

InTouch

Connecting Our People



Celebrating equality and inclusion

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Seizing the opportunity

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Foreword

So far 2023 has been an amazing year for Carlisle. I hope you all, like me, feel immensely proud of all we have achieved so far, and how we are continuing to evolve and develop.

We have welcomed both new clients and family members into our organisation, whilst continuing to enjoy retention rates across all areas that set us aside within our peer group.

Our 'WHY' statement continues to provide our purpose and clear vision for the journey ahead. In this statement, we underly our intention to provide rewarding and enjoyable work opportunities for all employees. To do this we must continue to work with our valued clients and provide them with outstanding levels of service. By doing so, our clients will continue to see real value in their decisions to invest in Carlisle.

Our business model is diverse and vastly varied. On the frontline, we now provide more than 50 different job roles which further supports our move towards being a comprehensive support services partner to our clients. At the same time, this should give all of our family members an exciting future to be able to explore new roles and career options as they consider their own personal journey within Carlisle.

As a sustainable business, we have clear hopes and ambitions to ensure that we operate in a corporate and socially responsible manner. All decisions taken by the business are now actively assessed to ensure that they align with our company values, but more importantly, support the drive towards these commitments. In the next issue of InTouch, we will be featuring a specific update on our targets and objectives to deliver in this area.

Whilst our Carlisle Superstars scheme continues to allow for formal recognition, and our Core of Carlisle vouchers for instant positive feedback, we will be changing the way we do our annual employee awards this year. Each contract, and support function, will be

asked to nominate their "Employee of the Year". Therefore, each of these employees will be invited to attend our Innovation Lab and Annual Awards Ceremony in early 2024.

Whilst not diverting from the excellent progress made across previous years, we commenced a number of important strategic initiatives this year. By way of update, I am pleased to say many are nearing completion and all have made positive impacts to the business as a whole.

These initiatives include and cover the following areas:

- Business Development
- Client Retention and Innovation
- Performance Management and Reward
- Procurement and Supply Chain
- Quality Management Systems and Processes
- Professional Development, Training and Induction
- Well-being and Welfare.

Across all areas of the business, our teams have worked tirelessly to go above and beyond, and I do hope you track the stories from our teams on both 'We Are Carlisle' internally, and externally on LinkedIn. If you are on either of these platforms, please feel free to share your own positive stories from across the business and say 'Hi' if you want to reach out to any other fellow member of the Carlisle family.

Whether it be the evolving landscape of our service offerings, the diverse make-up of our Carlisle family, or the fact we yet again delivered some truly superb outcomes for our customers, Carlisle is certainly now regarded as one of the UK's market leaders in the areas it operates.

However, to continue to grow we need to bring forward the next generation of talent and it is rewarding to see so many internal promotions taking place across all areas. From frontline family

members being promoted into supervisory grades to new members of the SMT coming through the management ranks, I continue to reinforce my offer of professional development and support for all. Our Sector Based Expert value makes a clear promise that we will continue to identify and support people in their career pathways.

Outside of Carlisle, the world continues to change rapidly, and we will be working hard to ensure our approach to the future addresses all factors that are facing us. It has been a challenging period for all of us in recent times due to an increasing cost of living and economic pressures. I would like to thank our client base for the support and approach they have taken that has again allowed us to make sure our family members are appropriately paid and looked after.

Our work is never done... and I know the next few months will bring forward even more ways of allowing us to excel, but in summary, I just wanted to say "Thank You" for all you do as without you providing the service you do, there would not be a great business that is Carlisle.

Stay safe and stay InTouch.

Paul Evans



GOT A STORY TO SHARE?

We would love to hear it. To be included in the next issue of InTouch, and win one of two £125 vouchers, email your story to comms@carlisesupportservices.com

Seizing the opportunity

It is often said that when one door closes, another opens. The cleaning team and Milton Keynes Central were certainly opportunistic during a recent national rail strike.

With such busy stations, we always need to respect the public and provide cleaning services that fit in and around the overall movement of people, often resulting in out-of-hours tasks for such operations, including high-level and deep cleaning work.

During a recent National Rail strike, we seized the opportunity to take control of a completely empty Milton Keynes Central station to conduct a comprehensive deep clean on behalf of West Midlands Trains (WMT).

Pulling together Carlisle's deep clean, car park, specialist teams as well as our on-site cleaners, supervisors, and area managers, we descended on the station at 7am.

With a clear plan in mind, we cleaned the station from end-to-end including:

- Jet-washing pavements and the building entrance area
- Deep cleaning all floor areas in the booking hall and main concourse
- High-level vacuuming in all areas
- Gum removal on platforms and stairs
- Window cleaning to the front entrance and canopy
- Deep cleaning all signage both high and low across the station
- Deep cleaning all lifts and washrooms
- Cleaning and polishing glass areas
- Sanitising all areas.

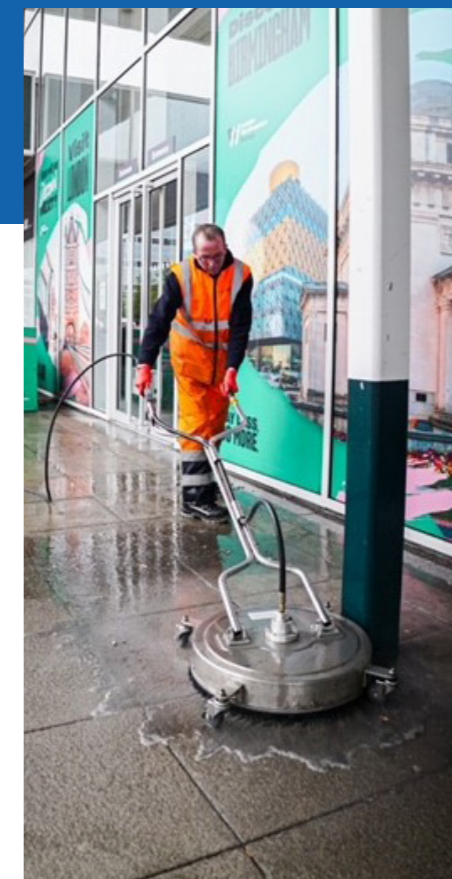
The 'super clean' we delivered was a great success and gained much visibility in our industry following the publishing of our short video overview of the project, which you can view by scanning the QR code below.

Collaborative working in a single location gave us the perfect opportunity to try out new innovative cleaning products and equipment whilst cross-training staff on equipment they had never used before. Everyone worked in complete unison and delivered a fantastic clean for WMT.

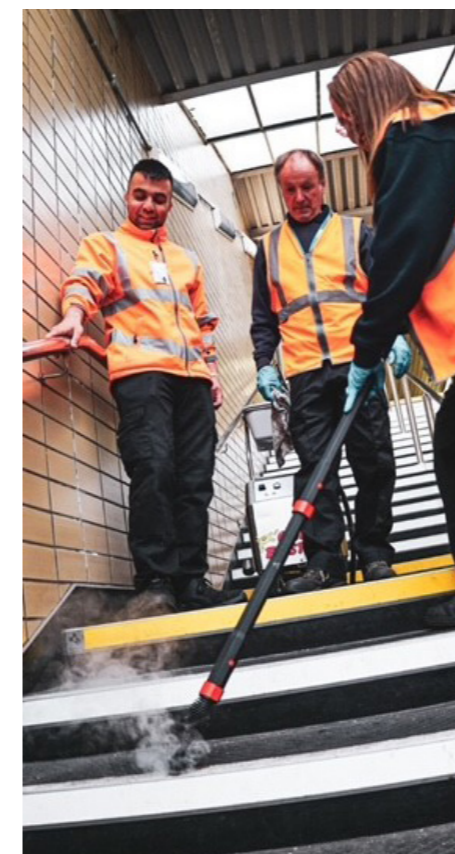
The advantage of open access to large floor areas, usually occupied by passengers and staff, allowed for more generous fluids to be used and time to work on problem areas.

Following its success, this model has since been used on other Carlisle contracts including Avanti West Coast and Greater Anglia. For future projects, we intend to use this invaluable time further by inviting suppliers to demonstrate and assist with the cleaning to ensure we gain the best out of the products and equipment we utilise.

Written by
Diane Mason, Contract Manager

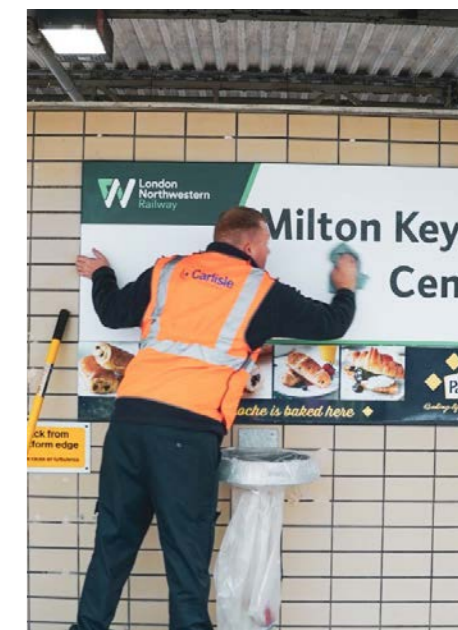


Watch here



“ It's great to see how we maximised the disruption caused by the strike and put it to good use.

Rob Goode, Head of Property, WMT



Award winning CALM training



Pictured: Security Officers Thomas Dator, Steve Brand, and Nicola Brown

Alder Hey Children's Hospital is based in Knotty Ash, Liverpool and deals with a wide range of patients up to the age of 16 years old.

Having won the security contract in August 2021, we were eager to exceed expectations and improve upon the current contract. Therefore, we assessed all areas of operation to identify areas for improvement.

One of the areas we were able to address as we took over was completing CALM (crisis, aggression, limitation, and management) training which is a development program aimed at front-line NHS staff for aggression management. It consists of a de-escalation process and ultimately clinical holding and restraint guidance. We identified that the previous provider was asking officers to assist with volatile patients on a regular basis with no prior CALM restraint training.

As I started my role, I quickly linked up with the Trust lead for CALM and we managed to secure places in the upcoming sessions. After a few false starts due to the pandemic, the sessions eventually got underway in mid-2022.

The core security team now boasts ten out of the 12 full-time officers and three out of the four site-based relief teams fully trained in CALM, meaning we now have 13 CALM-trained officers across all shift patterns. Given the training is quite comprehensive, involving 14 hours of online training, a web seminar and two days of de-escalation and physical intervention, this represents quite the achievement.

Throughout February 2023 officers were called to multiple complex incidents which resulted in numerous thank you e-mails and phone calls recognising the outstanding work our

officers have put in. It so happens that in March, the team's outstanding work and dedication reached Alder Hey's executive team who awarded them an Excellence Award for their efforts.

Applying CALM techniques can be physically and mentally draining to all involved and Carlisle is currently working on a policy and de-briefing session for the officers to be included within their site Assignment Instructions.

Since then, the team has been recognised on numerous occasions and received seven commendations. On that note, I would like to extend a huge thank you and well done to the entire team. Keep up the good work!

Written by
John Mullin, Client Liaison Manager
at Alder Hey Children's Hospital

A force for change

As the industry progresses and adapts, a new Skills Board has been launched by the Security Industry Authority (SIA) and the City Security Council (CSC) to address the need for higher standards of professionalism in the private security industry.

The SIA Skills Board brings together companies from across the industry including Carlisle Support Services, represented by its Chief Operating Officer, Adrian White who played a key role in organising a first-of-its-kind event.

Having taken place on June 6th in Canary Wharf, the Security Skills Summit featured talks around the board's objectives, various panel discussions, and a critical security skills pledge. Delegates were invited to sign the skills pledge to show their support and advocacy in improving recognition and professionalism across the security sector. This would demonstrate an employer's commitment to the development and improvement of their employees' skills and career prospects.

The Skills Board's goal is to further professionalise the security industry and works to the following charter:

"Our charter is simple; develop the security industry to be the profession of choice by offering clear career pathways and progression opportunities."

"We will ensure that professional development is supported by a comprehensive, accessible, and consistent framework of learning throughout the industry. Employers in the sector will strive to create an industry-wide culture that empowers security professionals to reach their full potential and make a real impact on an industry known for high standards."

Charter Goals

- Tackle the skills gaps and shortages
- Engage with new entrants
- Ensure industry capabilities deliver public and community safety
- Create an inclusive culture.

The Skills Summit aimed to engage the entire industry and bring people together to create momentum in delivering change.

Adrian's role was to lead the planning and delivery of the Skills Summit, working closely with the SIA.

The Skills Summit focused on how we can improve learning and development for Officers, bring new people into the profession, and most importantly, create a standard framework everyone can work to.

Adrian explained a little more about the Summit:

"These are challenging times for the industry. Many officers are not renewing their licences and recruitment continues to be a challenge. Therefore, we have to change the dynamics and ensure we retain, attract, and create more talent which is what the Skills Board is all about. I am very proud to be part of this initiative and excited that Carlisle has a key role to play"

The Skills Summit was the first of many events that will focus on generating support to the industry, which will ultimately lead to the development of a Security Skills Academy, which will offer career pathways for everyone in the industry and set a quality standard for continued professional development.

Written by
Alex Sipos, Head of Marketing



Celebrating equality and inclusion

In June we attended the first ABP Pride Brunch to celebrate LGBTQ+ and raise money for ABP's nominated charity. Joe Hoyle, Technology Support Analyst at ABP, had arranged the event which represented a great chance to catch up and meet new people within ABP.

A couple of months ago, Joe asked us if we would like Carlisle to be part of this year's Pride Brunch and Sarah and I jumped at the chance! There were obviously lots of ideas flying around and with the help of Emily Harrison (Creative Designer, Carlisle) and ABP input, the logos and the presentation for the day were produced.

We were very lucky to have donations from our suppliers. SMI produced Carlisle and ABP t-shirts branded with pride logos and Signs Express made a banner for us to use on the day, which was located at the entrance to the Port for everyone to see. Fortunately, the banner was also designed for use at the upcoming Southampton Pride March in August. Additionally, Bunzl and Ark made donations to ABP's Charity of the Year, Young Lives vs Cancer which was amazing.



I made over 200 cakes for the day, all with a Pride vibe, which was a lot of hard work but definitely worth it when people commented on how creative they were! We also invited all ABP employees, port tenants and sub-contractors, and of course the Carlisle team members.

We were fortunate enough to have a local photographer, Andrew Sassoli Walker, join us and take pictures of everyone enjoying the chance to network and have a cake. In attendance was also Daniel J Levy, Diversity and Inclusion program executive for Maritime UK, who gave a speech about diversity and inclusion in the workplace, and he was thrilled to be invited and see the level of support received at ABP.

We also had an article included in the ABP annual review for 2023 which we were very thrilled about as we knew it would help to raise funds for the charity and increase awareness of the Pride movement and its importance. As a person who had to hide their relationship in the distant past because of prejudice, it is encouraging to see the level of support available to everyone now.

For next year we are going to start the planning in November, there will be "Pride at the Port" for everyone.

Written by
Jenny Nevard, Contract Manager

Pictured: Jenny Nevard, Joe Hoyle, and Sarah Rayner



Everyone is welcome here

Lifesaving training

Up to 59% of deaths from injury may have been prevented if first aid was given before the emergency medical services arrived.

[redcross.org.uk/first-aid](https://www.redcross.org.uk/first-aid)

People often underestimate the importance of training, thinking they won't ever use it, particularly when it comes to emergency first aid. During my regular patrol at Newbridge House for the Birmingham and Solihull Mental Health NHS Hospital, I discovered an unconscious individual lying in the garden at around 10:30am. Approaching the person, I noticed they were partially conscious, unable to speak clearly, and shivering.

Having completed my emergency first aid course as a qualified SIA officer, I was able to put my knowledge into practice. I immediately contacted the emergency services, who instructed me to place the individual in the recovery position for a thorough assessment. I followed the guidance provided by the emergency services on the call, checked the person's breathing and evaluated their condition for approximately 15 minutes until the ambulance arrived on site. I remained by their side at all times, regularly monitoring their breathing and ensuring their safety.

As the individual was unable to communicate in English and spoke Urdu, I also assisted the emergency staff as a translator to ensure they got the best possible care. Upon administering the necessary emergency relief, the person was transported to the hospital.

Whilst some may perceive such training as an extra burden, incidents such as this show how important undertaking continuous training can be. A British Red Cross study showed a staggering 59% of deaths from injuries may have been preventable if first aid been given before the emergency services arrived. Therefore, basic first aid can mean the difference between life and death.

As security officers, it is our role to protect people and undertaking the relevant training can help us do just that.

Written by
Muhammad Ali, Security Officer





INNOVATION LAB // 2023



Set in the iconic Manchester Central Convention Complex, this year's Innovation Lab welcomed over 500 delegates, 50 exhibitors, several speakers, thought leaders and subject matter experts to discuss the future of the industry and explore forthcoming trends, challenges, purposeful initiatives, and pioneering solutions.

As technology evolves at an exponential rate, it's important that organisations have the ability to adapt in a flexible and cost-effective manner. As Charles Darwin once said: "It is not the strongest of the species that survive, nor the most intelligent, but the ones most responsive to change". The Innovation Lab provides an annual opportunity to interact with emerging cutting-edge innovations and assess their viability within day-to-day operations before committing to substantial capital investments.



Amongst such innovations, the delegates were able to interact with a four-legged friend that goes by the name of Spot. Created by Boston Dynamics, Spot is a remarkably smart, fully autonomous robot dog with AI and machine-learning capabilities that can adapt to any terrain and create a comprehensive map of its patrol area.

The robot dog can be deployed in hazardous situations that are too dangerous, or too difficult, for human entry, reducing risk and enabling operators to safely assess suspected hazards from a safe distance.



Besides Spot, the event welcomed numerous other solutions ranging from body-worn video and CCTV technologies to body armour, security drones, communication devices, weapons detection, visitor management, as well as security systems and software.

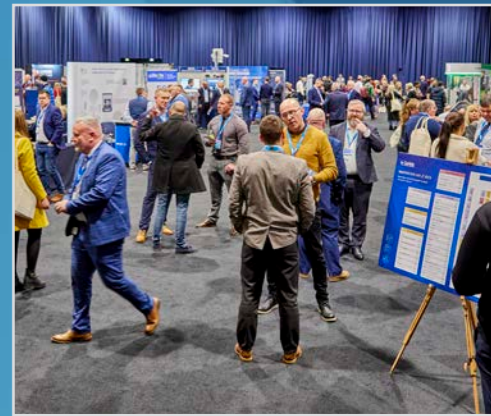
The Lab Stage hosted 17 subject matter experts that challenged the status quo to facilitate discussions around future-proofing businesses and corresponding environments.

The main stage hosted six renowned individual speakers followed by four industry leaders in a panel discussion, addressing several shared challenges ranging from the developing financial crisis, skills shortages, shifting workforce demographics, outperforming the competition, keeping public spaces safe, and succeeding in the face of change and uncertainty.

Throughout the day and evening, the delegates were invited to take part in a charity raffle to raise money for Crimestoppers, a charity that empowers people to speak up 100% anonymously and stop crime. Their activities have helped facilitate over 145,000 arrests, more than £140m worth of goods recovered and over £347m worth of drugs seized. Thanks to everyone's involvement, the raffle raised a total of £1,393.

It goes without saying, the event wouldn't have been as big of a success without everyone's involvement and attendance. Therefore, we would like to take this opportunity to thank all delegates for their involvement and support. We hope to see you all again next year. Stay tuned for more information.

Written by
Alex Sipos, Head of Marketing



Exemplary emergency response

On Wednesday 5th April 2023 our Security Officer in Chester Broughton, Mark Graih-Robbins noticed a commotion just outside the Tesco store and saw a female lying on the floor. Wanting to help, he very quickly grabbed a first aid kit and a defibrillator and made his way over to assist.

As an experienced first aider, he first checked for a pulse, and finding only a

very weak one, he attached the defib pads to the female's chest and turned on the machine. The AED checked the heart rhythm and asked for CPR to commence which Mark started immediately. The defib then shocked the patient before asking for CPR to commence once again.

At this point, a passing nurse stopped to help and they both took turns in giving the patient CPR until a land ambulance as well as the air ambulance arrived to take over.

When the emergency services arrived and took over, the patient was effectively dead with no heart rhythm but the work of Mark and the nurse meant the medical professionals had a chance. The crews took over and administered adrenaline before continuing with CPR and shocks which fortunately led to the patient getting a heart rhythm. The patient was then airlifted to Walton Neurological Centre to treat a major head injury suffered in the fall that was caused by her medical episode.

The ambulance staff thanked Mark and the nurse before leaving the site and said their actions leading up to their

arrival gave them a chance to save her. Without their actions, the work they have done would not have been possible.

Following the ambulance's departure, Mark returned to the store, checked the AED, disposed of the pads used in the incident and connected a new pair so it would be ready to be used again, showing incredible awareness that these lifesaving kits must always be in a state of readiness.

Two weeks after the incident, we received the tragic news that the person had sadly passed away in hospital due to the major head trauma suffered in the fall. The family of the woman sent a message to Mark thanking him for what he had done on the day which allowed the family time to get to the hospital and say their final goodbyes - something which they are forever grateful for.

A huge well done to Mark for his commitment and outstanding work.

Written by
Mathew Aylward-Connor,
Regional Contract Manager



Pictured: Kay Roberts (Store Manager) and Mark Graih-Robbins



No threats aboard



Pictured: Mike Langstaff, Chris Edwards, Edward Casey, and Billy Callaghan

On March 26th, Edward Casey and Chris Edwards were faced with a visibly agitated male carrying a rucksack who was insistent he needed to get aboard HMS Portland at the Liverpool Cruise Terminal. This behaviour had drawn the attention of the Armed Sentries on HMS Portland who stood up their Duty Reaction Force.

What may have looked like a calm procedure to de-escalate a potentially dangerous situation, was certainly a nerve-racking moment for the officers on site, particularly due to the suspect's very suspicious behaviour and the backpack they were carrying.

Despite the uncertainty, the officers' professional and calm behaviour in de-escalating the suspect long enough to shepherd him shoreside ensured there were no violent altercations with any of the staff members. The team

managed to escort him off the bridge, making sure the individual never got to the quayside.

With the police en route, an altercation occurred when members of the public decided to confront and restrain the individual. Fortunately, the police arrived shortly after and were able to take control of the situation by restraining the individual and removing him from the area.

Upon returning to their duty, Edward and Chris made sure to check on the injured members of the public to ensure they were ok and received the care they needed.

Following the incident, Ian Kay, Marine Operations Manager commented:

"Please allow me to pass on the thanks of Liverpool Cruise Terminal for the professional and effective way your

guards dealt with the security incident last night. I have also received a communication from the Royal Navy Liaison Officer (RNHQ NW) echoing this gratitude, with the vessel relaying due praise via the RNLO.

Aside from the security aspect, the support and compassion shown by your guards to the injured members of the public who had restrained the male was impressive."

Edward and Chris were both presented with a Quarterly Superstar Award at the Liverpool Cruise Terminal on 4th July 2023 by Billy Callaghan, Contract Manager, and Mike Langstaff, Port Operations Supervisor.

Written by
Alex Sipos, Head of Marketing

“We love it!”

As the oldest and most prestigious tennis tournament in the world graced the courts with its timeless allure in pursuit of greatness, we asked a few security officers about their experience at the Wimbledon Championships.

With people gathering from all over the world to experience the magic about to happen within a small rectangle of grass, measuring 78ft by 36ft, Carlisle staff have proudly put on their Wimbledon uniforms to assist a record of 532,651 guests pass through the gates. “We love it,” they said.

For a fortnight each summer, the world turns its attention to this very spot, and it becomes apparent that this is no ordinary patch of grass. This is a stage, a living surface with roots stretching back through time and as we approached our staff members, it was clear they couldn't be prouder to be a part of it.

The pristine grass lawns of the All England Lawn Tennis and Croquet Club (AELTC) witnessed breathtaking displays of skill and sportsmanship as tennis elites from across the globe competed for the coveted championship titles.

Having met various staff members during my visit, it was brilliant to experience the enthusiasm and excitement they all displayed towards their role in the championships:

“I am proud to represent such a renowned event, it's an amazing experience to have”.

“We love it, the atmosphere is something else”.

“It's not the first championship I have worked at, and certainly won't be my last”.

Whilst I couldn't possibly interact with every single individual during my visit, that last statement appears to be true for a significant amount of people. Upon being told that 60% of all staff members returned from previous Wimbledon championships, I had no doubt we will see the vast majority of them again in the years to come.

On the other hand, our newly appointed MD, Simon Pratt, joined the team for the whole duration of his

first-ever champs and put in some serious steps to shake hands with as many Carlisle officers as possible. Given Carlisle covered 4,291 shifts with a staff attendance rate of 93.58% throughout the course of this year's championships, I would be very curious to find out how many steps it took him to achieve his mission.

More importantly, was it enough to burn all the calories acquired from the delicious fried chicken meals available at the street food stalls? For those that may not be aware, this was the main source of food on offer to staff members and Nicole Hudson, our Deputy Account Manager, personally estimates that Carlisle colleagues alone must have munched on at least 10,000 to 12,000 pieces of fried chicken. Is she right?

All jokes aside, Simon, Nicole and James Noone, Carlisle Account Manager for AELTC, as well as the wider team must have all put in a significant number of steps considering the grounds cover more than 42 acres of land with a capacity of up to 42,000 spectators, just under 15,000 of which are in Centre Court. To put things into perspective, 42 acres translates into 169,968 square meters of land.

Of all 4,291 shifts it took to cover the club's extensive grounds, over 30,000 hours were covered by SIA licensed officers, 16% of whom were females in security. All of our officers gave Just Stop Oil protestors a hard time bringing in prohibited items which forced the protestors to get creative and conceal confetti within a jigsaw puzzle box purchased on-site. To avoid further disruptions, jigsaw puzzles were later discontinued from the merchandise shops.

Overall, this year's event was a huge success from every perspective. The BBC's coverage of Wimbledon once again exceeded all digital records with 54.3 million streams on BBC iPlayer and BBC Sport online – up from 53.8 million in 2022.

A peak audience of 11.3 million tuned into BBC One on Sunday 16th July to watch world No.1 Carlos Alcaraz defeat defending champion Novak Djokovic in a five-set thriller. The match was streamed live 4.1 million times on BBC iPlayer and BBC Sport online – a 58% increase from 2022.

In an intense battle of talents, rising stars clashed with seasoned veterans, captivating the world with their gripping matches and dazzling shots. Wimbledon 2023 proved to be an unforgettable spectacle, reminding us all why it continues to hold a special place in the hearts of tennis enthusiasts worldwide.

As the champs came to an end, the staff members' commitment, passion, and dedication were rewarded by the senior management team who handed

out £5,400 in prizes to colleagues across the board. The prizes were awarded for various criteria including attendance, best dressed, sportsmanship, best spirit, officer of the tournament, and special achievement. The officers with 100% attendance and reliability were included in a prize draw to win one of four £500 vouchers.

Following the awards, we couldn't help but notice that officers stationed at Gate 13 won the most prizes. How did they achieve that? Perhaps they can tell us about their secret in the next issue of InTouch.

A huge well done to all involved for delivering exceptional results, always like never before.

P.S. Thank you to the team for giving me a tour and Nicole Hudson for being an absolute star and providing the facts and figures used throughout the article.



Written by
Alex Sipos,
Head of Marketing

A magical place

Pictured: Jamie Holbrook, Danny Watts, and Ketan Patel



Founded by King Charles II in 1692, The Royal Hospital Chelsea is a retirement home for over 300 army veterans, including those who have served in Korea, the Falkland Islands, Cyprus, Northern Ireland, and World War II. The estate is a Grade I and II listed site, a beautiful architectural legacy left to us by Charles II and Sir Christopher Wren. Maintenance of the site continues today with ongoing restoration work to ensure that this legacy lives on into the future.

The Royal Hospital Chelsea is truly a great place to work and certainly not your normal corporate site. It is the home of the Chelsea pensioners, and we work in their home. I have personally been doing so for over 12 years and it's my role to recruit and develop the best officers to ensure the pensioners and staff feel safe and secure. Building good relationships with all the residents and their families is also very important.

We have a fantastic team, all of whom are highly customer service-focused. They are very friendly and polite to all the residents and visitors, always going above and beyond to assist any of the pensioners, their families, and the RHC staff. No task is too small or too big, and the team always has the best interests of the residents at heart.

The Royal Hospital Chelsea has a strong sense of community and is open to the public. Visitors can explore the gardens and visit the gift shop, which also houses a local post office. The café, exclusively open to staff, residents, and their guests, adds to its uniqueness.

Not only is it a home for the Chelsea pensioners, but we also host a variety of events throughout the year. Each month, we offer a range of different events in our amazing event spaces, from the State Apartments to the Great Hall. In the summer, we host events in Figure Court and Ranelagh Gardens. The Wren Chapel, designed by Sir Christopher Wren, is one of the most beautiful chapels in the country and is part of the overall hospital design. One of the significant events we host is the Chelsea Flower Show, which has been held at the Royal Hospital Chelsea for over 110 years.

The Chelsea Flower Show is an extremely busy time for us, starting in April when they take over the grounds. Many contractors and exhibitors come in for the build, which lasts for over a month before the show opens for a week. Following the flower show, we have various RHC clients who book our event spaces throughout the week. I hold meetings with the RHC events team to plan for all the security

Pictured: Linda Mulikatu Uwadiae and Josh



Pictured: Norman Cavanagh and Lilly Sfichi

requirements. Once staffing levels are agreed, the real planning begins. To support large-scale events, I have been recruiting my own events team, and now I have six events officers who work shifts throughout the summer. I also hold SAG meetings with all flower show stakeholders and meetings with the Met Police Royal Protection and SecCo teams. This includes several site recce visits. On the first day of the show, I arrive early in the morning to meet with the Met Police teams and assist with all security-related requirements.



We also host a variety of other exciting events, such as the Salon Privé car show held in the south grounds. This year, we had a Ferrari dinner in the Great Hall, and our core officers, Team Leader Danny Watts, Team Leader Ketan Patel, and Jamie Holbrook, did an amazing job working the event. It was a challenging and demanding event, and we received a thank you email from the Quartermaster for our hard work and efforts in ensuring the event ran smoothly.

One of our busiest and most prestigious events is the Royal Hospital Chelsea Founder's Day which celebrates King Charles II, whose statue is situated in Figure Court where the event itself takes place. As this is a royal event with a member of the Royal Family serving as the reviewing officer, Founder's Day

is a private invitation-only event, and the RHC officers and pensioners participate in a military parade, followed by drinks and food on the South Terrace and in the Governor's Tent.

Ketan Patel, Ashard Jabar, and Jamie Halbrook have recently joined the team and have done an exceptional job at their very first Founder's Day amongst the wider team. All staff members were very professional, and their attitude to customer service was excellent, making Carlisle and myself very proud. We all received really positive feedback from the client on how well we all performed.

One of the good things about Founder's Day is that we all feel welcome and part of the Royal Hospital Chelsea community. We have all built strong

I can't praise the teams enough for all their hard work and professionalism during such events.



relationships with everyone on-site and beyond. The Carlisle senior management team are always invited to attend Founder's Day and I'm always proud for them to see us all in action doing a great job in representing both Carlisle and Royal Hospital Chelsea.

We also host Live at Chelsea which is an open-air concert in Figure Court. We can hold up to six thousand people and require 20 officers per day for four days. This event is supported by the Carlisle events management team to help with manning requirements. We also have a range of other events throughout the year from the Chelsea History Festival, weddings, filming, charity events, corporate events, and Christmas concerts in the chapel and plenty more.

As you can imagine with everything that goes on, we can be very busy at times. Fortunately, I have a great team to support me and absolutely love being a part of such an amazing place.

Written by

Josh Hamilton, Visitor Security Manager at Royal Hospital Chelsea

Being involved in such unique events is an honour to all Carlisle staff members.



Bleep, bleep, bleep...

What's going on here, you might be wondering? No, it's not the Olympic trials, it's the bleep test, which is part of the selection process for the role of Security and Fire Prevention Officer at Jaguar Land Rover in Birmingham. Read on to see if I passed.

Why was I doing it? Partly because I was curious to see if I'd make the grade, but also to get a better understanding of the selection process, the role and the requirements for a role working with this prestigious client.

Security Officer roles differ so much across our clients, and also across the environments in which we operate in, from events to defence, education, hospitals, ports, retail, rail and many others. There is obviously a requirement to be SIA licensed, and there are core skills and competencies needed for all security roles, but there are many differences which can make security a career that offers both variety and opportunity to progress.

These are jobs that won't be replaced by AI or automation! For instance, the team at JLR need First Response Emergency Care (FREC) training to level 3. Matt Rafe, Security Supervisor, explained some of the requirements:

"The role needs a basic level of fitness as the Prevention Officers need to take all the medical equipment (25kg) anywhere on the site within 4 minutes AND then potentially deliver effective chest compressions until help arrives. There are various ways of testing someone's fitness, but the Bleep Test is the easiest



Pictured: Matt Rafe, Matt Rogers, and Amanda

one to facilitate as we don't need any fancy equipment.

Some places still require the bleep test like the police and the army though it depends on the branch/force etc. Believe the entry-level fitness for some police is 5.4 on a 15m track (shorter distance but shorter time in between the bleeps).

Other places do something called the Chester treadmill/step test. This is what JLR do for their Contractual fitness tests and it's what I'm trying to set up as well for us as then it can be done inside in any weather, and I don't have to worry about it raining or it being icy."

I would like to say thank you to a few people for their support: Matt Rafe, Security Supervisor, for sharing his extensive knowledge and for the

fascinating tour of the site; Nathan Walsh from our HSQE team who was on-site to do risk assessments, as well as act as Olympic trial photographer; Amanda our candidate, for agreeing to be photographed (good luck with the application); and to Sharon Richardson, our client who I met on arrival and was very welcoming - we're all one big team!

So, did I pass? Yes thankfully, the standard required was 5.6, and I bowed out not so gracefully at a respectable level 7 before it started to get a little testing. Nathan was actually looking a little worried for my well-being. I just need my SIA licence now!

Written by
Matt Rogers, Head of Recruitment



A world-class service with style

Since joining our Arriva Rail London (ARL) security team in 2020, having moved from the events team, Joana has not only taken pride in her duties but has shown a professional approach and built great relationships with her colleagues and the client to support us in delivering a world-class service.

During her time with Carlisle, Joana has faced many challenges which resulted in her saving three lives, along with supporting passengers being reunited with missing items while travelling, and as one would imagine receiving positive praise and feedback from the client and customers.

Joana is also known for being a great seamstress and has spent many hours creating her own designs in clothing. As a result, in 2022 Joana was approached by ARL management to make covers for the validators at stations along the Network (as pictured). The covers they had at the time were no longer fit for purpose and were due a replacement.

Taking on board the request and setting out with ideas to achieve a style that would look good and fit well, Joana started to make the covers in her own time. Having used recycled uniform jackets that ARL normally uses for mattress making, Joana made a total of nine covers to place on validators along the network.

The covers can currently be found at the Seven Sisters and White Hart Lane stations. If you do see any of them along the network this is Joana's great work!

Joana not only went the extra mile to support our client but ensured the station looks presentable for passengers.

Carlisle along with ARL recognised her achievement and Joana was awarded a Core of Carlisle voucher, flowers, and chocolates and has also received



a quarterly Superstar nomination. ARL management has subsequently also expressed how grateful they are.

And that's not all... Joana has also been nominated for Rail Person of the Year at the annual RailStaff Awards which will be held in November at the NEC Birmingham. Best of luck to Joana!

Written by
Louise Harrison, Operations Manager





Celebrating Armed Forces Day

In the run-up to Armed Forces Day on 24th June this year, we wanted to share the stories of some ex-forces people now working for Carlisle. This was mainly to highlight their journey from the forces to civilian life and work, but also to showcase the opportunities for service leavers to work in our sectors and our business.

We shared five stories in total leading up to Armed Forces Day, each one being unique, humbling, and inspiring. It's fair to say, adapting to civilian life and work isn't always easy, but all our contributors have demonstrated the skills and experiences gained in the forces can be very useful in their current roles, leading teams who provide a fantastic service to our clients.

So, thank you to Taiyib Henry, Franz Spitzenberger, Scott Carey, Peter O'Hare, and Derek Allison for your time, and your honesty in sharing your experiences.

Upon being asked to describe his transition from the armed forces to civilian life, Taiyib discussed some of the biggest challenges he faced during this period and how he managed to overcome them:

"My transition was more mentally challenging as I feared unemployment. I was always questioning whether my skills and intelligence were good enough to survive civvy street. Therefore, the biggest challenge I thought I was facing was having the ability to convince employers that I could contribute to their organisation.

I generally overcome my fears by keeping active such as going to the gym and running. My partner and family were also very supportive and encouraged me to never give up, which really helped me give it my best to get the job I wanted."



With skills and experiences shaping our personalities, we also wanted to find out how these have influenced their work and daily life as civilians. Franz answered:

"The forces certainly gave me clear guidance and training on how to break a mission down, plan and then execute. As an example, I use the forces' operational orders planning process on a weekly basis to deploy my Mobile Support Team."

When asked which skills acquired during military service are most valuable in their civilian careers, Peter said:

"Timekeeping, discipline, structure, planning and preparing, improvisation, adapting to the environment, observations, presentation, looking and feeling proud. A lot of blood, sweat and tears in working hard and pushing limits, and never giving up!

In my current role, this means providing support to my team, and caring for all is important to me. I am an advocate for getting involved in practical work, being proactive and having the right determination to succeed.

If you never try, you'll never fail but learning from these experiences is invaluable. I'd be the first person to go through a door and be the last out, to make sure my team is safe, and we are all together. A different environment but the same philosophy."

We also wanted to get their perspective on problem-solving. Derek shared how his military background shaped his approach:

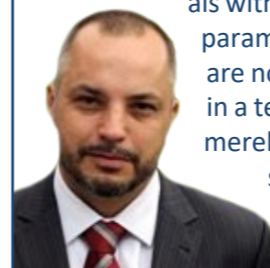
"Having a can-do attitude always helps, as does leading from the front.

Many staff are amazed when I get on my hands and knees to assist them but I'm part of the team, and we work together to get the job done."



As part of the interview, Scott shared his secret to successfully managing diverse teams:

Compassion is key. Whilst people work as part of a team, it's important to understand that each person has their own complex requirements. Understanding these and the best fit of individuals within a team is paramount. There are no weak links in a team, there are merely different skill sets.



We were also curious about what transitioning from a highly structured military environment to a comparatively flexible civilian workplace must have felt like. Peter shared his approach to maintaining discipline and focus within his role:

I adopt a lot of the same practices I was used to in the army, I spend a lot of time with my team on the ground so I can assess and build each officer's skills and abilities and provide support where required. Building trust with team members is important so they know they can come to me for anything.

When I'm on the ground I use the opportunity to check their uniform, as if I was being checked by our Regimental Sergeant Major. I want the team to look and be the best they can be, ensuring we deliver outstanding results.

I maintain regular communication with the officers as a group and as individuals. I also find it important to observe the team and support with tips and tricks to make appropriate adjustments that might just help us all to provide a better service.



It was also interesting to hear some military misconceptions they have come across in their civilian life or career. Scott commented:

"I've come across misconceptions many times and it's simply down to many people not understanding the role. The military exists to deter conflicts, not start them. I'm often asked:

"Why would you join the army; you have to kill people?" Some, unfortunately have, but it's not the primary role as previously mentioned."

"Why would you give control of your life to someone else?" It's a regular 9-5 job for the majority of the time, you have plenty of free time and plenty of laughs.

"Was it hard?" It was, but it was also a lot of fun and you make friends for life! The key role for ex-forces is to educate, we exist for an important reason and our skill sets have benefitted many people, employers, and society as a whole."

As the interview progressed, we went on to ask if they can disclose any leadership experiences within the military and the impact those had in their current roles. Taiyib answered:

"I have learnt to manage and gain the respect of individuals much older than myself. Due to my Caribbean background, we are very respectful of our elders and are very mindful of what we say and how we say it. However, I gain tremendous confidence in my ability to lead with compassion and communicate clearly what's on my mind.

I had to learn to be more expressive and communicative. My section commander told me I would never reach my full potential until I learnt to express myself, which is a lesson I have applied in both my personal and professional life."

As leadership came up, Franz shared some of the key lessons, particularly on what to do when things go wrong:

"There were several occasions where things didn't go according to plan on active duty. Any leader must be able to own up to their mistakes and take responsibility.

Every time something went wrong with my plan, I conducted Dynamic Risk Assessments with my command structure to reset and move forward. The ability to believe in your own plan but be humble enough to ask for help when needed is invaluable."



Finally, we asked if they had any advice for people leaving the forces and considering a career within our sector. The following best summarises all answers:

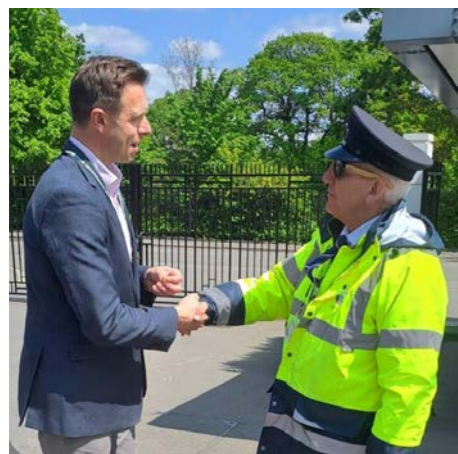
"Give it a go! So many skills learnt in the forces are transferable to a team-based work environment... some that you never thought were."

Whilst this is a summary of their experiences, you can read the full interviews on the Carlisle website. Simply head to the News and Insights page and click on the relevant articles.

Written by
Matt Rogers,
Group Head of Recruitment



Carlisle appoints new MD in the South



Following the internal promotion of Adrian White to the role of Chief Operating Officer, we are pleased to announce the appointment of a new Managing Director in the South to lead the company's security and events division.

Having previously held Managing Director roles at Ballymore Asset Management and Portico Front of House Services, Simon Pratt has now joined Carlisle's family of over 5,000 employees.

Simon spent the first part of his career in the international luxury hotel market, culminating in the opening of The Grand Hyatt Dubai. In 2012 he joined Portico Corporate Reception Management as Managing Director where he organically grew the business in both the Corporate and Residential Services market across London and then the wider UK.

More recently in 2018, he joined Ballymore as Managing Director, providing strategic leadership to define and deliver best-in-class urban resort services across the Ballymore portfolio, including Royal Wharf, London City Island, Good Luck Hope, Embassy Gardens and Wardian.

As MD in the south, Simon will be working closely with the team and Carlisle's highly valued clients to drive service improvements in Security and Events across all areas of operation.

Written by
Alex Sipos, Head of Marketing



Simon Pratt, MD South



I am absolutely thrilled to have joined Carlisle Support Services. I will be working closely with our teams to consistently deliver a best-in-class service experience, through our fantastic people.

I will ensure I lead by example using my knowledge, expertise, drive, and passion to empower our people in every way to be the absolute best they can be.

Developing the leaders of tomorrow



Pictured: Marc speaking to Shipley College learners

We had a fantastic day in Leeds on Wednesday 24th May showcasing the various roles that Carlisle Support Services has to offer. We warmly welcomed a group of enthusiastic and engaging learners from Shipley College as part of the pre-employment "Get into Rail" program, in partnership with Northern Trains and Network Rail.

This program was organised by Vicky Folksman, Training Academy Manager at Northern and Victoria Horsman, Curriculum Relationship Manager at Shipley College with support from myself and Matthew Greenwood, Contract Manager. The purpose of their visit was to gain a better understanding of the daily responsibilities of the Carlisle Support Services family.

I was accompanied by Daniel Potter, Waqas Khan, and Finn Jaradd all from Carlisle Support Services, who delivered talks on the importance of customer engagement, multi-agency relationships, and revenue protection.

We kicked off the day at the Carlisle office in Leeds with a comprehensive presentation on everything that Carlisle Support Services has to offer, including our induction process to our eLearning platform, Ollie.

We then proceeded to Leeds station, where we showcased the revenue enforcement role. From there, we visited the team at Bradford Forster Square to demonstrate the gateline and ticket-selling roles. The visit concluded in Shipley, where the team had

the opportunity to ask any questions based on their visit.

It was a true honour and pleasure to welcome everyone and provide them with an insight into the Carlisle Support Services family and the diverse range of roles within our business. We also offered them a glimpse into the wider network.

Having received great feedback from the day, we will be looking to organise another 'Get into Rail' event with Shipley College towards the beginning of September 2023.

Written by
Marc Greaves, Training Manager

Annual Superstar winners

Our Annual Superstar Awards Ceremony, held at Manchester Central on Thursday 23rd February 2023, celebrated the outstanding achievements made throughout 2022 by our employees.

Nominations for our Superstar reward and recognition scheme come from both Carlisle staff and our customer portfolio - regardless of size, type, and sector - from across the UK. Our finalists and winners showcase the best of the best celebrating outstanding acts of bravery, customer service, and team spirit. It is a highlight of our year to share the outstanding achievements made possible by the exceptional work carried out by our employees, teams, and organisation.

It was undoubtedly a night to remember with 12 categories and winners ranging from individuals to teams, including two new categories for this year: Customer of the Year and Supplier of the Year to celebrate our ongoing partnerships.

1. Joanne Hacking, Cleaning Operative - Avanti West Coast, winning the Employee of the Year Award for Caring Passionately for All. Presented by Ross Jones, Head of Sales, Dettol Pro Solutions.

2. David Jeal, Euroscan Customer Service Agent - LeShuttle (formally Eurotunnel), being awarded the Employee of the Year Award for Sector-based Expert. Presented by Paul Evans, CEO, Carlisle Support Services on-site at LeShuttle.

3. Billy Shields, Mobile Support Team Leader - Tesco, winning the Employee of the Year Award for Customers at the Heart. Presented by Rob Flinn, CEO, Marlowe Fire and Security.

4. Dave McCrudden, Team Leader (HFSS Project) - Sainsbury's, winning the Employee of the Year Award for Promise-based Culture. Presented by Jack Wilkinson, Business Development Manager, 2CL Communications.



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I was so nervous about the evening, but I had an absolutely amazing time. Everyone was so kind and helpful, I felt like a superstar. I was so humbled to win this amazing award, but it was for every one of us. We all work so hard at Carlisle, and I am proud to work for such a wonderful company.

The vouchers have really been a massive help in the cost of living crisis, they actually came at just the right time and for that, I am forever grateful. Thank you for this opportunity to shine, it is a night I will never forget.

Joanne Hacking, Cleaning Operative



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I was delighted to receive my invitation and the evening really blew me away. I won my category along with a high standard of competition which I was really not expecting. I felt outrageously happy and humbled to receive the award. I showed my wife, 2-year-old daughter and 5-year-old son my award the next morning, which is a moment in my life I will never forget.

I would like to thank my Line Manager, Franz Spitzenberger, for helping me in every step of my Carlisle journey so far.

Billy Shields, Mobile Support Team Leader

5. Joint 1st winners for Contract/Operations Manager of the Year, left to right, Adina Romanti - West Midlands Trains, Aleem Kalyal - UK Supreme Court, and Billy Callaghan - Liverpool City Council.

6. Joint 1st place winners for Contract Team of the Year, left to right, Avanti West Coast, Coventry University, and Northern Trains (Revenue Protection).

7. Our 24/7 Support Centre team wins Support Team of the Year, led by Mobeen Hussain - Support Centre Manager. Presented by our Head of Legal, Rebecca Chinn.

8. The Division of the year award went to our Security North division. his was presented by our HR Director, Suzanne Hawkins..

9. Peter O'Hare - Operations Manager, Carlisle Support Services with Ian Jenkinson - Crime Prevention and Security Manager and Andy Mead - Head of Crime and Security for East Midlands Railway receiving their Customer of the Year award.

10. Darren Keane, Head of Corporate Sales and Kaljinder Hayre, Executive Account Manager from Insight receiving the Supplier of the Year Award.

Our second to last category was the Outstanding Courageous Act of the Year award which was accepted by Ernest Atiemo on behalf of his colleague Martyn Reed, Security Officer, who was unable to attend. Martyn bravely stopped a young man from attempting to hang himself outside the Royal Veterinary College. Sadly, not long after our awards ceremony, Martyn passed away from late-stage liver Cancer. Our thoughts are with his friends and family.

The last category was also new this year - The Martyn Hett Award for Contribution to Counter-Terrorism. We have written a separate article on this on page 34.

Congratulations again to all our nominees and winners. To watch the Awards Ceremony in full, scan the QR code.



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I had never attended the Annual Superstar Awards before. When my name was called, my heart stopped because I couldn't believe it. I remember Phil Goddard, our client at West Midlands Trains, telling me, "Adina you're the one who won first place". He was so happy and proud, and I was so shocked. For me, winning this award was a confirmation that my commitment and dedication are appreciated by both Carlisle and our clients.

Adina Romanti, Regional Manager - Cleaning



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Watch here

United by music

Об'єднані музикою



The 67th Eurovision Song Contest hosted by the BBC in Liverpool, on behalf of Ukraine, united audiences across the world on both linear and online platforms. Reaching 162 million people over the three live shows across 38 public service media markets, it certainly exceeded expectations. So much so that it experienced record-breaking online engagement and music impact with over 540 million views of official videos on social media platforms and over 45 million unique viewers across 232 countries and territories on the official YouTube channel during the week of the Live Shows. Furthermore, the official ESC 2023 playlist on Spotify became the most-streamed Spotify playlist globally on Sunday 14th May.

It goes without saying that behind such a successful event stands a very large number of talented people and we couldn't be prouder to have played our part in delivering it safely and securely.



As the official security partner to the venue since 2018, this has certainly been one of the most iconic events to take place at ACC Liverpool. With the event being hosted on behalf of Ukraine due to the current unfortunate circumstances, we made a conscious decision to provide Ukrainian refugees with the opportunity to help honour their country.

We worked with the Department for Work and Pensions throughout the recruitment process and commissioned 12 Ukrainians to help us deliver a safe event whilst providing them with UK-based qualifications as they dearly await to return home safely. All the candidates were trained in Emergency First Aid through an alternative accreditation agency that helped overcome



language barriers and made it easier for them to learn and develop. We were very pleased that all candidates passed the accreditation test and have developed significantly ever since.

Their commitment to work as well as their humbling and incredible stories have won the hearts of many, including that of MP Mims Davies (pictured

above) who has personally stayed in touch with their development journey and has praised the Carlisle team for its approach, support, and solidarity. Having made a world of difference to the 12 candidates, the story was published on the Department for Work and Pensions' website as a true social value success story.

Huge well done and thank you to Iryna Tykhonovych, Svitlana Stupak, Olha Danyliuk, Anzhelika Khorzherska, Yuliia Kurinna, Dozya Leonova, Anastasia Protosevych, Yuliia Shulianska, Zhanna Kamcnska, Andriy Bondarenko, and Tamila Shcherban for all of their efforts throughout the event.

We would also like to congratulate all stakeholders and ACC Liverpool for being awarded "Venue of the Year" by the Association of Event Organisers.

Written by

Charlene Cossy,
Head of Resource Planning -
Security, Events and Retail North



EUROVISION
SONG CONTEST
UNITED KINGDOM
LIVERPOOL 2023

Halifax station team receives special award

Given the company's reach of operations, our staff members come in touch with millions of people on a weekly basis which exposes them to numerous incidents throughout the year. This has certainly been the case for our team at the Halifax station, namely Naheem Khan and Keith Horner, who have dealt particularly well with several incidents where passengers have fallen ill.

As Christmas was approaching on Friday 23rd December 2022 at approximately 11:30am Keith and Naheem were notified by a passenger that a gentleman had collapsed on the platform. Naheem immediately went to help the man while Keith informed the Northern station staff of what was happening. Keith and Naheem covered the man with their coats and jackets to help keep him warm while waiting for the emergency services.

Unfortunately, it took the ambulance service approximately two hours to arrive. Throughout this time, Naheem never left the passenger's side, constantly chatting with him to keep him awake, ensuring he wouldn't fall asleep or pass out. Keith and the other station staff filled some water bottles with hot water and Naheem made sure that they remained in the passenger's hands to help keep him warm.

In Keith's words:

"Naheem kept the passenger company the entire time. He has a great gift of talking very softly and comfortably, always reassuring the passenger that everything would be ok. Following two hours on his knees by the passenger's side, Naheem tried to stand up and realised he needed assistance due to his legs having cramped up.

A wonderful man to have on your side in any circumstance, all my respect to him."

Fortunately, a trainee doctor nearby became aware of the situation and stayed with the passenger until the ambulance arrived to take the passenger away and provide the appropriate medical treatment.

Fast forward to 15th February 2023, yet another passenger was taken ill at Halifax. Thankfully Keith and Naheem were on hand to assist and went the extra mile by taking the passenger to the nearest hospital in their own vehicle that morning.

Following their actions, I received an e-mail from Northern's Station Delivery Manager, Phil Sheard:

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"Keith and Naheem, both working at Halifax station yesterday morning worked with the ticket office member of staff to deal with an unwell customer who lost consciousness on more than one occasion.

The gentleman was a regular customer who was known to staff which made the incident quite a bit more stressful. After discussing with the 999 call handler, they decided to take the gentleman to the hospital in their own car rather than waiting for an ambulance which couldn't be confirmed. This was great teamwork and may just have saved someone's life."

A month later Northern's Revenue Enforcement Delivery Manager, Andrew Turnbull, paid the Halifax station a special visit in March to present Naheem and Keith with a special colleague award for their efforts.

It's fantastic to hear how both have provided support to ill passengers on two separate occasions. It's not the first time we've received praise for these two chaps, and they really are a credit to both Carlisle and Northern and are well deserving of all the praise they receive.

Whilst chatting with Naheem and Keith, it was evident how passionate they are about ensuring that passengers have a positive experience when passing through the station whilst also making sure that they have valid tickets for travel.

A big thank you to Northern for the recognition and well done to Naheem and Keith for their sterling efforts.

Written by
Paul Kemp, Contract Manager



Pictured: Paul Kemp, Naheem Khan, Keith Horner, Andrew Turnbull

Jahed receives an Outstanding Officer Award

Written by
Helen Harrison,
Head of Retail Operations

The very first Tesco Outstanding Officer Award goes to Mohammed Jahed Miah!

Jahed has worked on the Tesco security contract since the trial project began in 2020 and has been part of the mobile support team for three years. Jahed is recognised on a regular basis for the support he gives stores and the wider team.

Jahed has been recognised by Tesco for showcasing what "great" looks like for the Mobile Support Teams and collaborating with the 'Tesco CCTV HUB' to deter a prolific OCG (Organised Crime Group) who were targeting phone

shops in stores in the Manchester area. Jahed was particularly praised for the way the incident was dealt with safely.

Being aware that the offenders were known to carry weapons, Jahed activated his body camera and kept a safe distance in line with the client's 'Protecting My Personal Safety' guidance, not only preventing a potential risk to customers and colleagues but also preventing a theft of over £4,000!

Jahed then went further and contacted the Tesco CCTV HUB, local police, and the Carlisle MST (Mobile Support Team) on the ground to ensure other stores in the area were aware of the

risk. This is a perfect example of the work the MST do and the value they add.

Jahed was lost for words when he was presented with his award by the Tesco security leadership team (pictured) comprised of Andy Sanderson, Head of UK Security, Joe Rutledge, UK Guarding and External Partnerships Manager and Brogan Lowe, Regional Guarding Capability Partner.

Thank you and huge well-done Jahed! Brilliant recognition for the continuous support given to our customers, colleagues, and stores on the Tesco contract.



Smiles all round

“Doing such a small gesture can mean so much to so many in the current climate.”

Brian Cowley,
Deputy Account Manager

In pursuit of great stories within the Carlisle group, we came across Brian Cowley, Deputy Account Manager - Merseyside, who has been supporting a local charity that solely relies on donations from members of the public. Having opened its doors in March 2016 to help those in need, Kirby Food Bank has given out over 100,000 items to more than 14,000 visitors.

Keen to find out more, we asked the food bank director, Pastor Graham Peel, to give us a better understanding of how this small, local outreach works:

“We were keenly aware of great material need through our town centre outreach – a summer week of free family fun days in August each year. We wanted to be able to help people throughout the year and so we began discussions with one of the larger national food banks to see how we might act as one of their distribution centres.

However, the closer we got to the detail of how they operated made us realise that there was a place for a different kind of food bank – a small, personal food bank where we could get to know our visitors personally and build relationships which would allow us to help them in more than the provision of food.

Therefore, we established Kirby Foodbank with a self-referral system requiring no vouchers. We also established the principle of people choosing for themselves what they needed, rather than us providing a ready-made hamper, and we allowed people to come more frequently than the large national food banks.”

He continued to explain very passionately what sets their food bank apart:

“From the opening day, we ran the food bank alongside a free café which offers people drinks, biscuits and, on Saturday mornings, delicious bacon butties. It’s in the café part of the outreach that we really get to know people and their needs which are, more often than not, more than food-based.



As an independent food bank, we are not hard-wired into any large organisations, so we have always been dependent upon members of the community and local businesses to help keep our shelves stocked – and they have been magnificent in doing so.

Through their generosity, we are able to provide individuals and families with their choice of tinned and packet food and toiletries. We occasionally receive gifts of fresh food which are always gratefully received.”

As Brian discovered the community’s need for support, he was very quick to get involved:

“Having met with Rev Graham Peel in December 2022, I realised they didn’t have anything for the children of the struggling families.

As a result, I bought 100 selection boxes to be handed out to them along with £200 worth of groceries that Graham assured me were most desperately needed. This included stewed steak, potatoes, corned beef, sardines, and tuna along with packets of pasta and sauces as well as family packets of biscuits.”

The current cost of living crisis driven by rising energy and food prices is making life exceptionally difficult for everyone. Fortunately, people like Pastor Graham are doing their best to help out. “It’s in the darkest of times we see hearts shining brightly as people dig deep to help those in need and every donation – from tins of beans to easter eggs – brings a little sunshine on a gloomy day,” said Pastor Graham.

He continued to say: “We wish we lived in a world where food banks were not necessary but sadly, they are, and as long as they are, with your help, we will continue to help those going through difficult times.”

Fast forward to Easter 2023, Brian decided to buy 100 Easter Eggs for children along with £150 of groceries including stewed steak, corned beef pasta and sauces, sugar, and long-life milk. As we spoke to him about his kind gesture, he commented:

“Doing such a small gesture can mean so much to so many in the current climate. Seeing children’s smiling faces when they receive an Easter Egg or Selection Box is so heart-warming and really puts into perspective how many families out there are in desperate need of help which I was able to do.”

It is without doubt that Brian’s kindness brought a lot of smiles and whilst it only takes a split second to smile and forget, it can often last a lifetime for those that needed it most. A huge well done to Brian for dedicating his time to understanding the charity and going the extra mile to supply exactly what was needed most.

Written by
Alex Sipos, Head of Marketing

“It’s in the darkest of times we see hearts shining brightly as people dig deep to help those in need.”

Pastor Graham Peel,
Director of Kirby Foodbank



Follow your dreams...

My name is Chris and I've been an employee of Carlisle since 2021, mostly working on the Sainsbury's Retail Support Team. That means a lot of eleven-hour overnight shifts, journeys home on buses and trains at inhospitable hours and an awful lot of dust.

I have a long career in retail, including some high-profile management roles at Heathrow Airport, a central London cinema and Sainsbury's Locals. But as I grew older and older and life didn't seem to turn out how I expected it to, my career journey as a retail manager resembled something of a heroic failure. A change was needed and around 2012 I gave up work for six months and wrote a novel. It wasn't published. It wasn't very good. However, the bug had bitten me, and I enrolled at Sutton College of Learning for Adults in their Creative Writing classes.

My prose and my poetry came on in leaps and bounds. By now I was working as a Retail Auditor, supervising stock counts - in amongst other Sainsbury's - I can't seem to escape them, I even shop there! I published a different novel, this one called *Steel Wolf*, introducing my hard-boiled character Jon Drago, journalist, gastronome, part-time cynic, and a man with a penchant for trouble and troublesome women. The novel was a thriller set in Eastern Europe. I followed it with a second, but I was never happy with the service provided by my publisher Troubadour and my interest waned.

I had plenty of time to rediscover the urge during the Covid years - it felt like years! - and began revising old unfinished works and writing new ones. By the time I was working for Carlisle, I had amassed a hefty body of work and won a Koestler Prize for poetry.

It would have been easy to slip into another work role and abandon my writing, but this time I decided that must not be the case. I continued to revise and edit a total of nine books and researched online to find an affordable recommended proof-reader. I also decided that if I was going to take my writing career seriously, I should develop my skills both informally, as I was, and formally, by beginning a degree at the Open University. I enrolled in September 2021 and began the first of six modules in October of that year.

So far, I have completed three modules and am on course for a Distinction for an Honours Degree in Arts and Humanities. I have also self-published a third adventure novel featuring Jon Drago called *Back to the Devil*, which became available in April this year. On the 27th of June, my other two novels were republished. It is not easy reviewing and proofing your own work, designing covers and self-promoting. Amazon talks a good game, but they are more of a hindrance than a help. Nonetheless, you can find all three books, *The Steel Wolf*, *Gilgamesh* and *Back to the Devil*, here: www.amazon.com/author/christophjohn.



So, why am I telling you all this? Because one of the benefits of working with Carlisle has been the flexible working hours and the longer shifts, which have enabled me to plan blocks of work, blocks of study and blocks of writing. I am also a part-time carer for my elderly parents, although they are still remarkably active and I am more of a chef, chauffeur, cleaner and confidant!

Trying to juggle so many batons could have become overwhelming if I was in full-time work and the support and understanding offered by my managers Stewart Smith and Simon Stockport have been invaluable to me progressing in my studies, my [hopeful] future career and with my home life. So, thank you, Carlisle!

And just a quick heads up before I go. The Kindle Books are only £2.99 - the paperbacks £8.99 - go on treat yourself to a thrill-a-page read on your summer holidays courtesy of Christoph John and his hero Jon Drago. You won't regret it.

Written by
Chris Stacey, Retail Auditor

No suicides on our watch

On the night of 21st March 2023 at approximately 23:45, Declan Hanson, Travel Safety Officer (TSO), and myself, Dane Gallen, were at the Queens Road Depot to return the Revenue Inspection Devices (RID2).

Upon returning to the platform to board a service back into the city centre I noticed a female in the distance at the end of the platform. As we got closer, I realised that the female was hanging from a fence with a blue rope around her neck.

As soon as we realised, Declan and I ran towards the female to try and save her. As we reached the scene, I lifted the female from her legs to take the pressure off her neck and empower Declan to remove the noose.

At this point, the female was choking and started panicking as soon as we managed to get her down. Shortly after, she became unresponsive and we began rubbing her chest to stimulate her lungs and get some oxygen in which proved to be successful until she started to vomit which was followed by a seizure. Her breathing and pulse were very weak, and she was still unresponsive but fortunately alive.

We laid the female down and I immediately called 999. As a Light Rail Vehicle (LRV) arrived on the platform I asked the driver to radio through to control so we could inform them of the incident. Fortunately, the paramedics and police arrived shortly after within a few minutes and took over the female's care.



Pictured: Michael Murphy, Dane Gallen, and Declan Hanson

Upon inspecting whether the female had any form of ID on her, the police found a bank card that helped them determine her identity. It very soon became apparent that she was a high-risk missing person absconding from a mental health unit.

A Network Investigation Officer (NIO) arrived shortly after and returned Declan and me back to Cornbrook.

Having encountered such a severe incident, Declan and I tried to discuss what had happened on the way back but we both struggled to find the right words. I deal with suicidal members of the public every week on the network, normally trying to jump off bridges or in front of trams and have managed to stop them before making the attempt, but I have never actually seen somebody effectively taking their life like this.

Usually, I am fine with everything that I deal with but for some reason, this has affected me mentally and was going through my mind all night following the incident.

It is our role to ensure the safety of millions of passengers along the network and we will undoubtedly encounter numerous incidents as we conduct our

duties. When such incidents do occur, it's important that we are mindful of the impact they can have on us and seek support if needed.

Such incidents also highlight the importance of training we all undertake which certainly prepares us to respond in the most efficient manner, which can often represent the difference between life and death.

The post-incident support we received was second to none. My Contract Manager Michael Murphy insisted that we both take a day's rest and called multiple times throughout that day to conduct welfare checks.

It was humbling to receive a Carlisle Lifesaver Award (pictured) for this incident but then to be recognised yet again with a Carlisle Superstar Award has helped me to realise how big of a deal this was. I have never worked for a company that cares so much for its staff and have never experienced such recognition anywhere else in my seven years of security.

Written by
Dane Gallen, Travel Safe Supervisor, Metrolink

Carlisle welcomes Martyn's Law with award in Martyn's honour

Carlisle Support Services welcomes Martyn's Law with the introduction of the Martyn Hett Award for Contribution to Counter-Terrorism at our Annual Superstar Awards ceremony.

Martyn's Law

Martyn Hett was one of 22 people murdered in the Manchester Arena bombing at the end of an Ariana Grande concert on 22nd May 2017. Martyn's mother, Figen Murray has been campaigning ever since to introduce legislation in his memory that ensures stronger protections against terrorism in publicly accessible locations and prevents other families from having to go through such an experience.

The new legislation is to be introduced across the whole of the UK and requires publicly accessible locations in both the private and public sectors, to undertake a range of activities according to their capacity.

Martyn's Law will follow a tiered model linked to the type of activity taking place and the size of the expected audience and will seek to improve how prepared a venue is without putting an undue burden on business.

A standard tier will apply to locations with a maximum capacity of more than 100 people with an enhanced tier applying to locations with a capacity of more than 800 people. Simple measures such as getting staff to complete freely available terrorism awareness training and planning for incidents will be required for all. Requirements to identify and resolve vulnerabilities will exist for those who come within the enhanced tier.

The Martyn Hett Award for Contribution to Counter Terrorism

Amongst companies that celebrate the introduction of Martyn's Law in 2023, Carlisle Support Services recognises, in Martyn's honour, those that have truly contributed to counter-terrorism awareness. Figen Murray and her husband Dr. Stuart Murray presented the Martyn Hett Award for Contribution to Counter-Terrorism at Carlisle's annual Superstar Awards which took place at the Manchester Central Convention Complex on Thursday 23rd February.

The awards celebration, organised to recognise the achievements of people within the industry, was attended by over 250 employees and delegates representing reputable venues and institutions such as Wimbledon's All England Lawn Tennis and Croquet Club, ACC Liverpool soon to be hosting Eurovision, Marylebone Cricket Club, Coventry University, Liverpool Football Club and many more.

All delegates also joined the annual Innovation Lab on the day of 23rd February along with innovators, thought leaders and expert speakers to discover and discuss tomorrow's solutions for delivering exceptional facilities management.

Upon being invited to present the award herself, Figen Murray said:

"I feel so humbled that I have been given the honour to present the award named after our son Martyn. Over the past few years, painful as they were and still are, I have had the privilege to meet so many incredible and outstanding human beings who have the safety and security of others at the forefront of their minds."

It, therefore, gives me absolute pleasure to present the Martyn Hett Award for Contribution to Counter-Terrorism to a very worthy winner."

Having worked very closely with Figen Murray to implement Martyn's Law and minimise terrorism acts across the UK, Retired Detective Chief Superintendent at Counter-Terrorism Policing and Director for Counter-Terrorism at Carlisle Support Services, Nick Aldworth added:

"Figen Murray experienced something that no parent should ever have to experience and has worked tirelessly to turn such a tragic and senseless act into something good."

We are honoured to dedicate this award in Martyn's memory and contribute towards preventing such events from ever occurring again. Martyn would be incredibly proud of his mum but would probably be laughing hilariously at a security award being named after him."

CEO at Carlisle Support Services, Paul Evans concluded:

"As a security provider to some of the largest venues and public spaces across the UK, not only do we welcome such legislation but will annually reward those going above and beyond to uphold it and keep the public safe."

Written by

Alex Sipos, Head of Marketing

Unrivalled commitment to counter-terrorism



Having won the Martyn Hett Award for Contribution to Counter-Terrorism at the Annual Superstar Awards, Great Ormond Street Hospital's security team decided to redeem their prize in the form of training to further develop the team and enhance security operations.

Organised in liaison with GOSH, the training brought together Carlisle's Security Supervisors, the Security Manager, and the Regional Security Manager, as well as GOSH's Head of Security, Paul Anstee, and the local liaison police team.

The day started with a tabletop RUN-HIDE-TELL exercise where several scenarios were explored and thoroughly discussed. For those that may not be aware, the RUN-HIDE-TELL principle advises those that are caught in an incident to RUN to safety, HIDE if they can't, and TELL the police when it's safe



to do so. Whilst a simple principle, it has saved countless lives and the team understands that, which was illustrated by their undivided attention and engagement throughout this critical exercise.

Having gone through incident management, we were then pleased to listen to a crime prevention talk delivered by the local police who were present throughout the day. The day culminated with a training session on Managing Violence and Aggression delivered by IKON Training, which was also attended by all Security Officers.

Upon completing all sessions, Supervisor Zahid Raza Khan added:

"This is the first time all supervisors gathered in a room since I joined GOSH as Security Supervisor which has been great. We should arrange more days like this as it gives us the opportunity to share our best practices and learn from each other. Thank you, Carlisle."

Overall, the day was a complete success and would like to thank all those involved.

Written by

Fahad Amir, Security Contract Manager



Pictured: Yameen Choudhry, Paul Anstee, Fahad Amir, Figen Murray, and Dr. Stuart Murray

Reaching a rail safeguarding milestone



On 21st April 2023, a ceremony was held at Bridgewater House, Manchester to present our partners, TransPennine Express (TPE) with a Safeguarding on Rail Scheme Accreditation by The British Transport Police (BTP). Presenting the accreditation on behalf of BTP was Andrew McCullough, Safeguarding on Rail Scheme Assessor.

As the Contract Manager leading Carlisle Support Services' partnership with TPE in the delivery of security and train dispatch services at a number of stations, I have had the pleasure of seeing first-hand the hard work and dedication that went into making this accreditation a reality.

About a year ago, when Billy Vickers took over as the Head of Stations and Safeguarding at TPE, he set out on an ambitious mission with the TPE Learning and Development Team to train all frontline staff on safeguarding.

Within a brief period of a year, the result they managed to achieve working with partners was outstanding - over 800 staff received safeguarding training, over 30 staff, as well as partners, were trained as Safeguarding Champions (one of those being me) and over 30 others were trained as mental health first aiders.

The push to be known for safeguarding on the railway was not only limited to staff training. It went into collaborations with BTP and Carlisle Support Services among other partners to plan towards setting up a multi-agency Safeguarding Hub at Hull Train Station. This hub, when completed, is intended to be a first point of call for those in crisis at Hull and its environs.

Key collaborators on the Hub initiative have been Sgt Steve O'Callaghan, BTP Liaison Officer for TPE and Regional Customer Experience Manager (Humberside), Ben Courtney.

“The Hub is a major stepping stone for safeguarding on the railway. A really great initiative that has the potential to affect so many lives positively.”

Sgt Steve O'Callaghan

Again, speaking on the issue of impact, Billy Vickers, under whose stewardship the vision to embed safeguarding into the operation of frontline colleagues across the TPE network is being actualised, beautifully summed up the impact of the project in these words:

“In recent years, it has become apparent that there is a need for safeguarding on the rail to support vulnerable children, some of whom have been trafficked, sexually exploited, or forced into county-line activities. It is vitally important that our staff can spot the signs if they encounter these issues, and where possible, intervene by working with partners like BTP, Carlisle Support Services and other industry colleagues. Ultimately, we want to make the railway a safe environment for all users. We have a large railway family, and we want to keep everybody safe.”

As the railway continues to be a key part of the transportation infrastructure, there is no doubt that the collective impact of these initiatives will be immeasurable in times to come. This was a great milestone, and it was a pleasure to be a part of it. The ceremony was also attended by Kathryn O'Brien, Customer Service and Operations Director and Emma Halewood from Railway Children.

Written by
David Adu-Gyamfi, Contract Manager



Pictured: Andrew McCullough, Billy Vickers, Sgt Steve O'Callaghan, David Adu-Gyamfi, Emma Halewood, and Kathryn O'Brien

Rising through the ranks

We are pleased to announce Richard Jenkins' appointment as Managing Director for Carlisle's Cleaning and Facilities business.

Having joined Carlisle Support Services at the beginning of 2022 as Head of Operations to lead the Cleaning and Facilities division within the UK transport sector, Richard has delivered exceptional results across numerous large contracts. Given the results and proven track record in creating exemplary environments within large organisations throughout his career, Richard was appointed Managing Director to continue developing Carlisle's service offering and delivering unrivalled value.



Richard has held several leadership positions in his career, including senior and contract management roles. In these roles, he oversaw the management of large commercial properties, office buildings and larger multi-building sites.

CEO at Carlisle Support Services, Paul Evans said:

“Richard is an invaluable member of the Carlisle team, and we are pleased to recognise his achievements through this well-deserved promotion.”

Richard will undoubtedly play a critical role in further strengthening Carlisle's value proposition.”

Written by
Alex Sipos, Head of Marketing



During his time at Carlisle Support Services, Richard has supported the growth of the Cleaning and Facilities division working with renowned clients such as Avanti West Coast, West Midlands Trains, Westminster City Council, Peel Ports, Arriva Rail London, and Associated British Ports. In doing so, he has developed divisional service lines to optimise efficiencies and drive down costs across customer operations.

“Working with Carlisle's varied and renowned client base is an absolute pleasure and I'm very excited about the opportunity to shape our service offering and continue to deliver outstanding environments.”

Richard Jenkins, Managing Director



Staying

positive

I'm Scott and I am the HR Business Partner for the North. I'm 42 (though I act like a 21-year-old!), like to party a little too much, I love musicals, my family and friends are my life and oh, I also have brain cancer. I was diagnosed with a Grade 3 Astrocytoma tumour a few months ago. As I sit and write this, I am in my fourth week of radiotherapy, with a few weeks to go to shrink it before we can operate as it's in a tricky position to operate just now – and then I have the joys of six months of chemotherapy to look forward to.

I am the first to admit (actually my friends would be the first to admit), I am the biggest liability on a night out! You can often see me around Manchester's Northern Quarter or Gay Village dancing badly like Ann Widdecombe on Strictly, taking too many shots of tequila and being that

happy-go-lucky friend that everyone comes to with their problems. I'm the one who fixes things, I don't need fixing, I shouldn't need to be fixed.

As many of my colleagues know, I was very private about my diagnosis at first, it took a while to process and even at 42, I just wanted to be with my mum (silly I know!). Now though, things are different, I've almost embraced it. I won't let it define me – but I'll define it! I can't get away from the fact that cancer is now part of my narrative, but I'll make sure it's not the most important part of my story!

Everyone deals with a diagnosis like cancer in their own way, and before I go on and say how I am dealing with it, it's important to say there is no right or wrong way. You just have to do what's right for you!

I enjoy my work here at CSS. What's more, it's made it so much easier that my employers have been incredibly kind and understanding with my radiotherapy and understand that I want to work through my treatment, this is my choice because I need that distraction. There are days though when the tiredness does get to me, I'm not superhuman, and I'm lucky they understand that and allow me to work at my own pace. Having a distraction such as work has helped me rewrite my narrative and gives me the freedom to say I won't let cancer beat me.

I had a seizure one Saturday and it scared the living daylights out of my friends. I have epilepsy, had it since I was a teenager and they knew that, but they also know I've not had seizures for years, so they phoned an ambulance. I remember coming around in

the Manchester Royal Infirmary being upset, but more annoyed that I had an epileptic seizure after having so many years of seizure control. I was annoyed, but that's what I thought - it was just an epileptic seizure, but my doctors looked worried.

During the MRI scan, they saw something they didn't expect to be there. I was told straight away there was a "foreign mass" (which is now the size of a golf ball living rent-free in my brain). They didn't know for certain what it was, but I've watched enough episodes of *'24 Hours in A&E'* to know what they were insinuating. I never told anyone, not my colleagues, friends or even my family.

After weeks of biopsies and tests, I was then told the news. It's a Grade 3 Astrocytoma tumour which was

growing fast. My first reaction? Disbelief. Cancer happens to other people, not people like me. I'm healthy!

How can I have something so severe and not feel a thing? I had headaches but everyone gets headaches, don't they? Apparently, I was having symptoms but just ignored them. That seizure saved my life.

I have the most amazing support network around me, and I couldn't be luckier. Many members of the LGBT+ community will know the phrase "chosen family" – and I have mine in Manchester. They may not be blood, but they are family, they have my back and are with me every step of the way. As someone who lives in another country from his blood family (who I am incredibly lucky to be close with also) a chosen family is a necessity. Even if

it's just someone to watch *'Ru Paul's Drag Race'* with on the couch in your jammies eating pizza and talking about anything other than cancer!

This journey would be all the more difficult if I didn't have the support of my colleagues though. Carlisle has been incredible in supporting me and sometimes that's what you need, an understanding employer. There are not many of them about nowadays and I am lucky I have one in Carlisle.

There is so much more I could write but I'll sign off by saying stay positive, make memories that will last a lifetime with your loved ones and remember, tough times never last, but tough people do!

Written by
Scott Barclay, HR Business Partner



Welcome to the family

We are pleased to have welcomed the Southbank Centre and Cammell Laird Ship Repairers and Shipbuilders Ltd to the Carlisle family earlier this year. Both brands are extremely renowned within their given sectors, and we couldn't be more excited to be a part of their future operations.



Commencing on 1st June, Carlisle Support Services oversees the overall site security and acts as the first point of contact for any contractors and visitors arriving on site.

Given its complex operations and high-profile vessels docking on site, we are excited to make Cammell Laird's sites the safest they've ever been, undertaking 24/7, 365-day responsibilities for the safekeeping of both gatehouses and incoming ships. Situated

on the River Mersey in the North-West of England, the site operations cover 130 acres, including four dry docks, a non-tidal wet basin and one of the largest construction halls in Europe.

Cammell Laird is a prominent British shipbuilding and engineering company with a rich history spanning over 200 years. Founded in 1824, the company has played a significant role in shaping the maritime and industrial landscape of the United Kingdom. Originally established in Birkenhead, near Liverpool, Cammell Laird has a long-standing tradition of constructing ships, submarines, and various engineering projects.

Throughout its history, Cammell Laird has been involved in the construction and repair of numerous vessels, including warships, ocean liners, ferries, and offshore platforms. The company's shipbuilding expertise has made it a vital contributor to Britain's naval and maritime industries.

The company's contributions have extended beyond shipbuilding, with involvement in the energy sector, offering services related to offshore wind energy and other engineering projects. Their reputation for quality workmanship and innovation has helped it secure contracts from both domestic and international customers.

SOUTHBANK CENTRE

Similar to other major venues we support, we are delighted to provide integrated security and manned guarding services with additional events support to the Southbank Centre to enable seamless operations and optimal visitor experiences. By providing 24/7 internal and external site patrols, reception security, CCTV control, parking management, event security management and many other services, we are delighted to join the heart of London's cultural life and facilitate the promotion of cultural engagement and creative expression.

Having mobilised the contract commencing 1st April, we then delivered the week-long Meltdown festival in June. This event saw us supply 300 SIA and 200 stewards from our London events team.

The Southbank Centre is a prominent and vibrant cultural complex located on the South Bank of the River Thames in London. Renowned as one of the largest and most diverse arts centres in the world, it comprises of several iconic venues and spaces dedicated to the celebration of arts and culture. These include the Royal Festival Hall, the Queen Elizabeth Hall, The National Poetry Library, the Arts Council Collection and The Hayward Gallery, which showcase a wide array of artistic disciplines such as music, performing arts, visual arts, literature, and more.

Beyond performances and exhibitions, the Southbank Centre also houses shops, restaurants, cafes, and outdoor spaces that provide opportunities for visitors to socialise, relax, and immerse themselves in a creative atmosphere. Throughout its history, the Southbank Centre has been a hub for artistic excellence and cultural diversity, contributing significantly to London's status as a global cultural capital. It continues to draw audiences from around the world who seek to engage with a wide range of artistic expressions and experiences in a vibrant and accessible setting.



Pictured: Mohamed Mansaray (Senior Events Supervisor), Chris Wright (Contract Manager), Muhammad Khan (Resource Manager), Ruth Ripley (Events Manager) and Yameen Choudhry (Regional Contract Manager)

SIA visits Wimbledon

We are all responsible for making the UK security industry an even better place for the next generation of officers joining it.

Therefore, I would like to thank the Security Industry Authority and Wimbledon for hosting a visit from two of their senior team members to the championships. It was great to see Paul Fullwood and Ronnie Megaughin (pictured) on Tuesday 11th July.

During the visit we discussed the industry as a whole and how we can collaboratively improve the standards and quality across it. Equally, I would like to thank Stephen Grainger and Murray Perrett for giving the authority their valuable time to share their own personal views of the industry. As two leading figures in the client landscape, I know they found your input really useful.

I make an open plea for companies across the industry, both large and small, to reach out to the regulator and get them involved in their own discussions where possible. If we all align, I am sure we will be able to remove the challenges facing the sector.

Under the stewardship of the SIA CEO, Michelle Russell, I am pleased to say the authority has a great opportunity, with the advent of Smart Licensing, Approved Contractor Scheme review, and wider initiatives, to take a real positive step forward for the sector.

We need to remember the SIA is the only common conduit that ties the entire industry together, and I sincerely hope they seize the opportunity that stands in front of them.

Written by
Paul Evans, CEO



The Supreme Court renews security contract

Following a well-established relationship that started just over 12 years ago, The Supreme Court renews its contract with Carlisle Support Services by three years with an option to extend by an additional two.

Carlisle supports the final court of appeal in the United Kingdom with varied security services ranging from search to CCTV monitoring and customer service. The support service provider also acts as a security adviser to the 12 Justices that make up the current Supreme Court.

By combining its security and events knowledge and experience, Carlisle Support Services has helped The Supreme Court manage several high-profile trials throughout their 12-year relationship.

Chief Operating Officer at Carlisle Support Services, Adrian White said:

“The Supreme Court requires a mix of excellence in security management, good customer service and an understanding of its culture and heritage and we are excited about the next phase of our growth with them.

We are pleased to have continually found ways to improve our service and keep it aligned with their

strategic plans. Our relationship with The Supreme Court is built on trust, honesty and mutual understanding which has been the foundation of our long-term partnership.

The contract extension validates the standards of service we were able to deliver, and I am grateful to say how blessed we are with an incredibly loyal and hardworking workforce, which has one of the best staff retention rates in our business.”

The Supreme Court’s Director of Corporate Services and Change, Sam Clark added:

“Carlisle Support Services provided a very strong bid, and I am pleased we have been able to award them the contract. At the Supreme Court security is paramount – for everyone who works here and for anyone who comes into the Court, whether that be for a hearing, as part of a tour or just to have a walk around and visit the cafe. All the officers at the Court and those who work for Carlisle are a vital part of ensuring that everyone feels safe, and we look forward to continuing to work with you.”

Written by
Alex Sipos, Head of Marketing



GOSH security team completes second 10k charity run



Following last year’s involvement in the most iconic capital city 10k race, Carlisle Support Services’ security team at the Great Ormond Street Hospital for Children (GOSH) decided to take part in the race once again to raise money for the organisation they so dearly support.

Starting on the edge of Green Park, just a short walk from Buckingham Palace, participants took in an array of the capital’s most iconic sites, including Westminster Bridge, the London Eye, Piccadilly Circus, Big Ben, and Trafalgar Square, before finishing on Whitehall, just past Downing Street.

The ASICS London 10k saw a record number of runners race through the iconic streets of London on Sunday 9th July, with over 17,500 entries for this year’s event. The ASICS London 10k is recognised as one of the world’s leading city centre runs, which also boasted

an electric atmosphere with live bands and DJs lining the route alongside the thousands of cheering supporters.

Seeing the amazing things that people achieve at GOSH and the difference they make to people’s lives is really inspiring and as a team looking after their safety and security, we always want to participate in some way. Similar to last year, we found the ASICS 10k run as a great opportunity to contribute by raising money and awareness which resulted in Yameen Choudhry, Arshad Ali, Najeeb Khan and myself completing this year’s run.

For those that may not be aware, GOSH is one of the world’s leading children’s hospitals, seeing over 750 seriously ill children and young people daily from all over the UK. Every day, doctors and nurses battle the most complex illnesses, and the brightest minds come together to achieve pioneering

medical breakthroughs. This extraordinary hospital has always depended on charitable support to give children the best chance to fulfil their potential. All donations go towards supporting the hospital and its patients by funding key areas like rebuilding and refurbishment, child and family support, and life-saving medical equipment.

A better future for seriously ill children starts here and we couldn’t be prouder to be a part of it. Huge thank you and well done to those that completed the run and supported us along the way. Should you wish to support our cause and donate some money, scan the QR code below.

Written by
Fahad Amir, Security Contract Manager, GOSH NHS



Donate here

Pictured: Najeebullah Khan, Fahad Amir, Arshad Ali, and Yameen Choudhry

Swimming for diabetes



My beloved brother, Adam, was born on April 28th 1983. We enjoyed a childhood filled with love and happiness. When Adam turned 11 years old, he began complaining about feeling constantly thirsty and needing to use the restroom very often which certainly felt like every two minutes! He started losing interest in going to school due to fatigue, and his weight began to drop. Eventually, our mother took him to the doctor, which was the day my family's life changed forever.

Over 5 million people in the UK are living with diabetes, with approx. 350,000 of them having type 1 diabetes.

Adam was diagnosed with type 1 diabetes. He spent two weeks in the hospital while his condition was stabilised, and he learnt how to test his blood sugar levels, calculate his food intake, and administer insulin injections. His carefree days as a pre-teen were over. Fortunately, the support and care for diabetes have significantly improved over the past 30 years. However, when Adam was diagnosed, his care mainly consisted of sporadic appointments with diabetic nurses, a blood sugar



testing kit (finger prick), insulin prescriptions, and a notebook to write down everything he ate, where he would calculate "points" to stay within the allowed limits. Keep in mind, Adam was only 11 years old!

Despite these challenges, Adam rarely complained. He possessed a wicked sense of humour and loved nothing more than fabricating the most outlandish stories, convincingly presenting them as the "God's honest truth" to everyone he met.

After leaving school, he secured a job at a hotel in Manchester where he worked his way up to become Conference and Events Manager, organising large-scale events for some of the country's most prominent brands. Adam relished the bustling environment and social interactions of the big city. He was surrounded by amazing friends, loved life, and was adored by everyone he encountered.

Outside of work, Adam would spend time with the homeless in Manchester. He would buy two cups of tea and engage in conversations over a hot drink. He understood the profound value of kindness.

There are two main types of diabetes:

Type 1: There is no way to prevent type 1 diabetes. The body is unable to produce insulin, so managing blood sugar levels involves injecting insulin into the body. Currently, there is no cure for type 1 diabetes.

Type 2: This is the most common type of diabetes. The body does not produce enough insulin. Risk factors include age, ethnicity, weight, and lifestyle. Anyone can develop type 2 diabetes.



Of course, Adam was not without flaws. He was stubborn and set in his ways, but he loved deeply and was deeply loved.

During the Covid-19 pandemic, life took a turn for the worse. Adam was furloughed and eventually made redundant. His social life came to a halt, and our family was forced apart. Adam began experiencing hypoglycemic episodes where his blood sugar dropped dangerously low. We made sure at least one of us saw him every day, even if it meant sitting on his garden wall, sharing a socially distanced cup of tea.

Despite our efforts to help, the hypoglycemic episodes worsened. On March 19th 2021, my sister took lunch to Adam and found him lying on the stairs to his flat. His blood sugar had fallen so low that we couldn't bring him back. We had lost our baby brother, and our world stopped turning.

After Adam's passing, people wanted to express their love and support. As a family, we requested donations to a homeless charity called 'Coffee4Craig' as this was close to his heart. As a result, over £1,000 was donated in Adam's memory.

As we approached what would have been Adam's 40th birthday, my sister and I decided to celebrate and honour his memory by participating in the Swim4Diabetes challenge. We committed to swimming 44 miles in 12 weeks. Initially, our goal was to raise £222 and hopefully raise awareness about diabetes along the way. On Thursday, June 22nd 2023, we completed our challenge, swimming our final 20 lengths together and I cried for the whole of the last length.



Every week, diabetes leads to 184 amputations, more than 770 strokes, 590 heart attacks, and 2,300 cases of heart failure.

Additionally, diabetes is a leading cause of vision loss.

We managed to raise over £1,000 for Diabetes UK and hopefully made at least one person consider the impact of diabetes on people's lives.

Diabetes UK's vision is to "fight for a world where diabetes can do no harm". The organisation has contributed to world-leading research that has transformed the lives of people living with diabetes. The ultimate goal is to find a cure.

My greatest wish is for everyone to understand what it means to live with diabetes, to know how to support their family, friends, and colleagues, and to challenge the biases and misconceptions surrounding this life-changing condition. The Diabetes UK website provides valuable support and guidance.

I would like to express my gratitude by saying a huge thank you to everyone who supported us during our challenge and donated to this wonderful charity.

Written by

Helen Harrison,
Head of Operations - Retail

That's the spirit

In a remarkable display of dedication and enthusiasm, cricket fans from across the globe gathered at Headingley and Burley Park train stations, regardless of the relentless rain, all eager to witness the highly anticipated clash between England and Australia.

Despite the gloomy weather, thousands of ardent supporters flocked to the famous cricket ground, proving their absolute commitment to the sport. With umbrellas in hand and raincoats shielding them from the downpour, these zealous fans demonstrated their unwavering support for their respective teams.

The atmosphere at the train stations was electric, as a sea of vibrant colours engulfed the streets, with flags and banners fluttering in the wind. Chants of encouragement and friendly banter between rival supporters filled the air, creating an ambience of excitement and rivalry.

Despite the difficult conditions, fans were quick to credit and praise the tireless efforts of Carlisle Support Services' revenue staff, who worked diligently to ensure the fans could proceed without delay while still protecting the train operating companies' revenue and giving priority to the health and safety of the station users.

Although the rain posed challenges, the spirit of cricket triumphed at Burley Park and Headingley train station. Regardless of the match's outcome, the unwavering devotion and camaraderie displayed by these fans and our staff's top-notch customer service will be a testament to their enduring love for the sport.

Well done to all the staff involved in this exercise from both Carlisle Support Services and Northern Trains.

Written by

Nazakat Hussain, Regional Supervisor



Pictured: Nazakat, Mohsen Yazdani, Mark Dunford, Bepin Dayalji, Karinkan Konde, Adam Hussain, and Andrew Smith

Welcome to the team



As our security team grows at Coventry University, we continue to live and breathe Carlisle's values in developing exceptional people. As last year's winner of the Queen's Award for Enterprise in International Trade, and an overall fantastic organisation to work with, we continue to develop the services we provide to the university.



Our newly appointed Training and Quality Manager Ryan Hancox (pictured) recently delivered one of our bespoke 4-day inductions for six new Protection Officers which consisted of a mixture of online and classroom-based training. It's great to see our online training platform OLLIE (OnLine Learning Interactive Environment) working so well in conjunction with practical training.

The new recruits were also given an overview of the protection service, a tour of the Coventry Campus, a tour of the University-owned Accommodation and much more.

Upon completion of the training, there was some great feedback from our new officers on how well the induction had been delivered and how much they got out of the four days, great work Ryan!

All six officers will now join Team Echo and will continue training across the Coventry University Campus. Without further ado, I would like to offer a warm welcome to Asad, Richard, Baboucarr, Anisa, Mohammed, Michael, and Adebola (pictured below).

Written by

Kylie Gillmore, Operations Administrator



Pictured: Asad Khan, Richard Burke, Baboucarr Touray, Anisa Mahmood, Mohammed Khan, Michael Akogun, Adebola Akingain and Ryan Hancox

Recognising long service achievements

Q1 and Q2 2023

Diligence, dedication, and hard effort are the cornerstones of exceptional employees.

Within this issue of InTouch, we honour 276 team members who celebrate lengthy service awards throughout the first half of 2023.

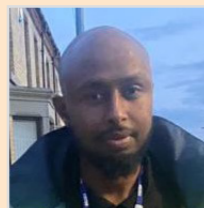
You have devoted a great deal of time and effort to everything you've done over the last 5, 10, 15, 20 and 25 years.

Your extensive service represents your extraordinary dedication to us, and we genuinely appreciate everything that you do.

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 **263 employees** celebrate their five years of service with Carlisle throughout the first half of 2023, including those below.



Abdirizak Yussuf



Christine Robinson



Colin Blunbell



Laura Buckles



Marcia Hopkinson



Matthew Burgess



Patrick Jones



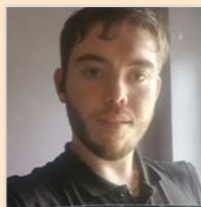
Sean McDonnell



Seth Acquah



Sheila Whittaker



Tom Hilton



Tracey Bennett

10 YEARS

Abdur Rashid
Anthony Mbiyangandu
Jenny Hegarty (pictured)
Khurram Khan
Nikki Donoghue



15 YEARS

Mohammed Shazad



Philip Cross



Samantha Hall



20 YEARS

Craig Jenkins



25 YEARS

Charles Tackie

The dictionary definition of the word 'legend' includes statements such as...

"An extremely famous or notorious person, especially in a particular field"

Let us, therefore, introduce you to our very own legend from the events world, Charles Tackie, Head of Operations – Events (South).

Joining Carlisle originally as a Steward on multiple events contracts, Charles has rightly so, progressed throughout his career as our Events Consultant and Business Support Manager, to his current position where he now manages all event operations within London.

25 years later and following the successful delivery of Royal Ascot 2023, Charles was presented with his 25th Year Long Service Award and prize.



2018



"One Kiss"
Calvin Harris
and Dua Lipa



Avengers:
Infinity War

2013



"Blurred Lines"
Robin Thicke ft.
T.I. and Pharrell



Despicable Me 2

2008



"Hallelujah"
Alexandra Burke



Mamma Mia!

2003



"Where is
the Love"
Black Eyed Peas



Finding Nemo

1998



"Believe"
Cher



Titanic

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 the last year, 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 to submit your recommendation.

** Terms and Conditions Apply*

RECEIVE
£100*



HAVE YOUR SAY...

Article winners from InTouch #13

In our last issue of InTouch, we asked you, the reader, to vote on the most informative and the most inspiring articles, with winners receiving a £125 GiftPay voucher each. We are pleased to announce our two winning authors were Emily Wadia, Helpdesk Administrator, and Peter O'Hare, Operations Manager.



Emily's article, "You've heard of us, but who are we?", was voted most informative and detailed the roles and responsibilities within the Carlisle Cleaning Helpdesk team who monitor the life cycle of faults and their management which helps our cleaning contracts run efficiently.

Peter's article, "Exemplary threat management", was voted most inspiring and featured East Midlands Railway Security Officer, Mo Ali, who dealt with a threat incident whilst on duty at Sheffield station.

We are offering the same prize to two authors within this issue of InTouch. Therefore, we need your votes! Scan the QR to choose your favourite articles and we will announce the winning authors on We are Carlisle and in InTouch #15.



Scan here to vote for your favourite InTouch #14 articles.

Speaking of InTouch #15, we are already accepting article submissions. If you've got a story you would like to share with your colleagues and the wider industry, let us know all about it.

GOT A STORY TO SHARE?

Email us at: comms@carlisesupportservices.com

Want to fulfil your career aspirations?



Scan to view current roles on our careers page

In our mission to develop exceptional people, we are pleased to see a **48% role fulfilment** through internal promotions.

What will your next role be?

Keep an eye out on the Carlisle careers page or We Are Carlisle every Friday for the latest opportunities to take your career forward.

