammed Amir and Hasan Ali lead the charge – taking three wickets each. India was 'skittled out' for just 158 runs in just over 30-overs, a massive 180-run victory for Sarfraz Ahmed's side.

Divisional Operations Director, Kieron Slattery commented:

"I have worked in the Events industry for over 20 years now, having originally cut my teeth in Euro '96 at Wembley Stadium. The thing that brings me the most pleasure is NOT the high profile nature of the events or venues where we've been lucky enough to work, it is watching how a group of initial strangers, from all backgrounds and with varying levels of experience, come together to work as a single unified team – bonded by common purpose and a desire to give their best at all times.

It is often the case that 'Carlisle Events' are recognised for their great work delivering outstanding service to our clients and their customers, but it isn't lost on anyone within Carlisle that this is only made possible by the outstanding contribution our frontline team make to every event.

A hearty thanks to you all for your unwavering support and fabulous attitude."

NEW FOR 2017!

EMPLOYEE BENEFITS



Carlisle Support Services is committed to continually developing and improving the package of pay and benefits for our staff, to ensure we can attract and retain the best people. We are also committed to providing ways to enhance the health, wellbeing and quality of life for our staff.

We are therefore delighted to launch two new benefit services available now to all Carlisle Support Services employees.

We will continue to negotiate special rates and discounts for staff with local suppliers and will keep you informed of any developments. We hope that you will find these benefits and services valuable.

HSF Health Plan

Everyone at Carlisle Support Services can join our healthcare cash plan which is designed to assist with the associated costs of visiting the dentist, the optician or seeing a consultant or therapist.

How does it work?

It's simple. You pay a set monthly fee for the scheme that suits you best, then claim cash back for your treatments as and when you need it. 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 within the enclosed HSF health plan pack.

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 within the plan pack.

With the healthcare cash plans, there is no excess to pay and claiming is simple.

Full details are available via the HSF health plan pack enclosed.

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

** Subject to terms and conditions



Carlisle Rewards

Carlisle Rewards is the employee discounts portal that allows you to make great savings at your favourite retailers.

You can access specially arranged discounts and savings at all your favourite high street retailers such as Sainsbury's, Debenhams, B&Q, Boots, M&S, Argos, Lastminute.com and many more. These are available either online or in-store, and the majority of discounts are on top of sale prices and existing promotions – so they are genuinely unbeatable deals!

We have arranged discounts at over 1,200 retailers for the things you need, like everyday shopping or arranging your home and car insurance, and the things you want, like one-off treats. Whether you are shopping for your groceries, buying a new TV or booking a holiday, Carlisle Rewards will always save you money.

Make the most of Carlisle Rewards

Reloadable cards

Many stores have reloadable cards that you can easily top up online or over the phone, each time saving up to 10%.

Cashback

It's a great way to save. When you shop online at <https://carlislerewards.fizzbenefits.com/Register>, Carlisle rewards you by paying back a percentage of your spend.

Supermarket

You can slice 5% off your shopping bill at multiple supermarkets.

Vouchers

We buy vouchers in bulk so you pay less for them.

If you order £100 of vouchers you will pay just £92.50 and there are over 70 well known high street retailers such as Iceland, ASDA, Argos, Sainsbury's, Boots, M&S, and many more. These vouchers are posted free of charge to your home address.

To take advantage of the fantastic offers available, please visit <https://carlislerewards.fizzbenefits.com/Register> and enter registration code **CR872833** to view the wide range of benefits available to you.

Have you ever purchased a drill or lawnmower at a DIY store and then taken it back for a refund?

If you have then there is a fair chance a Carlisle Retail employee collected and took it to our Dewsbury Warehouse.

Have you ever been in a DIY store and noticed a promotional stand showcasing the latest gadgets and equipment? If so, there is also a fair chance a Carlisle employee placed the stand and stock there.

Our sales support operation operates UK wide and our team of merchandisers - **Ian Tucker, Steve Ince, Terry Absolom, Alan Black and Martin Evans** complete monthly calls to every B&Q, Homebase and Bunnings store, carrying out services for over 20 different customers, including Bosch, Makita, Artex and Triton Showers.

The team carry out a range of activities on the shopfloor, designed to increase our customer's sales and then visit the warehouse to check and collect any faulty customer returns. They start the week with an empty van and finish it with a van full of mowers and drills, and a smart phone full of completed visit reports- all of which are loaded onto our Work-IT Teletrack app.

Rewind 12 months and the business wasn't in a great place, losing money, carrying non-profitable clients and limited new business. Fast forward to today and its in a much better place!

Led by **Nick Roper**, a 2016 Carlisle Annual Superstar Winner, the business is now 'back in the black' and in recent months has taken on eight new clients, many secured through the introduction of Bunnings into the UK market. There is a new focus for the team, offering our customers 'eyes in the field' at competitive rates. The introduction of Teletrack, an online reporting system, has revolutionised the way we communicate results to our customers, who now get a real time view as and when one of the team completes a visit.

The business recently moved into new premises in Dewsbury, where **Nick Roper, Dan Broadbent and James Boyle** provide support to the team in the field and manage the flow of returns that come back into us, processing up to 60 pallets of stock a week in the summer.

The focus on new business development, cost control and realigning our service offer is paying off and the business is now operating new service lines, including the replenishment of PPE vending machines in industrial workplaces.

So next time you buy a drill or a lawnmower from a DIY store and then take it back, remember it will probably end up in our Dewsbury Warehouse!



Retail Sales Support - Carlisle's Best Kept Secret?



Elsewhere within the Retail World...

In the last issue of InTouch, we spoke about our focus areas for the year and the need to 'keep the faith' with clients that we knew where about to explode. That's exactly what has happened at **Bunnings Homebase**.

The Australian retailer has now converted five Homebase stores to the Bunnings brand in the UK with the fifth underway in Thanet, and two more just around the corner.

For each store we are now progressing different levels of service - the initial closure of the old Homebase store, the equipment set up of the new Bunnings store and the merchandising of stock into the new store, each requiring specialist teams. We are developing teams in each area and increasing our skill capacity to meet client needs, from CSCS card holders,

through to FLT/MEWP drivers and now specialist support to the brands that sell product in Bunnings.

In May we sent out an e-comms to all Bunnings suppliers and the results have been outstanding. We now have 31 prospects to aim for, eight of which we have converted, all of whom will benefit our sales support business, through the provision of regular visits to trading stores to manage stock levels.



Our strategy is to put as many barriers of entry around our service so that our competition find it hard to get in and we secure a long term relationship with Bunnings. Being an Australian retailer means we now have lots of Australian clients, resulting in lots of conference calls at 6am and emails coming through all night. All worth it though as they are great people to work with!

With 240 more stores to convert, we will make sure we are the first people they turn to.



Lifesavers Macauley Stones and Matt Peat jumped into action when a man collapsed at the airport train station
PICTURE: ANDY LAMBERT

DUO SPRING INTO ACTION AT AIRPORT STATION AFTER MAN COLLAPSES ON BUSY PLATFORM

Railway heroes save life of heart attack victim

By **BETH ABBIT**

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@BethAbbitMEN

A LIFESAVING duo sprung into action when a man suffered a heart attack at a busy railway station.

Matt Peat and Macauley Stones were on duty at Manchester Airport station when the pensioner collapsed.

The pair carried out CPR and used a defibrillator to shock the man back to life as he lay on the station platform.

Medics say he would have lost his life if it wasn't for the quick-thinking actions of Matt, Macauley and two passing junior doctors.

Security guard Macauley says he sprinted over to help when he saw

the man collapsed on the floor. He said: "After a couple of minutes I saw his chest go down and he started to shake.

"Two junior doctors got off the train at that moment, which was the best timing ever. I started chest compressions with them. We were doing that but it wasn't really working so Matt went to get the defibrillator."

The first aider, who works for Carlisle Support Services, added: "I've never seen that before so it was quite disturbing. But to have saved someone's life feels incredible. I'm over the moon to hear he's okay."

The pair used the defibrillator to shock the 67-year-old man twice before paramedics arrived and rushed him to hospital.

The holidaymaker, from Sheffield,

is believed to have been travelling on a holiday to Malaga with his wife when he suffered a cardiac arrest.

Matt, a train dispatcher for TransPennine Express, said a message came through on his radio to 'drop everything' and call an ambulance.

"There was a train coming in from Cleethorpes so I had to divert the customers away from the man," said Matt, 25.

"As it pulled in he stopped breathing. Luckily there were two junior doctors on board who came and helped Macauley to do CPR.

"They said they needed a defibrillator so I ran upstairs to get it. I've never run so quickly in my life - I must have done it in a minute.

"I was shaking but I think adrena-

line takes over and you don't have time to panic."

Scout leader Matt said staying calm and thinking quickly was the key to saving the man's life.

He added: "The paramedics said that if we had not got the defibrillator out there would have been no chance of saving him."

Kathryn O'Brien, from TransPennine Express, said: "This was a very stressful situation for all involved and our thoughts are with the individual affected and his family.

"I would like to say a heartfelt thank you to both Macauley and Matt for everything they did. I am incredibly proud of the extraordinary actions of both, who used their training to provide lifesaving first aid to one of our customers."

Lifesaver

Pictured to the left is **Macauley Stone**, Security Officer from our previous TransPennine Express contract. He went over and above the call of duty by performing life-saving first aid to save a member of the public. Great to see him gaining the recognition he deserves within the Manchester Evening Press.



Heroic Actions

In June, our colleagues at the **Royal Wolverhampton NHS Trust** were faced with an extremely challenging situation, when in the early hours of the morning three masked men forced their way in to the hospital in an attempt to steal over £40,000 from the cash office.

In an ordeal that lasted just 1 minute and 12 seconds, our team tackled the intruders who in turn left empty handed.

I think you would all agree the actions of **Paul Campbell, Ross Tapsell, Jake Tuck, and Chris Lowry** were simply heroic.

Paul Smith, Trust Security Manager commented:

"I simply cannot put into words how proud and grateful the Trust and I are for all of your officers' actions. Simply outstanding."

Superstars Awards

Quarter 1 and 2

AND THE WINNERS ARE...



Superstar Awards Quarter 1 and 2

Q1 Promise-Based Culture

WINNER: Jenny Hegarty, Central Admin Team

Jenny has been an absolute star with the amount of time, effort and energy she has put into her role. With multiple contract wins, Jenny was responsible, alongside her team, for the TUPE administration of over 500 employees, always with a smile on her face.



Q2 Caring Passionately For All

WINNER: Chris Lowry, Wolverhampton NHS

Chris spoke with a customer who was very upset as her son had collapsed, and she was unable to pick him up on her own to carry him into the hospital. Unable to locate a wheelchair, and due to the urgent nature of getting the young boy into A+E, Chris carried him so staff could then administer care.



Q2 Customer at the Heart

WINNER: Paul Campbell, Ross Tapsell, Jake Tuck, Chris Lowry, Wolverhampton NHS

Nominated for their heroic actions during an attempted break in at the site, which avoided the loss of a huge amount of money. As quoted by our client, Paul Smith: "I simply cannot put into words how proud and grateful the Trust and I are for all of your officers' actions. Simply outstanding"



Q2 Sector-Based Expert

WINNER: Nikki Donoghue, Finance

An extract from her nomination stated...."At my last three client meetings they have mentioned Nikki by name without being prompted and said what a superb job she does on a daily basis."



Q2 Promise-Based Culture

WINNER: Jeff Higham & Phoebe Barry, Merseyrail

Nominated directly by our client at Merseyrail, both have been heavily praised for their dedication, commitment and approach to the Wirral Loop Renewal Works on the contract. Without the hard work of Jeff and Phoebe, the works would have not been the success it has been proclaimed.



Q1 Caring Passionately For All

WINNER: Daniel Potter, WYCA

Thank you Danny for your remarkable approach in supporting an autistic boy who become very distressed and started to bang his head on the floor. You showed true professionalism and care for the boy by calming him and taking him to a place of safety.



Q1 Caring Passionately For All

WINNER: Jane Williams & Shannon Cassidy, Merseyrail

A huge congratulations to you both for handling a very challenging and life threatening situation in such a professional manner. Your actions in winning this award were not only inspiring, but also lifesaving!



Q1 Customer at the Heart

WINNER: Andrei Rusu, London Midland

Andrei received praise directly from a member of the public for his continued commitment and enthusiasm to his role. They commented that you are a credit to our company for putting your heart and soul into everything you do. Thank you Andrei!



Q1 Sector-Based Expert

WINNER: Glen Sutherland, Cheltenham Racecourse

Nominated for his caring nature and going above and beyond the call of duty in his role following an incident which occurred at the end of his shift. He stayed for many extra hours to ensure the victim remained safe and well.



Citizen Aid

Prepare for the worst

It seems every day we awake to hear news of more acts of terrorism or extremism in the UK. Over the past few months alone we have witnessed horrific scenes in:

- Westminster
- Borough Market
- Manchester
- Finsbury Park

Each time the modus operandi is changing but the results and tragedy that ensue are the same.

The Citizen Aid app is designed to guide the public to react safely, to pass effective messages to the emergency services, to prioritise the injured and to give life-saving first aid.

Military and civilian doctors have been working together to produce the app with the aim of saving lives before emergency services arrive to give help.

It has been developed by those who have deep experience of treating blast and gunshot injuries, and who have developed systems in use nationally and internationally to

treat multiple casualties in both civilian and military environments.

The app is free and suitable for all smart phones, and provides clear and simple actions informing the public on immediate actions in a shooting, stabbing or bomb incident and how to give life-saving first aid to the injured.

Avoidable deaths can occur very quickly, particularly from bleeding, with injuries from a bomb or shooting, and these events often involve multiple victims.

Military experience from treating casualties in conflict has shown how vital immediate action in these circumstances can be, knowledge imparted may save lives.

Please take time to download this app and run through the advice that is on there. You never know the knowledge imparted may save lives!



We would also urge you to take time to view other on-line aids of how we can all contribute during time of crisis.

LATEST NEWS



<http://citizenaid.org/ournews/>

SAFER CITIES. THRIVING COMMUNITIES.

Prevent, Prepare and Raise Awareness

The Safer Cities Seminar

In June, Carlisle launched its Safer Cities Seminar initiative in Liverpool. This was designed to provide clients and staff with training experience to raise awareness of key topics impacting safety and security of their staff and their customers.

The first series topic was PREVENT training. This was chosen as it naturally looks to provide an awareness of how to tackle extremism and terrorism in the workplace as signs of radicalisation become apparent.

PREVENT is a tool to:

- Respond to the ideological challenge or terrorism and threat we face from those who promote it
- Prevent individuals from being drawn into terrorism and ensure that they are given appropriate advice and support
- Works with sectors and institutions where there are risks of radicalisation which we need to address

The seminars are designed to provide insight as to how the programme works and how we can all play a part to make our cities safer.



Scale of the Threat

The current threat to the UK from international terrorism remains 'SEVERE', meaning an attack is highly likely. This level of threat is reflected in the activity of the police and security services, who are currently carrying out hundreds of investigations and making arrests on a near daily basis.

Fact: It takes 36 police officers to provide 24/7 surveillance of a suspect, and that doesn't include cyber surveillance.

The scale of the task and resources required means that the police need our help to be vigilant and report anything we know or feel to be suspicious.

Creating a Security Community

The seminars have been attended by clients from **Merseytravel, Merseyrail Electrics, Liverpool City Council, London Midland and TransPennine Express**. Over 40 client representatives attended and will cascade the knowledge down to their teams.

This is helping us to create a security community to act as a spring board for future events which will be taking place in London and Yorkshire, and evolving into topics of concern for attendees like refreshing Project Griffin and Safeguarding.

Delivering Values

This is also helping us to deliver on our values of being **Sector-Based Experts** and putting our **Customers at the Heart** of everything we do.

CORE OF CARLISLE

Introducing a new way of instantly acknowledging and rewarding employees who show promising acts towards one of Carlisle's core values:



**Care Passionately
For All**

With your management teams working alongside you on a daily basis, it makes perfect sense to allow them to recognise the exceptional service that you and your team members deliver on a daily basis.

The Core of Carlisle Campaign will allow them to do just that by instantly recognising those who demonstrate the correct behaviours, in line with our four core company values.

Dependent on the size of your contract, your management team will be equipped with everything that they need to recognise your performance on the spot. We'll also be treating you to a bite to eat on us with the £5 gift voucher that you will receive in return.

The only catch... there must be a story behind the recognition, and a photo must be obtained to capture the moment!

At the end of each month, the Contract Management team will be asked to forward photographic evidence of the spot-prize presentations including the reason why that employee has won.



**Promise-Based
Culture**

The winners will be shared internally to the rest of the business on a monthly basis and externally via our website and social media.

Also important to note is that the Core of Carlisle Campaign won't replace our pre-existing Superstar Awards Scheme, it complements it. Superstar Awards will continue to recognise acts made over and above the ordinary.

We hope you agree that this will provide a different dimension to our reward and recognition scheme.



**Sector-Based
Experts**



**Customers at
the Heart**



INTERVIEW WITH...

PATRICIA MINCK

Meet Patricia, Carlisle's IT Guru and Project Manager



What exactly does the role of a Project Manager involve?

I'm responsible for the day-to-day management of our projects and manage all aspects of it including the scope, schedule, finance, risk, quality and resources.

Everyday in the life of a project manager is different. The challenges and obstacles we face are different. The kind of stakeholders we need to communicate to are different. In short, days are unpredictable. If I had to sum up a typical day in the life of a Project Manager, it is all about co-ordination and control.

How long have you worked for Carlisle Support Services and what's your favourite thing about working here?

I have worked for Carlisle for over 10 years. I started as an Events Coordinator, moved over to being a Operations Analyst and Systems Implementation Manager and now currently working as our IT Project Manager.

I love how I have been given the opportunity and support to move and progress across different roles within Carlisle.

What has been your biggest achievement so far?

Developing and rolling out Work-IT with Joe's help has been a great achievement. Work-IT is so flexible that it can be tailored to be anything the client requires, its not just your standard patrol tool.

You've been highly involved in the development and launch of Engage-IT, what do you see as being the main benefits of the system to our employees?

Engage-IT is very close to my heart as I have seen it being developed from the ground up.

Engage-IT brings back control and transparency to the employee- they now have ability to book on for shifts, request holidays, update their personal details, check their diaries, search and request available work, confirm duties, check their pay, etc. all at a click of a button.

It is also an extension of our workforce management system which means everything is in one central place and is user friendly. With that in place it gives the operational team more time to concentrate on alternative tasks.

QUICK FIRE QUESTIONS

Tea or Coffee?

Coffee, especially Espresso

Best Friend?

My son, Ollie

iPhone or Android?

iPhone for personal use and Android for work as it provides greater flexibility for building apps.

Dream country to live?

I'm not quite sure, but wouldn't mind an extended holiday to the Maldives or Thailand.

Favourite fruit?

Niagara grapes, unfortunately you cannot find them here in the UK.

Favourite inspirational quote?

My favourite quote is "Jeitinho Brasileiro", freely translated to "the Brazilian way of doing things". It's the capacity to deal creatively with life's everyday complications, means you can be flexible and do not easily give up while trying to find solutions.

Call, email or text?

Call

Last holiday location?

It was a two stop holiday, we went to see my mother in America and then travelled to Brazil to see the rest of the family.



Engage-IT

Your Employee Portal

Log in or create your account today.

No forms and no delays.

- Know where and when you're working
- Raise holiday and track requests
- View pay details
- Confirm availability for future shifts
- View the latest company news
- Raise queries
- Recommend a friend
- Amend personal details

Access today

- 1** Via the Timegate App:
Which can be found on all major app stores
- 2** Via the Web Link:
employeeportal.carlisesupportservices.com

