

# InTouch

Connecting Our People

CHARLES DARWIN

## Charles Darwin's arrival

Our cleaning team in Wolverhampton greets West Midlands Trains' new fleet | *Page 06*



**Not all heroes wear capes**

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**GOT A STORY TO SHARE?**

We would love to hear it. To be included in the next issue of InTouch, email your story to [comms@carlisesupportservices.com](mailto:comms@carlisesupportservices.com)



# Foreword

Firstly, I hope all of you were able to enjoy the festive period and spend some quality time with your friends and family.

2022 was a busy period for Carlisle and I remain enthused about the progress we are making, albeit last year was not without significant challenges. Some of these were outside our control, such as labour shortages, unprecedented wage and price inflation, and the war in Ukraine having a clear impact on the UK economy.

We will continue to work hard with our clients to address these challenges, and I am proud that we partner some amazing clients who have recognised the severity of the situation facing those in keyworker and front-line roles. During the year we were able to move our voluntary commitment to the Real Living Wage forward. We can confirm at the end of the year we saw this increase to 98.1% of all hours deployed being paid at or above these enhanced hourly rates of pay.

Internally we have undergone a number of our own changes, all of which were needed and necessary to ensure we are prepared for the next stage of our journey. I am pleased to confirm that we have seen several new appointments within our Senior Management team, all of which have added strength in depth:

- **Adrian White** promoted to Chief Operating Officer, accountable for our divisional operating structures
- **Abi Lovat** promoted to Group Finance Director
- **Rebecca Chinn** joined us as Head of Legal
- **Andy Flannagan** replaced the retiring Paul Taylor as HSQE and Support Services Director.

As you know, Carlisle is very fortunate to provide services to some of the UK's leading brands, and we were pleased to add a few more to our family throughout the year. These included Southeastern Trains, Govia Thameslink Railway (GTR), CBRE, and the iconic Southbank Centre on the banks of the River Thames in London.

Our customer retention rate maintained its impressive, and market leading 97% rate, with key clients such as Liverpool FC, The UK Supreme Court, Northern Trains, Jaguar Land Rover and Portsmouth International Port / Portico all extending their contracts with us.

Of equal note is that we have seen the range of services we supply to our client base grow. At this time, we have a real opportunity to enhance the services we offer our clients as more than 50% of our clients only take one service offering at present.

This development of our service lines should also be beneficial to any of you who would like to work across a wider work base. We recognise that the cost-of-living crisis is impacting everyone and therefore, we will support anyone who wishes to pick up additional duties in other areas of the business. We need to ensure sufficient rest periods and annual leave is being taken, but this year we observed more and more colleagues take up such opportunities.

Our Refer-a-Friend scheme has been enhanced and now sees a £100 bonus paid to any employee who encourages a new starter to join Carlisle from their own contacts. I know the recruitment teams across the divisions are always happy to guide any potential new starter through our on-boarding processes.

In this edition it is great to see more and more stories coming from the front-line and we thank all those for putting time and effort into sharing these great insights into their work within Carlisle.

Our thoughts now turn to the future and making Carlisle even better to our clients, our stakeholders, and every single employee across all areas. Shortly I will be providing an update of our five-year strategy that commenced in 2021.

In February we will be holding our 2023 Innovation Lab and Annual Awards. During the day we bring together all our clients, our supplier base, Carlisle management teams and allow them to come up with new strategies for how we can evolve further.

The Lab is then followed by one of the most important dates in the Carlisle calendar, our Annual Awards. This red-carpet event allows us to recognise those who have truly 'gone above and beyond', through outstanding acts to amazing and consistent levels of service to our customers.

Personally, this is now my eighth year with Carlisle, and I continue to be grateful for all our clients who allow us to do what we do every day. In-turn for the 4,750+ family members who are the best in the industry at doing such... "Thank You" to all of you for the part you play in Carlisle.

Stay safe and stay InTouch.

*Paul Evans*



## The sky is the limit

“ My goal is simple - create an environment that allows everyone to succeed. ”



For those of you that don't know me, I have just taken on the role of Chief Operating Officer, previously looking after our Security and Events South Division and Retail Merchandising Division. I have been with Carlisle for 12 years now and a few years before that, well maybe a few decades, I started out as a Retail Merchandiser for one of our former brands.

Starting out in the field has always helped me shape my view on how our services should be delivered, and that starts with motivated staff who are treated fairly, paid on time, and feel supported. I realise we don't get it right all the time, but those objectives will always remain at the heart of what we do, a happy workforce more often than not means a happy customer.

So, what else is in my remit? It's my role to make sure that the services we deliver across our Cleaning, Security, Events and Merchandising teams meet the requirements of our customers and in turn their customers. Alongside that I have to ensure we work safely and in line with industry requirements. I also need to have one eye on the future, focussing on where we can improve, where we can do more, and how we can keep ahead of the market.

In all of my previous roles, I have always tried to work to a simple goal - to create an environment that allows everyone to succeed - and that means I have to make sure the way we work enables everyone to do their best work at all times.

Since taking on the role I have tried to get into the detail of as many of our contracts as possible. I spent a few very informative days out visiting some of our Security Officers in Tesco stores in the Stoke on Trent area, visited our team at JLR Halewood, and the Insight team in Sheffield. I was lucky to meet some of our Northern Rail revenue team and WYCA security and cleaning teams in Leeds, as well as being treated to a tour of our Mapp site in Manchester, which is another dual service site.

I regularly meet our cleaning team at Northampton Station and recently spent time with our team at ABP Southampton, in addition to our cleaning team in Westminster.

I wasn't surprised to find the same amount of dedication and professionalism at these sites that I have become used to on our contracts in the South.

It's a very tough world out there and we are fully aware of the increasing challenges many of you face in the form of physical and verbal abuse. Rest assured we are working with our customers to try and minimise this risk for everyone.

I am very privileged to have been given the opportunity to lead our operations and I am committed to ensuring the next stage of the Carlisle journey is even better than the last one.

**Written by**  
Adrian White, Chief Operating Officer



## Not all heroes wear capes

On Thursday 7<sup>th</sup> July 2022, Carlisle had the pleasure of attending the 'Time to Shine' Awards for the East and North Hertfordshire NHS Trust, where our Security Team won the Unsung Heroes Award.

Staff and team members from across the Trust's multiple sites, including Hertford County Hospital, Lister Hospital in Stevenage, Mount Vernon Cancer Centre in Northwood and the New QEII Hospital in Welwyn Garden City, were invited to nominate teams who constantly work together to maintain and improve the service that they provide, with a panel of judges scoring to determine the 33 finalists.

Announced first on the evening, Chris Boseley, Safety and Security Manager/LSMS, and the Carlisle Support Services Security Team (pictured) were praised

for working tirelessly to keep staff, patients, and visitors safe - all amid heightened emotional interactions due to the Covid-19 pandemic.

Adam Sewell-Jones, the Trust's Chief Executive, who hosted the awards, said, "These awards were an opportunity to celebrate the achievements of many of our colleagues, as we reflect on some of the most challenging times the NHS has ever faced.

It was fantastic to be able to come together and hear so many inspiring stories during the evening - a snapshot of the incredible work our amazing team members do each day."

**Written by**  
Nicole Baker, Director of Marketing and Business Development

“ This team is so quietly competent and were all humbled and appreciative of the award. ”

The environments that the team have worked within over the last few years have been extremely challenging, but they have all continued to complete their roles with a positive and proactive nature.

Huge congratulations to the team on receiving this well-deserved recognition.

Hannah Bridgman,  
Commercial Director

# Cleaning team greets Charles Darwin's arrival

Friday 14<sup>th</sup> October saw the launch of West Midlands Railway's fleet of 26 new trains known as Class 196s as part of a £690 million investment to replace the 20-year-old fleet and serve the Wolverhampton to Shrewsbury line.

Aiming to improve the passenger experience, the new trains boast around 15% more seats and 25% more capacity including standing room.

They also feature several comforts passengers can enjoy, ranging from improved under-seat storage, improved accessibility with at least one accessible toilet per train, and space for up to three bikes to be carried. Additionally, the trains are fitted with new digital screens featuring live journey information, plug and USB sockets at every seat, free wi-fi and air-conditioning which reacts to the carriage environment.

It goes without saying, such occasion did not happen without the support of an excellent Carlisle team. Dan Butler, Kurtis Butler, Matty Larsen and Sam Powers (pictured) were present with a big smile following a fantastic deep clean of all areas, floors and stairs scrubbed and mopped thoroughly and windows cleaned inside and out.

You'll notice the fantastic four mentioned above in front of the first train of the fleet named Charles Darwin in honour of the famous naturalist who was born and spent his childhood years in Shrewsbury.

The initiative also represents the railway industry adapting to a post covid environment which very much aligns with Charles Darwin's view on survival: "It is not the strongest species that survive, nor the most intelligent, but the ones most responsive to change".

Well done to all Wolverhampton cleaners for doing such an amazing job in getting the site as good as new for the event.

Angela Morgan, Area Manager, Carlisle Support Services



Pictured: Andy Street, West Midlands Mayor, and Ian McConnell, WMT Managing Director

As a proud Contract Manager at Carlisle Support Services, Diane Mason said:

"Congratulations to WMT for the roll-out of their new fleet of trains. It was amazing for Carlisle to play a significant part in this launch and a big thank you to all my team as it demonstrates how working together, we can achieve great things."

The launch was also attended by media, senior railway stakeholders and Mayor of the West Midlands, Andy Street who added:

*I want to see a golden era for rail travel in our region and this £690 million investment from West Midlands Railway is a vital and very welcome element in realising that overall vision. These fantastic new trains will make a real difference for passengers - improving the travel experience, connecting communities and providing extra capacity - which is much needed as public transport usage continues to climb post pandemic.*

The naming of the first train was welcomed by High Sheriff of Shropshire Selina Graham, who said:

The beating heart of any county is its people and communities. I've never compared myself to a train before, but like the role of High Sheriff that is what the railway is all about - connecting people and communities, and one man who knew the importance of connecting people was Charles Darwin.

Written by Alex Sipos, Marketing Manager



# Unrivalled development opportunities

Carlisle Support Services took on additional Jaguar Land Rover sites in April 2022, one of these being the Battery Assembly Centre (BAC) where we provide a 'Prevention Team' on behalf of the client.

This team's role is threefold, incorporating security response, medical response, fire prevention, and limited fire response. This means that all Prevention Officers (POs) are trained in First Response Emergency Care (FREC) Level 3, which is a Quallsafe recognised pre-hospitalisation medical qualification, before they even get to site. They are certified to the British Association of Fire Engineers (BAFE) Portable Fire Extinguisher Organisations within the Fire Extinguisher Technicians (BAFE SP101) course, carried out at the end of their probation. In between these nationally recognised qualifications is the client-led training, policies and procedures, and Clinical Governance updates that everyone has to go through and be signed off by a JLR Technical Specialist.

If this seems like a lot to take in, it is, and the POs work extremely hard to live up to their expectations and perform their role, which is busy, stressful,



Pictured: Jess Davies, Colin James, and Gareth Howells

and potentially dangerous, with a huge amount of responsibility thrust upon them (making medical treatment decisions that could affect patient care and wellbeing). With that said, I am extremely proud when all this hard work is recognised, and I have the joy of seeing my staff progress.

Recently I have had three Prevention Officers recruited into JLR Corporate Security and Business Protection Core Team (think similar role but trained as a retained fire fighter as well). Jess and Gareth have now been deployed to JLR Gaydon and Colin has been deployed to the JLR Engine Manufacturing Centre.

This move will give them better opportunities for training and development as well as a sizeable financial increase.

I am also happy when I see talented Security Officers (SOs) step out of their comfort zones and take on the challenge of a new prevention role on a full time basis. Aaron and Lee were both working as SOs at another JLR site but were trained as medics to support the prevention staff as and when needed.

My POs at JLR BAC have worked hard over the last two-and-a-bit years, helping set up the site during the first Covid-19 lockdown and maintaining a very good service now that production has commenced - so much so, that a main stakeholder invited the Head of Corporate Security and Business Protection to meet the team on site at the time.

BAC is also being used to train new POs for a new JLR site operating on the same model and I hope that my staff can pass on their knowledge and expertise to these new POs so that their new site excels as well as BAC has.

Written by  
Matthew Rafe, Security Supervisor



Pictured: Aaron Porter and Lee Causer

# Fahad takes runner-up NAHS award

Carlisle Support Services were pleased to exhibit once again at the NAHS annual conference (pictured) held at the University of Birmingham on Wednesday 2<sup>nd</sup> and Thursday 3<sup>rd</sup> November 2022.

The event hosted exhibitors showcasing their latest products and services that help keep the healthcare industry safer. This represented an opportunity for people to connect directly and interact with decision-makers from the Home Office, Department of Health and Social Care, and regulatory and supervisory bodies. The event also hosted expert speakers across both days that covered topics such as Violence Prevention and Reduction, Training and Education, Protect UK, and Counter Terrorism Resilience - by Carlisle's very own Director of Counter Terrorism and Risk, Nick Aldworth.

On the evening of Thursday 3<sup>rd</sup> November, NAHS held their Gala Dinner and Awards from 7pm onwards, where Fahad Aamir, Carlisle's Security Contract Manager for Great Ormond Street Hospital (GOSH), was presented the runner-up award for the Healthcare Security Manager category. Upon speaking with Fahad about his accomplishment, he said:

Fahad has worked in the security industry since 2006 across both retail and corporate security services.

Following five years within retail as a Security Officer and Store Detective, Fahad joined GOSH as a Security Officer and Access Control Admin in March 2011. As a result of the great work he was doing, Fahad was then selected to become a Security Manager in GOSH.

When asked about his experience with GOSH, Fahad added:



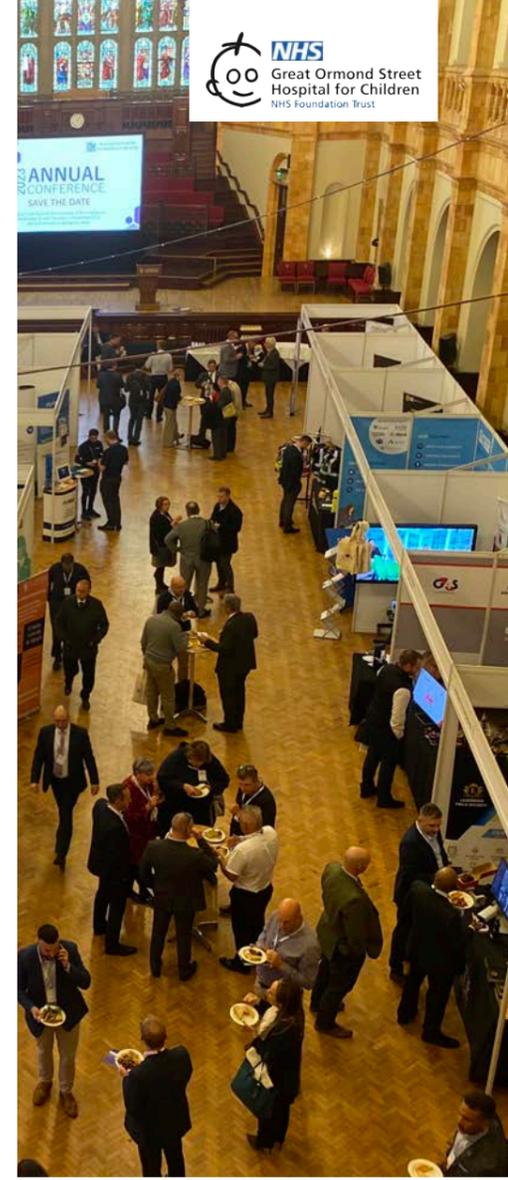
I am so proud to be part of GOSH and very grateful for the operational support that I received from Yameen Choudhry and Hannah Bridgman. I would like to take this opportunity to thank Carlisle Support Services and our client, GOSH, for all the support I have been receiving over the past few years.



It was great to have been nominated by Yameen Choudhry, our Regional Contract Manager, and subsequently shortlisted for the NAHS awards.

Winning a runner-up national award is quite big for me, and who knows, I could be the winner next time! This was my second year attending the NAHS conference. It's a great event and it gives you the opportunity to network and share experiences with people from other organisations.

Written by  
Alex Sipos, Marketing Manager



Pictured: Fahad Aamir and Yameen Choudhry

# HI!

## Visibility Day

Following our involvement in the success of last year's Hi Visibility Day in the City of London, Carlisle were once again pleased to support and take part in the event on Wednesday 19<sup>th</sup> October 2022.

The Hi Visibility Day brought together the City of London Police and members of the City Security Council to raise awareness of the work our police and Security officers do to ensure the City of London is a safe place to live, work and socialise in. With road safety and crime prevention hubs, joint patrols, shared radio comms, and engagement from local schools and communities, the event was just a glimpse of what goes on every day to keep our streets safe. The day was strategically planned to achieve the following objectives:



Work with and support the City of London Police and City of London Corporation to signpost that the city is safe and supported by all services that work together

For security providers to provide high visibility reassurance patrolling in and around their client buildings and areas, to reassure staff and visitors



Demonstrate how the City Council can collaborate to bring together security partners to achieve a common aim in supporting the City of London Police and City of London Corporation

To motivate and build relationships between neighbouring security teams to support partnership and collaborative working moving forward



For all stakeholders to use the Communication Strategy to promote the fact that the City of London operates a full collaborative approach to security partnerships



What a fantastic day! It was great to see the industry come together to support and take part in this joint operation for the common aim of making the City of London a place we all feel safe in.

Hannah Bridgman, Commercial Director



*Pictured: Zubair Ijaz (Security Officer), Fahad Aamir (Contract Manager), and Najeebullah Khan (Security Officer), GOSH*



It was a great day out and this is the second time the Carlisle Security Team from GOSH has participated in this amazing event.

This was a brilliant opportunity to meet security members from other businesses in the City of London and share our experiences. Moreover, it was great to identify how the police is engaging with security industries to achieve the common aim of making our city a safer place.

Fahad Amir, Contract Manager, Great Ormond Street Hospital for Children

Written by  
Alex Sipos, Marketing Manager

# A new home in Liverpool

July 2022 marked a new beginning for the Carlisle team in Liverpool, opening its doors to a brand-new office in Hunts Cross. With an ever-growing team of over 4,750 professionals and front-line officers, it was time to move the Liverpool team into larger and more central premises to facilitate the increasing demand for our services.

The new office represents a significant improvement in both space and facilities, with great links to the local rail, national motorway network and just a short distance from Liverpool City Centre. This further strengthens Carlisle's network and ability to deliver tailored support services of the highest standards.

The modern facility features a dedicated Learning and Development floor that allows self-delivery of training, including First Aid and SIA top-up training / licensing courses. This ensures that Carlisle can continue to deliver on its promise to develop exceptional people that shape the future of the industries we operate in.

Besides providing a larger space and better facilities, the new office also promises to deliver a pleasant working environment that people can enjoy turning up to. With the average person spending one third of their life at work, translating to 90,000 hours over a lifetime, it's safe to say that our job can make a huge impact on our happiness and overall quality of life. Therefore, the office was given a fresh new look, representative of the Carlisle brand and values that staff members uphold on a daily basis.

With the wider team and family members now settled, we are excited to open the facility's doors to customers within the local area requiring space to host meetings or training sessions. These can be booked by contacting our Divisional Support Executive Clarissa Clements, who will happily check availability to book the training facilities.

Written by  
Alex Sipos, Marketing Manager



“ We want Carlisle Support Services to be known for being different in our market-place. We will do this by truly looking after our people, with prominence around our front-line operatives. To do this we will ensure we are always visible, that clear routes of communication and feedback exist, that we strive for better and more enjoyable working conditions, and reward and recognise those for doing a job well done! ”



*Pictured: Lauren and Saeed, Security Officers, Northern Trains*

## A superstar performance at Glossop Station

On a daily basis the teams across the network continually work hard when presented with difficult and complex situations.

This was certainly the case on Monday 31<sup>st</sup> October 2022 when Lauren Cramb, working at Glossop Train Station, was presented with a passenger who required medical attention and hospital admission.

The passenger that presented at the gateline within the station was immediately and expertly looked after by Lauren and Saeed who were deployed on the late shift.

Noting that the passenger required immediate medical attention, Lauren and Saeed called 999 to request an ambulance, and then very quickly called me as the Duty Manager on shift to make me aware of the situation.

Lauren finished her shift at 22:30 but stayed with the unwell passenger throughout the evening until 01:00 when the ambulance attended and took the passenger to hospital.

Lauren provided the passenger with valuable assurances that she would be cared for and whilst waiting for the paramedics to attend, Lauren made sure the woman was comfortable and warm, providing cups of tea and a warm blanket.

Actions such as these from Lauren and Saeed show the true spirit of the team working in and around the network, bringing into play two of our four core company values - care passionately for all and customers at the heart.

Thanks to the outstanding work of Lauren and Saeed, the woman received the fast and efficient medical care she needed at the local hospital and was able to return home the following day, after a quick pit stop at the train station to pass on her thanks to Lauren and Saeed.

**Written by**  
Finn Jaradd, Acting Duty Manager,  
Northern Trains

“ Stories such as this make me proud to lead such a valuable team. ”

## A great place to work

Following an attempt to leave Carlisle in 2021 to embark upon a new adventure that didn't quite work out, I was very quick to e-mail our Operations Manager, Franz Spitzenberger, and express my interest to return to the Carlisle family.

Fortunately, he was quick to respond and helped start the process for me to re-join our Tesco contract at Carlisle.

Upon my return, I covered various sites before landing at the Tesco Prestwich superstore where my colleagues and I were getting a lot of recoveries, most of which I was sharing on We Are Carlisle and LinkedIn.

A few weeks had passed, and I received an email informing me that I was nominated for a Carlisle's sector-based expert quarterly superstar award.

The feeling of being selected was immense and I felt so overwhelmed to achieve this.

Whilst I know I didn't win the final prize, I am very grateful to have been nominated and get as far as I did. This was a truly great achievement for me and I am looking forward to seeing more and more colleagues from the Tesco contract get nominated and share the great news.

Overall, I am very grateful to be part of such a great and supportive team at Carlisle Support Services.

**Written by and pictured**  
Chris Lyons,  
Security Officer



# A small thank you for a big-hearted team



Pictured: Officers from our Lister Hospital Security Team

## Heroes chocolates for our heroes.



Nowadays hospital environments have become much more challenging for NHS staff and its contracted partners. Acts of violence and aggression have increased to levels not seen even pre covid days. Moreover, hospitals are not only seeing more challenging patients, but also more members of public walking in with mental health issues.

We have recently experienced two particularly challenging mental health patients admitted to Lister Hospital, part of our contract with East and North Hertfordshire NHS Trust, that were with us for nearly a month.

They were destroying the rooms they were in, spitting, biting, punching, kicking, throwing objects, and even attacking and strangling our security team and the NHS staff. Such patients need to be restrained when becoming aggressive and can often inappropriately speak to and intimidate staff members.

Our team in Lister had to attend the Emergency Department after every assault and near miss. As a result, they have been offered, and some have taken up, the

employee assistance program, where they can get further support in mental health and dealing with potential traumas they may have experienced.

Upon speaking with the nurses following an incident, they talked about feeling much safer when security is present to support the management of these challenging patients.

Therefore, as a small token of appreciation, we popped across to the shops and got the team Heroes chocolates as a representation of the heroes they are day in day out. The team simply does not hesitate to deal with any issues that may arise.

I was glad to hear the team felt appreciated and that they were not alone. It's not everyone's cup of tea to work in a hospital but some brave individuals do it extremely well so we can all feel safer. Our security teams across the UK are working very hard to ensure everyone's safety.

The smallest acts of kindness or simply a little thank you can not only put a smile on someone's face, but sometimes have the biggest impacts.

Written by  
Yameen Choudhry,  
Regional Contract Manager

Pictured: Mahmudul Ahsan, Site Supervisor

## There is no 'I' in team

Two of our Gateline Operatives on our Northern contract, James Moore and Scott Roughley, displayed the true meaning of teamwork in early November 2022 whilst on duty at a very busy Wigan Wallgate station. Unfortunately, there was very sad news of a fatality at the nearby Wigan North Western (NW) station.

A family member of the deceased had arrived at Wigan Wallgate and approached James and Scott, unaware of the awful news. James took the lady downstairs and comforted her whilst awaiting instructions as he sought updates from the British Transport Police (BTP) at Wigan NW, making sure she was never on her own until the police arrived.

A train had broken down at Appley Bridge which meant Wallgate was packed with passengers, some deeply affected by the sad news of the incident. Scott took this all in his stride and made sure every passenger was looked after and sent safely on their way.

The Station Supervisor, Darren, and Station Manager, Christopher, were very thankful and full of praise for the officers and made a point of making sure their positive feedback was passed on.

Good work gents, this is not the first time you have delivered in high pressure situations, showing a great temperament and excellent interpersonal skills. Keep it up and well done.

Written by  
Simon Barber, Regional Supervisor



Pictured: James Moore



Pictured: Scott Roughley



# Investing in people

## Director of Rail Strategy

As many of you will be aware, the UK Rail industry represents a significant part of Carlisle's client base, turnover and employee headcount. Enjoying contractual relationships with 13 of the UK Train Operating Companies, we have over 2,000 employees engaged in this part of the country's critical national infrastructure. Our involvement in the sector is varied and key to its operating success, with duties ranging from Train Dispatch to Revenue Protection / Security, Cleaning, and wider Facilities Support Services.

As the sector continues to modernise and move forward, we eagerly await the introduction of Great British Railways who will oversee the strategic direction of the industry. Working alongside Train Operating Companies, Network Rail and the Department for Transport, it is clear that there will be a need for all parties to collaborate and move forwards in the achievement of common goals that add value to all involved, none more so than the UK rail passengers.

To allow Carlisle to support these changes, and where solicited, play an active part in moulding the industry operating landscape, the company appoints Steve Cere as our Director of Rail Strategy, reporting directly to myself. This role will sit alongside our operating relationships, which will remain with our current Managing Directors and their teams. It will have the clear objective to bring together all of our current solutions and ensure that they are consistently offered to the wider industry, whilst also considering where Carlisle believes the sector

could benefit from a much more comprehensive offering. As an employer of c.5,000 employees and with a national footprint, we are well positioned to support the UK Rail Industry in its exciting new chapter.

Steve has worked in the Rail sector for over 20 years, having previously worked for Virgin Trains within their Station Management community, before joining Carlisle as Contract Manager for our TransPennine Express Cleaning contact, then moving on to lead the company's successful Revenue Protection and Security contracts with Northern Trains. Immediately prior to this appointment Steve was our Managing Director for our North division, where his teams oversaw services on behalf of several other TOCs.

I look forward to working with Steve over the coming times ahead and supporting him in the positioning of Carlisle as the continued partner of choice for support services across the UK rail sector.



Steve Cere, Director of Rail Strategy

## Group Finance Director

It gives us great pleasure to announce the internal appointment of Abi Lovat to the role of Group Finance Director for Carlisle Support Services. Having previously held the role of Financial Controller, we are excited and pleased to see this internal promotion being realised.

Abi qualified as a Chartered Accountant and Chartered Tax Advisor at KPMG where she worked for four years as a tax consultant in their People Services division. In 2012 Abi joined OPROGROUP becoming Finance Director soon after. During her time at OPROGROUP she oversaw the entire finance function. Working closely with the senior management team she drove significant growth for the group through acquisition and expansion into new markets both internationally and through a strong digital sales strategy. In 2019 she took over manufacturing

and operations for a key division of the business driving efficiency and strong customer service levels to meet growing demand.

Abi joined Carlisle at the beginning of 2022 as Financial Controller and has worked closely with the finance team to drive accuracy and implement key controls and processes, alongside the implementation of a new finance system.

On behalf of the Board and myself, we wish Abi all the best for the role ahead, whilst also wishing to place on record our thanks to Guy for his time with Carlisle, equally wishing him well for his new role outside of Carlisle.

Written by  
Paul Evans, Chief Executive Officer



I am excited to be joining the Carlisle Senior Management Team as Group Finance Director and look forward to working with the business to drive a successful future for Carlisle.

Abi Lovat, Group Finance Director



Rail is an industry people come to love very quickly and I am certainly no different having spent most of my working life within the sector. As we look ahead, I believe Carlisle is well placed to develop its current offering and I am excited to be given the opportunity to play a part in shaping this.

A key element of this will be through the provision of customer focused, people-based services which continually evolve through innovation and new technology in step with the modernisation of rail in the United Kingdom.

# Going back to my roots, putting on my boots

My Carlisle journey began back on 23<sup>rd</sup> March 2022 as a Revenue Protection Officer.

I will always remember my first shift, leaving a cold and wet Manchester Oxford Road on a train to Birchwood with a lady called Bernadette. I had no idea who Bernadette was and more to the point I had no idea where Birchwood was or what would be happening when I got there. It was the start of a very exciting journey, one that frequently featured the wonderful and dear Bernadette.

Fast forward seven busy months, I find myself in Liverpool Lime Street station, on yet another cold, wet and miserable evening. This time I was fortunate enough to know where I was and who Bernie was, given how often our paths had thankfully crossed over the past few months of my Carlisle journey so far.

On a British Transport Police (BTP) night of action exercise, with none other than Bernie, a mere two weeks before she leaves Carlisle Support Services and moves on to a new chapter, I had gone back to my roots, with my boots on the ground, and it felt like I had never been away.

An amazing and hard-working group of Manchester's finest Revenue Protection Officers (RPOs) worked the barrier and T-VAL (ticket validation) at Liverpool Lime Street, to not only ensure passengers were travelling on the correct tickets but more importantly ensuring continued passenger safety and the usual excellent customer service I am privileged to witness from the Manchester Central and West team daily.

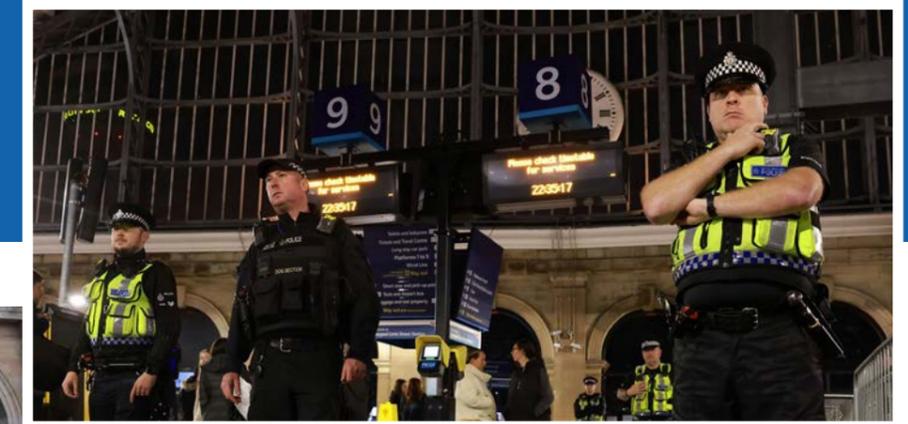


The exercise itself wasn't even the hard part. It took Dominic Warren-Browne, (Carlisle Support Services' Contract Manager) and Lucy Halkyard (Northern Trains' Fraud investigator) six weeks of planning and organisation before coming to fruition. They worked tirelessly alongside multi-agency organisations to ensure a safe, successful, and smooth-running event.

It was a rewarding opportunity for the Carlisle Revenue Protection Team to join forces with Northern Trains, Avanti West Coast, Merseyrail, Network Rail, the BTP, and station team members. The results spoke for themselves, with a faultless multi-agency exercise and a thoroughly enjoyable shift working alongside the Revenue Protection Team at Lime Street Station.



*Pictured: Revenue Protection Team, Liverpool Lime Street Station*



Never forget where you began and the people who continue to help you achieve your goals.



Delivering 110 opportunities to interact with passengers travelling on incorrect tickets, the team worked hard throughout, with visible and measurable end results, whilst always ensuring the message delivered to passengers was consistent and clear.

T-VAL exercises are proving so far that there is a need within the business, and I have personally been able to join Northern, BTP, Carlisle Support Services' Travel Safe Officers and other agencies across the network to deliver the same passenger engagement from the teams who work so closely and productively in seamless unity. Bolton, Wigan North Western, Wigan Wallgate, Manchester Victoria, and Salford Crescent stations have all to date been some of the team's other great success stories.

The outcome of this shift can be measured in figures but personally this was an excellent opportunity for me to go back to the platforms and remind myself of how and why my Carlisle journey started and how in the last seven months, with the support of some wonderful colleagues, I have succeeded in progressing in my career so far.

The underlying conclusion to my story is never forget where you began and the people who continue to help you achieve your goals. Always stay true to yourself, and as a team, you can achieve great things.

Written by  
Finn Jaradd, Duty Manager

# Do you have your membership card?

Amongst the many things that capture the media's attention, being denied entrance at The All England Lawn Tennis Club (AELTC) as an eight-time Wimbledon champion and one of the most beloved and recognised athletes across the globe is certainly one of them.

In spite of his accomplishments, Roger Federer did not get past our beloved Security Officer Liliana Baldova during an unannounced visit without a membership card at AELTC's security gates when he decided to stop by for a visit while in London towards the end of November 2022.



The 41-year-old Swiss superstar, who left his fans and rivals in tears as he stepped away from the game in September, spoke about the hilarious anecdote when he appeared on The Daily Show with Trevor Noah in America:

*"It was actually two weeks ago", Federer said as he had a couple of hours to spare in London before his flight home. "I drive up to the gate where usually guests would come in. So, I get out, and I tell my coach who was with me, 'I'll quickly go out and speak to the security lady. I got this", he recalled.*

Little did he know, it wasn't going to be that easy. As he got out of his car, he approaches Liliana and says:

*"Hello, I was wondering how I could get into Wimbledon?" Upon being asked if he had a membership card, Federer commented: "Honestly, I don't know about membership cards, they are probably at home somewhere and I've just been traveling so I had no idea."*

All winners of Wimbledon are gifted memberships automatically, meaning Federer probably has multiple cards but he did not have his on him at the time.

As he wanted to prove to his coach he really 'got this', he went on to say: *"No I don't have my membership card, but I am a member and I'm just wondering where I can get in".*

As the Swiss star was starting to doubt his ability to get in without a membership card, Liliana said *"But you have to be a member"* to which Federer replied *"No, I am a member. Normally when I'm here, I'm playing and tend to go in a different way. Now it's the first time I'm here and the tournament is not on so am just wondering where I can get in"*.

Liliana kindly pointed to the entrance but reinforced the fact that he needed a membership card. After it became clear that Security Officer wasn't going to let him into the club without a card, he confessed he told her of his achievements in a bid to be granted access:

*"I'm in a panic now, and I feel so bad about this, but I look at her and say, 'I'm so sorry but I have won this tournament eight times. Please believe me, I am a member. Where do I get in?'"*

When his final protestation didn't work, the athlete and his coach drove to the alternative gate where, luck would have it, a fan immediately recognised him:

*"The security guards are there, they're like 'Oh my God Mr. Federer, what are you doing here? Do you have your membership card?'"* As the athlete sighed, he continued to tell the story: *"I'm like, no I don't, but is it possible to get in? 'Of course, we'll open the door, let me organise it'."*

Upon being granted access, Federer enjoyed tea with the Wimbledon Chairman for an hour before boarding a flight home.

Following the star's visit, as Liliana came to understand who she spoke to, she said:

*"I felt so bad that I didn't recognise Roger Federer, he was extremely humble and polite, a really friendly person. He didn't tell me who he was, just that he was a member and that he wanted to come in. I didn't allow him entry because he didn't have his membership card with him."*

*I treat all visitors with the same respect and always follow the rules of entry, so I sent him to another gate to get authorisation. If I could live that moment again, I would 100% deal with things differently. Sorry Mr. Federer."*

Liliana Baldova is part of the year-round security team at The All England Lawn and Tennis Club. Lili, who came to live in the UK from Moldova, has been an officer with Carlisle for one and a half years and to date has worked at two Wimbledon tournaments with Carlisle. Nicole Hudson, Deputy Account Manager at Carlisle Support Services was very complimentary of Liliana: *"She is valued member of the team and doing a fantastic job. Not only that, but she also has a very bubbly personality"*.

Upon hearing about the occurrence, our very own Chief Executive Officer Paul Evans empathised and appreciated the Security Officer's commitment to ensuring the venue's safety:

*"Well done Liliana. The club has a clear policy in place, and it is great to see officers who follow this first and foremost. Not everyone working in professional sport knows all of the professional stars. As a professional football referee, I was embarrassed to be sat next to a Premier League first team regular and I didn't recognise him until he introduced himself. Sorry Chris Wood of Newcastle!"*

Paul has since stopped by the venue to say well done to Liliana in person and presented her with a Carlisle Quarterly Superstar Award for being a Sector-based Expert. Keep up the amazing work you do!

If you enjoyed this article, you can watch the full Federer interview with Trevor Noah on The Daily Show by scanning the QR code on this page. Trevor starts asking Federer about the experience at 10m 45s into the video.

**Written by**  
Alex Sipos, Marketing Manager



# CORE OF CARLISLE

Instant Recognition for our Exceptional People



These vouchers can be spent at various places, including but not limited to:



## Recognising exceptional people

As you will have heard numerous times, we do care passionately for all, strive to bring the best of experts within the industries we operate, put customers at the very heart of what we do, and deliver on our promise. This is of course something we can achieve thanks to our brilliant family members who deliver outstanding results day in, day out.

It goes without saying that outstanding acts and performance do not go unnoticed. We strive to empower people not only to become their best selves, but also to be rewarded for doing so.

Amongst the several reward schemes currently in place, you will all have heard of Core of Carlisle which aims to empower managers to instantly recognise those that go the extra mile.

We are pleased to see that a total of 560 Core of Carlisle vouchers worth over £6,000 have been awarded over an 8-month period (at the time of writing) starting in March 2022.

Below you'll find a breakdown of the top four contracts with the most vouchers claimed.

### How to redeem

If you've received a voucher and are unsure how to redeem it, simply go to [www.carlisesupportservices.com](http://www.carlisesupportservices.com), click on 'Core of Carlisle' located in the website header on the top right hand corner and fill in the form. Once you've done so, a member of our team will make sure your voucher is activated within 48 hours.

We'd like to use this opportunity to thank each one of you for the amazing results you've been delivering and will continue to deliver throughout 2023 and beyond. If you see anyone doing a great job, being particularly helpful, going the extra mile, supporting someone in need or doing a kind gesture, make sure to let them know it's appreciated and does not go unnoticed. In doing so, we can all make the world a better and more positive place, one interaction at a time.

Written by  
Alex Sipos, Marketing Manager

**46**  
greateranglia  
Top four clients  
most vouchers  
claimed

**31**  
Metrolink

**45**  
ABP  
ASSOCIATED BRITISH PORTS

**42**  
Coventry  
University

# Exemplary threat management

On 23<sup>rd</sup> June 2022 at approximately 7:30pm, Security Officer Mo Ali was on duty at Sheffield station on our East Midlands Railway contract where he was approached by a male who without provocation, started making threats to him directly using a metal garden trowel.

Upon Mo being approached, this item had the appearance of a knife and understandably caused fear in the security officer who believed he could be in danger of getting stabbed.

As the male repeatedly advanced on him continuing with his threats, Mo stayed in place, remained calm and attempted to talk to the man whilst calling for assistance on his radio.

Shortly after, he was joined by the Station Supervisor Mr. Fairhurst. Together they attempted to contain the suspect on the main concourse by engaging him in conversation, negotiating and trying to keep him away from the members of public until the arrival of the British Transport Police officers who took the man into custody.

It goes without saying this was well beyond what was expected of them. Both Mr. Fairhurst and Mo remained with the suspect even though he was armed and making direct threats to harm them. They acted in order to ensure no harm came to the public and that the situation did not escalate further, ensuring the suspect could be better contained whilst police arrived on scene.

The suspect was later charged and remanded to court where he was convicted for possessing an offensive weapon in a public place whilst intentionally threatening people with the belief of causing immediate harm of physical injury, therefore receiving eight months imprisonment.

A very well done to you Mo for being extremely professional and very brave to act in this manner keeping yourself and the public out of harm's way. I am very proud of you for the way you dealt with this incident. Massive thank you and well done once again!

Written by  
Peter O'Hare, Operations Manager



Pictured: Peter O'Hare and Mo Ali

# Indeed, I donned body armour



In the words of our Regional Contract Manager Franz Spitzenberger, one weekend in October 2022, I ditched my usual recruitment platform 'Indeed' for the day and donned body armour!

I had the absolute pleasure of being deployed with our Mobile Support Team, joining team leaders Billy Shields and Muhammad Siddique (pictured), as part of our store security contract with Tesco. Little did I know I was going to leave the shift in complete awe of the work they and the wider team do.

The day started with Billy showing me how to navigate the radio and body-cam and how integral they are to the team to ensure swift communication with officers inside the store. In fact, this is something I witnessed first-hand when Billy was alerted to an officer in distress through the two-way radios. He was very quick to act and called the Police instantly while diverting another member of the team who

was much closer and therefore able to respond quicker. It is safe to say that thanks to the team's proactiveness and mentality, the incident was dealt with promptly and the aggressor was arrested without complications.

After attending some of the stores on the priority list, I then joined Muhammad to cover the city centre stores. It was clear to me the team knew the region they operated in like the back of their hands. Muhammad gave me a demonstration of how to utilise our Work-IT app and its importance when completing Store Manager visits and welfare checks on officers.

Whilst on shift I also witnessed a 'recovery' in action. Muhammad assisted one of our officers to recover spirits concealed by a shoplifter in their clothes. The incident was dealt with in the highest level of professionalism and a total of £120 of goods were recovered and logged.

Billy and Muhammad gave me a real insight into the deployment and the day-to-day role that the team delivers as well as the rapport they have built with officers and store colleagues. It was admirable to see that they are living and breathing Carlisle's core values.

We are truly lucky to work with the frontline officers that we do, their knowledge and passion for the role was second to none. Moreover, nothing was too much trouble for Billy or Muhammad and to top it off they did everything with a smile!

Written by  
Sophie Buckley,  
Recruitment Manager

# The Innovation Lab is back

We are pleased to announce the return of our Innovation Lab and Superstar Awards Ceremony on Thursday 23<sup>rd</sup> February 2023 at the iconic Manchester Central Convention Complex.

We look forward to welcoming more than 400 delegates from our prestigious, market-leading portfolio of customers, suppliers, and contract management teams. The day is set

to provide opportunities for solution exploration, professional development, and networking to assist attendees in overcoming today's challenges while providing them with the platform to take on tomorrow's.

The event will also welcome thought leaders and expert speakers to provide

invaluable insight into forthcoming trends, purposeful initiatives, and emerging products/services that help deliver exceptional environments.

The evening of Thursday 23<sup>rd</sup> February will host the popular Annual Superstar Awards Ceremony which recognises the fantastic achievements of people across Carlisle Support Services and beyond.



## Annual Superstar Awards 2023 Nominations

As well as our four Employee of the Year awards, we have six additional categories, as detailed below.

### Contract / Operations Manager of the Year

This category can get quite competitive and celebrates those who have gone above and beyond in their role to support their teams and the wider business.

### Contract Team of the Year

Recognising our teams on the ground, who not only provide excellent support to our customers, but also makes us proud to call them Carlisle family members.

### Support Team of the Year

This category recognises our central teams who work hard to support all areas of our wider business.

### Customer of the Year

A new award category for 2023, created to showcase our customers who have not only treated our people as their own, but also supported our investment in innovation.

### Supplier of the Year

Our second new category for 2023 has been created to recognise our suppliers who have provided support and expertise in helping us achieve our goals over the last year.

### The Martyn Hett Award for Contribution to Counter-Terrorism

Our final new category is in honour of Martyn Hett, recognising those that have truly contributed to counter-terrorism awareness within their teams and customer sites.

Innovation Lab 2020 held at Ascot Racecourse





# Supporting the World Gymnastics Championships

It is incredible how quickly some venues can change shape to suit the needs of their clients. The sheer volume and specification of the transformations that are needed is incredible.

I was lucky enough to spend some time with our Carlisle Support Services dedicated events team at the ACC Liverpool M&S Bank Arena to see how preparations were going for the World Gymnastics Championships 2022. As always, the team were on the ball and smiling.

The security wristbands are emblazoned with "Welcome to Our World" - and a different world it is. The whole campus is devoted to delivering this event, with people from all around the globe coming to Liverpool to witness this spectacular event and enjoy all the venue and city have to offer.

There are so many parallels between gymnastics and running an events venue. Years and years of hard work and metronomic repetition of key skills to make routines look effortless, seamless, and executed with a beam-ing smile at all times. The dedication, sheer hard work, and refusal to settle for yesterday's standards is palpable. As is tradition, the bar gets higher and higher - parallel or not! The ACC Liverpool has no parallel.

It's always a pleasure to see Lisa Pines (Operations Manager, Conference and Exhibitions), Cassius Oruche (Administration Executive), and Shaun Hughes (Events Supervisor) and great to catch up. The event was all consuming from 29<sup>th</sup> October to 6<sup>th</sup> November 2022 in one format or another, which means the team morphed as the hours and days passed with support from Liam Fox (Senior Operations Manager), Alona Saskele (Divisional Support Executive), Nicola Barr (Arena and Events Manager), and Aaron Spalding (Security Operative).

It was nice to play a part too as with all good teams knowing your role is important and executing your tasks is key. Anyone who knows me knows I like my clothes, so I was tasked with a last-minute request to get 50 black t-shirts for the team so off I went to key client Tesco and raided their F&F Clothing stocks. Using client collaboration to solve the problem.

It was also good to catch up with our customers at ACC Liverpool, Eddie Dos Santos (Assistant Director of Operations and FM), Lee Taylor (Event Safety and Incident Manager), and James Francis (Head of Security) and witness the preparation for the event and plans to keep gymnasts and stakeholders safe and secure.

**Written by**  
Martin Woollam,  
Managing Director - Security,  
Events, and Retail North



## One for the big occasion

We received some excellent feedback recently from Network Rail regarding one of our Revenue Enforcement Officers, Andrew Eckersley.

Andrew was briefed for a special exercise at Manchester Piccadilly on 24th September for the Rugby League Grand Final between Leeds and St Helens at Old Trafford. The feedback from Network Rail is that Andrew conducted the exercise exceptionally well, along with other staff at Manchester Piccadilly on the day and that Andrew had followed the brief and implemented all requirements of the brief perfectly.

Andrew arranged for staff to be positioned correctly and ensured all Officers were conducting their duties to the high standard that our officers usually reach. The exercise went without incident with over 50 Penalty Fares/ Travel Irregularity Reports (TIRs) issued.

When fans were passing back through the station after the match, Andrew and staff checked that all passengers were travelling with valid tickets and were directed to their correct trains home. Thanks Andy, we knew that we could rely on you!

**Written by**  
Lee Edge, Duty Manager

“ It is good to see Andrew doing very well within his leadership role, he has set an excellent example as a leader to everyone. Well done, Andrew.

Yun Tham, Operations Support Manager



*Pictured: Yun Tham and Andrew Eckersley*

# Recognising long service achievements - 2021/22

As we celebrate the long service of our employees, we look back over the years at the UK's number one singles and highest grossing films.



## 5 YEARS

We have had a staggering **453 employees** celebrating their five years of service with Carlisle.

## 10 YEARS

- |                    |                         |
|--------------------|-------------------------|
| Alan Neville       | Ian Tucker              |
| Alex Orr           | James McClennan         |
| Ama Nyarko         | Jane Ezi                |
| Amy Buckley        | John Molyneux           |
| Andrew Osborn      | Joseph Stone            |
| Anthony Wheatley   | Joy Pennant             |
| Christopher Duffy  | Keith Bevan             |
| Colin Paul Davison | Kenneth Briscoe         |
| Daniel Watson      | Kepayethur Khan         |
| David Haigh        | Lee Phillips            |
| David Mccrudden    | Luis Dos Santos         |
| Dennis Atkinson    | Mansoor Amin            |
| Derron Wilson      | Mark Lynn               |
| Elie Mbangi        | Mark Price              |
| Glen Snowdon       | Martin O'Shea           |
| Glen Sutherland    | Matt Day                |
| Gurvinder Takhar   | Mayisa Daniel           |
| Ian Hicks          | Nasser Ali Hussein Nagi |
| Ian Howes          |                         |

- Omotoso Amao
- Oswald Sibanda
- Paul Daly
- Paula Lye
- Paulette Millwood
- Peter Tasker
- Peter Weatherby
- Ronald Birchall
- Sharon Norris
- Sharon Wild
- Shaun Pegler
- Stephen Fayose
- Steven Ince
- Suroth Miah (pictured)
- Terence Corrigan
- Valery Bakhshi-Zade
- William Bevan
- Yaa Agyeiwah
- Yinka Murrain

## 15 YEARS

- Adrian White
- Alexander Mclean
- Bernice Ampadu-Boateng
- Brian Day
- Brian Maguire
- Christine Kerley
- Dan Abbey
- Dorcas Arthur
- Edmonson Eze
- John Lawless
- Laura Lindo
- Mike Mbambi
- Olumuyiwa Oretade
- Patricia Minck (pictured)
- Paul Smith
- Richard Roberts
- Scott Griffiths
- Steve Channer
- Terence Foster
- Vita Jumike

## 20 YEARS

- Armando Sezudo
- Billy Callaghan (pictured)
- Cecil Lovemore
- Christine Okakpu
- Elizabeth Shodipo
- Florence Akintola
- Hari Patel
- Janet Billingham
- Richard Osei-Kumaning
- Terence Carroll

## 25 YEARS

- James Hayes
- Jeff Blundell
- Robert Capp (pictured)
- Scott Redsell

## 2017

"Shape of you"  
Ed Sheeran

Star Wars:  
The Last Jedi

## 2012

"Somebody that I used to know"  
Gotye ft. Kimbra

Skyfall

London hosted the Summer Olympics

Diamond Jubilee of Queen Elizabeth II

## 2007

"Umbrella"  
Rihanna ft. Jay-Z

Harry Potter and the Order of the Phoenix

## 2002

"Hero"  
Enrique Iglesias

Harry Potter and the Chamber of Secrets

## 1997

"I'll be missing you"  
Puff Daddy and Faith Evans

The Full Monty

# Raising money for GOSH



Every day represents a chance for people to make a difference and our security team at Great Ormond Street Hospital set out to do just that in early July 2022 as they went about raising money on behalf of the Trust's charity.

The charitable donations received truly contribute towards giving those seriously ill children and young people the very best chance to fulfil their potential. As such, the charity is on an on-going quest to raise funds and facilitate the bringing together of the brightest minds to achieve pioneering medical breakthroughs.

To kick off their fundraising activities and elevate awareness of the charity and its achievements, Group Client Solutions Director for Carlisle Support Services, Jason Taylor embarked upon a 45 mile cycle ride, going door to door from GOSH to our Carlisle HQ in Luton.

Prior to beginning his journey, Jason commented, "It is safe to say that I am a little nervous about how this will go, and with little time to prepare, this is certainly going in at the deep end".

After navigating Central London, the treacherous A1, and finally arriving to a round of applause, he added:



As one of the senior representatives of the business, and the lead on our original bid, I felt it was only right to give something back to such an amazing hospital.

Our colleagues do a great job in creating a safe environment for the clinical teams to go about making a difference, and I am very proud of them.

Taking the fundraising activities further, CEO Paul Evans, Regional Contracts Manager Yameen Choudhry, Site Security Manager Fahad Aamir, and GOSH Security Officers Shahid Ibrar and Arshad Ali joined forces to train and run the Asics London 10k race on Sunday 10<sup>th</sup> July.

Collectively, the team was able to raise a total of £3,470 from nearly 150 generous supporters. Including gift aid, this would see the Charity nearly receive a whopping £5,000!

By supporting GOSH with their security requirements, we are fortunate enough to see the effort, commitment and amazing work that happens on site first hand, and we are delighted to be able to give back and support them further.



I completed the race for the children, parents and nurses. The children go through so much and so do the parents. To have your child go through something painful and you having no control in making the issues go away is beyond scary, one of the hardest life experience any parent can go through.

Therefore, if there is anything we can do to help, even if it's just smiling, we happily help in what may be one of the hardest life experience they are going through.

Yameen Choudhry,  
Regional Contracts Manager

Further donations can be made to support this worthy cause on the official [www.gosh.org](http://www.gosh.org) website.

All money goes towards treating more children than ever before in an environment they feel comfortable using cutting edge equipment. Donations also allow GOSH to continue supporting ground-breaking research and accommodate families so they are never too far from their children.

Written by  
Alex Sipos, Marketing Manager



# Liverpool lifesavers



Two quick-thinking Carlisle security guards rushed to save the life of a man who collapsed at Liverpool's cruise terminal.

Karen Burgess and Jay Munro were on duty in August when they noticed a guest unsteady on his feet as he moved through the terminal building. When he collapsed moments later, the duo leapt into action, performing CPR, and supporting him until paramedics arrived at the scene.

Following their heroic act, Karen and Jay were invited to a special celebration on board Fred Olsen's stylish cruise ship Borealis on Monday

5<sup>th</sup> September which marked the start of a 15-day 'sail-ebtration' for the 15<sup>th</sup> anniversary of the cruise terminal's opening.

On the day, their act of heroism was well recognised with each receiving a free cruise for two on board the Borealis and a framed certificate from Lord Mayor of Liverpool and Counsellor Roy Gladden as well as additional recognition via the Carlisle Lifesaver Recognition Scheme (pictured).

**Written by**

Nicole Baker, Director of Marketing and Business Development



*Pictured: Karen Burgess and Martin Woollam*



*Pictured: Phil Breen (Head of Service, Liverpool City Council), and Jay Munro*



Working in the security industry, our teams are often faced with emergencies - whether someone receives first aid treatment immediately or not can be the difference between life and death - it's that stark.

The actions taken by Adam, Karen, and Jay align themselves against one of our core company values to 'care passionately for all' and ultimately saved this individual's life and validate the SIA Refresher Training currently being undertaken by our teams.

We couldn't be prouder of the reactions of the team who are in place to support our valued client, Cruise Liverpool, and their customers. Their quick actions and commitment are exemplary.

Martin Woollam,  
Managing Director - Security,  
Events, and Retail North

# You've heard of us, but who are we?

You may have heard or interacted with the Carlisle Cleaning Helpdesk but who actually are we? We are a team of four individuals who monitor the life cycle of faults and their management which helps our contracts to run efficiently.

Within this team we have Jade, Rahat, Tawheed and me (Emily) who all have similar but varied roles within the team. Jade and Rahat focus primarily on the Arriva Rail London (ARL) contract where they have to keep up with daily KPI (Key Performance Indicator) sheets where each fault is updated with daily notes.

Jade, who started as a cleaner in 2013, has had a smooth transition into this role. Having worked in the field as a cleaner for 6 years, Jade understands what faults can or cannot be completed by a day cleaner from her own knowledge and experience. Jade is a key asset within the team and is able to give further clarity to the processes involved within cleaning and the helpdesk. Having worked her way up from a cleaner role to joining the support centre as a Resource Co-Ordinator and, subsequently, for the past few years as a helpdesk operative, Jade is an integral part of the team.

Having started his journey with Carlisle in March, Rahat comes to us following a university degree in Graphic Design at The University of Bedfordshire. Rahat has worked in a few different roles, having worked down the road from our Luton office at Randstad in recruitment. Over time, Rahat has built a solid connection with our ARL cleaning team and management, where he has now begun to take on additional responsibilities and is learning the more technical aspects of trackside works. Over the next year or so, Rahat will learn further about the innerworkings of trackside fault management as he progresses within this development pathway.

Tawheed, the youngest in our team at only 20, is not to be underestimated either. Previously having worked as a manager at a popular food chain, Tawheed's experience provides him with invaluable knowledge when it comes to overseeing faults. Tawheed splits his time working within our three helpdesk contracts - Greater Anglia (GA), ARL and Avanti West Coast (AWC). As the main operative for AWC, he keeps on top of their 46 stations with the assistance of the Contract Manager.

Additionally, he helps out with data reporting within the ARL contract and fault management within the GA contract.

My own personal role within the helpdesk team is to work within the GA contract, checking with the supervisors if jobs have been closed and how we can go forward to create a resolution. I also create a weekly report for GA management which compiles the work performed throughout that week, separated by stations as well 'before' and 'after' images, which documents the great results our team delivers. Unlike the rest of the team who work the typical 9-5, I work part time as I study full-time towards an English Literature and Creative Writing degree.

When we next speak, you will hopefully know a little more about who we are and what we do. And as a bonus, we have included a few fun facts about us.

## Fun Facts

**Can you guess which fact belongs to who?**

- Fact 1** My heart is on the right-hand side of my chest
- Fact 2** I binged watched all of Game of Thrones in 9 days
- Fact 3** I drink at least two Red Bulls a day
- Fact 4** I've high fived Prince William

*Answers on page 51.*



**Written by**

Emily Wadia, Helpdesk Administrator

# Wellbeing is everyone's business

Workplace wellbeing is all about creating and maintaining a safe and welcoming environment that respects and upholds the dignity of everyone, leading to a place where all can thrive.

Carlisle Support Services (CSS) is committed to providing a healthy working environment and improving the quality of working lives for all staff, with the overall wellbeing strategy aiming to support the company's core values we have all come to live and breathe.

By incorporating wellbeing at the very core of all practices and procedures, we can create a positive environment that facilitates improved staff engagement, performance, and achievement, subsequently contributing to personal and job satisfaction. It goes without saying that implementing such strategy successfully requires involvement from all areas and people across Carlisle.

Our ultimate goal goes far beyond workplace health and safety, we aim to help staff members prevent ill health in all forms ranging from physical and mental to social. Not only does

this help improve team and personal morale, but also empowers great personal development which is extremely important in larger organisations such as Carlisle with a geographically, culturally, and linguistically diverse workforce.

Our strategy aims to reflect such diversity for optimal problem resolution and bring together all initiatives from across the group. Through the coordination of current wellbeing activities and the identification of further opportunities, an action plan will be established that consolidates existing work and achieves additional progress.

Our proposed wellbeing calendar below sets out the detail of our upcoming campaigns and awareness information periods throughout 2023. This will also enable the campaigns to be easily communicated, promoted, and to gain support from the entire Carlisle family.

## Your Mental Health First Aiders

Do you ever feel under pressure, anxious or overwhelmed? If so, it's good to talk. Our Wellbeing Committee has several Mental Health First Aiders (MHFAs) throughout the business who are on hand to provide support and guidance when you need it most.

For a full contact list of our trained MHFAs, scan the QR code or visit [www.carlisesupportservices/your-mhfa](http://www.carlisesupportservices/your-mhfa).

Under pressure?

Anxious?

Unhappy?

Lonely?

Annoyed?

Confused?

Overwhelmed?



## WELLBEING CALENDAR 2023

<b>JANUARY</b> Dry January	<b>FEBRUARY</b> World Cancer Day ---- Time to Talk Day	<b>MARCH</b> Women's Mental Health Campaign	<b>APRIL</b> Stress Awareness Month
<b>MAY</b> Mental Health Awareness	<b>JUNE</b> Pride Month ---- Diabetes Awareness Week	<b>JULY</b> Relaxation and Self-Care Awareness	<b>AUGUST</b> Making and celebrating memories for World Photography Day
<b>SEPTEMBER</b> World Suicide Prevention Day ---- Physical Wellbeing Campaign	<b>OCTOBER</b> Stoptober ---- World Menopause Day	<b>NOVEMBER</b> Men's Mental Health Campaign	<b>DECEMBER</b> Personal Resolutions Month

## Health Assured - Your Employee Assistance Programme

Or if you would rather talk to someone outside of Carlisle Support Services, you can reach out to Health Assured, our Employee Assistance Programme (EAP).

Health Assured is a vital employee benefit that can help you make it through difficult times. Whether it's personal or professional challenges, our EAP with Health Assured provides a safe space to talk through it all.

Available support includes:



### A free 24-hour confidential helpline

Calls answered by experienced in-house counsellors, legal and financial specialists.



### Structured counselling sessions

Work through your problems with a BACP accredited therapist either via phone, online, or face-to-face.



### My Healthy Advantage app

Designed to support wellbeing with mood trackers, four-week plans, fitness videos, and much more.

Search 'My Healthy Advantage' in your preferred app store. Once downloaded open the app and sign up with your email and this unique code - **mha103292** - to set up your account.



**0800 030 5182**

Free 24/7 confidential helpline

**healthassuredeap.com**

Username: Carlisle | Password: group

# Every little helps

Established in 1919 in the East End of London, Tesco has now grown to be one of the UK's largest supermarkets, operating over 6,900 stores in 85 countries. With a well-defined mission to serve their customers, communities, and the planet a little better every day, they always keep their customers at the heart of what they do, which very much aligns with Carlisle's values.

Following a 12-week trial period from Tuesday 20<sup>th</sup> October 2020, Carlisle were awarded a security contract across 231 stores throughout the UK, not only ensuring the safety of their customers but also minimising theft. When it comes to saving money, Tesco's have put it best: 'every little helps', and they are not wrong!

In eight months alone, Carlisle Security Officers have reported over 5,750 incidents across the UK. The graphic below outlines all recorded incidents broken down into 13 value ranges. In this particular case, every little recovery helped save Tesco over £863,000 from 28<sup>th</sup> February to October 2022.

Not only have the Security Officers done a fantastic job to achieve this total recovery value but have also been very proactive in sharing their activities on We are Carlisle, our internal social platform.

As a result of all the amazing theft prevention posts, we have set up a dedicated group on We are Carlisle for Tesco Security. This helps group all Tesco recovery posts and show you and your colleagues more relevant posts.

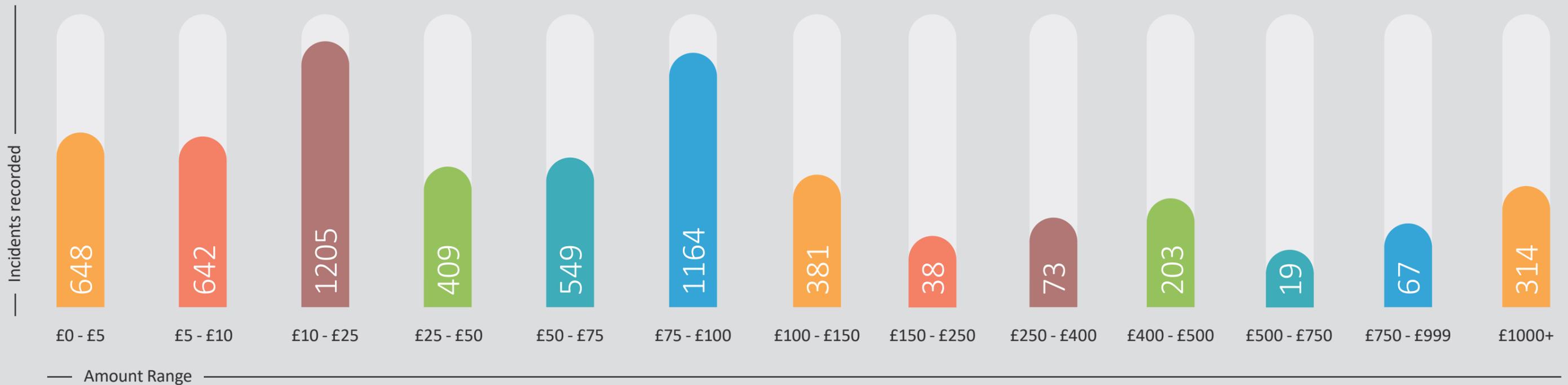
To those that work in Tesco Security, you can post in the new group by following these steps:

1. Click the blue + **NEW** button.
2. Click **New Post**
3. Select the best category for your post, usually **Company and Contract News**
4. Click **select who can see this post**
5. Pick **Tesco Security** from the group dropdown options
6. Click **Next**
7. Add in **your title, description, and photos** as usual
8. Click **Post**.

Written by  
Alex Sipos, Marketing Manager



## Reported incidents and values



# Earning extra money with Carlisle

## Refer-a-Prospect

We are often surprised about how small the world we live in can be. Whether it's meeting friends abroad totally by chance, meeting new people that are already well connected with our friends and family, or realising a friend can introduce us to someone we look up to, we've all had that 'what a small world we live in' moment.

In today's digital world, social channels can produce a lot of 'noise' which often reduce trust, the very foundation of personal and professional relationships. Connections are therefore becoming extremely powerful so why not use them to earn extra money.

You can do so by introducing Carlisle to decision makers within other organisations that could benefit from our services. If you know anyone that may be interested and happy for us to contact them directly, pass their details onto our sales team below and tell them to expect a phone call. If a contract ends up being signed, you will earn commission for making the introduction.

**Sales Team:** bids@carlisesupportservices.com

## Refer-a-Friend

Our recruitment team would like to thank everyone who has referred someone to work for Carlisle during 2022, your support is very much appreciated.

We are pleased to advise that this initiative will continue into 2023, so continue to speak to your friends, family, and other contacts about the great roles we have on offer.

Please note that reward payments can only be made if the referral process detailed below is followed.

Share our flexible work opportunities by recommending someone to Carlisle Support Services. In return, you will receive a £100\* payment once the new employee has completed ten shifts and three months service.

There is no limit to how many referrals you can make and your payment will be processed on the first pay-run of the following month.

**Simply scan the QR code, or visit [carlisesupportservices.com/refer-a-friend](https://carlisesupportservices.com/refer-a-friend) to submit your recommendation.**

*\* Terms and Conditions Apply*

RECEIVE  
**£100\***



# Going above and beyond

On the morning of Tuesday 11<sup>th</sup> October, I had the pleasure of surprising Tracy Todd at Hartlepool with a Highly Commended Superstars Award.

We have a small team at Hartlepool Station who were impacted by some unexpected absences earlier in the year. Throughout this period, Tracy offered to work additional shifts as well as start her duties early and finish late on many occasions.

The team and I really appreciated the lengths that Tracy went to help ensure that the gateline at Hartlepool was operational as often as possible.

At the time, Tracy also took a lead with providing training and guidance to new staff whilst they were completing their 'on the job' shadowing.

The level of commitment that Tracy demonstrated towards her role for both Carlisle Support Services and Northern Trains was exceptional and fully deserving of recognition from myself and the wider team. Well done, Tracy!

Written by  
Paul Kemp, Operations Manager



“ We really appreciate all the hard work you have done at Hartlepool; you have been a superstar! ”

*Waqas Khan, Duty Manager*



# Police Officer recognises exemplary conduct

On the evening of Saturday 3<sup>rd</sup> December several Police Officers, including myself, attended Lister Hospital. We had just arrested someone who required medical attention. Throughout our visit at the hospital, our suspect became increasingly agitated, first being verbally threatening and then escalating into physical violence. Our suspect's behaviour posed a risk to the safety and wellbeing of staff and patients.

Seemingly two members of Lister's security team, one of which being John Cooper (pictured), were stationed in the corridor adjacent to the room we were in. At one point in the evening, our suspect suddenly leapt to his feet and began inciting violence. Despite our best efforts, as Police Officers we were unable to sufficiently calm the suspect. Just as I felt that a physical altercation was inevitable, Mr. Cooper calmly strode into the room and identified himself to the suspect. He explained that he was not a Police Officer, so he could speak to our suspect on the level.



Through some frankly brilliant communication skills, Mr. Cooper was able to entirely defuse the situation. Our suspect engaged in conversation with the Carlisle staff member, before calmly sitting down in a chair. Mr. Cooper's words must have resonated because, surprisingly, our suspect then went on to apologise for his behaviour, particularly in disrupting other patients seeking treatment at the time.

Throughout the evening there were occasions where our suspect began to become agitated again. In several instances, Mr. Cooper proactively engaged with this person to

successfully calm things down. Mr. Cooper was highly professional throughout and made an enormous contribution without ever needing to resort to physical measures, or even suggest that these might be used. Instead, he was able to persuade our suspect to reflect on his actions, which is a rare ability indeed.

I have no doubt that Mr. Cooper's intervention helped to not only keep patients and staff safe, but also assisted to ensure our safety as Police Officers. Had he not stepped into the room on that Saturday night, I believe that the suspect would have become physically violent towards me.

Due to the sincere gratitude that I feel towards John Cooper I wish to express my thanks and appreciation.

**Written by**

Philip Prescott, Police Officer,  
Stevenage Police

# Author, father, and multi award finalist

Following over 17 years of experience within the security industry, in the autumn of 2021 Daniel Pike came across a LinkedIn post that was about to take his career path forward. Carlisle Support Services had posted a job opportunity for an Operations Manager covering a region of four areas: North Wales, Cheshire, Wirral, and Shropshire.

Upon applying for the role, not only was he very quickly invited to an interview and offered the job, but also selected to join the leadership, development, and mentoring program. During his time with Carlisle, Daniel helped significantly improve performance on the Tesco contract by building good working relationships with clients and officers, filling vacancies, and addressing historical problems he had inherited.

Just over one year into his role, Daniel has been a finalist in four categories across three award ceremonies.

Most recently, he was a finalist for the Security Manager of the Year category at the Security and Fire Excellence Awards which took place on Wednesday 23<sup>rd</sup> November 2022, where he very proudly represented Carlisle Support Services. Prior to that, he was a finalist in two categories at the Outstanding Security Performance Awards (OSPAs) taking place in February 2022: Outstanding Security Manager of the Year and Outstanding Young Professional of the Year. The year before, he was a finalist for the President's Award for an Outstanding Young Professional at The Security Institute Awards, taking place in late November 2021.

Having served as a Special Constable in Merseyside Police, Daniel encourages his team to work with the local police force to help improve intelligence sharing and see how they can help each other with campaigns and initiatives. Our Carlisle officers have been welcoming the policing family to use Tesco staff facilities, further strengthening our working relationship with local forces across North Wales. Recently one of our officers at Tesco Porthmadog helped promote the local forces campaign on knife crime and gift card fraud.

Prior to his time at Carlisle, Daniel received an award in December 2017 from the British Citizen Awards for his contribution to society and being an inspiration to others. Nine years before that, in November 2008 he received recognition for bravery for protecting a life during an armed robbery. Similarly, he received recognition for saving a life at sea in June 2006.

In his free time, Daniel will very soon be publishing his third book this year for a trilogy series entitled The Cannibal Brothers, for which he's been offered four book deals to date. When he's not working or writing, friends find him fishing, travelling, raising money for NSPCC and Unicef UK, as well as spending quality time with his family.

Looking to the future, Daniel plans to apply for Chartered Security Professional status in 2023, become a member of the Worshipful Company of Security Professionals and study for a second master's degree, this time doing an MBA at Wrexham Glyndŵr University.



*Pictured: Ronnie Devlin (MST Supervisor) and Daniel Pike*

**Written by**

Alex Sipos, Marketing Manager



# HSQE is at the forefront of Carlisle Support Services

## Delivering HSQE improvements

Our aim is focusing on the thinking processes that come before our choices. We believe that influencing and engaging with people in a way that ensures they make the right choices in the first place will enable us to meet our HSQE key themed objectives of providing a culture where zero harm is achievable.

Our vision, detailed below, underpins our basic philosophy that everyone has the right to work in safe and healthy conditions and will represent our drive to reach zero harm.



### Safe People

With strong people values we realise that our Carlisle family members are the backbone of the company's success. Carlisle Support Services wants to look after its family members both professionally and physically, as individuals and as site teams. We want safety to be second nature to our family members.



### Safe Place of Work

Operating our sites at the highest levels of performance brings a responsibility to ensure safety is at the core of our site operations. We want to be recognised in the industry for the approach we take on our sites, offering the highest safety, operational and technical standards of site delivery, in line with all relevant regulations whilst remaining commercially competitive and adding value to our clients.



### Safe Systems

Policies and procedures ensure that safety continues to be second nature in daily working practices. Our system will continually be improved and updated as we improve our capabilities and set our standards higher. This knowledge is shared and transferred to all Carlisle family members so that all staff and sites alike are following the right Health and Safety procedures.



### Safely Home

An environment that ensures our Carlisle family members, and those who are affected by our activities, benefit from an incident-free environment and can return safely home each day, and that we respond and learn from all accidents and incidents to prevent re-occurrence.

Meet the team who will assist in delivering our HSQE Strategy



**Steve Channer**  
Head of HSQE



**Caitlin Hegarty**  
HSQE Administrator



**Nigel Churchman**  
Health and Safety Manager,  
Cleaning



**Nathan Walsh**  
Health and Safety Manager,  
Security North



**Mo Adisa**  
Health and Safety Manager,  
Security South

Your safety is no accident, injuries are not inevitable, harm is not acceptable, and risks are ours to manage.

Andrew Flannagan, HSQE and Support Services Director



HSQE is at the forefront of Carlisle Support Services. It helps protect our Carlisle family members and the thousands of people we interact with daily, whether this be, clients, subcontractors, or the public.

Carlisle Support Services takes HSQE seriously because of the moral responsibility, not just legal duties. HSQE at work increases Carlisle family members' awareness of surroundings, reduces stress, creates a happier work environment, and helps retain our talent.

Andrew Flannagan, HSQE and Support Services Director



## 9 strategic objectives and key performance indicators

Carlisle wants all family members to focus on a HSQE risk management approach that sees us do things better, simply, well, and with passion.

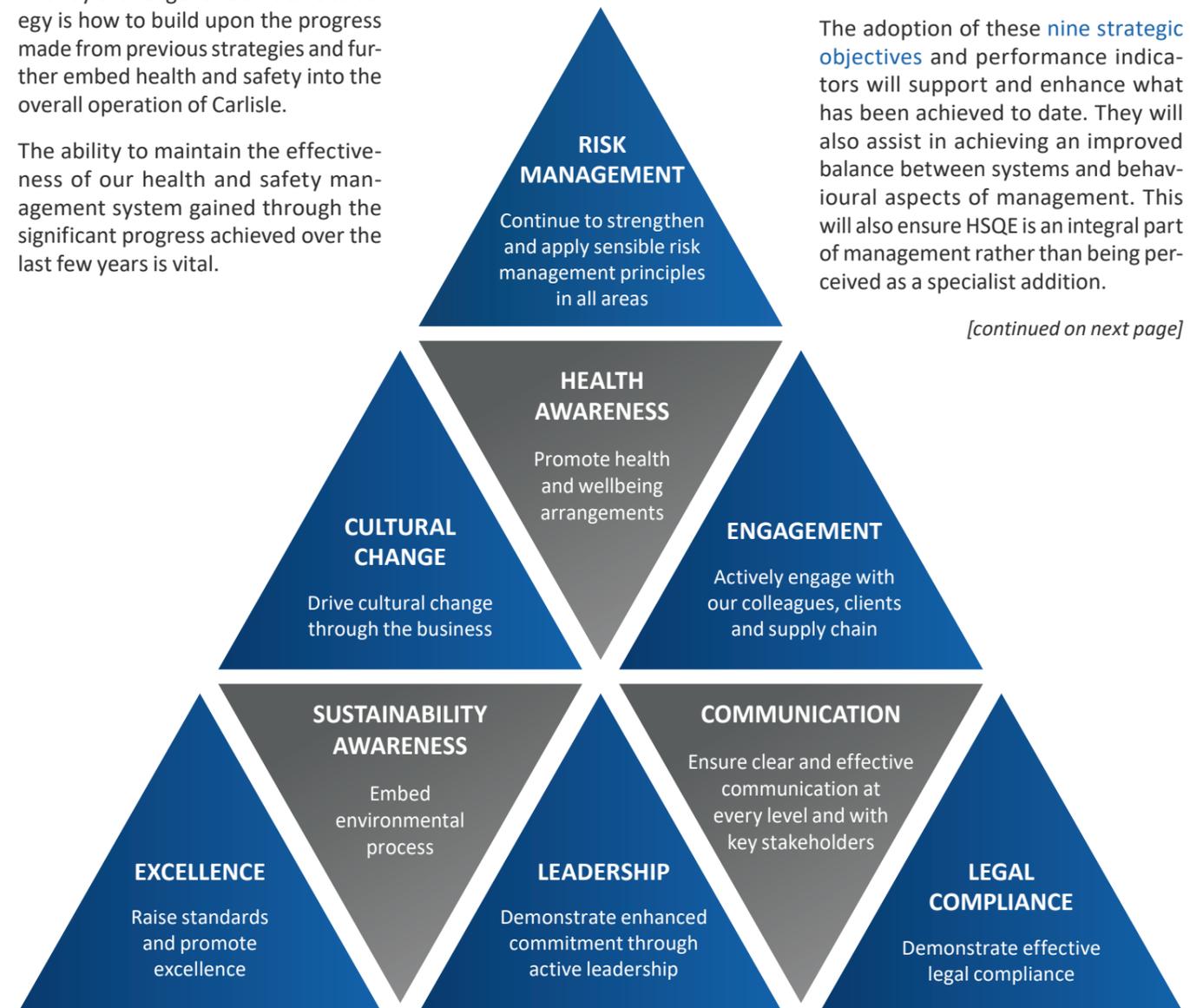
The key challenge for our future strategy is how to build upon the progress made from previous strategies and further embed health and safety into the overall operation of Carlisle.

The ability to maintain the effectiveness of our health and safety management system gained through the significant progress achieved over the last few years is vital.

Our proposed model comprises of nine strategic objectives, detailed within the **risk triangle**, which in broad terms describes what our approach to HSQE is and what we intend to do. It is supported by existing strategies covering wellbeing, environment, and sustainability.

The adoption of these **nine strategic objectives** and performance indicators will support and enhance what has been achieved to date. They will also assist in achieving an improved balance between systems and behavioural aspects of management. This will also ensure HSQE is an integral part of management rather than being perceived as a specialist addition.

[continued on next page]



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### Getting everyone home safely

As mentioned within our overall vision, Carlisle is uncompromising in its commitment to health and safety, particularly in relation to the health, safety and wellbeing of our family members, clients, customers, subcontractors, and community. Our nine strategic key themed objectives will enable us to deliver on this. Carlisle will require individual accountability, expect all Carlisle family members to adhere to its set standards, and actively participate in and support its HSQE practices.

HSQE is the responsibility of all Carlisle family members. Irrespective of role or experience within Carlisle Support Services, there is one safety vision all employees are required to share - everybody has a right to get home safely. For this to be achieved, everybody has a responsibility to behave safely and challenge unsafe and unsustainable behaviours and conditions when they see them.

### H&S documents on the CSS Employee Portal

As part of our initial improvements in risk management to reduce the risk of non-conformance, we have optimised the CSS Employee Portal to improve our efficiency in providing you with real-time health and safety documentation and information.

The guidance, pictured right, will shortly be issued to all Carlisle family members, which will be added to and updated throughout the coming year. Further development in 2023 will include live contract-based health and safety documentation.

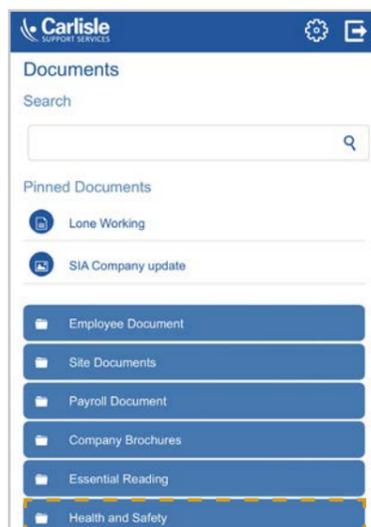
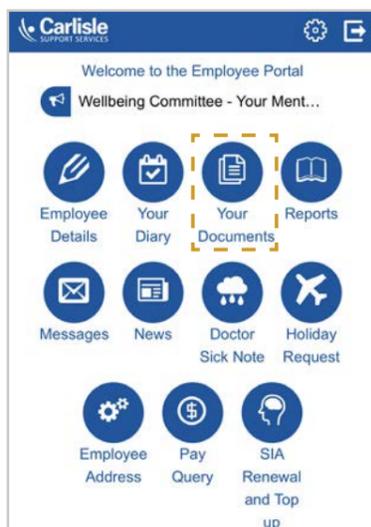
#### Written by

Andrew Flannagan, HSQE and Support Services Director

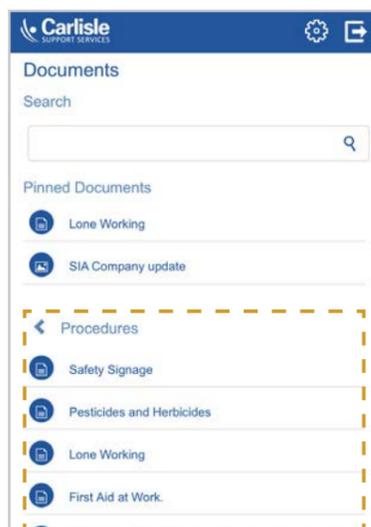
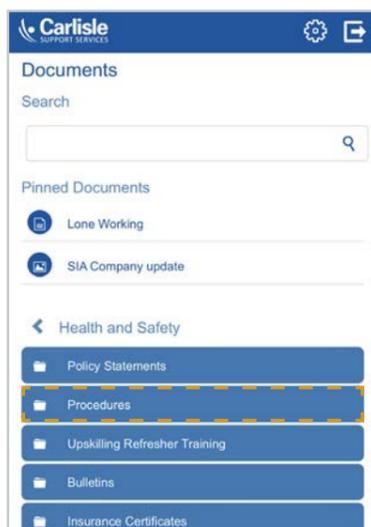
# YOUR SAFETY IS NO ACCIDENT

## Delivering Health and Safety Policies, Procedures, and other information through the CSS Employee Portal

1. To view the most up to date documentation and information, select **Your Documents**.
2. To view specific health and safety documentation and information, select the **Health and Safety** folder.



3. From here select the category you want to view. For example, **Procedures**.
4. Selecting a category will provide visibility of the most up to date documents, allowing you to both view and download as required.



# Coming to a station near you...

As we approach the end of 2022, it is pleasing to see the introduction of a brand-new uniform design for our people working hard to support rail customers in the North.

Carlisle Support Services has been supporting Northern Trains with people-based services for over five years and has introduced many new people to the industry. Whilst our main contribution has principally been focused upon roles such as Revenue Protection Officers and Gateline Customer Service Assistants, we have also developed a broader portfolio of services which now includes Ticketless Travel Surveys, Car Park Enforcement, CCTV Support, TVM (Ticket Vending Machine) Replenishment and Mystery Shopper Audits. With such an extensive offering, we know our teams are being asked to work within a multitude of environments which means careful consideration has to be given to the style and type of uniform we provide.

The welfare of our people is paramount, and with many locations being exposed to unpredictable weather conditions, we recognised the need to make our uniform fit for purpose. Working collaboratively with our colleagues at Northern Trains, we agreed the specification for our new uniform

had to include key elements such as wearer comfort, flexibility, durability, reliability, professional appearance and, as you would expect, interchangeable garments to suit the prevailing weather conditions. From the positive feedback so far, it looks like we've achieved this.

Upon experiencing our staff members proudly wearing their new uniforms while on duty, Carlisle's Regional Supervisor Naz Hussain added:



It's great to see these new uniforms being launched. Our staff members work very hard and demonstrate unparalleled dedication and professionalism, even in the most challenging conditions. Therefore, they deserve nothing but the very best.

I would like to extend my heartfelt appreciation to all of the staff for their commitment to protecting the train operating companies' revenue and providing a first-class travel experience to their passengers.

#### Written by

Steve Cere, Director of Rail Strategy



Pictured: Muhammed Saleem Alam, Keith Horner, Rodrick Campbell, and Naheem Khan

# Can you spot the difference?

To deliver exceptionally clean rail environments, our teams cover a wide array of cleaning elements within their day-to-day duties, ranging from emptying bins, cleaning ticket halls, sweeping and cleaning train platforms, removing graffiti, picking litter, and many more.

## Leaf clearance

One of the many areas of responsibility our team carries is leaf clearance, which is an important aspect of cleaning at the stations we look after due to the slip hazards they can create during adverse weather.

Clean walkways not only look more aesthetically pleasing but are an important safety aspect - especially at the Harlow Mill station (pictured) on our Greater Anglia contract.



Pictured: Before and after at Harlow Mill Station, Greater Anglia

## Signage cleaning

Another incredibly important task for our teams is signage cleaning, ensuring the safety of our staff, clients, and their customers. Throughout the winter period, signage can become increasingly dirty with algae, moss, leaves, and other outside elements. As a result, signage can easily become unreadable and lead to accidents if members of the public are unaware of boundaries or safety instructions.

Fortunately, our cleaning team at Brundall Gardens station, part of our Greater Anglia contract, were on hand to ensure even the dirtiest of signs look as good as new, as pictured.



High level cleaning at Helmshore station, Greater Anglia

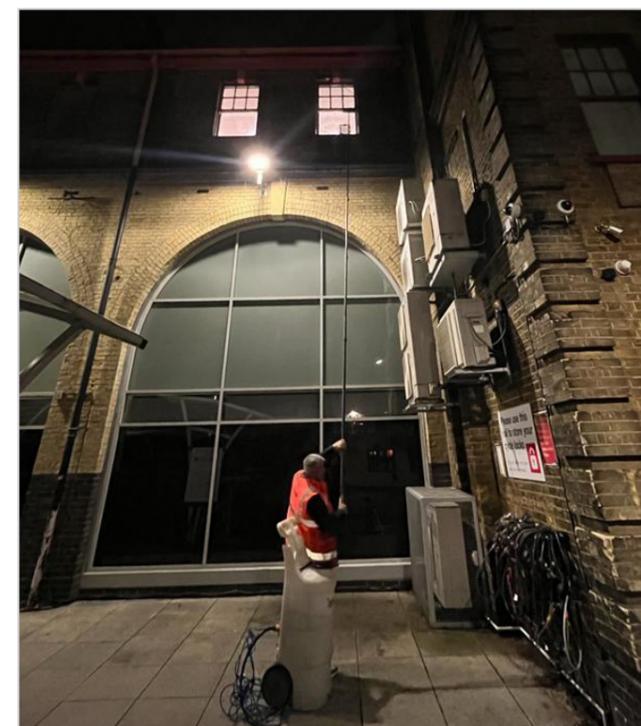


Pictured: Before and after at Sheperd's Bush Station, ARL

## Graffiti removal

Graffiti is an ever-growing form of vandalism and our customer's stations are no exception. These unwanted markings, regardless of size, contribute to the overall aesthetics of an environment and can often negatively impact the end user's perspective and experience. As a result, it is extremely important that our cleaning and painting teams remove and/or cover these at the earliest opportunity to help our customers deliver a great experience to the wider members of the public.

As simple as graffiti removal may sound, it often requires a great amount of planning, particularly in cases of bridge walkways, high-level structures, or in busy environments. In such cases, supervisors play an important role in deciding the best course of action. For example, the images show a recent project carried out by our ARL painting team at Shepherd's Bush station. Due to the exterior wall being so close to a busy road, and the vast area of graffiti to be covered, painting was the best course of action.



Pictured: High level cleaning at Helmshore station, Greater Anglia

## Periodic teams

As well as our dedicated station cleaning and painting teams, we also have a periodic team who specialise in tasks that require forward planning, such as high-level cleaning within public spaces. This has recently taken place at Helmshore station, part of our Greater Anglia contract. The team used specialist extendable equipment to ensure even the hardest to reach places were cleaned effectively.

Contract managers also play a critical role in planning such tasks during low-peak times to ensure a smooth delivery across all sites at regular intervals, whilst maintaining as little as disturbance as possible (if any) to customers, staff, and the general public.

Written by  
Emily Wadia, Helpdesk Administrator

Correct answers from page 23:  
Fact 1 - Rahat, Fact 2 - Emily,  
Fact 3 - Jade, Fact 4 - Tawheed

# A world of opportunities



I have recently started my journey with Carlisle and Coventry University and am pleased to see how welcoming the team has been and the support to date has been fantastic.

As an ambitious and innovative institution, Coventry University is known for delivering research that tackles several global challenges through its 16 challenge-led interdisciplinary research centres, contributing to the creation of better futures. It is also this year's winner of the Queen's Award for Enterprise in International Trade and an overall fantastic organisation to work with.

I have thoroughly enjoyed my experience to date and am very grateful for the opportunity to make a positive impact within such a reputable organisation.



Written by and pictured  
Simon Williams,  
Senior Account Manager



We were fortunate to win the Alder Hey Children's Hospital contract last September. The site is a global icon for the daily miracles they perform in the field of paediatric medicine.



It has been quite the year which saw us introduce Client Liaison Manager **John Mullin** who has worked tirelessly to see standards go to an all-time high. Over the course of this year, John has overseen the aftermath of a terrorist attack, two officers passing away and the total revamp of the service which has taken security from a support function to a much prized and appreciated service. Well done John and the team.

*Rest in Peace Jimmy Campion and Dave Orr.*

Written by  
Martin Woollam, Managing Director - Security, Events, and Retail North



On Friday 13<sup>th</sup> October 2022 at 20:55, a Road Traffic Collision (RTC) occurred on the approach road by Longport at Eurotunnel in which a car overturned and rolled, ending up on its side.

Three occupants were trapped inside the vehicle and **Simon Tolhurst** CSA at Access Control at Carlisle Support Services was first on the scene. Upon seeing how serious the accident was, he immediately requested emergency services and was immediately assisted by CTPU.

Upon seeing smoke coming from the car, Simon immediately started to break the windscreen and free the occupants. Fortunately, as he broke the windscreen, Simon realised the smoke was not produced by fire, but by the activated airbags which, as we can imagine, was a total relief.

With the help of other people, Simon managed to get the driver out of the vehicle but had to wait for the Kent Fire and Rescue Service (KFRS) to free the other two passengers. Simon remained on site throughout the incident and was constantly relaying information back to the control room and assisting with traffic control.

Well done Simon for acting so promptly and being an absolute life saver.

Written by  
Rory Pearce,  
Account Director



In early 2022, B&Q set out to bring their paint sections to life and open up a new world of opportunities to those looking to redecorate their homes.

Fast-forward to December 2022, they changed the face of paint in 29 stores throughout the UK from Isle of Wight to Dundee Scotland and it couldn't have been done without the hard work from everyone involved in B&Q from Carlisle Support Services.



To all those that have worked on this project, I thank you for everything you have done and hope to see you again in 2023 and beyond. We are very excited to redefine the plumbing section and further support B&Q with their requirements going forward.

Written by  
Stewart Smith,  
Operations Manager - Retail



In the fast-moving environment we operate in, nobody notices the fantastic work that our Cleaning Operatives do day in and day out, whatever the weather. They deal with all sorts of issues from litter picking, chewing gum removal, and whatever animals and members of the public leave behind them. I am very proud of our team and would like to take this opportunity to share some of the greatly welcomed and celebrated commendations I have received.

"I would like to commend **Elene Hosu**, who does the deep clean. I have seen her myself at Woodgrange Park doing an amazing job. The staff all see this, and it raises their morale knowing the station is clean and done to a high standard."

"Our station cleaner, **Emmanuel Atubaka** really did a good job today. Normally we are complaining about what a bad job some cleaners do, but when Emmanuel comes to us, he never complains about any outstanding job and gets on with it."

"I was managing Norwood Junction station last Sunday during the Crystal Palace vs Leeds match and I would just like to say that **Claudia Ritchie** was excellent. I have never seen the station look so clean and tidy during a match day. Please pass on our thanks and appreciation of her good work. She is an asset to your team."

Thank you Elene, Emmanuel, and Claudia for your efforts. You are invaluable to the team!

Written by  
Rob Woodford,  
Soft Services Delivery Manager



Liverpool City Council is a vibrant contract with over 20 sites which are always changing and includes the Liverpool Cruise Terminal that has gone from strength to strength.

The Cruise Terminal has grown 10-fold in the last 5 years and our teams are at the very core of its success. The portfolio requires CCTV operators, ISPS trained staff, traffic marshals and security personnel at a variety of locations.



*Pictured: Brian Cowley, donating selection boxes to his local foodbank in Kirkby*

It is hard to achieve perfection, but **Brian Cowley**, Deputy Account Manager, and **Billy Callaghan**, Regional Contract Manager, achieved that delivering outstanding results every single minute worked and without any defaults! The first time we have ever done this in 19 years! We are very proud of our relationship with this amazing client.

Written by  
Martin Woollam,  
Managing Director - Security, Events, and Retail North

The Royal Veterinary College is one of the world's leading specialist veterinary institutions. Founded in 1791, the RVC has a unique heritage of innovation in veterinary and biomedical sciences. As one of the world's leading specialist veterinary institutions, the RVC brings together many talented individuals, all of whom share a passion for human and animal health and welfare. Their broad range of programmes are of international appeal and attract students who go on to become practising veterinarians, animal scientists, veterinary nurses and leaders within the industry and government.



*Pictured: Oluwayemi Adedeji (Security Officer)*



*Pictured: Sam Adedeji (Security Officer) and Ernest Atiemo (Camden Supervisor)*

We are proud of the hard work our security teams put in every day to support such an institution and make sure all departments are looked after and get the security and safety everyone needs. The team is based in Hatfield and Camden and we have three locations with incredible history embedded into it.

The British Film Institute (BFI) is a charitable organisation which promotes and preserves filmmaking and television in the United Kingdom. The BFI uses funds provided by the National Lottery to encourage film production, distribution, and education. It is sponsored by the Department for Digital, Culture, Media and Sport, and partially funded under the British Film Institute Act 1949.



*Pictured: Aju Chacko (Supervisor) and Leandros Joseph (Security Officer)*

The BFI runs the BFI Southbank and the BFI IMAX cinema, both located on the south bank of the River Thames in London. The IMAX has the largest cinema screen in the UK and shows popular recent releases and short films showcasing its technology, which includes 3D screenings and a total of 11,600 watts of digital surround sound.

In a world with so much to explore, filmmaking provides many opportunities, so many that Robert Altman, American Film Director recognises it as "a chance to live many lifetimes". Our security teams have certainly experienced the impact such institute can have and are very proudly keeping four manned locations secure, ensuring the BFI can focus on preserving filmmaking and television so we can all explore a world of wonders.

Written by  
Yameen Choudhry,  
Regional Contract Manager

IQ Student Accommodation is a British student housing company that owns 70 halls of residence with 30,000 bedrooms, providing the leaders of tomorrow with a cosy 'home away from home'.



*Pictured: Raja Mahmood (Security Officer)*



*Pictured: Irfan Shaikh (Security Officer)*



*Pictured: Robert Oduro (Security Officer)*

With such big campuses, it's important that that students feel safe and protected and Carlisle have the team to help do just that.

The IQ Student Accommodation and its residents based in London currently benefit from the support of over 50 SIA certified Carlisle staff members who are fully trained in mental health awareness, first aid, and fire safety.

# HAVE YOUR SAY...

## Who should be our next corporate charity?

As Carlisle grows and provides unrivalled services to businesses across the UK, making a positive impact within the community is of equal importance. As a result, we have chosen Crimestoppers as our corporate charity since the start of 2020, with employees organising regular fundraisers across the UK. This includes our very own Chief Executive Officer, Paul Evans, who has run multiple London Marathons on behalf of the charity.

When asked to speak about the Crimestoppers organisation, Paul said, "Their ethos is very important to me. I love that they are committed in making communities safer in sectors that we are also passionate in supporting."

For those who may not have heard of Crimestoppers, they are an independent charity that gives people the power to speak up and stop crime - 100% anonymously. As a result of their actions:

- More than 145,000 suspects have been arrested
- Over £140m worth of goods recovered
- More than £347m worth of drugs have been seized.

As we look to the future, we want to identify and support other charities that are making a real difference within the wider community. As a result, we are giving you the chance to put forward charities that you know are doing a fantastic job.

To do so, scan the QR code to fill in a simple form.

Nominate  
a charity



## Did you enjoy reading this issue of InTouch?

We hope so! As we move into 2023, we will be bringing you two issues per year of fantastic stories and achievements from across the group.

Speaking of which, we'd like to take this opportunity to thank all those that have submitted stories to be included in this issue. In turn, we'd like to invite all readers to vote for two articles that deserve recognition for being either the most informative or most inspiring.

To do so, you can simply scan the QR code and select from the dropdown the articles you have enjoyed most that suit the two selected categories.

As promised, both winners will receive a £125 GiftPay voucher each, as well as being publicly announced in the next issue of InTouch, for which you can already submit stories!

Yes, you've heard that right. If you've got a story to tell your colleagues and the wider industry, you can now submit these to be included in the next issue to [comms@carlisle-supportservices.com](mailto:comms@carlisle-supportservices.com).

In doing so, you'll also be in with a chance of winning a £125 voucher, as well as showcasing the amazing things happening right across the business.

In the meantime, we would like to say a big thank you to everyone for their commitment and hard work throughout 2022 and beyond.

Vote here



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