

InTouch

Issue #001

Carlisle
SUPPORT SERVICES

**Connecting
Our People**

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It's all about our values

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Care
Passionately
for all

Sector -
Based
Experts

Promise -
Based
Culture

ITS ALL
ABOUT OUR
VALUES

Customers
at the
Heart



Carlisle
SUPPORT SERVICES

Editor's letter



By Helen Salmon

*Head of Bid Management,
Marketing & CRM*

@SalmonHJ

*Connecting our
people*

Hello everyone and welcome to the first issue of the Carlisle InTouch magazine! We chose InTouch as a name as we feel that it really typifies the new purpose of this magazine. We want to use this opportunity to inform, collaborate and showcase the fantastic work that you, our employees, perform for our clients on a daily basis.

This issue's theme is around highlighting our shared values and the promises we make to each other within our business. We have reached out to everyone to find brilliant stories and examples that we believe exemplify our mission and values.

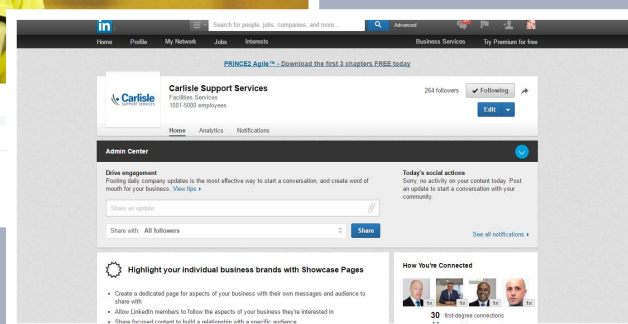
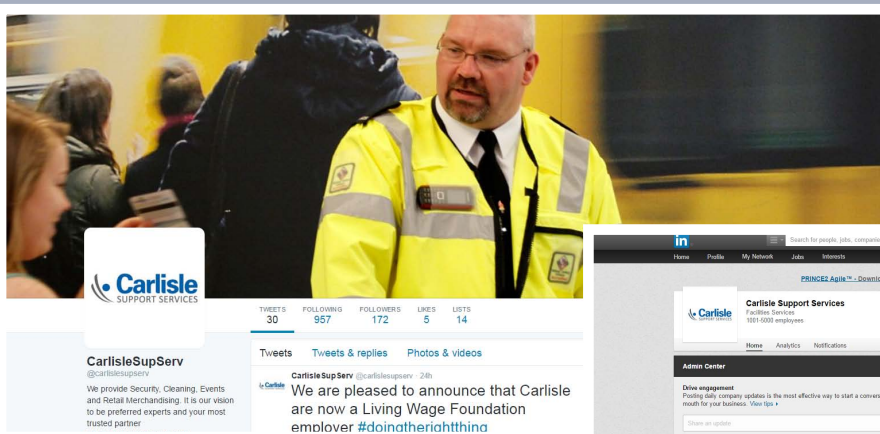
We have an update from Paul Evans our MD and various business updates from our Divisional Directors, who have each chosen to highlight how they see our values being brought to life across their businesses.

I am also very pleased to announce that Carlisle is going social! As part of our drive to better communicate with you, our employees and with our clients, we have embraced social media and have launched a dedicated Twitter channel to support our existing Company LinkedIn presence.

With most of the world on social media, we felt that it was a great time to get onboard. We plan to use these channels to promote and engage, to tell the world about our people and to tell your stories. There is a section in this newsletter that explains how you can get involved!

Lastly we are constantly looking for ideas for features and for people who we should shout about. As you read this issue, if you have ideas or stories you would like us to share, then please get in touch with me. Thank you to those who have already shared their stories.

I hope you enjoy this issue!



**Follow us on Twitter
@carlisesupserv we
would love to hear
from you**



**Follow Carlisle on
LinkedIn to see what
we are up to**

Business update



Paul Evans

*Managing Director
- Carlisle Support Services*

 @paulcarlisesup

Having just completed my first full quarter in the role of MD, I am extremely pleased with the progress being made by the business in key areas. Financially we are trading in line with expectations for January and February, and this is a significantly improved position year-on-year.

From a personal perspective, a lot of my time this quarter has been spent making sure I got out and about around the business to try to meet as many of you and our key clients as possible. Everywhere I have gone I have found that you deliver exceptional services and are a workforce that generates new and interesting ideas across all of our contracts. This has highlighted to me that one area where we need to ensure there is immediate impact involves both our internal and external communications. We have a great story to tell, with some of the UK's leading organisations who have chosen Carlisle as their preferred supplier of either Cleaning, Security, Events or Retail Merchandising. It simply appears that we haven't been proactive in sharing all this good news and saying just how good a job we are doing. This magazine is a direct response to this and you will see much more from us over the coming months.

Creating an employee voice for you is something I am really interested in and it is great to see a number of divisions and contracts taking this on board, with employee forums being created to initiate the right kind of conversations. These forums are a great way of getting people together to share their ideas and thoughts about how we can continue to drive the business forward, creating rewarding opportunities for everyone involved. I am keen to ensure that the ideas generated in these forums are communicated to the wider business, and to also provide recognition to our clients of any innovative ideas that get rolled out.

Having worked in the facilities support sector for more than 15 years, my experience tells me that typically the norm is that only negative items are discussed or raised. I want us to change this approach and to focus on all the positives. I know we are doing a fantastic job and I want us to be able to report back on that fact. We want to be able to measure the satisfaction levels of our employees and clients alike, as this is a key focus area for our business. In support of this we plan to use the Net Promoter Score metric. This asks one simple question of our employees and clients, this being: "Would you recommend Carlisle Support Services to your friends, family or colleagues as an employer or supplier of choice?"



It's all about
our values

Having both formal employee and client satisfaction surveys will allow us to develop a balanced scorecard approach of how we are doing throughout the next few years.

We also plan to review the technology available to each of us in regard to how we can improve the visibility and ownership of data in terms of pay advice, rosters, workflow management, reporting, holiday management and general employee engagement. It is my goal to allow our employees to be able to communicate with us easily and in a more efficient manner. With technology moving on at a great pace it is vital we continue to make the required investments in this area.

Finally, it has been encouraging to see so many Carlisle Superstar nominations this quarter. We have re-focused our Superstars scheme ensuring nominations are made for outstanding acts that represent wholly the four new company values that have been highlighted in every article in this magazine. The high standard surrounding these stories is evident; our people and their performance stand out time and again. Please keep up with the nominations; let's try and make this a record year for Carlisle in this regard.

I hope you find the insights and business updates in this magazine useful and interesting. This communication will follow monthly from April onwards, so if you have any good news stories, or want to share something with the business then please let us know.

Once again thanks to everyone for their continued hard work in making Carlisle Support Services a great place to work.

"I am really proud of our Superstar scheme and I encourage you all to submit nominations of individuals and teams who you believe showcase the best of our four company values."



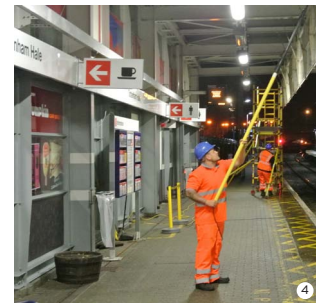
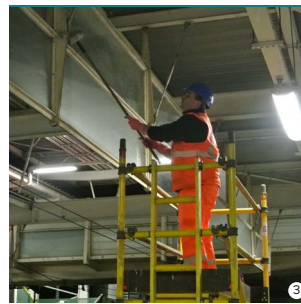
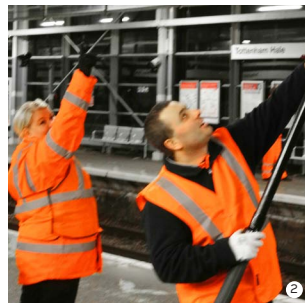
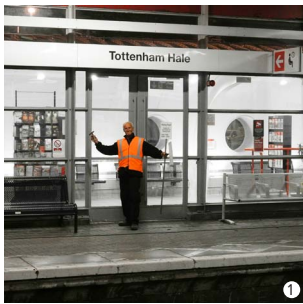
Follow Carlisle and Paul on LinkedIn to see what we are up to



Follow us on Twitter @carlisesupserv to see what Paul is up to and to keep in touch with all the latest news

Great work from the Carlisle team across the abellio greateranglia network

The Abellio Greater Anglia station deep cleaning contract is a great example of where sector expertise pays dividends for our client.



I would like to share with you a great example of where our sector expertise pays dividends with our clients. In June last year Carlisle won the contract for deep and high level cleaning on Abellio Greater Anglia (AGA). This was a new service to the client with no operatives transferring across to our business. A new workforce had to be recruited and trained prior to the contract starting on 4th July.

The contract itself operates under a framework agreement which means that Carlisle only gets paid for the hours worked. The initial cleaning schedule for the first two months was for 160 hours a week. Our fantastic employees quickly established a vision and pace to the contract that was evident in the eyes of the client. This initial success quickly translated into an additional 80 hours a week in the schedule for pressure washing. Carlisle was provided with an 'all singing, all dancing' trailer mount pressure washer by AGA for the delivery of this work. The cost of this new pressure washer was greater than the cost of most family cars!

The first real test for our team came in September, when they conducted a high level clean at Tottenham Hale, while working in partnership with Wates, AGA's hard services provider. This work was undertaken in safety critical areas of the station under the full rules and regulations of Network Rail. This meant that all the operatives, in addition to having the necessary scaffolding and rope work training, needed to pass a Personal Track Safety (PTS) course.

Our professionalism and obvious skill meant that the project was a great success and provided the customer with the confidence to award Carlisle additional work which was not covered in the scope of the original contract.

Since then a number of specialist items of equipment have been purchased for use on the contract such as the SkyVac, which has reduced requirements to erect scaffolding due to its nozzle being able to reach 6m. Furthermore, we have introduced the use of fibreglass extension poles for the high level dusting on the platforms.

In January the customer wanted to build on the excellent service being delivered and increased the scheduled hours to 360 hours per week for a period of six months. We were also awarded a cycle shelter project in February requiring the delivery of 500 hours of cleaning over a two week period to all cycle shelters on the network. The main focus of this project was the cleaning of glazing on the shelters and the removal of a build-up of leaves. This project was successfully delivered.

The relationship between Carlisle and the facilities team at AGA continues to develop with additional project work being awarded on a regular basis. From the small start to this relationship there are now currently four teams working on the contract.

Tottenham Hale



We are sector-based experts



By Alex Orr
Serviceline Expert - Rail

- ❶ Mohamed Ben Seghaier completing high level window cleaning at Tottenham Hale Station
- ❷ Ewa and Tomasz Panek high level vacuuming using the sky vac
- ❸ Tomasz Panek hand washing the glazing panels next to the platform edge (working in the Red zone)
- ❹ Jamie Duncan is using a reach and wash system to clean the glazing

WHAT MAKES US DIFFERENT?

STRATEGY ON A PAGE

MOVING FORWARD - 2016



BEING THE BEST



Our Vision:
To be preferred experts and the most trusted provider of people-based services for the customers we serve and markets we choose to work in



Our Mission:
Carlisle Support Services provides customer driven, people-based services, and strives to deliver measurable value to all involved. We do this by empowering passionate people to deliver exceptional outcomes

HOW WE WILL GET THERE

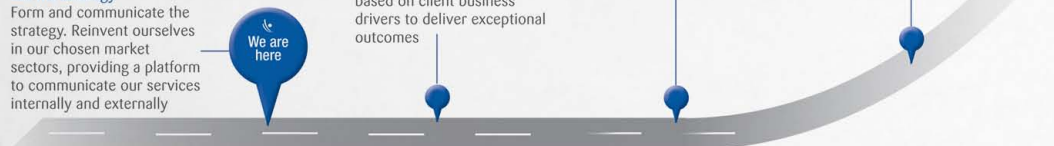
- ★ Invest in growth to increase revenue
- ★ Implement a promise-based culture
- ★ Redefine proposition in our chosen markets
- ★ Bring greater value through cross-fertilisation of services
- ★ Attract, retain and develop exceptional talent
- ★ Ensure client retention through robust account plans

Grow
Increase revenue and growth by consistently delivering innovative service offerings to new customers as well as our existing contract base

Implement
Kick-start change through a promise-based culture, empowering our people to learn and develop, creating an engine of expertise

Redefine
Redefine our proposition within our target markets based on client business drivers to deliver exceptional outcomes

Set the Strategy
Form and communicate the strategy. Reinvent ourselves in our chosen market sectors, providing a platform to communicate our services internally and externally



Guided by Shared Values



- Sector-Based Experts**
We will support everyone to be sector-based experts
- Promise-Based Culture**
We will deliver on a promise-based culture at all times
- Customers at the heart**
We will put our customers at the heart of everything we do
- Care passionately for all**
We will care passionately for the well-being of everyone

OUR CHOSEN MARKETS



YOU'LL SEE THIS POSTER ON NOTICE BOARDS. IT EXPLAINS WHERE WE HAVE BEEN AND WHERE WE ARE GOING!

The Carlisle Values

Management values have to be more than words on a page. In this article read about how our senior management team has been challenged by our Managing Director to make transparent promises to you to ensure they live and breathe our values.

There is a thread running throughout this issue of our magazine that I hope you have picked up on. The stories this month have been picked as we believe they demonstrate and bring to life our values in the work we do every day.

At the beginning of the year our Managing Director (MD), Paul Evans challenged the senior management team (SMT) to define what we stand for. His challenge to the team was to develop a set of easy-to-remember values that would epitomise our business. The values had to be more than marketing statements. Paul wanted values that we could all live and breathe in our daily tasks.

After much debate and deliberation the team collaboratively landed on the four values shown in the graphic to the left.

Our differentiators in the marketplace are our sector-based experts, each and every one of you! You are the ones who put our customers at the heart of everything you do on a daily basis. You are the visible face of Carlisle and our business thrives and grows based on your collective efforts.

As a management team, Paul believes it is the SMT's responsibility to do their utmost in respect of supporting you in these endeavours.

As such, his challenge to the SMT was to instigate a promise-based culture at Carlisle, tying into the wider corporate vision of our parent company Impellam: To become 'the world's most trusted staffing company, trusted by our people, our customers and our investors in equal measure'.

Each member of the SMT made a number of promises designed to be transparent and measurable. These have been documented for you into a promises booklet. This will be shared with the business in the next couple of weeks so you can see and read about how each member of the SMT is going to support you.

Our customers value our business for the visible efforts that you showcase as part of our culture. We want to ensure that we care passionately not just for the work we do, but more importantly for you our employees.

We hope you will start to engage with the SMT on this challenge and start to think of yourselves as sector experts. We certainly care passionately for all as is evidenced in our Carlisle Superstars article later in this newsletter!

As we move forwards on this journey we plan to use the values and promises made by the SMT as the way we frame ourselves to the market.

Join with us on our social channels to see this being brought to life. The next amazing story we feature may well have you as the star.



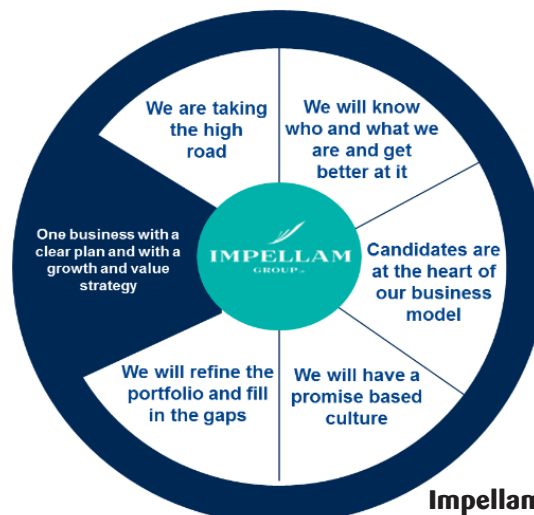
By Helen Salmon

*Head of Bid Management,
Marketing & CRM*

@SalmonHJ



Watch out for the Promises Booklet, it will be sent out in the next couple of weeks



Impellam's strategic themes



Carlisle goes social

Our Twitter account is going to be used to keep you up to date with what we as a business are achieving and more importantly to showcase the daily fantastic stories that you all generate working for our clients.



By Helen Salmon
*Head of Bid Management,
Marketing & CRM*

 @SalmonHJ

In our modern world of smartphones and connected devices almost everyone uses some form of social media on a daily basis. Whether it is checking in with family on Facebook, posting updates on Twitter or posting selfies on Instagram, people have become social!

As we continue into 2016, and with the launch of our new strategy, we want to use social channels to keep in touch with you, our employees, and also to talk and engage with our customers. We know that you all live and breathe our values on a daily basis and we think that we should be doing a better job of letting the world know how fantastic, you, our people, really are.

So to start off this initiative Carlisle is going social on two distinct channels, the first being LinkedIn. LinkedIn is the world's largest business social network and we have a company presence there that we utilise to showcase the best of what you deliver to our clients, both existing and prospective. It is a virtual shop window that allows us to demonstrate our core values and what we stand for. All of the management team are active users, so why not follow them and Carlisle to see the good stuff they are doing?

Our second channel is Twitter. Twitter is a microblogging platform; this means that each message is only 140 characters long! It is the place where everyone goes for real time news around the world. Topics and stories break on Twitter before they appear anywhere else and it has become a fundamental tool for citizen journalism.

Our Twitter account is going to be used to keep you up to date with what we as a business are achieving and, more importantly, to showcase the daily fantastic stories that you all generate working for our clients.

You can find us on Twitter using our handle : **@carlisesupserv**. Please connect and follow us, we promise to follow you back!

On LinkedIn we can be found by searching for 'Carlisle Support Services'. We would encourage you all to create a LinkedIn account if you do not already have one and follow our company page.

We are going to be sharing stories, pictures and great examples of the service you deliver, so please join up and connect. You may well see yourself appearing soon!



Follow us on Twitter
@carlisesupserv

LinkedIn
Follow Carlisle on
LinkedIn



People-based service provision leads to new security wins



By Rob Pritchard
Divisional Director
- Security

I am delighted to announce that we have two new clients joining our security division this month. On the 1st March we began providing guarding services at CRM Student Living which is located in Holloway, London.

This new business opportunity emerged as the result of some inspirational work from one of our local Security Managers, Terry Burton. We started the service provision on the 1st of April at the client's other locations in Highbury, Southwark, Hammersmith and the Barbican. Terry's hard work and dedication was vital in this win and he deserves a round of applause from us all at Carlisle. As you can see from the image below, Terry has recently been touring Australia, charging his batteries before getting back to work, rolling up his sleeves with the mobilisation plan! Thanks Terry.

The second new client to join our security portfolio this month is the West Yorkshire Combined Authority (WYCA). The WYCA is aiming to provide a single transport plan for West Yorkshire with a 20 year vision to create an integrated transport network for the general public. WYCA required the provision of a high standard, professional, customer care service, they were looking for a provider who could deliver this across eight major bus stations in West Yorkshire: Leeds, Bradford, Huddersfield, Pontefract, Dewsbury, Halifax, Keighley and Castleford.

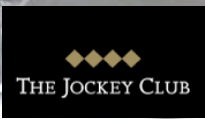
Our business development team and the wider business collaborated on this opportunity. I am pleased to say that our strategic message outlining our promise-based culture that puts the customer at the heart of what we do has resonated strongly with the client. Our new contract will see approximately 54 people joining our Carlisle family. All of our new employees will be auto-enrolled onto the bespoke customer services apprenticeship programme that we have aligned to the contract, and this training will be delivered over the next 12 months. In addition to the above we will also be providing two dedicated Mobile Patrol response units to monitor and secure the WYCA's unmanned stations.

I would like to welcome both new clients and the new employees to Carlisle and know you will all do the same.



Good shoes...that's the key at the Cheltenham Gold Cup

For Carlisle the Gold Cup at Cheltenham remains one of our most iconic and operationally complex contracts: a challenge that we have faced every year since 1991.





By Kieron Slattery
Divisional Director
-Events

Forget what else they may want to teach you at college when you're sitting there completing your event management course. Or when you're sitting there with your brother, sister, children, nephew, niece or grandchildren telling you that they intend studying events management at university and asking you what advice, if any you have to give them. Tell them only one thing... they need good shoes as they're going to be doing a lot of walking!

Take the racecourse at Cheltenham as a prime example of this mantra and in particular the week of the Gold Cup Festival. I clocked up 70,000 steps in four days to be precise (well if you believe the gurus at FitBit that is!) and that was just me.

The REAL events operational Stars of the week, led by Charles Tackie, Lui Simeone and Ben Rogers as our operational management team would have comfortably doubled that!

Now, I don't know how many of you reading this article today know about Cheltenham and the Gold Cup festival, or the scale and scope of the work the team at Carlisle Events puts into this event every year?

So perhaps we should start with some facts and figures for the uninitiated. Firstly the event itself has been around for a long time, a VERY long time. In fact, the very first National Hunt Chase held at Cheltenham was in 1861 (!) albeit the festival that we now know of as being the Gold Cup didn't move to the current site (Prestbury Park) until 1905 which became the permanent home of the Festival in 1911.

Secondly – It's HUGE... In spectator numbers alone it's second only to Royal Ascot as far as total attendees for a race festival in the UK is concerned (around 250,000 spectators over four days as opposed to Ascot's 280,000 spectators over five days) and attracts around 10,000 travelling fans from Ireland each day of the festival – with another 2,000-3,000 'day trippers' who call in from the Emerald Isle for racing when it falls on St. Patrick's Day – as was the case with day three of this year's event.

They and other spectators ensure the consumption of 220,000 pints of Guinness and the nine tonnes of potatoes that are sold during festival week.

The race 'course' itself is almost 5.5km long – second only to the length run for the Grand National at Aintree and offers almost £4m in total prize money for the winning owners / trainers / jockeys (and horses – of course!), whilst nearly £600m is bet across the festival around the world.

Thirdly, whilst it is, undoubtedly, one of the best run and most commercially successful operations in the UK's major events calendar, alongside events such as the Tennis at Wimbledon, Formula 1 racing at Silverstone and Test Match cricket at Lord's, its revenues are ploughed back into racing in line with the stated aims of Jockey Club Racecourses, our client.

As the largest commercial organisation in British horse racing, JCR is governed by Royal Charter with all profits made reinvested back into the sport. The success of the Gold Cup and the remaining 12 days of racing held on site every year (not to mention the multiple conferences and exhibitions around the site) is critical for the general well-being of Horse Racing throughout the UK.

- 1 Never underestimate the importance of a decent pair of shoes but be mindful of the wear and tear that will undoubtedly follow!
- 2 Our bag search team in operation at the Centaur at the start of the days racing.
- 3 MD Paul Evans meets some of our security and supervisory team at Cheltenham.
- 4 Carlisle Events personnel preparing for deployment on Op Bunter
- 5 The morning warm up before a gentle walk down to the starting line.
- 6 Rising to the challenge!
- 7 Staff mustering in the staff welfare marquee at the start of the day to receive their briefing handbooks and uniform.



For Carlisle Events the Gold Cup at Cheltenham remains one of our most iconic and operationally complex challenges; one that we have faced every year since 1991. During the Gold Cup Festival itself we deploy in excess of 360 stewarding and security staff every morning and a team of night security operatives that lock down the site for a week before the festival starts until three days after its finish.

The course itself is split into bite sized operations that require the provision of 25 Managers, Supervisors, Team Leaders and Deputies. It also has a dedicated operational logistics team that work out of our marquee at the bottom end of the tented village. It equips each and every member of these teams with the right JCR branded red jacket, JCR branded blazer, Hi-Vis, fleece and Carlisle Events tie that their role demands.

To deliver an operation of this scale and size requires months of preparation (and perspiration!) with monthly briefing sessions and pre-event site inductions taking place throughout the autumn and winter to ensure as smooth a transition as possible when deploying almost 1,500 staff across the week on all but 16,000 hours of operational cover.

This task is eased somewhat by the incredible levels of consistency we see every year with many of the Stewards, Security Personnel and Supervisors returning to Cheltenham every spring year after year.

So perhaps we should take a snapshot from Wednesday 16th March as being one such example when we were lucky enough to have a visit from our MD which allowed me the opportunity to introduce him to some of our multiple 'year on year' returners and one of our 'Silver Anniversary' team. These people have now worked 25 consecutive Gold Cups for Carlisle (including the period between 1991-2004 when we supplied operational support to Cheltenham as the Events division of 'People, Recruitment and Training' and 'Recruit PLC').

Finally, although it is not possible to list every single person who worked so hard to make this year's Gold Cup such a success, it would be remiss of me not to take the last few paragraphs of this article to formally place on record our appreciation of some of the real stars of the operation. People such as Steve Kemble, Doug Coulson, Chris Ralph and Dave Phillips – our 'Swindon' team whose work providing security cover during the festival gives them a combined experience of more than 100 'Gold cup' years between them. This

includes supervisors and team leaders such as Mohammed Fraiha, Jason Maher, Amanda Giambrone, Melike Batur, Julie Norwood, Frank Deverall, Darren Artus, Dave Hodson, James Agg, Ali Ali, Tony Wright, Charles Saunders, Glen Sutherland, Grant Henderson, Kim Lee, Jack Kelly, Matt Scarrott, Pat Prasansuk, Rosita Spence, Phil Thorne, Darren Blackwell and Zahra Betts. Almost all of them returned for their third, fourth, fifth PLUS successive Gold Cup with such invaluable experience underpinning the many thanks this team received throughout the course of the week from our clients, customers and stakeholders alike.

Whilst the delivery of such a large scale operation would not be possible without the work of two teams at the heart of our success – the local on-site security team, led by Andrew Armstrong with erstwhile support from Scott Edwards and Stuart Brown who held our overnight security operation together – and the superb event logistics team of Hari Patel, Saurabh Patel, Kaushik Kohlia, Sunday Ogunsipe whose portacabins are testament to the veracity of Dr WHO's time and relative dimensions in space theory (honestly... they have EVERYTHING in there that you need to not only to ensure a successful event but also to survive a nuclear holocaust!). All of these individuals display through their tireless commitment to the cause an unrelenting passion for delivering on promises, putting the customer at the heart of our business, excelling as Sector Experts in their field and caring passionately for their colleagues, customers and spectators alike.

Ladies and Gentlemen, I salute you and thank you for all your hard work once more.



Quick thinking saved the day on the Transport for London contract

On Thursday 3rd March (around the period of morning rush hour) there was a serious road traffic collision outside the TfL Palestra building in Central London. The Palestra building is situated at a very busy crossroads opposite Southwark tube station. The collision involved a refuse collection vehicle that had collided with a moped and its rider.

A Metropolitan Police Officer, Sergeant Guy Mantoura was first on the scene. He quickly realised that the incident was extremely serious and he did not have any support other than a paramedic who was in the local area.

We are proud to say that this is where Carlisle employees stepped in to provide an exemplary level of support to Guy. The security and reception team within Palestra, on hearing the collision and seeing the volume of general public milling around, immediately took action to support the emergency services by helping with cordons, making sure the crime scene was preserved, helping to support moving the public on, and supporting members of staff and the public who witnessed the incident.

The reception and security team showed extreme professionalism in a very difficult situation. Their actions typified our mantra of 'caring passionately for all'. Through their swift response the Police, due to low numbers at the start, could concentrate on helping the victim, and then as numbers grew were able to start managing the local roads (helping to keep London moving).

The team on duty that day were Acting GSM Babatunde Lawal, Supervisor Paul Adatsi, Security Officer Bhim Gurung, Security Officer Akindele Akinmuleya, Security Officer William Vanderpuije, Supervisor/admin Joseph Brown, Security Officer John Yomi, Security Officer Emmanuel Okafor, Receptionists were Ayla Hassan, Sofiul Bosor and the TfL receptionist Jo Bowery.

Although only some team members were directly involved with the incident, other teams members that have been mentioned above helped to backfill and support their colleagues to ensure that we could provide support to the emergency services whilst not leaving the Palestra building at risk.

We are extremely proud of all of our colleagues mentioned in this article. Not only did they help the police and the victim of the accident, they also ensured that our client TfL was in no way left unsupported. This dynamic interplay between the team is a fantastic showcase of our team ethos and we would like to congratulate everyone involved. Sergeant Guy Mantoura of the Met Police sent us the following quote:

1 Front row left to right - SGT Guy Mantoura (Metropolitan Police), Security Officer Emmanuel Okafor, Carlisle Receptionist Ayla Hassan, TfL Receptionist Joe Bowery, Supervisor Babatunde Lawal, Deputy Account Manager Oliver Owen.

Rear row left to right - Sector Director Jamie Hatfield, Account Manager Paul Manning and MD Paul Evans.





**We care
passionately
for all**

"I was called by one of my officers to a serious collision involving a moped rider and a 32 ton refuse lorry. This was a very emotive collision and visually distressing scene as it was right outside, and in plain sight of many of the witness' place of work. Nevertheless, members of Carlisle Security and Transport for London staff didn't hesitate to come forward and assist my team and I in working to save the injured party's life, preserve evidence and expedite the investigation. I am proud to work alongside these fantastic individuals."

**Guy Mantoura, Sergeant,
Roads and Transport
Policing Command**

Carlisle management, Met Police and TfL staff have all sent letters of thanks for the team's support and a ceremony was held to personally thank the team. One final thing to note, many of the team have never had to deal with a horrendous situation like this before and they all acted in a calm and professional manner and put their own thoughts to the back of their minds while supporting everyone else. Well done and thanks to all.



By Paul Manning
TfL Account Manager



**"The TfL team has
been nominated for a
Carlisle Superstar award"**



COMPLIANCE

Cum sociis natoque penatibus et



OUTSIDE ERAT

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VIEW MORE

IN DICTUM

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VIEW MORE

Category	Budget	Actual
Auto	200.00 \$	\$ 100.00
Entertainment	300.00 \$	\$ 300.00
Food	500.00 \$	\$ 500.00
Home	200.00 \$	\$ 200.00
Medical	200.00 \$	\$ 200.00
Personal Items	50.00 \$	\$ 50.00
Travel	50.00 \$	\$ 50.00
Utilities	2,200.00 \$	\$ 2,200.00
Other	2,200.00 \$	\$ 2,200.00
Total	2,200.00 \$	\$ 2,200.00



Monthly Sales

Column bar and pie charts compare values in a single category, such as the number of products sold in each category, or the value as a percentage of total sales.



 **Carlisle**
SUPPORT SERVICES

We care passionately for all

Compliance corner

Don't allow your ego to get you assaulted

Having reviewed our annual accident statistics, it is clear that we face a continuing issue in dealing with aggressive situations as 64% of all reported accidents are categorised as assaults. Therefore, in this newsletter I believe it is prudent to offer some advice on looking after yourself and others if working in a public facing role.

Triggers are often small things that when combined with other problems, spark off aggression. So if a person is already feeling frustrated by long waits, poor service, or personal circumstances there are many triggers that will spark off a sharp reaction! You may never know what someone has been through just before their encounter with you.

Your choice is important because every choice has a consequence. You always have a choice between escalating and de-escalating the situation. When you are feeling angry, emotional or tense, you might easily do something or say something that will make things worse. A smart comment, or a pointing or poking of a finger could trigger an escalation.

We all need to consciously choose to deal with the incident so that no one loses face or gets more frustrated. For instance, simple hand signs in one culture can mean something very different in another or the difference in space between people when communicating. When you are in a situation, which you recognise as high risk, it may be necessary for you to withdraw. This is to take yourself out of immediate danger and to allow you to think rationally about how to deal with the incident. People often find it difficult to get out of such situations without 'losing face' and therefore stay longer than it is safe to do so.

Our principle of 'caring passionately for all' extends to every person and every culture. There are no 'rights' and 'wrongs' where people are concerned, everyone is unique, our task is to deal with everyone fairly and make sure that we all stay safe.

Carlisle marches on up the SIA table!

It is good to see that already in the first quarter of the year, we have started to make an impression on external visitors to our business. The compliance team has successfully completed a four day SIA audit of our security business.

Paul Evans, Carlisle's Managing Director commented:

"I would like to congratulate Paul Taylor and his team on successfully overseeing the recent four day SIA audit of our business.

It is very encouraging to see the progress we have already made in the first quarter of this year.

We have implemented a customer first focus into our business and this is paying dividends with the impression we are making on our external visitors.

This type of activity is key to our market presence and it is excellent to see our name re-emerging in our sector.

As always there is room for improvement and as we move forward over the next year(s) I want to see us striving for the maximum audit score.

Thanks to the efforts of the compliance team in collating our people and processes we have significantly improved the overall score.

I would also like to add my thanks for Paul demonstrably delivering against one of his stated management promises!"



By Paul Taylor
Head of Compliance



Living our values



By Martin Woollam
Service Development Director

Hi everyone and welcome to my update for this issue of InTouch. I wanted to share with you some fantastic examples of where I see us delivering on our core value of sector expertise.

Sector experts: A first for First

I am pleased to announce that Carlisle has just been awarded a three year contract to deliver security services on our TransPennine Express account.

One of the commitments in First's successful retention of the TransPennine Express franchise was to enhance the security on the network by training and screening staff to Rail Safety Accreditation standard (RSAS). RSAS is the most prestigious security benchmark in the rail sector and Carlisle is only one of two private security companies to have active schemes running to this level.

Over the next three months Carlisle will be embarking on an exciting personal development journey with the teams to screen and train them to the appropriate levels. It is a testimony to our people and our strategy that we have been awarded such a prestigious security contract. With the current investment in the North of the UK this contract enhancement by First into their security provision will deliver many passenger benefits. Carlisle officers will be granted additional powers to reduce crime and anti-social behaviour on the network and facilitate closer working with our key stakeholder, the British Transport Police.



Putting clients at the heart of what we do

I am also proud to share the news with you that in December Carlisle applied to have our accreditation suite extended to encompass Community Safety Accreditation. CSAS is a voluntary scheme under which chief constables can choose to accredit employed people already working in roles that contribute to maintaining and improving community safety with limited but targeted powers. These roles include neighborhood wardens, hospital security officers, park wardens, shopping mall officers and train officers.

The scheme creates a framework for public and private bodies to work in partnership with the police, providing additional uniformed presence in communities and capitalising on the skills and information captured by those already engaged with the community.

All schemes are managed, monitored and assessed at a local level by the responsible police force. This accreditation epitomises in my mind the value that we place upon our people-based services.

I believe that we are recognising that our clients in the education and NHS sectors need a complementary policing force to supplement their relationships and support their local constabulary. Through you all Carlisle will be there to help keep our clients safe.

Empathy, understanding and going the extra mile

Carlisle has over the past few months been investing in sending management and supervisors on a variety of courses designed to help us deal with a very modern issue - mental health. Through our partnership with MTR Crossrail and the Samaritans we have up-skilled our teams on topics such as:

- Managing Suicidal Awareness
- Managing Trauma

Suicides are becoming increasingly prevalent on the UK rail network and at Carlisle we are keen to play our part. We have engaged in an education programme to identify warning signs and to make positive interventions to dissuade individuals from taking their own lives.

We are proud to say that our incredible employees are already doing this. The photograph overleaf shows Managing Director Paul Evans presenting a Carlisle Superstars award to one of our amazing cleaners, Annette Simcock, who prevented an elderly lady from committing suicide in Warrington.

Managing Director Paul Evans said:

"Promoting awareness of mental health issues is core to our service delivery in public-facing roles and in particularly the rail sector. Our investment in this training demonstrates our commitment to caring passionately for all".

We are sector experts

We care passionately
for all

We put customers at
the heart

**"Annette has
been nominated for
a Superstar award"**





 **Carlisle**
SUPPORT SERVICES

**We put
customers at
the heart**

**"Fintan and his team have
been nominated for a
Carlisle Superstar award"**



The ALSTOM contract, Fintan, and his amazing family



By Les Garnett
Divisional Director
- Cleaning

The growth of the Alstom Trams account is in no small part due to our manager Fintan Devitt and his dedicated team of Carlisle Superstars!

In this article we wanted to highlight a fantastic example of how the Carlisle team has grown the services we provide in partnership with our client Alstom LUAS in Dublin. We have worked with Alstom since January 2009 as the sole supplier providing tram and depot cleaning services throughout their entire fleet and the Red Cow and Sandyford depots.

Carlisle provides a 24/7 cleaning and maintenance service to Alstom's fleet of 66 Citadis trams and depot cleaning at both the Red Cow and Sandyford depots. The trams themselves are 40m in length!

The growth in this account is in no small part due to our manager Fintan Devitt and his dedicated team of Carlisle Superstars! Fintan joined us in 2009 after a 40 year career with Irish Rail His team consists of 23 outstanding employees who have the unequalled attendance record of taking no sick days since 2013! Our scope of services provided is comprehensive; and is divided into two key areas, cleaning and maintenance.

We undertake a number of cleaning services for Alstom LUAS, which include daily routine interior and exterior tram cleaning, periodic tram deep cleaning and depot cleaning services which for the past five years have included a track cleaning provision removing litter, oil and sand throughout the 37.5km LUAS infrastructure network.

The second aspect of our service provision is in regard to maintenance. As part of the Carlisle partnership with Alstom we have been trusted to provide a number of vital services to ensure the safe daily running of the Citadis trams throughout Dublin. Our staff inspect the magnetic braking system, check overhead pantographs, perform wheel lubrication system oil checks, ensure wheel sandbox filling is completed and fit of anti-graffiti film to all tram windows.

Another interesting fact is that Fintan has a very talented family! Not only is his daughter the only and the first female train driver on the Dart network in Ireland, but one of his sons is WWE superstar Finn Balor! You kept that quiet Mr Devitt!



This contract has grown due to the exemplary levels of professionalism that Fintan and his team demonstrate. We have become an integrated maintenance provider to Alstom. The tram network is also due to be extended with a new third line extension along with a third depot and eight additional trams by 2017. Audits are conducted monthly by the end customer Transdev and have achieved an average score of 98% for the past five years. A fantastic achievement by the team!

Alstom Operations Manager, John Murphy has written an open letter of reference:

"This is to confirm that Carlisle Cleaning have been a contractor of Alstom Ireland Ltd since January 2009 and maintain an excellent business relationship with our company.

During this time Carlisle Cleaning has performed their work to the highest standard taking into consideration all health and safety requirements at all times.

We have known Carlisle Cleaning to be an honest and reliable company based on our previous and present business dealings with them, and I have no hesitation in recommending them as an excellent cleaning services provider for both Tram and infrastructure."

**John Murphy
Dublin Operation Manager**

② The man himself; Fintan Devitt on holiday in Marbella.

③ Fintan's son WWE superstar Finn Balor.

Meet our Sector Directors



Adrian Canale

Education & Healthcare

Adrian joined Carlisle as Sector Director for Education and Healthcare on the 1st April. He will strategically work with potential clients to grow the Carlisle brand and deliver new value. This is a new sector for our business and Adrian is challenged to take the best of Carlisle to these new markets.



Alex Leake

Manufacturing & Events

Alex's role is responsible for the development of new business and key account management in his areas of speciality, manufacturing and the leisure industry. Alex has extensive market experience developed over a number of years and is tasked with utilising all that we do well at Carlisle to grow new business.



Jamie Hatfield

Transport & Retail

Jamie is tasked with growing the Carlisle business in the retail and transport sectors by showcasing our promise-based culture through a sector-specific lens. With a background in business and marketing, Jamie is strategically responsible for developing our customers at the heart of our people-based service offerings.

As a team, our Sector Directors have promised to deliver profitable and operationally manageable new business. Our value to our customers will be in our sector expertise and the team is charged with delivering service innovations in every bid we submit.

The team will focus on raising our brand awareness by leveraging our new social channels so that we engage in the right conversations with our new and prospective clients.

As new employees to Carlisle, the team has been getting out and about in order to learn and understand our business. Alex has recently completed the Basic Job Training Course in order to gain his SIA Licence. Alex spent four days undertaking the training which will now allow him to conduct security duties if required as part of his role as Sector Director of Events. Jamie has recently spent time at London Overground's New Cross Gate depot. In order to do this he was required to complete a site induction training course that highlighted the importance of Health and Safety within a railway environment.

As part of their role the team will be attending a number of industry events in order to get the Carlisle name out there and meet other sector experts in their chosen markets. The following events have been attended in March:



● Retail Design Expo - Jamie Hatfield
This month I attended the Retail Design Expo in Kensington Olympia along with Lee Mather (Head of Operations) and Michael Brett (Account Manager). It was great to see some of the industry innovations that could enhance the Carlisle Retail service offering and also interesting to speak with like-minded companies and potential clients about the exciting opportunities and challenges facing the industry.

● FSOA Conference - Alex Leake
This month I attended the Football Safety Officers Association AGM where Events industry leaders presented their ideas around the future for the sector and critical issues we face in 2016. This included a presentation from Claire Worley of the Counter Terrorism Unit and Karen White from the Sports Ground Safety Authority. A useful series of scenario exercises took place that showed where business can add important value to their contingency plans and emergency strategies. All good detail that we can absorb into our client messaging.

Jamie Hatfield, Sector Director Transport and Retail commented:

“As part of our introduction to Carlisle Support Services we have spent time on some contracts and tried to meet as many people as possible. This is something we will continue to do during the year and our first impressions have been fantastic, we are proud to represent Carlisle!”

We are sector-based experts

It's all about Retail

The trials and tribulations of running a retail support services business. A tale of mergers and acquisitions, expert employees and growth opportunities.



By Adrian White
Divisional Director
- Retail



"We employ the best people, who are independent and innovative in their approach to the client"



**We are
sector-based
experts**

The start to the year for our Retail business has been defined by client acquisitions and the changes that this brings. What we expected to happen back in December 2015 couldn't be further from what actually has happened!

The buyout of Homebase, by Australian retailer, Bunnings and the purchase of Argos by Sainsbury have meant both those clients have curbed investment in their stores, which impacts the amount they spend with us. In the long run I believe that it will be good news for us. Both Sainsbury and Homebase are important clients of ours and so we will benefit from these acquisitions, but it does cause us some short term challenges.

On a more positive note, one of our biggest clients so far this year has been The Southern Co-Op, which operates around 200 Co-Op stores along the South coast. They have been a client of ours for about six years and had committed to a number of revamps this year before taking the decision to speed this programme up. So our Account Manager, Janet Billingham sprang into action by finding and training more staff, in order to ensure we took a good share of the work with them.

I am always delighted to talk about our staff in this context. We employ the best people, who are independent and innovative in their approach to client management. We really do live the mantra of putting our customers at the heart of everything we do. It was important to the client that we provided a quality and consistent service and so Janet taking the initiative ensured we built consistent teams for the Co-Op which is very important.

As with all of our clients, we have steadily built a good working relationship with the Co-Op project and delivery managers, as well the shop fitters. Everyone is focused on getting stores delivered on time and ready for re-launch.

Ian Tucker, one of our Team Leaders, has worked on the account for the last four years and, with his experience and dedication, he is empowered by Carlisle to lead our teams to deliver to the stores. Ian commented "I find the Co-Op staff friendly and helpful; they are hardworking and very supportive to the team, which enhances the working relationship and the success of the jobs".

Paul Chester works on the contract as a Team Leader and has acted as Project Manager. Paul has been trained on the Co-Op's internal processes and works closely with the Retail Implementation teams. Paul has worked on most of our grocery accounts and told us, "I enjoy working on the Co-Op account. It's a real challenge and my new role as Project Manager gives me more insight into the development of our business. The Co-Op teams are good to work with and speak to you like you are part of the team; it's also great to see the end results".

I personally visited a store in March to meet up with the client who consistently praised the commitment and professionalism he gets from our team. In particular, he talked about how our people live and breathe the Co-Op culture and values. This is vital to our business growth, if we walk the walk and talk the talk as sector experts, then we become trusted advisors.

Southern Co-Op started out as a relatively small client, but we were determined to deliver a great service and over the last 18 months that loyalty and quality has really paid off and we now have a strong partnership which benefits both parties.

① Janet Billingham, Co-Op Account Manager with the client, Pete Treasure

2016, Q1 conference

At the beginning of Quarter 1, the 'what makes Carlisle different' conference was held at Warwick Racecourse with the contract management and support teams from across our business. The leaders of each business set out their collaborative strategy, vision and promises for 2016. The conference was a great success! Here is just some of your feedback...



Promise-based culture

Key Message

"The direction the business is heading, was a refreshing change to have such a positive day considering where the business has been for the last two years."



Key Message

"The business is on the up! Strong collaborative approach to leading the company. Innovation, growth, new values. Think about 'why?'"

"The day felt really professional, the organisation was great. It felt like we were part of a team again and couldn't have been better!!"

Key Message

"The direction in which the business is planning on going in, the promise-based culture now being implemented into the team, and how we now fit into the wider Impellam brand."

Key Message

"It was spot on. Very informative. Would probably like a half way point meet too, so every 6 months.."

Sector-based experts



SO WHAT MAKES US DIFFERENT?



Key Message

"I really enjoyed the personal stories from the presenters on the day, and Adrian's video provided an opportunity for the 'real workers' to have a say, which is important. It was a nice relaxed environment, and felt like a positive day all round."



Caring passionately for all

Key Message

"I genuinely feel that the new leadership team intend to take the business forward and it is refreshing to hear what the plans and future strategy look like - great start!!"

Customers at the heart

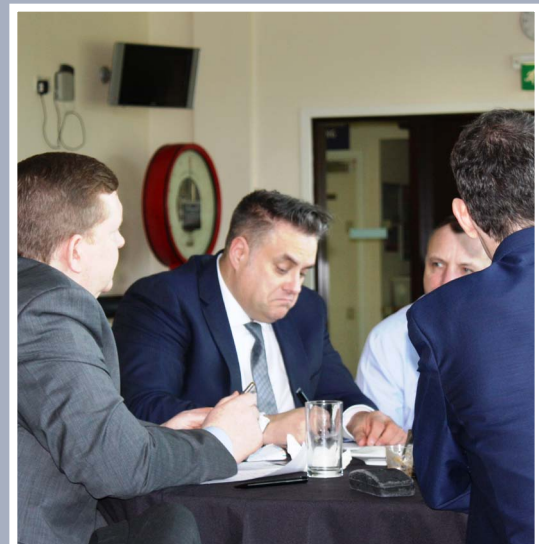


Key Message

"The clear belief that the SMT have trust in the team working with them"



"I and I'm sure others, left feeling very motivated and it was a good opportunity for hear from all of the SMT."



Are you a

Carlisle?
Superstar?



Please join me in congratulating this quarter's Carlisle Superstar nominees. Each and every one of your colleagues nominated have demonstrated our values in some exemplary fashion.

We have chosen to highlight Fintan Devitt and his team at Alstom LUAS in an article of their own; they have been nominated in the team category by the client for helping to ensure a continuity of service during recent strike action.

You will have also read in this magazine the fantastic job done by our team at TfL in dealing with a serious road traffic accident. This professionalism in the face of such a horrendous situation has led to that team being nominated as well in Q1. Please take the time to read the stories of all the nominees and note that I will be visiting as many of the award winners as possible in the future.

Check back in the next issue to read about the winners.

Paul Evans
Managing Director, Carlisle

Is it a bird, is it a plane... No. It's the Q1 Carlisle Superstar nominations

We are thrilled to present the 20 nominations for the Q1 Carlisle Superstar awards. Each of these nominations, whether individual or team, has been selected by their management as truly setting an example for our business. Each nomination in the relaunched Superstars programme matches exemplary effort against one of our four core values. Please join us in congratulating every one of our colleagues for outstanding efforts this quarter.

Caring passionately award

Annette Simcock - Cleaning Operative



As you may have noticed in Martin Woollam's update Annette played a vital role in helping to prevent a suicide at Warrington station. The client sent us this direct testimonial.

"Just to make you aware, at 09:10 a confused, elderly lady arrived at Warrington coming from Widnes on the Northern Rail service. The staff, Annette (CSS) and Tony Stewart had a feeling that all wasn't well. Annette spoke with the lady and it came out that she had come to the station to commit suicide. Prior to arriving at Warrington she had laid in the tracks at Widnes. The staff brought the lady into the office, gave her a warm drink and some warm conversation. I contacted BTP and the Ambulance service (via Retail Control) In a short period both arrived and looked after the lady taking details and carrying out a mental health assessment. The two members of staff played an exemplary role in interviewing and making this lady safe, both are great examples of human compassion."

We cannot think of an example of someone better showcasing our value of 'caring passionately for all'. Well done Annette.

Tony Wheatley - Retail Project Support



Over the last two months Tony has played a large part in maintaining the Tesco F&F contract. He has gone the extra mile to service Tesco as a client and maintained a good relationship with Blue Arrow on a daily basis delivering a challenging project. He has dealt with all issues presented and has worked above and beyond to ensure the client's needs have been met in a professional manner whilst being under pressure to deliver a large volume project. His commitment has exceeded expectation and he deserves to be recognised for his efforts.





Alex Murrain - Cleaning Operative

Alex Murrain received high praise from a London Midland customer after coming to her aid when her car had a flat tyre back in January. Mrs Jones had just arrived at Marston Green station to pick up a work colleague when she noticed that she had a puncture. Spotting the situation, Alex took it upon himself to step in and assist, changing the tyre and getting Mrs Jones quickly back on the road. Mrs Jones was so impressed by this selfless act, that she decided to leave a customer feedback form. In her words: *Alex is a very helpful, polite young man who is a credit to the company. His genuine concern and attentive behaviour/ attitude, I feel, should not go unnoticed...*



Gareth Goodwin - Make Travel Safe Officer

It is never easy dealing with the loss of life, and unfortunately working in the rail environment this is too often an occurrence. Where the general public are inconvenienced through disruption, often it is our staff who are at the forefront of dealing with the incident. This month we would like to acknowledge the excellent professionalism shown by our colleague Gareth Goodwin who went above and beyond the call of duty to support his client, Abellio.



Duarte Rodrigues - Gateline Operative

Laura Edkins, Co-Ordinator on the Abellio Greater Anglia contract, has nothing but extremely complimentary words to say about Duarte: *"I have known Duarte for over one year now and I can only say positive things, he is a very charming man, well presented friendly and supportive. He does his job with a smile and is always helpful to both the customer and his colleagues."*



Babatunde Lawal - Supervisor, Bhim Gurung - Officer, Sofiul Bosor - Officer, Ayla Hassan - Receptionist

On the 3rd March during morning rush hour a serious RTC involving a bus and a motorcyclist happened outside TfL Palestra. A Met Police officer was quickly on the scene but had no back-up other than one paramedic that arrived. The security and reception team on seeing the collision and seeing how busy it was took immediate steps to assist the police officer and paramedic. They took control of the crowd control directing the members of the public to other buses and making sure the police were able to work unhindered by onlookers. The team has been recognised by the Met Police, TfL and our management for their prompt and professional actions during an emergency situation.



Get updates on the Carlisle Superstar nominations on LinkedIn and Twitter. Also hear about it in InTouch magazine





1 The Supreme Court security team who have been nominated for a promise-based culture award.

Customer at the heart

Stefan St Hilaire - Officer



Stefan has from day one demonstrated an exemplary service to the client and Carlisle. Since the contract commenced Stefan has regularly been congratulated on the standards of his report writing and dealing with the many incidents and unknown situations that occur at this location. The client confirmed to us recently that Stefan's hard work and dedication has helped TfL to deal with a regular trouble maker of Victoria Coach Station which concluded with the male being issued with an Anti-Social Behaviour (ASB) order from the court. Stefan has been instrumental in Carlisle receiving an extension on the contract at Victoria Coach Station.

Alstom LUAS Tram Cleaning Team



Fintan and his team have been nominated for their excellent customer service even when faced with circumstances of strike action by Transdev and having to cross picket lines to ensure the client service standards were upheld during that difficult period. For more information about this fantastic team please see the article feature earlier in the magazine.

Alex Stibbs - Gateline Operator



Alex Stibbs is a Gateline Operator at Colchester station. His role is very much centred around customer focus and requires a high level of customer service. Alex has recently been announced the Q1 winner of the prestigious Institute of Customer Service award at the Customer Service Week (SS'16) conference held by AGA. The award has been presented to Alex for his outstanding customer service which he demonstrates at all the times.

Laura Edkins - Roster Co-ordinator



Kieron Slattery, Divisional Director has nominated Laura Edkins for her work as a rail roster co-ordinator on our Abellio Greater Anglia contract. Kieron commented: "I have observed Laura working from morning to night seven days a week, responding to issues around staff cover across the network before they become problems that would affect our customer's operation. All this whilst employed on a basic 40 hours a week hourly contract."

Scott Griffiths - Advance Team Leader



Michael Brett, Account Manager, was thoroughly impressed with Scott's outstanding work ethic on the Poundland revamp. Michael commented: "I received two separate calls regarding Scott Griffiths who ran a team in Haywards Heath where we were converting a store from a 99p shop into a Poundland. The Programme Manager Lee Swain and Head Office contact Susan Cruikshank both rang me individually to let me know what an amazing job Scott and the team had done completing the conversion."

Dan Broadbent, Warehouse Operative



Dan is employed in Carlisle Retail warehouse in Dewsbury as warehouse operative and FLT. Recently due to the illness of one of the shop fitters Dan volunteered to help out by going out on the road for a week working with another fitter. Dan did this at very short notice and this meant staying out most of the week. The feedback from clients and fitters was extremely positive; the work all got completed to the usual high standards and it was noted that if Dan had not stepped up and volunteered, it was likely we would have had to delay some work.



Carlisle
Customer at the Heart Award

Promise-based culture award

The Supreme Court Security Team



The Supreme Court Team has been nominated by Toyin for their excellent performance and delivery of a 24/7 security solution which integrates counter terrorism and customer care to deliver a truly ambassadorial service. The team has not only consistently performed their duties leading to excellent client feedback, they have also scored 10 out of 10 for each of the customer service criteria when audited recently by the client, a fantastic achievement.

Logistics Team, Cheltenham Gold Cup



Kieron is nominating the logistics team for Events at the recent Cheltenham Gold Cup for their incredible work ethic and 'extra mile' mentality that, when coupled with their technical expertise, provides the perfect platform for a successful event each and every time we co-ordinate a large scale deployment. Be it day trips to Dewsbury to collect the kit/equipment or repainting the bases of our barriers to ensure their presentation was deemed suitable to hire by the client at Cheltenham, Hari, Saurabh and Sunday are an outstanding example of a team at the height of their abilities.

Ben Rogers - Deputy Contract Manager



Kieron is nominating Ben Rogers for his unstinting commitment to our Gold Cup operation earlier this month. As a relative newcomer to the planning and delivery of major events, Ben found himself in the deep end over the last two months in pulling together the various administration tasks necessary for a successful operation. Nonetheless, he met the timelines he was set by Charles Tackie, Lui Simeone and (on occasions) Kieron to make sure that we started each morning of the Gold Cup ready to deliver. Many others would have sunk under the weight of expectation and Ben is to be commended!

Rob Avery - Team Leader



Rob joined the Evolution programme and has consistently stood out from the start. He began as a Merchandiser and within one month his potential was recognised and he was promoted to Team Leader. Co-workers and managers have commented on his high performance levels including his accuracy and productivity. He demonstrates a 'team player' attitude and is also conscious of the importance of the group success.

Sector-based expert award

Mel Pachter - HR Advisor



Mel delivered a 'Toolkit Talk' to the six supervisors on the Abellio contract which was delivered to an excellent standard. This presentation has filled the supervisors with confidence and will make changing the culture across the Abellio network significantly easier now that they clearly understand the processes and HR support that will be provided. Anyone can deliver a presentation, but the one Mel delivered was passionate and to an excellent standard.

Tom Drever, George Blundell, Alex McClean, Jordon Middleton - Customer Service Assistants



On Friday 25 March we had three incidents across the network. Throughout the day the team worked professionally and with focus, dealing with the three incidents and the associated ramifications. The incidents caused considerable disruption to the TPE service and the team liaised with the operational controllers and other TPE staff keeping everyone updated. They all worked above and beyond throughout the whole situation, making sure that they were visible to both passengers and train crew. All staff had to work in a stressful situation and Jacqueline did not hear a single complaint. Fantastic job by the team!

Dave Horne - Advance Team Leader



Dave's work on a project for Glen Dimplex has been directly acknowledged as a reason for a sales increase for them. Dave met with Glen, the Area Manager on site and provided him with feedback about the sales training they provided to store staff. He had some ideas that he had seen being used elsewhere. His actions have been acknowledged to be worth an extra £2,000 in GP every two months.

Gerry Achilihu - Service Line Expert



Kieron Slattery, Divisional Director has nominated Gerry Achilihu for his work in turning around our AGA MTSO team and driving the results in terms of both PFN and MG11 issues over the last quarter to unprecedented levels since the inception of the contract. Gerry's knowledge of revenue protection and efforts to spend quality time on employee 1-2-1's to look at performance as individuals and teams has significantly improved the perception of our MTSO operation around the network with clients and stakeholders alike.

Are you a

Carlisle?
Superstar



Carlisle
Superstar

FOUR QUARTERLY AWARDS OF £125 IN GIFT VOUCHERS
PRESENTED FOR SHOWCASING OUR CORE VALUES

**SECTOR EXPERT ~ PROMISE-BASED CULTURE
CUSTOMER AT HEART ~ CARING PASSIONATELY**

ALL AWARD WINNERS WILL COMPETE FOR THE ANNUAL:

EMPLOYEE OF THE YEAR ~ TEAM OF THE YEAR ~ CONTRACT OF THE YEAR

£1000 PRIZE TO BE WON

Submit your nominations to
reward@carlisesupportservices.com