

# InTouch

Connecting Our People



## Barking Riverside joins the 100% Club | *Page 11*

Meet our Travel Safety Officers at Arriva Rail London's newest Overground station



### Revolutionising event management

Page 08



### Winter health checks

Page 17



### Lisa 'Hawkeye' Browne strikes again

Page 23

# Contents

04	Developing exceptional people - A game of moving chairs	20	Leading the way
06	Celebrating 23 years of continued service with Tottenham Hotspur	22	A data-driven cleaning approach
07	Going above and beyond in tragic incident	23	Lisa 'Hawkeye' Browne strikes again
08	Revolutionising event management	24	A colourful transformation for young patients
10	Combatting retail crime	26	Protecting revenue and life
11	Barking Riverside joins the 100% Club	27	Carlisle Support Services appoints Senior Security Advisor
12	Meet our new Head of Operations for rail	28	Welcome to the family
13	Labour Party Conference 2023	30	Meet our new Group Sales Director
14	Exceptional compassion and customer service	31	Our team can do it all
16	Borhan receives Carlisle Lifesaver and Tesco Outstanding Officer Awards	31	Top-quality customer service
17	Winter health checks	32	Quarterly Superstar Winners
18	The port of the people	34	Safer Business Action Week
		35	Keeping people safe on the Metrolink network

## 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](mailto:comms@carlisesupportservices.com).

We are also pleased to announce our two winning authors for InTouch 14 were Helen Harrison, Head of Operations - Retail, for the article entitled "Jahed receives an Outstanding Officer Award" and John Mullin, Contract Manager at Alder Hey NHS Trust for the article entitled "Award winning CALM training".

Finally, we need your votes for this issue of InTouch. Scan the QR to choose your favourite articles.



# Foreword

Well, this is the last InTouch edition of 2023, and it has gone by so fast, which is a sign of just how much we have achieved during this year.

In November I personally passed my own 8-year anniversary, and I had a personal moment to look back through my photo album and see so many different memories of our journey so far. Truly moving when you see where we have come from.

Back in 2015, we had 1,600 family members and we are now a family of 5,100. Equally, we have seen our services and client base continue to grow to levels that have surpassed our expectations year on year.

During this year I have been fortunate to meet so many of you, with many of you also passing your own long service milestones during the last 12 months.

Whilst we do make it our aim to present such recognition in person, I thank the feedback from one individual who suggested it would be nice to at least communicate the milestone on the actual date of the anniversary. I am pleased to say we will be doing this electronically from next year with the in-person visit following shortly after.

Recognition in Carlisle can come in many forms, but we are nearly at the end of our 2023 Carlisle Superstar Awards with nominations for the last quarter closing on the 31<sup>st</sup> of December. Over the year we have seen more than 10% of all family members nominated so please take the time to think about those who have done amazing things this year and drop them a nomination.

Those who have been lucky to win a Superstar Award this year will be joining us at the Annual Innovation Lab and Awards Evening that will be taking place at our much-valued client, ACC Liverpool. Having held the event there back in 2019 I am looking forward to seeing it back in Liverpool.

During the last few months, I was so pleased to see the hard work done by our very own Nick Aldworth, Director of Counter Terrorism and Risk, come to fruition. Many of you will know Nick has been campaigning for the introduction of new legislation following the Manchester Arena bombing.

Working alongside our friend, Figen Murray (mother of Martyn Hett who was murdered at the arena), they have been able to ensure the UK government will bring into force new requirements on UK businesses to appropriately mitigate potential risks of attack, and subsequent responses to any tragic events.

Keeping people safe is a key part of our business strategy and I must say well done to all of you for how you have ensured, to date, we have had a record low for accidents across Carlisle this year. Clearly, it is not a statistic I often talk about but please continue to stay safe and look after each other during these winter months.

I am also very proud to have welcomed into the Carlisle family new contracts that have joined us from ExCeL London, West Midlands Trains (Rail Safety Officers), Chiltern Railways, Walsall Healthcare NHS Trust, Princess Alexandra Hospital and Camden Council.

We have also been fortunate to see the range of services we are offering to our clients expand, with particular note that we are now completing a number of electrical projects for our clients. No doubt with the arrival of our new Group Sales Director, Alex Collins, we will see our growth continue in the coming year.

Supporting this growth, I was pleased to see the recent announcement relating to the Real Living Wage. Carlisle has been privileged to work with some amazing clients who have recognised the roles our family members play. To this end, we will be working with all of our clients to ensure local pay discussions and awards are communicated in early 2024. It is with

huge respect that I applaud the positions our customers take and their continued support which allows us to maintain such levels of pay.

It now brings me to say that by the time you are reading this, the Senior Management Team and I will be making our way around the country to surprise 12 lucky winners of the much loved "12 Days of Carlisle'mas". Winners will be drawn at random, and presented with their prize whilst at work, leading up to the final winner being presented with £1,000.

I wish you all a happy and enjoyable festive period with your families and friends and I personally want to say a heartfelt thank you for all of your efforts this year.

See you in 2024. Stay safe and stay InTouch.

*Paul Evans*  
Chief Executive Officer





# Developing Exceptional People

## A game of moving chairs

As a company that is committed to developing excellent people, we want to continue to champion our family members for continued development within their roles to incentivise career advancement.

If you saw the back cover of our last edition, you may have seen that there has been a 48% internal role fulfilment for 2023 this year so far which is an impressive statistic.

As sector-based experts, we encourage the upskilling of our family members through a range of apprenticeships and courses available to help fuel your development to allow you to progress in your

roles. With this range of continued development pathways available, we can help with gaining SIA licenses, completing a data apprenticeship, or becoming a security first line manager. With Carlisle, there are many options available to you.

If you think this could be of interest, talk to your manager during your 1-2-1 meetings to discuss your development pathways and future plans, they will then be able to help find out further information for you in relation to the logistics of courses or apprenticeships. Discussing your development pathways with your manager during your meetings is a great way to start the process so that they can advise you of courses or apprenticeships that may be available to you.

Following this increase in internal recruitment, a survey was created for those who

were part of the 48% to see how and why they changed their roles, and what their experience was like. This could be to further their development, or it could be to try out a new career. Ultimately, internal recruitment creates better opportunities for individuals to gain further exposure and experience within different areas of the business.

If you feel that this is something you would like to get involved in, whether it be now or in six months' time, speak to your manager now who will be able to help you gain access to the resources that you will need when you need it.

We asked Carlisle family members, who have recently changed roles within the company, for their thoughts on the experience and advice for people considering an internal role change.

### Tell us your previous role, and describe your new role and responsibilities.

**Daniel:** I was an Operations Support Manager and now I'm an Operations Security Manager, responsible for 120 team members on-site, making sure everyone is at work and all procedures are followed plus regular liaison with the client to make sure their needs are catered for.

**Emily:** Previously I was a Helpdesk Operative in cleaning. After recently receiving my degree in English Literature and Creative Writing, I am now a Bid and Marketing Executive, splitting my time 50/50 between the two support functions.

**Jamie:** My previous role was Apprentice Accounts Assistant, and staying within finance, I am now a Commercial Pricing Analyst, looking after pricing models, assisting with any pricing queries and updating Timegate data when necessary.

**Mary:** Before becoming an HR Advisor, I was a Compliance Officer. I now provide advice and support to Contract Managers with employee relations cases.

**Richard:** Previously Head of Operations, I am now the Managing Director for our Cleaning and Facilities Services division. I currently have 790 family members who rely on me and the Senior Ops Team to make the right decisions and lead the business forward sustainably. The role is all-encompassing from sales, operations, HSQE and HR - there is never a boring day.

**Stewart:** My previous role was within the Retail division as an Operations Manager. I have now moved over into Cleaning as a Contract Manager for Westminster City and Camden Councils, two Siemens sites, and Devonshire Square, as well as our own Head Office in Luton.

**Tawheed:** I joined Carlisle as a Helpdesk Administrator, moving into my current role as a Compliance Officer ensuring employees are thoroughly screened and vetted against the regulatory conditions and client requirements.

### Did you discuss career development and progression opportunities with your previous manager during your monthly job chats before moving into your new role?

**Tawheed:** I felt that my former role had provided me with all the knowledge and experience it could have. Although I never spoke to my manager regarding progression (missed opportunity), I felt that to enhance my business acumen, the linear progression would make more sense at this moment rather than upwards.

**Jamie:** Yes, in my previous role, my progression was discussed predominantly around growing in the previous role and taking on more responsibilities, as well as the potential opportunities of other courses to upskill me further.

### What preparation did you undertake before your interview for the role?

**Mary:** I made sure to study the job specification to ensure I was aware of all the elements of the new role, so I could ask relevant questions where needed. I also received a lot of support from Sarah Jaji our Internal Recruiter.

**Stewart:** I reached out to my 'guru' and close work colleague Simon Stockport who gave me some great advice ahead of my interview.

**Jamie:** In preparation for my interview, I developed my CV to include newfound skills that I developed during my apprenticeship. I also researched the role I was applying for to find ways of linking my skills to the different aspects of the new role.

### During the transition into your new role, what support did you receive?

**Stewart:** I am very lucky to have a lot of support from Carlisle with the relationships I have built over the years. I was able to call upon anyone I needed for help and advice for Timegate issues, onboarding and recruitment as well as people that were already working in cleaning. Waqar Mohamed (Head of Operations - Cleaning) was a massive help even though he was new himself.

**Jamie:** My Line Manager, Matt Day, is very understanding, and we both knew that this role would be a challenge and a step up for me. I feel I am always able to voice any questions and queries I have.



### Any specific achievements you've made so far that you are particularly proud of?

**Daniel:** Since I started, I have built up a good relationship with the client, I have managed to improve our contractual compliance and built a good rapport with all my team.

**Stewart:** We have successfully introduced Work-IT and our employee app into two of my contracts since I started.

### What advice would you give to those wanting to progress within Carlisle?

**Tawheed:** Do it! It is much easier than starting a new role with a different company. You're with familiar faces just in a different, new, and exciting environment. You gain a different perspective on how the business operates, depending on where you're moving to and further insight into how the company operates, like pieces of a puzzle coming together to paint a beautiful big picture. Carlisle is great and very competitive in terms of pay, progression, training and general welfare of their employees and there's a genuine sense of family; Why would you want to leave?

**Mary:** Never lose hope, stay focused and work hard at self-development.

**Emily:** Ask questions! This role may not have happened if I hadn't taken the first steps and asked my now manager about the department and progression options.

**Richard:** Talk to your Line Manager about personal growth and CPD (Continuing Professional Development). There is a large chunk of money set aside to support people with qualifications that will speed up their progression.

Written by  
Emily Wadia, Bid and Marketing Executive



**Daniel Porter**  
Operations Security Manager, LeShuttle

**Emily Wadia**  
Bid and Marketing Executive

**Jamie Morrallee**  
Commercial Pricing Analyst

**Mary Machado**  
HR Advisor

**Richard Jenkins**  
Managing Director, Cleaning and Facilities Services

**Stewart Smith**  
Contract Manager, Cleaning and Facilities Services

**Tawheed Ali**  
Compliance Officer



# Celebrating 23 years of continued service with Tottenham Hotspur



As you may know, the Tottenham Hotspur Stadium was recently awarded the World Football Summit's Best Venue Award and is home to the world-renowned Tottenham Hotspur Football Club, as well as NFL games, and countless other world-class concerts and leisure events.

Having delivered staffing and stewarding solutions to White Hart Lane for 18 years, Carlisle Support Services were awarded full security oversight across the Tottenham Hotspur Stadium campus when construction commenced.

As an integrated security and events partner, Carlisle Support Services continues to provide comprehensive stewarding solutions from access control and search to build phase security and customer support.

In addition, Carlisle oversees security operations across the stadium's extensive grounds. This includes Lilywhite House offices, the Tottenham Experience, Tottenham Hotspur Foundation, Hotspur Way Training Ground and player accommodation at The Lodge as well as the London Academy of Excellence, an on-site sixth-form academy.

Carlisle Support Services' CEO Paul Evans said, "This long-standing partnership is a testimony to our commitment to service excellence and we couldn't be prouder to

support the delivery of safe and memorable world-class event experiences at such an iconic venue.

We are also pleased to provide employment opportunities alongside the Tottenham Hotspur Foundation to drive positive change within the local communities and develop the leaders of tomorrow."

A current staff member at Carlisle who recently undertook a funded customer service programme through the foundation commented, "Not only did the program help me get a great role within Carlisle, but also provided future development opportunities and a deeper understanding of customer service."

Tottenham Hotspur Stadium benefits from on-site 24/7 managerial support covering regular patrols and a CCTV room with over 750 cameras installed as part of the mobilisation process in 2018.

With a core emphasis on developing exceptional people, Carlisle Support Services is experiencing high staff retention rates on site which boosts the excellent customer service the prestigious brand is now associated with.

Written by  
Alex Sipos, Head of Marketing

“ It is my genuine belief that this is the most dedicated, solution-driven team I have had the good fortune to be part of. Long may this partnership continue.

Jon Babbs,  
Tottenham Hotspur's  
Stadium Director



# Going above and beyond in tragic incident

Staff members Andrew Butler and Mandy Johnson based at Forster Square Station received certificates of appreciation for their exceptional actions during a distressing incident on the 30<sup>th</sup> of April near the station's arches walkway leading to Bradford city centre.

Shoppers who had walked down from the arches noticed a female lying motionless on the floor and immediately notified the Carlisle Support Services (CSS) staff and Northern Trains booking office. One member from the CSS team, accompanied by a booking office staff member, would investigate the situation while the other two Carlisle staff members remained at the gateline to ensure the station's uninterrupted operation.

Andrew, a CSS gateline staff member, and Mandy a Northern Railway booking office staff member promptly approached the young woman. Sadly, they discovered that she had passed away and was not breathing. Immediately, Andrew and Mandy erected privacy screens to maintain the deceased's dignity and stayed with them



Pictured: Mandy Johnson, Farrah Aurangzeb, Andrew Butler and Aqeeb Qayum

until emergency services arrived and took over. They also informed their fellow staff members of the tragic incident.

Despite being short-staffed and emotionally affected by the distressing event, the remaining staff members Aqeeb Qayum and John Thornton at Forster Square Station rallied together to keep the station functional and provide support to the shoppers and passengers passing through.

The commendable actions of Mandy, Andrew, Aqeeb, James, Farrah and John from both CSS and Northern during this highly stressful and emotionally draining incident were recognised by Northern's Station Manager Trevor and Station

Supervisor Stuart as well as the CSS management team. These individuals handled the situation with a compassionate and professional approach, working instinctively as a team.

A heartfelt well done and thank you to these exceptional staff members for their calm and caring response, and for going above and beyond their duties in such trying circumstances. Their dedication reflects the values and commitment of both CSS and Northern staff members.

Written by  
Nazakat Hussain, Duty Manager



Pictured: James Wright and John Thornton

# Revolutionising event management

The journey from pilot to full deployment



In today's data-driven world, where duty of care is a top priority, Carlisle Support Services is leading by example. The recent advancements in real-time booking and check-in systems are not just mere upgrades; they are a transformation in how we manage events, thereby setting new industry standards. This article aims to illuminate our tech journey, focusing on the tangible benefits these changes bring to our staff and the event management sector as a whole.



## The Testing Ground

The first trial phase of our real-time booking system took place at the prestigious Kia Oval - Surrey County Cricket Club.

Not only did this pilot test serve as a proof of concept, but it also shattered records by successfully signing in the majority of attendees in under eight minutes. Furthermore, real-time tracking significantly elevated our duty of care, reinforcing our commitment to ensuring safety, efficiency, and a smooth experience for all involved.



## Elevating the Game

Following the success of the pilot test at the Oval, we scaled up the technology at the Tottenham versus Liverpool football match. This second deployment validated our real-time booking system's capabilities, which maintained high standards of security and transparency.

It provided a secure and efficient platform for staff booking, allowing our managerial teams to make real-time, data-driven decisions that enhanced our duty of care and operational efficiency.



## A Five-Day Feat

Our technological voyage continued with a five-day rollout at ACC Liverpool during the Labour Party Conference.

This extended deployment allowed us to integrate an innovative sign-in project that leverages Near Field Contact (NFC) enabled badge systems. These badges, similar to the ones recently issued to staff members, are designed to enhance the efficiency of the event check-in process and further refine our duty of care standards.

Our ongoing automation initiative incorporates the use of new NFC ID badges for all staff registered in the Timegate System. A simple scan of our employee's badges by a supervisor upon arrival at our venues is the primary change our teams will experience. This will significantly streamline the check-in/out process, helping us maintain a more accurate record of work hours and ensuring higher levels of duty of care.

The successful deployments at the Oval and Tottenham, followed by a five-day event at ACC Liverpool, are just the starting point in a journey that extends into 2024. With forthcoming deployments at our other, extremely diverse venues, the horizon is unquestionably bright. This transformation is about more than just operational efficiency or enhanced duty of care; it signifies a comprehensive improvement with wide-ranging and profoundly

beneficial impacts. As we continue to deploy these state-of-the-art systems across various platforms, one pivotal effect is the assurance of accurate wages as employees book in and out. Real-time tracking and data collection enables the precise calculation of wages, eliminating discrepancies and ensuring fair compensation for each hour worked. This not only benefits our dedicated workforce but also empowers our finance team to bill for events both promptly and accurately. This all-encompassing advancement is a shining testament to what can be achieved through technological innovation, dedicated teamwork, and an unwavering commitment to excellence.

The seamless and successful implementation of these technologies would not be possible without the tireless efforts of our support and operations teams. Their work

behind the scenes has been a cornerstone in the success of each of these projects.

Carlisle Support Services is not just adapting to industry standards; we are setting new ones. As we proceed with the complete rollout of these innovative systems in the months ahead, our focus will continue to be on service enhancement, safety, and a comprehensive duty of care. The continued support and understanding during this transformative period are invaluable to us, and we are keen on working together to set new standards in event management. Onwards and upwards!

Written by  
Patricia Minck, Head of  
Project Management

# Combatting retail crime

In the bustling world of retail, it's not uncommon for loss prevention teams to face various challenges daily. For the dedicated staff at Tesco Chadderton Superstore, one particular ordinary Monday evening proved to be anything but ordinary. As they manned their designated posts, a vigilant team consisting of three members encountered an incident that would make waves in their ongoing battle against theft.

The story begins with our protagonist, who is stationed at the front entrance of the superstore. Their colleague Bamidele Dare was diligently monitoring the self-scan tills, a common target for shoplifters. Meanwhile, Elmoiz Alsharif, known by colleagues as Moiz, had just returned from his break at 19:00, setting the stage for what would unfold next.

At 19:10, the team collectively noticed the entrance of two individuals. What made this duo suspicious from the get-go was their peculiar behaviour - they entered the store without taking a basket, a hand scanner, or even a trolley, a clear departure from the usual shopping routine.

As the team continued to watch, their unease deepened. The two females appeared to have various bags hidden under their arms and concealed within their clothing. Such behaviour was a clear red flag for the vigilant staff, and it was apparent that something unusual was afoot. In response to the growing suspicion, the team sprang into action. While our protagonist remained stationed at the front entrance, Dare took charge of the till area, and Moiz shadowed the two females as they navigated the store. The duo's destination of choice was the medicine aisle, further intensifying the suspicion of the team.

The team, now positioned strategically throughout the store, adopted a waiting game. They monitored the movements of the two females, all the while anticipating

Pictured: Bamidele Dare, Christopher Lyons and Elmoiz 'Moiz' Alsharif



their next move. The primary objective was to determine whether the individuals intended to proceed to the checkout area or the self-scan terminals.

The pivotal moment arrived when it became clear that the two females had no intention of paying for their selected items. As they made their exit from the store, they were promptly stopped by the vigilant Tesco Chadderton Superstore team.

The confrontation led to the discovery that the females had no receipts for the numerous items they had concealed in their bags. The bags, which were retrieved by the store's staff, were found to be full of unpaid merchandise. The team's collective excitement was palpable, given they prevented a substantial £1,398.89 haul from being stolen.

What set this particular incident apart was not just the successful recovery, but the scale of the theft prevented. The team at Tesco Chadderton proudly declared it as

one of the most significant incidents they had prevented in their ongoing battle against theft.

The team suspected that these two females might be part of an organised crime gang, operating across multiple stores with a penchant for large-scale thefts, hence us sharing this story. The incident highlights the ongoing challenges faced by the store and its dedicated team of security personnel.

The team members recognised the importance of their achievement and believed it should be shared beyond the confines of their workplace. They saw it as an opportunity to showcase their hard work and dedication as a team, demonstrating their unwavering commitment to ensuring the safety and security of the store and its customers. Massive well done to all!

**Written by**  
Christopher Lyons, Security Officer

# Barking Riverside joins the 100% Club

Working at Arriva Rail London's (ARL) newest overground station, Barking Riverside, the Carlisle team have been providing Travel Safety Officers since the opening of the station in July 2022.

As part of the grand opening, a few members of Carlisle staff and future team were invited by ARL and Transport for London (TfL) to attend the pre-opening of the station before the station opened to the general public. This gave the team the chance to explore the station before the masses of crowds were allowed in.

The team were also invited to participate in the opening day which was attended by the Mayor of London, Sadiq Khan, and the previous Commissioner of TfL, Andy Byford. At the open day, the team were able to speak to both the Mayor and the Commissioner to discuss the new station and operations.

Since the opening day, staff have knuckled down to ensure that they fulfil the promise of delivering a world-class service as part of our promise-based culture. With any contract mobilisation, there will always be challenges that arise, but the team dealt with any situations that arose professionally and with care.

Almost a year and a half on from the start of the contract, the team have managed to achieve a 100% SIS (Staff Information Survey) score through hard work and determination to provide the service that the client requires. Having built strong relationships with passengers and staff alike, the team have been able to deliver on their promises.

The ARL Station Manager has also praised the work of the Barking Riverside team over the past year for the help that they have provided during various events at the station, maintaining their ongoing positive relationship with station staff.



The team were awarded Core of Carlisle vouchers alongside celebratory treats from Louise Harrison, Contract Manager, and Simon Pratt, Managing Director, to thank them for their ongoing hard work which led to this amazing achievement.

**Written by**  
Emily Wadia, Bid and Marketing Executive



## Meet our new Head of Operations for rail



As Carlisle Support Services expands within the rail industry, so does the team with the appointment of Paul Brewer as the Head of Operations. Helping to oversee the delivery of rail operations within the North, Paul's role will be pivotal in the safety and functionality of rail contracts; aiding Carlisle with the management of service level agreements and maintaining a unified service delivery.

Paul's first introduction to the railway was in 1985 as a Driver's Assistant at Manchester Victoria before progressing to be a Driver at Old Oak Common in London. After three years, Paul was able to progress to supervisory positions such as Train Crew Supervisor, Driver Management and then General Management, going on to work as the Group Driver Manager at Virgin Trains for 11 years.

Paul has also worked for the likes of Arriva Rail London where his experience was put to good use during his time there, before ultimately becoming Head of Stations a year before his new appointment.

Carlisle's Director of Rail Strategy, Steve Cere said:

*"The rail sector has always been a cornerstone of our success at Carlisle Support Services, and as we look to the future, this sector's importance cannot be overstated."*

*"With Paul Brewer leading our rail operations in the North, I am confident that we are well-positioned to navigate the challenges and opportunities that lie ahead. His in-depth knowledge and passion for the industry will undoubtedly drive our initiatives, ensuring our continued growth and success in the rail sector."*

Paul's wealth of experience and understanding of the rail community will assist him as he implements and monitors change within an ever-shifting landscape.

Written by  
Emily Wadia, Bid and Marketing Executive



I am delighted to join the Carlisle team and use my wealth of experience to help and improve service delivery across the business within rail.

I will use my knowledge and experience to empower the team to deliver a positive experience for all our customers.

Paul Brewer,  
Head of Operations - Rail



# Labour Party Conference 2023



October saw an exceptionally busy period for the team at ACC Liverpool, with several Convention and Exhibition Centre events and a busy Arena schedule.

Out of all these events, none can come bigger than the Labour Party holding its 2023 Annual Conference. This year saw the convention at its peak with visitors encompassing the entire venue with expected attendees to surpass 18,000 over 4 days.

An event like this brings the site together, as its tenancy takes over the entire campus and showcases the ability of the ACC staff to run smaller events right up to the highest of profile events. Every staff member was vetted by the police and quite literally, no pass, no entry.

This also included a four-hour pre-event induction and briefing at the site for all attending CSS staff, hosted by us and the client, as a perfect opportunity to engage with our staff.

An event like this takes months of planning by the operational team in the run-up to the event. Preparations for this event included the introduction of a new sign-in system for our staff supported by the Support Centre team in Luton. This enabled a high volume of staff to be booked on-site and deployed and then re-deployed when required, which allowed the event to run like clockwork.

For four days, the staff numbers required steadily increased and hit a peak of 140 members of staff across the campus, including an AM team (0600hrs onwards), a mid-shift and finally the PM shifts.

Due to the nature of a vibrant and packed event, the team remained adaptable to the changes of positions, re-deployments, and shift extensions that were required for the conference. The exceptional calibre of both our management and officers saw these fast-moving changes implemented quickly and efficiently.

Due to the high footfall expected for the conference, an app was developed for visitors to assist with navigating the conference and the dedicated events. But to ensure that the event was accessible for all, our dedicated accessibility team were on hand to assist with signposting delegates and visitors to their destinations.

Dedicated response teams ensured the fringe meetings that ran into the early hours went smoothly without incidents, and when called upon the teams responded with professionalism and dedication. This included a couple of exceptionally challenging meetings booked next door to one another and again, all ran smoothly and without incident.

Of note and recognition, Lisa Pines, ACC Deputy Contract Manager, and Melissa Taylor, Response Officer, (pictured) conducted themselves with exceptional professionalism during a high-level incident where a protestor took to the stage with glitter. Following the event, Labour leader Keir Starmer requested a private audience with Lisa and Melissa to thank them, as a testament of his gratitude. They were also recognised by our CEO Paul Evans when visiting the site post-event, as he rewarded both family members for their work during the conference.

I would personally like to thank all involved in the preparations, execution, and delivery of the event, not only our frontline staff but the wider team involved. They ensured an event of this profile was delivered to the very best standard, and beyond.

The operation in its entirety embodied our core values and brought together our entire UK-based family. To mention a few... Alona Sassele, Melanie Tinsley, Lisa Pines, Clarissa Clements, Charles Tackie, Patricia Minck, Jenny Hegarty, Abigail Lovat and Paul Evans. Not forgetting our COO Adrian White (who attended the event throughout) and is now officially our ACC lucky charm!

Written by  
Franz Spitzenberger,  
Head of Operations, Merseyside



# Exceptional compassion and customer service

We are very fortunate to have a great team of superstars at BBC Studioworks and two of our team members have received shining praise from visitors that we just had to share with you. Sharon Leachman and Olivia Baker have both made quite the impression amongst staff, clients and visitors representing an outstanding example of our company values.

Following the amazing feedback below we presented Sharon and Olivia with well-deserved Core of Carlisle vouchers for their exceptional customer service which has made a world of difference BBC Studioworks. They have made us extremely proud and are both absolute assets to the team.

“

I attended BBC Studioworks on Friday 4<sup>th</sup> August 2023, to participate as an audience member in the Loose Women show. Upon arrival, we were instructed to queue and await a suitable time to be selected and called into the studio (dependent on 'priority ticket' holders).

Whilst I was with a friend near the front of the queue, the wait was still expected to be just over an hour. I want to acknowledge the exceptionally high level of customer service I received from a member of your team, Sharon Leachman.

I had quietly informed her that I live with a diagnosis of multiple sclerosis (MS) and had recently had an MS relapse which means that standing in the queue would significantly and negatively impact my health. Sharon immediately offered me a seat near the doors she was securely staffing.

At no point was she judgemental or dismissive, and instead showed great compassion and

understanding. My disability is invisible, and I often get judged, questioned and at times, made to feel quite humiliated. However, in this instance, Sharon's care, empathy, and compassion was very heartfelt and touching.

Sharon was very vigilant in her security duties yet took time to make eye contact with me every so often to check I was okay without creating a big deal about it. What a lovely lady, and clearly aware of embracing diversity of needs.

Before the show began, after visiting the restroom, I was struggling with buttoning up the back of my jumpsuit, due to numbness in my fingertips. At this point I noted Sharon and she immediately asked if I was okay and kindly and very discreetly helped me in time for me to get back to my seat in the audience.

I wish to raise my great appreciation and acknowledgement for your wonderful member of staff.

Sharon certainly made my visit to Studioworks to see Loose Women a wonderful, inclusive, and enjoyable experience.

You truly have a real STAR within your team.



“

I just wanted to pass on my thanks to Olivia. I have autism and an invisible physical disability, and she was so lovely and helpful putting my mind at ease, explaining the order of the night to me, and having patience when I asked her to explain it a few times.

Due to a slow processing speed, I struggle to take things in, and she couldn't be more understanding. She also made eye contact with me a few times inside the studio and asked if I was OK. I want to

say that this kindness really does go a long way and made me feel so much at ease.

Therefore, I would love to go again. I booked the tickets for my husband for our anniversary, but I knew I'd struggle with it, and it caused me a great deal of anxiety before the show.

In my life, I am often met with impatience, and I'm made to feel like I'm bothering people which is embarrassing as I don't like to draw attention to it.

Please pass on my heartfelt thanks to Olivia. Her taking a few mins to explain everything to me meant the world to me and meant the difference between me having to leave and ruining my husband's night and staying for the entire show. Thanks to her, not only did I manage to stay but I actually enjoyed myself! It also helped that I was sitting on an aisle seat near the exit if I needed the toilet.

Thank you again. It means so much to me I wish more companies were like this.

”

Written by  
Taiyib Henry, Security Manager

”



## Borhan receives Carlisle Lifesaver and Tesco Outstanding Officer Awards



Borhan Bahrami joined Carlisle in November 2021 and is a fantastic officer, often earning praise for going the extra mile and performing his duties brilliantly from the Store Manager and team in Tesco Stockport Extra, where Borhan works many of his shifts. But in late July this year, Borhan did something extraordinary and helped save a life!

Borhan had noticed a young male acting strangely and kept a watchful eye on him, as the male had gone towards the customer toilets and out of site. Still concerned, Borhan continued to keep a watchful eye on the area where he last saw the young male. Whilst completing the final checks before the store closed, Borhan headed towards the restroom where he had last seen the young male.

On arrival, it was clear that something was not right and Borhan took the decision to unlock one of the restroom cubicles and found the male, who had sadly attempted to take his own life. Borhan immediately called for help and with the support of the store team, administered first aid, called

for emergency services, and helped to keep the situation calm. Borhan then supported the store team after the incident despite being impacted by the events himself.

Borhan's vigilance and passion for his role not only saved a life but also made a difference within the wider store team, offering support and kindness after an upsetting and tragic incident.

It was an honour to be able to share in the moment Borhan received his Carlisle Lifesaver Award and recognition from our valued client, Brogan Lowe, Tesco Guarding Capability Partner, who also awarded Borhan an 'Outstanding Officer Award' from Tesco.

Not all heroes wear capes... but Borhan is definitely a hero in our eyes. Thank you Borhan, the whole team are proud and honoured to have you as part of the team.

**Written by**  
Helen Harrison, Head of Operations

“ Sometimes unexpected, scary, devastating things happen... and how we react is what makes the difference in people's lives. ”

*Pictured: Howard Jones (Operations Manager), Mathew Aylward-Connor (Regional Contract Manager), Helen Harrison, Borhan Bahrami, Brogan Lowe (Tesco Guarding Capability Partner) and Lorraine Power (Tesco Frontend Manager)*

## Winter health checks

At Carlisle Support Services, safety takes the driver's seat, and this commitment was recently cemented as the management team gathered for a comprehensive winter health check on the extensive fleet that serves our West Midlands Trains contract. The event, held on a surprisingly sunny Tuesday afternoon in Birmingham, exemplified Carlisle's dedication to proactive and preventative safety measures.

Health and Safety Manager Nigel Churchman also attended to ensure the policies and procedures on board were up to date, reinforcing our unwavering commitment to safety as its top priority.

The winter health check encompassed essential mechanical inspections, including a close look at tyres, oil levels, and washer fluid. Beyond the basics, the examination extended to vehicle cleanliness, equipment functionality, and even health and safety toolbox talks. This holistic approach aimed to identify potential shortfalls in stock and uniform, to guarantee that every aspect of the fleet met rigorous safety standards.

The gathering of all drivers at a central location facilitated seamless coordination, allowing the team to conduct thorough, back-to-back inspections efficiently. This proactive approach not only ensures the

safety of the vehicles but also reinforces a culture of high safety standards among the staff.

Amidst the checks and discussions, the team took a well-deserved break, providing an opportunity for colleagues to catch up. The sunny afternoon also saw a touch of sweetness added to the occasion, with cakes and sweets. As a token of appreciation, each team member received a free air freshener—a small gesture that resonates with Carlisle's commitment to the well-being and comfort of its staff.

With the vehicles now in tip-top shape, the mobile team on the West Midlands Trains contract is well-prepared for the cold winter months ahead. As they bid farewell to the central location in Birmingham, the message is clear to our teams - their safety is the highest priority, and we thank them for their dedication to safety and excellence.

A big thank you goes out to those who helped on the day, including Angela Morgan, Linete Rodrigues, Adam Jones, Danny Butler and Matty Larsen.

**Written by**  
Diane Mason, Contract Manager



# The Port of the People

Portsmouth International Port has been a part of Carlisle's world-class client portfolio since April 2018, leading the way for sustainability in the maritime industry whilst balancing the operations of millions of customers and cargo within the port.

Carlisle's role is to provide security to restricted areas; search passenger and freight vehicles, foot passengers and general protection of the site and assets; and checking passes or issuing visitor passes when required. The team also act as an information desk to help arrange transport for passengers when they arrive at the port.



For the port, this summer has been a busy time for cruises as the shining star of them all Tui's Mein Schiff 3 docked at the port and became the biggest passenger ship to enter Portsmouth Harbour. As one of the largest passenger ports in the country, the port sees an estimated 3 million passengers per year. On top of being a social and environmentally conscious organisation, the port has taken steps towards becoming carbon net neutral; recently they have received a £19.8m grant from the Zero Emissions Vessels and Infrastructure competition to execute their Sea Change project which will create a new 'shore power' connection. This will charge the ships when docked, allowing them to turn off their engines to reduce emissions.

Recently a new sustainable terminal extension was opened, built to help offset emissions as the port leads by example in the battle against climate change. This was made possible by the 'Levelling up' funding of £11.25m for use in transforming the city's visitor economy.

Portsmouth Port's green revolution can be seen through different techniques as the extension uses seawater to regulate the temperature of the building, keeping it cool or heated when required; new solar and wind technology has been built and the building uses living walls to help purify the air. Using all of these elements collectively will allow the building to start the move towards net carbon neutral and on to carbon positive as the building generates more energy than it uses.

In this environment of change and innovation, the Carlisle staff have also been inspired by a recruitment drive towards encouraging women to enter SIA licensing. Since the completion of this campaign, there has been an increased number of women achieving their SIA license, two from this cohort after hard work have gone on to become Deputy Supervisors, covering the Shift Supervisor during annual leave.



Another accomplishment of Carlisle staff at the port is Gavin Burton (pictured) who has been a member of the Carlisle family for the past five years and has worked at the port's cargo terminal operator Portico for 18 years. In January, Gavin was presented with a Carlisle Superstar award in thanks for his hard work, commitment, and determination to his role over the years. Following a memorable 18 years of delivering outstanding results, in February Gavin will be taking a step back to retire and we wish him well in his endeavours.

Carlisle has also assisted with the security of the recent open-day event that took place at the port. This event allowed the general public behind-the-scenes access to operations with exhibitions from suppliers and interactive stands to provide insight to the community. This event brought in nearly 2000 attendees, doubling last year's total of 900 visitors, and was considered a success due to the collaboration and hard work of the Carlisle staff who managed the public at the event.

As Duty Port Operations Manager, Joe Jordan said, "The Carlisle team really are part of our Port family and have contributed massively to the success that we, as a Port, have been able to achieve in the last few years. Ranging from Virgin Cruise launching their service from Portsmouth, the visit of the largest ship to enter Portsmouth harbour 'Mein Schiff 3' and the recent community open day. It is truly enlightening to work in such a collaborative manner and great to see so many of the team develop professionally at the Port. Keep up the great work all!"

Contract manager, Matthew Ship said, "I am extremely proud of the relationship that we have built with Portsmouth International Port since the beginning of the contract and the collaboration efforts from both sides. Helping the port with the open day was a great experience for the team and was enjoyable for all to participate in."

I just want to say a special thank you to all the security officers who have been part of the Carlisle family for the two years that I have been working at Portsmouth International Port. Without their help, the contract wouldn't be where it is today with such a good positive relationship with the wider Port family."

Written by  
Emily Wadia, Bid and Marketing Executive



# Leading the way

At a recent possession at South Acton, our trackside team on the Arriva Rail London (ARL) contract were audited by a member of Network Rail's Asset Protection Team (ASPRO) on the safety of the site whilst in use. The team upheld Carlisle's high standards for health and safety which resulted in a 100% score from the auditor on the standards shown throughout the line block.

The auditor commented that the team were "disciplined and conducted themselves in a very professional manner" and that "the Controller of Site Safety (COSS), Mohammed Rahman, delivered a perfect briefing". It is a great achievement for the team and CSS to be scored 100% by ASPRO without a single fault as ASPRO's standards are extremely high for safety and procedures which the team managed to achieve.

When working on this line blockage, the team followed strict protocols and procedures to ensure the safety of the team and client assets. When working on the track, there are always opportunities for elements to go wrong due to the nature of this high-stakes environment.

This is why our teams follow strict guidance from the Controller of Site Safety to ensure that whether they are standing on the track or working in close proximity to the third rail, they are always working to the highest of safety regulations.

The CSS Trackside Team have not stopped there with their recent achievements, they have also successfully eradicated ARL's Trackside Penalties from the Department of Transport (DfT). Where previously this figure had sat at £20,639, the team have managed to remove any penalties for trackside cleaning and has maintained a £0 penalty for the past eight months.

This is a testament to the hard work of this team as they struggle against an increasing customer presence on the network as customer journeys return to at least 80% of pre-pandemic levels. The increase in customer journeys results in more cleaning faults for our trackside team who can assist with a wide array of tasks such as removing fallen items on the track, to cleaning bridges, graffiti removal and more.

Ultimately this score is a testament to the hard work and determination of our Trackside Team who refuse to settle for second best, ensuring that standards are kept high, and that safety is always at the forefront of all work.

Trackside Manager, Mark Oram believes that the number one priority of working on the track is safety. His motto is that "every staff member goes home safely to their families. This is non-negotiable, safety is everyone's responsibility".

**"Safety is everyone's responsibility"**

**"The team conducted themselves in a professional manner"**

Written by

Emily Wadia, Bid and Marketing Executive



# A data-driven cleaning approach

Ever since joining the team back in January of this year, we have been on a mission to transform the data journey in the cleaning department and the way we process, deliver, and utilise data. It started with developing ways to automate parts of our ticketing tracker we use on one contract to report on statistics from period to period. Automating this process where possible allowed us to start analysing the data in ways we previously hadn't, and in turn, empowered conversations about how we can deliver a better service for our clients and their customers.

Working alongside Richard Jenkins (Managing Director, Cleaning and Facilities) and Rohan Miller (Contract Manager for Greater Anglia), we have been able to adopt this approach for other contracts using bespoke spreadsheets tailored towards the data our clients want to see to analyse the performance of the contract. However, this approach so far has only allowed us to view siloed performance from period to period, rather than on a quarterly or even annual basis.

The current step in our data journey is to leverage tools on PowerBI (a data visualisation software) to bring all our performance data into one central repository. So

far, our central repository has this year's data to date for two of our contracts, with other contracts having data from the last quarter. With this central repository, we can create dashboards and analyse performance in ways we previously could only dream of.

We could use this data to, for example, discover that for the last three periods train platforms were consistently in the top three station areas for cleaning requests. From there, we could discover that litter faults were consistently in the top three fault types on our platforms. That allows us to ask the question of why litter on platforms has been a consistent cleaning request - is it a lack of bins? How often are they changed? Is it rowdy teenagers not bothering to put their litter in the correct place?

While we can't do anything about the rowdy teenagers, what we can do is feed these questions back to our supervisors to get their feedback on why they feel litter is an issue and determine the best course of action. We could even go one further and highlight the top 10 stations where litter on platforms is an issue if we felt a "trial" solution was more appropriate before a wider rollout across the network.

Our next step - and it's a long one - is prescriptive analytics. So far, what we're doing is responding to faults that have already happened and reacting to them as they come up. The ultimate goal is to get ahead of the fault before it even happens. Imagine being able to create a dashboard where we can ask questions such as "What station areas and what cleaning faults happen in July?" or "What faults typically happen after a football match?" and put measures in place so the fault is responded to before our clients and customers even notice. How cool would that be?

However, this step requires lots of accurate, historical data which is why it's our longest and hardest one yet, and this is where almost everyone reading this can help. Whether you're a cleaning operative, supervisor, manager, customer, client, dealing with contract tenders or even just working adjacent to the cleaning department, accurate data reporting is essential to make this wonderful future happen. Let's work together and make the future of Carlisle Cleaning a reality!

Written by  
Tim Leach, Helpdesk Administrator / Data Analyst Apprentice



# LISA 'HAWKEYE' BROWNE

## STRIKES AGAIN

As a key support services provider to the UK rail network, it is in our best interest to provide the industry with the best possible support and recognise our staff members along the way. We are proud to employ over 2,300 dedicated staff within rail alone, each of whom plays a critical role in keeping the infrastructure going.

In this article, we recognise a shining star at Northern Trains, Lisa Browne, who works within our revenue protection team. The job of this team is to certify that each customer who walks through the gates has a valid ticket for their journey.

Recently when working at Salford Crescent, Lisa came across a female passenger with a 16-17 digital railcard which showed incorrect dates. With eyes like a Hawk, Lisa spotted that this passenger should not have been able to buy a ticket with a railcard as the 'season tickets valid until' had the date of the 13<sup>th</sup> March 2023 and had expired. The second date on the railcard showed a valid '16-17 saver is valid until' date of 13<sup>th</sup> November 2023.

When scanning the QR code on the railcard, Lisa discovered that the railcard had expired in March 2022 and had been falsified for fraud to allow the individual to keep buying a ticket at a discounted rate. The correct dates of the railcard should have shown 13<sup>th</sup> November 2021 for the 16-17 saver date and 13<sup>th</sup> March 2022 under the season ticket date which exposed that the passenger had added additional years onto the original dates of expiry.



Officers like Lisa, who even in busy hours can catch fraud at work, are vital members of the team, and just their presence alone could be an incentive for fraudsters and fare evaders to buy tickets to avoid detection and to ensure that they can get to their destination.

The Rail Delivery Group, which represents train operators, has estimated that fare evasion costs the rail industry about £240m each year. This creates greater importance for train companies to start protecting their assets through the use of Revenue Protection Officers like on Northern Trains.

The work of our hawkeyed revenue protection team protects paying customers from subsidising the costs of non-paying customers, ensuring that the railway stays affordable for the majority.

Written by  
Emily Wadia, Bid and Marketing Executive

Lisa's spot is just one of the great finds that our revenue protection team discover when working out on the railways each day, as they catch numerous other passengers with a range of offences. Recently Lisa herself caught over 20 offences in one day which highlights the importance of Revenue Protection Officers, who ensure that passengers are paying for and using the correct tickets.





# A colourful transformation for young patients

On the 22<sup>nd</sup> of September 2023, Great Ormond Street in London underwent a remarkable transformation. Normally bustling with cars and ambulances, the street was turned into a vibrant and rainbow-themed play area, bringing joy and a breath of fresh air to children and young people at Great Ormond Street Hospital (GOSH). This playful initiative emphasized the profound impact that play can have on wellbeing and offered a glimpse into a healthier future for the hospital's surroundings.

Play is an essential aspect of childhood that often gets overlooked. However, it plays a significant role in promoting well-being and providing a safe outlet for young minds. The rainbow-themed play area was a testament to the power of play, offering a space for children to simply be themselves, feel grounded, and develop a deeper understanding of the world around them. This event highlighted the importance of creating a positive patient experience, reminding us all of the transformative effects of play.

The atmosphere at Great Ormond Street during the event was nothing short of uplifting. Smiles and laughter filled the air as children revelled in a variety of games and activities. It was a glimpse into the potential future for Great Ormond Street, a future where the streets outside

the hospital are not just safe but also provide clean air to breathe.

The event featured a plethora of stalls and activities designed to cater to the diverse interests and needs of the young patients. According to feedback from patients, the favourite activity of the day was creating bubbles. It's no surprise - there's something inherently magical and mesmerizing about bubbles that captivate people of all ages.

Each stall and activity was thoughtfully tailored to provide a unique and engaging experience. For aspiring scientists, there were opportunities to learn about what it's like to be a scientist while budding musicians explored their talents with drums and musicians. It was a testament to the event organisers' dedication to making sure every child found something that resonated with them.

Behind this remarkable event, there was a dedicated team working tirelessly to make it a reality. The Carlisle security team played a pivotal role in orchestrating Play Street. They conducted risk assessments, ensured route safety in collaboration with the police, and provided a comprehensive briefing to all the volunteers on the day of the event. The core Security team at GOSH, along with the CSS events team, provided unwavering support from early morning until late evening, ensuring the street was clear and open for traffic.



The security team's commitment to the safety and enjoyment of GOSH patients and the local community was evident throughout the event. They went above and beyond to ensure that every aspect of Play Street was as safe and enjoyable as possible.

Following the event, the team was very pleased to have received positive feedback from Nick Martin, GOSH's Head of Sustainability and Environmental Management, Space and Place:

“ The presence and attention to detail of yourselves and the team brings a sense of security that is vital for the event and is greatly appreciated by all involved. It couldn't happen without you.

Thank you, Arshad Ali, Abi Ilori, Naz Islam (pictured) and the wider events team for your commitment and contribution on the day, we couldn't have done it without you!

Written by  
Fahad Amir, Contract Manager



# Protecting revenue and life



Carlisle Support Services is very fortunate to employ truly amazing people across the group and we are pleased to have InTouch as a platform to celebrate their achievements by sharing inspiring stories such as this.

On what would seem like a normal day on a Thursday afternoon, our Revenue Protection Team at Keighley Station played a critical role in preventing a loss of life. Upon being alerted to a distressed member of the public on the tracks at approximately 13:20 on 14<sup>th</sup> September 2023, Roderick, Mohammed, Khabir, and Adam calmly and professionally de-escalated a potentially tragic situation.

During this stressful situation, the team demonstrated remarkable compassion and bravery by instantly reacting and connecting with the distressed individual in a time of need.

Impressed by their actions, Northern's Station manager John Kitching said:

*"I would just like to say well done to the Carlisle team working at Keighley on 14<sup>th</sup> September 2023. They did a great job getting the female off the tracks and helping my staff manage the incident."*

Their heroic actions impressed both Carlisle and Northern's senior management who rewarded the four team members with a Lifesaver Award.

Director of Rail Strategy at Carlisle Support Services, Steve Cere commented:

*"We had the privilege of visiting these exceptional team members, alongside our valued client Jason Wade, Head of Retail Operations at Northern, to express our heartfelt appreciation. We presented them with a small token of gratitude for their heroic efforts."*

Steve continued: *"This is a powerful reminder of what our railway family encounter all too frequently, and we are here to support them."*

Huge well done and thank you to Roderick Campbell, Mohammed Waseem Khan, Khabir Khan, and Adam Hussain for their heroic actions.



“ This is a powerful reminder of what our railway family encounter all too frequently, and we are here to support them. ”

Written by  
Matthew Greenwood, Contract Manager

# Carlisle Support Services appoints Senior Security Advisor

Carlisle Support Services further strengthens security operations by appointing Stephen Grainger as Senior Security Advisor.

This strategic addition underscores the company's commitment to continuous improvement of service delivery to its world-class client profile.

Having operated in strategic positions of authority and operations within policing in London, the finance sector, local authorities and within the sporting and events industry at international levels, Stephen will be bringing a wealth of expertise to Carlisle Support Services.

His extensive background encompasses diverse leadership roles, including serving as the Operational Commander at the Metropolitan Police Training College, and the Royalty Protection Command, acting as the Interim Director of Community Safety for Newham Council and functioning as the Chief Operating Officer for a specialised Asset Management Consultancy. For the past 16 years, he operated at the All England Lawn Tennis Club, and since 2013 held the position of Head of Security, responsible for delivering all security at The Championships.

As Senior Security Advisor at Carlisle Support Services, Stephen will provide valuable support in several key areas. These include offering strategic and

tactical operational advice, conducting gap analysis, and sharing expertise for both day-to-day security contracts and event management. He will work closely with our Director of Counter Terrorism and Risk to guide client interactions, foster integration, and enhance customer satisfaction. Stephen will also be available to work closely with all of Carlisle's clients on specific and detailed projects, whilst also providing executive-level advice where required.

Chief Executive Officer at Carlisle Support Services, Paul Evans said:

*"We are very pleased to welcome Stephen to the Carlisle family. His extensive wealth of expertise will undoubtedly shape our strategic approach as we further contribute to the industry's ability to adapt to the ever-changing landscape."*

Written by  
Alex Sipos, Head of Marketing



“ I look forward to being part of the Carlisle family and see this as an exciting opportunity to contribute to the business strategically as well as operationally, utilising my extensive experience. I look forward to engaging and supporting all colleagues across the company and thank you all for this special welcome. ”

Stephen Grainger, Senior Security Advisor

# Welcome to the family

The Bid Team have been working hard behind the scenes throughout the year, and we are pleased to share with you some of the success we have had in the past quarter, such as securing new business with the iconic ExCeL London and successfully retendered for East and North Hertfordshire NHS Trust and The Royal Wolverhampton NHS Trust.

**Written by**

Heather Payne, Bid Manager and George James, Customer Experience Executive

**ExCeL London**



We would like to express a warm welcome to the security team at ExCeL London, a new business contract that went live on 1<sup>st</sup> November.

The ExCeL London is an international exhibition and convention Centre in the Custom House area of Newham, East London. The facility is situated on a 100-acre site on the northern quay of the Royal Victoria Dock in London Docklands, located between Canary Wharf and London City Airport.

The ExCeL opened in November 2000, in an area of regeneration in London's historic Royal Docks. Every year the venue hosts over 400 events, welcoming 40,000 exhibiting companies and over 4 million people from across the globe. Events hosted at ExCeL are responsible for delivering £4.5 billion in economic impact to London, supporting 37,600 jobs and driving 25% of

London's inbound business tourists. The venue plays host to some amazing events such as the Formula E Championships, the London International Horse Show, Disney100 and RuPaul's DragCon.

The success of this venue and led by customer demand, ExCeL London is currently undergoing an expansion project to the east of the current venue – totaling 1.35m sq. ft and due for completion in 2024. Within the new development will be 12,000 sqm of exhibition space on the ground floor which will be complemented on the upper level with high-end convention space, modern meeting rooms and catering facilities.

Due to the very nature of continual events and conventions, there is a constant movement of people and building, preparation, and takedown ready for the next event. A truly impressive and dynamic venue.



*Pictured: The ExCeL London security team*

**East and North Hertfordshire NHS Trust**



*Pictured: Princess Alexandra Hospital team members in their new Carlisle branded uniform*

We have been the security service provider to the ENH NHS Trust since 2018. With the opportunity to rebid for this service earlier this year, we are extremely pleased to announce that we have retained this account. As part of this opportunity the security service provision at an additional site was included - the Princess Alexandra Hospital in Harlow, and we are very excited to welcome this new team to the Carlisle family.

ENH NHS incorporates three sites in Hertfordshire, Lister Hospital in Stevenage, The QEII Hospital in Welwyn Garden City, and the Hertford Hospital, which together employ more than 5,500 NHS staff and covers a population of around 600,000 people.

Our current dedicated pool of staff deployed to Lister Hospital is 35, and we cannot thank them enough for their tireless efforts in supporting the Hospital, its staff, patients, and the wider community.

Opened on 27<sup>th</sup> April 1965 by its namesake - HRH Princess Alexandra the Honorable Lady Oglivy - the Princess Alexandra Hospital serves a population of approximately 258,000 within Harlow and its wider communities with a staff of 3,500. We welcome 15 transferring staff into the Carlisle family with an additional 15 Officers recently recruited to support them.

We would also like to congratulate Mobeen Hussain, who is moving across from his role as Support Centre Manager to be our dedicated Contract Manager at Princess Alexandra Hospital and ENH NHS Trust.

Since our partnership with ENH NHS Trust began in 2019 the hospital environment has become drastically more challenging, with acts of violence increasing to levels not seen pre-pandemic. We are proud of our teams who do a tremendous job in a very challenging and demanding environment, keeping the staff, patients and visitors safe day and night, every day of the year.



*Pictured: The Princess Alexandra Hospital team receiving welcome baskets*

**The Royal Wolverhampton NHS Trust**

We are very proud to have been the security services provider at The Royal Wolverhampton Trust for the past seven years, with a great team of 28 officers. Coincidentally, when the opportunity arrived to rebid for the services at Royal Wolverhampton it also included an additional Trust – The Walsall Healthcare NHS Trust.

Royal Wolverhampton is one of the largest acute and community providers of healthcare in the West Midlands, consisting of the two current sites which are New Cross

Hospital and Hollybank Hospital. As the largest employer in Wolverhampton, the Trust currently employs 9,400+ staff covering over 350 different roles.

Although currently still in the early stages of mobilisation, we offer a warm welcome to the Walsall Manor Hospital and look forward to our partnership as its new security services provider. The Walsall Manor Hospital is an acute general hospital which serves the population of Walsall and surrounding areas and has 550 acute beds providing a

range of services including 24-hour accident and emergency. We look forward to welcoming the officers and NHS team at the Hospital into our family and are keen to get started.

We are proud to have another team serving the NHS, which are dedicated and committed to providing the best-in-class service to this Trust. As seen at the recent RWT Charity and Volunteer awards, our security and car parking team received a Special Recognition award.

# Meet our new Group Sales Director

In this newly created role, Alex will be responsible for the business growth activities for our Cleaning, Events, Security, and Retail business entities.

Alongside this overarching responsibility, Alex will also manage key customer relationships to support the company's ambitious sales strategy and plans.

Having previously operated in strategic positions of sales and operations within the security and equipment rental services, Alex will bring a wealth of expertise to Carlisle Support Services.

Alex has worked in the Facilities Management sector for over 15 years transitioning from a military background to embarking upon a career in

security services operating at various levels. Previously working for Kingdom Services Group, Mitie, and recently Sunbelt Rentals, Alex played a pivotal role in the creation and development of a new service line supplying products into the Facilities Management sector.

Paul Evans, Chief Executive Officer for Carlisle Support Services said:

*"We are delighted to welcome Alex to our senior management team. His experience, knowledge and leadership skills will be incredibly valuable in guiding the wider sales team to strengthen our growth plans for the years ahead."*

Written by  
Nicole Baker, Director of Marketing and Bid Management



I am extremely excited about my recent appointment as Group Sales Director with Carlisle Support Services. I have already met several committed, passionate, and ambitious people within the team and have received such a warm welcome.

We have an amazing story to tell about the people and solutions we provide that transform our customers' operations daily. I look forward to engaging with the teams and customers to further enhance our staff and client satisfaction.

Alex Collins, Group Sales Director



## Our team can do it all

Walking through Manchester City Centre, en route to our Events Roadshow Workshop in Birmingham, I was really pleased to see some of the Carlisle team give up their Sunday to volunteer and support St Ann's Hospice flower sale following the Interflora World Cup held at Manchester Central.



Adam, pictured, has been with Carlisle for just over a month. He has worked as a Security Officer on all four days of the event, yet he has likely attended more charitable, social value, training and development events than worked payable

shifts. He has gone above and beyond by raising money for charity, acting in our new venue induction video, and attending all additional training and development opportunities that we have held.

From security to acting, and customer service to flower arranging - our team can do it all!

Thank you for dedicating your Sunday to such a good cause and going above and beyond Adam. I look forward to working with you and your colleagues at some of the other major events we have coming up.

Written by  
Jack Woodhead, Operations Manager



## Top-quality customer service

Great praise for Ken Livingstone, one of our Gateline Operators in Harrogate. He always greets passengers with a smile and goes above and beyond to make sure that all customers have a positive experience.

The Station Supervisor has received various comments, praising Ken on the great customer service he is delivering.

Ken always puts his 'Customers at the heart' and consistently delivers great customer service. Duty Manager, Melanie Barber, visited Ken to present him with a Core of Carlisle voucher and thanked Ken for all the great work he is doing.

Written by  
Waqas Khan, Senior Duty Manager

"Ken was looking after passengers on Platform 3 about to catch the London train, when I noticed he was **amazingly helpful** in making sure they were on the correct portion of the platform for their reservations and so on. **Top-quality customer service.**"



"Today my partner and I used your Harrogate railway station, we were helped by Ken, who went **out of his way to help us** and is a **real credit to Northern.**"





# Quarterly Superstar Winners

Q1 + Q2 2023



Care passionately for all



**Derek Lawson - Matchday Steward**  
*Huddersfield Town FC*

Derek was nominated following high praise received from two season ticket holders. They commended his patience, helpfulness and courteous attitude towards them as in previous years they had been treated poorly due to their disabilities.

They added, "Derek is brilliant in every way, towards us and everyone he encounters".



Customers at the heart



**Maama Adu - Cleaning Operative**  
*West Midlands Trains*

Maama was nominated for a recent incident where a passenger suffered a panic attack after missing her train. She continuously talked to the woman, advised her on breathing techniques and kept her calm until the attack passed.

This is just one event, however, everyone enjoys having Maama around at the station, she takes great pride in her work and cares passionately about customer experiences.



Promise-based culture



**Maizy Clarke - Security Officer**  
*West Yorkshire Combined Authority*

Maizy was nominated following a safeguarding incident involving a younger boy mixing with older males. To prevent any potential further harm, she contacted the Police Sexual Exploitation Team who intervened.

Safeguarding is so important, and this is an excellent example of an officer acting in the best possible way to protect a child.



Sector-based experts



**James McNulty - Security Officer**  
*Liverpool City Council*

James spotted a prolific offender on CCTV going from parking meter to parking meter in the city, emptying them of money and damaging the machines in the process. Once the Police were alerted, he directed them to the offender's exact location.

This is reflective of the consistent excellence which he shows in his work and his professionalism keeps the city safer on a daily basis.



**Joe Davies - Train Security Team**  
*Merseyrail*

Joe and the team were tasked to intercept a vulnerable elderly male at Hall Road Station. Once they engaged with the gentleman, they soon learnt he was suffering from dementia and was missing from home.

They managed to contact the male's daughter, who was deeply thankful he was safe. Joe then helped escort him home safely via two train journeys.



**Kim Patel and Sam Williams**  
*Payroll Support Team*

April pay cycle data was still being finalised and due to their dedication, flexibility and willingness to deliver, they achieved the deadline to make sure that everyone received their increase.



**Steven Clark - Cleaning Operative**  
*Arriva Rail London*

Working as part of our Cleaning and FM team Steven recognised a worsening trend of graffiti across the network. He personally took ownership of the matter and put in place a plan to ensure any graffiti was removed in a timely and safe manner. In fact, he is so efficient that we have seen the KPIs in this area increase by over 400% and it's largely down to his passion and commitment to such.



**Mark Graih-Robbins - Security Officer**  
*Tesco (Chester Broughton)*

Whilst on shift at Chester Broughton, Mark heard a commotion outside and saw a female lying on the ground. He grabbed the de-fib machine and made his way over to assist. Mark then completed CPR on the female with an off-duty nurse until the air ambulance arrived. The doctor thanked Mark and stated that the actions of him and the nurse gave the hospital crew a chance to save the female.

# Safer Business Action Week



In recent years the business community, retail in particular, has experienced a range of new threats with the prevention of violence against shopworkers now becoming the top priority for many retailers. The sector has invested heavily in technology and security to prevent crime, and the police continue to work in partnership to support retail crime reduction.

Branded as 'Safer Business Action Week', the National Business Crime Centre (NBCC) has run its second national awareness week from Monday 16<sup>th</sup> October to focus on business crime and support local businesses, their staff, and highlight the important role that businesses play in supporting local communities.

Carlisle Support Services is pleased to have had a large presence in Liverpool, Manchester and Stoke, flooding the city centres to provide extra support and reassurance to the Tesco retail stores we work with. Supported by Tesco Incident Prevention Managers (IPM), Regional Shrink & Security Partner (RSSP) and Culture and Capability Partners, the team put on a show of support for all the stores.

We had 10 Mobile Officers, three Operations Managers and our Regional Contract Manager on the ground to support. The team visited every store and responded to a variety of incidents that popped up, showing how valuable Mobile Support Teams (MSTs) can be. The team worked with the Police and the Business Improvement District (BID) who distributed intel packs of people they wanted to arrest on the night. A few of these were identified in our stores and reported to the police through the BID radio – showing a collaborative approach. As a result, Tesco will be looking to invest in more BID radios

in Liverpool to further enhance security operations.

Carl McGuire, the RSSP for the north, was very pleased to see how professional our mobile team is. As his first time in the field with the Carlisle team, he loved the approach from the MST of Jed Ward and Paul Brayshaw who approach their roles with real focus on coaching and educating guards and Tesco staff in their roles.

Each day culminated in a debrief with the respective Area Managers to elaborate on how security operations could be further enhanced, particularly taking into consideration the recent findings from The British Retail Consortium. They recently revealed that the total cost of retail crime stood at £1.76 billion in 2021/22, £953 million of which was lost to customer theft with eight million incidents recorded over the year. In addition, within the same period, they reported:

- 8 million incidents of customer theft, suggesting only about 5% are reported to the police
- 867 incidents a day of violence and abuse aimed at staff
- 116 incidents a day of violence without injury.

Overall, the week presented a great opportunity to further enhance operations and establish stronger relationships with the police whilst offering them the opportunity to engage with businesses, better understand their issues and work in collaboration to develop long-term solutions.

Written by  
Mathew Aylward-Connor -  
Regional Contract Manager



# Keeping people safe on the Metrolink network



A very special Lifesaver award requires a very special presentation and so we brought the entire Carlisle Senior Management Team to make it!

A couple of weeks ago, four of our Travel Safe Officers (TSOs) who work for our client KeolisAmey Metrolink, were out on patrol on the Manchester tram network.

Upon arriving at one tram stop, the team were made aware by the public that a young male had experienced a major epileptic seizure, had then fallen and became unconscious.

The team sprang into action and provided initial first aid, ensuring that the young male was comfortable as he started to come around after the episode. During the incident, the team remained calm and provided ongoing support to the distressed mother as they waited.

As the incident progressed the male's father arrived, and the team accompanied the family back to their car and ensured they could proceed swiftly to the hospital.

What was a 'normal' incident that the Travel Safe Officers often face, never did the team realise that the child involved was that of their ultimate customer, the Chief Executive at Transport for Greater Manchester.

To my pleasure, I received an email later that day from Eamonn who was keen to pass on his appreciation and gratitude for the four officers involved. His personal letter, to each officer, stated:

“ You and your colleagues showed real professionalism and compassion and we are hugely grateful for your support. Without your help, we would have really struggled.

Keeping people safe is absolutely fundamental to the success of our network and the example you showed is a clear signal of the care we should all take of the travelling public.

I am well aware of the challenges you face from anti-social people every day. To see the way you responded to us is a real testament to your professionalism and determination to help everyone on the Metrolink network.

Well done to the team, Ibsa, Carl, Amir and Naveed for your amazing work and we are so proud to have you in the Carlisle family.

Written by  
Paul Evans, Chief Executive Officer



**Have your say,**  
your opinion matters

## Scan the QR Code to access your **People Engagement Survey**

Now, more than ever, it is vital that you all have the opportunity to get your voices heard.

Your People Engagement Survey provides you with the opportunity to detail the things we could and should be focusing on to improve the way we work together.

Whilst participation isn't mandatory, it goes without saying that the more feedback we receive, the better we can understand the key areas we can focus on to make the biggest difference.

**Survey closes Friday 12<sup>th</sup> January 2024**

