

LINKS

The Newsletter of Lynx Security

December 2007



Welcome

Welcome to the final edition of LINKS for 2007.

I am pleased to be writing to you at the end of another successful year for the company. You will see from this edition of LINKS, and from previous editions this year, that Lynx Security is continuously growing. Many exciting new opportunities have challenged all of us and Lynx employees have responded with the professionalism and skill that has given our company one of the finest reputations in our industry. Congratulations to all of you on a job well done!



One of the common attributes of all successful companies is employee satisfaction. Satisfaction for our employees comes from knowing they are doing work that makes a real difference and that their good work is noticed and appreciated. Satisfaction comes from feeling respected and valued by employers and our customers. In 2008 we are developing a process of measuring employee satisfaction through on-line surveys, the results of which will be used to help us respond to the needs of Lynx staff.

We continue to develop our training programmes with the expansion of interesting courses like the Skills for Security – Security Practitioner qualification, Project Griffin awareness days and, new for 2008, custom designed NVQ Level 2 qualifications that are contract specific.

To those of you who observe the Christmas holiday, may I take this opportunity to wish you a safe and joyful celebration.

And finally, to all Lynx employees, my very best wishes for a happy and successful New Year.

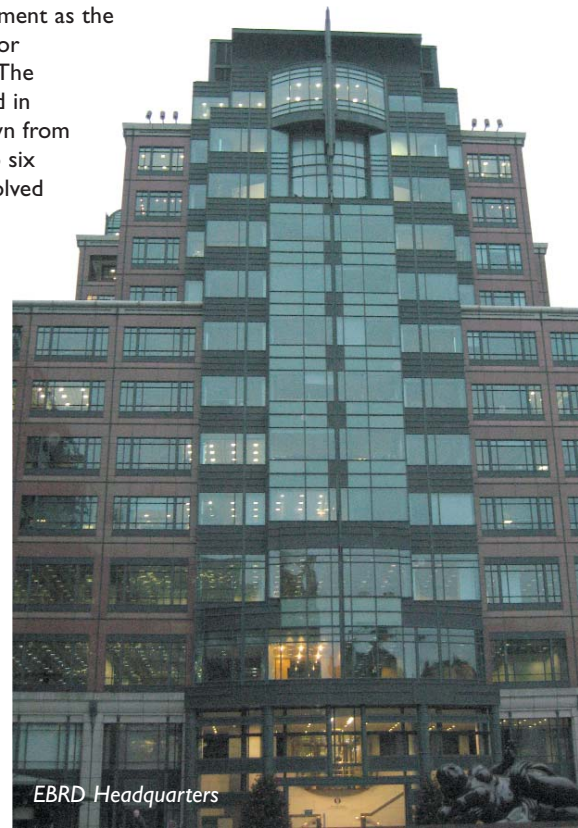
Craig Pickard,
Managing Director

Major Bank Chooses Lynx

Lynx are delighted to announce our appointment as the security contractor for the European Bank for Reconstruction and Development (EBRD). The comprehensive procurement process started in September and helped the Bank whittle down from 24 companies who applied for the tender to six who made it to the site visit stage. This involved a team of Bank representatives asking a set series of questions and scoring the responses. The combination of tender response and site visit helped the Bank choose a final three potential suppliers.

Lynx came out ahead of the rest with top scores for our proposal and site visits. Much credit goes to the ABN AMRO team, who received full marks from the EBRD assessment team on their site visit. Our team impressed with their smart appearance, knowledge of the Assignment Instructions and loyalty to Lynx.

The new contract started on 1st December with nearly a 100% transfer of the existing team under Rob Cadman, so a warm welcome to our new EBRD employees. Under the contract we will be providing bilingual receptionists, x-ray scanning of incoming packages and loading bay management as well as the core security services.



EBRD Headquarters

Record 6 Months

During the first 6 months of this financial year, Lynx has won more contracts than ever before. We have expanded our relationship with Broadgate Estates by adding No.1 Poultry to our portfolio.



No.1 Poultry

We have also won contracts with McCann Erickson, Symbian Software and GVA Saxon Law at One Knightsbridge Green. In every case references have been taken up with existing customers and the great job done by our officers every day continues to build our reputation as one of the best security companies in London.

Our relationship with The London Transport Museum has recently grown after a major £22 million refurbishment programme. Lynx is providing the security services to the entire museum in the galleries, shop, café and ticket office – as well as for events. This year the Children In Need Campaign broadcast from the Museum with a BBC Outside Broadcast Unit.

With all our new and extra work, our Head Office support teams have been working harder than ever and without exception all the contracts have got off to a good start. A big welcome to all our new staff on these contracts.

Terrorist Threat Rating: SEVERE Anti-Terrorist Hotline: 0800 789 321



Ten Minute Briefing Site Security Review

Approved by
 **bsia**
british security industry association

Site Security Review

It has been said that there are two ways of finding out how effective security measures are on any site.

The first method is when those responsible carry out a careful review. The second is when criminals attack.

While this may be a slight exaggeration, there is some truth in it.

If security measures are reviewed regularly, and with an eye to finding weak points, then the chances of criminals succeeding can be greatly reduced.

Whose job is it?

But whose job is it to review security on your site?

Of course final responsibility lies with the manager (the head of security, the managing director, the facilities manager) – but the responsibility does not end there.

Every member of the security team has a role to play, whether it be formally, or informally.

Regular, formal meetings are held on many sites in which Officers are invited to contribute their expertise.

A fresh view

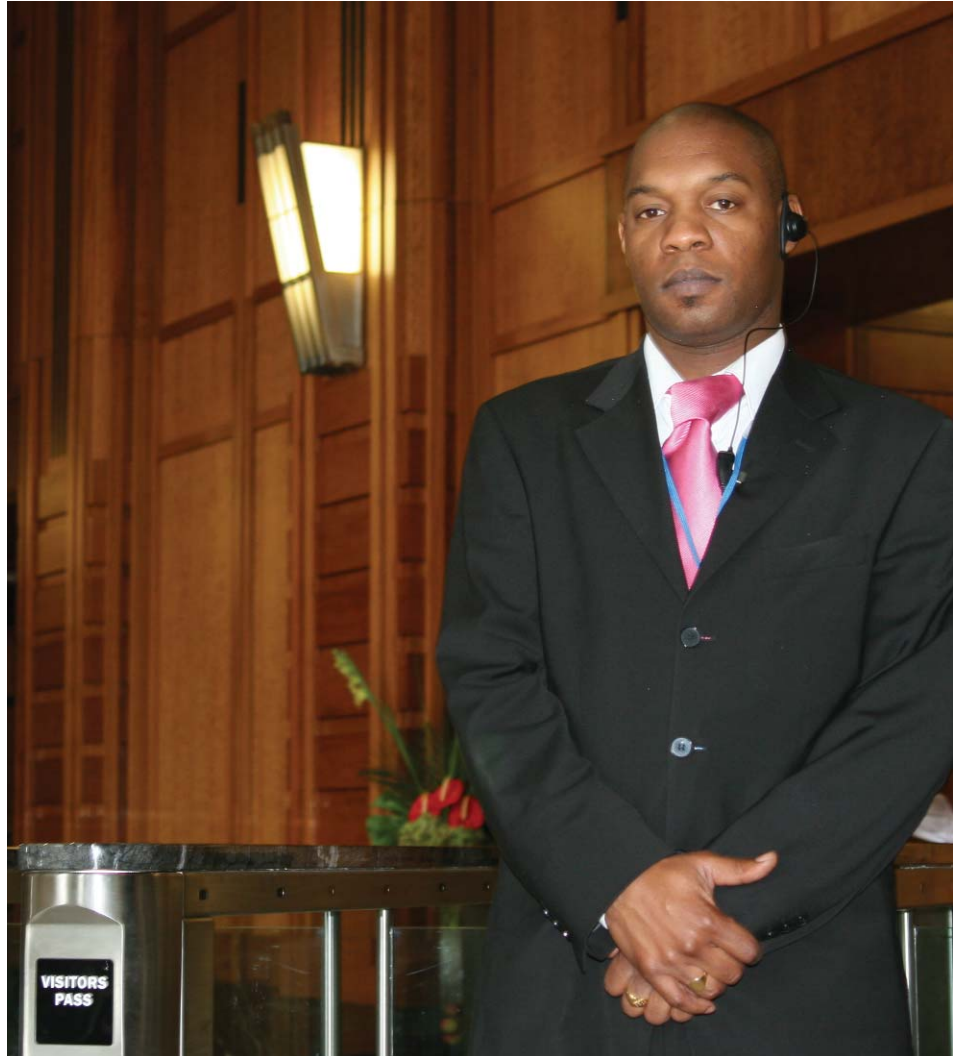
Familiarity with your site is a great advantage. When something is out of place, or wrong, familiarity helps you to spot it. But it can also have drawbacks. When you know a place very well you may overlook 'obvious' weak points (perimeter fences becoming obstructed with undergrowth...people forgetting to wear their ID...reception areas becoming overcrowded and unmanageable at regular times...).

By contrast someone arriving with fresh eyes – such as a would-be criminal – may quickly spot things that have been overlooked.

So the aim of any security review should be to look at the site as if you were visiting it for the first time.

Ask yourself what a potential attacker would be thinking at different points – the first time he sees the site, when he walks around the perimeter, when he approaches the main entrances, when he looks at the buildings or walks through the car park.

- Can he get in unnoticed?
- Is there anything worth stealing?
- Where are items of value kept?
- What is the general level of security – are staff lax or vigilant?
- Are items left lying around?



Seeing the target differently

Different kinds of criminals will see their target differently.

For example, the opportunist thief will only be attracted to a site if he thinks he'll easily find something worth stealing, and if the risk of getting caught is low.

What is he most looking for? Usually a quick way in and out.

He may ignore a site until he spots a badly-maintained perimeter fence, a ground-floor window left open, or a reception desk unattended. Such signs of lapsed security may be enough to attract him to investigate further.

By contrast, 'professional' thieves will target a site because they know, or suspect, that higher value items are to be found there. They will be prepared to overcome greater obstacles. It's still possible to deter them - the security measures will just need to be more obvious and robust.

Measures may include alert security officers on patrol and in ready contact with back-up; electronic detectors at the perimeter; electrified perimeter systems; clear lines of site with grounds kept free of obstructions and CCTV cameras.

What about your site?

If you are in doubt about the types of threat that you are guarding against, look for further information in your assignment instructions or talk to your manager.

On most sites where Lynx officers work, it is likely that medium-security levels and higher-security levels are thought necessary.

This means that all types of attack must be prepared for to some extent, even though some may be thought unlikely. Of course any organisation which strengthens its defences against more serious attacks automatically protects itself from the less serious ones too.



Lynx Officer of the Month

September

Colin Kenton joined Lynx Security as a Security Officer in May 2006. Prior to that Colin had had a number of jobs working as a graphic designer, security guard and shop assistant.

On joining Lynx Colin was initially deployed to Great Ormond Street Hospital for Children. He quickly settled in and became a valued member of the on site security team. In September of the same year Colin was redeployed to Battersea Power Station where he immediately made a valued contribution to the on site team and as a consequence has remained there ever since.

Colin was nominated for the award by Inspector Paul Richards who over a prolonged period of time was highly impressed with his conscientiousness, professionalism, smartness and friendly demeanour. The nomination was fully supported by Colin's Operations Manager, Paul Morris and Sean Kenny the Battersea Power Station Site Manager.



Colin receives his award from Craig Pickard

October

The award for Security Officer of the month for October was jointly made to Denham Haughton, Steve Murray, Frakhameed Rahman and Mark Taylor all of whom work on our GVA Saxon Law contract at Berkeley Square House.

The team was nominated for this award by the client Magnus MacAulay for the professional manner in which they responded to and apprehended a suspected thief on the afternoon of Tuesday, 9th October. The initial and speedy identification of a suspicious



L-R: Steve Murray, Mark Taylor, Denham Haughton, and Client Magnus MacAulay

person in the basement garage of Berkeley Square House led to an immediate deployment of manpower which resulted in the suspect being apprehended before he could make his escape. It is the view of both the client and police that the team response undoubtedly prevented a criminal act being committed and the substantial loss that that could have entailed.

Quick reactions, professional use of technology and resources has sent out a strong signal to potential criminals to think twice before targeting this prestigious site.

November

For the second month in a row we have a joint award for Security Officer of the month which is shared between Simon Heritage and Leslie Addo who work on our Symbian Software contract.

Simon joined Lynx in July 2006 under TUPE at ABN AMRO Bank and was subsequently promoted in September 2007 to head up the on site security team at Symbian. Leslie in comparison is a relative newcomer to security having only joined the Company on 1st October 2007.



L-R: Leslie Addo and Simon Heritage

They were nominated for this award by Phoebe Pope, Head of Facilities at Symbian who had the following to say of Simon and Leslie: 'Both started their roles under challenging circumstances with the outgoing supplier failing to fill shifts and not providing any form of site handover training. Leslie was left on his own from day two and coped admirably. More recently Simon and Leslie successfully challenged trespassers and despite physical and racist threats handled the situation safely and professionally with no disruption to Symbian employees. Finally, both Simon and Leslie have fitted quickly into our team; they are enthusiastic, professional, fun individuals to have on site and are excellent representatives of Lynx'.

NEWS & NOTICES



BEST TURNED OUT OFFICER AWARD

The following Security Officers are to be congratulated on the high standard of turnout that they have maintained over the last three months. In recognition of this achievement they have each received a £30 award.

- September
- October
- November

Terry Collins
ABN AMRO Bench
Eric Solomon
I Poultry
Malcolm Riddell
DZ Bank

COMMENDATIONS

The following Lynx employees are to be congratulated on receiving commendations for maintaining the highest standards on behalf of the Company and our Clients.

Carl Best	HP Bristol
John Kealy	Blue Fin
Steve Cartmell	ING Bank
Tilbahadur Thapa	Berkeley Square House
Tanweer Ikram	Berkeley Square House
Steven Murray	Berkeley Square House
Raymond Armstead	Berkeley Square House
Mark Taylor	Berkeley Square House
Denham Haughton	Berkeley Square House
David Johnson	Berkeley Square House
Frakhameed Rahman	Berkeley Square House
Lee King	Financial Times

SUPERVISORY DEVELOPMENT COURSE

The following employees successfully completed the 'Skills for Security' Supervisors Training Course in November and are to be congratulated on their results.

- Frakhameed Rahman Berkeley Sq. House
- Steve Murray Berkeley Square House
- Brian Ejiofor ABN AMRO
- Liutauras Kalasiunas Blue Fin
- Richard Mills ABN AMRO
- Richard Tomsett Health Protection Agency
- Ahmud Edoo Exchange House
- James Washington Watson Wyatt
- Goncalo Amaro Broadwalk House
- Phillip Ike ABN AMRO
- Eric Solomon I Poultry
- Deu Man Pun Health Protection Agency
- Rolly Charles Battersea Power Station

BIRTHS

Congratulations and best wishes go to the following families:

Michael and Nittaya O'Hara on the birth of Charlotte-Ann on 4th October 2007.

Benjamin and Chiingaihulun Guite on the birth of Moisan on 17th November 2007.



Lynx To Introduce Childcare Voucher Scheme

At Lynx we understand that balancing work and family life can be demanding and that is why the Company is planning to introduce a Childcare Voucher Scheme early in 2008 to help you save money on your childcare costs while you are at work.

Childcare Vouchers are free from tax and National Insurance up to the value of £55 per week (£243 per month). The amount you can save depends on what you earn and how much National Insurance you currently pay – however it may be possible for you to save up to £916 per year (basic rate tax payer) and up to £1,195 per year (higher rate tax Payer).

Childcare Vouchers can be used to pay for registered or approved childcare, as either full or part payment against your childcare costs. You therefore have complete flexibility about which childcare option best suits your needs and can use them for children up to the age of 15, or the age of 16 if they are disabled. Childcare Vouchers can normally be used to pay for any of the following forms of childcare:

- Day nursery
- Nursery school
- Childminder
- Crèche
- Pre-school
- Nanny
- Au pair
- Out-of-school club
- Holiday play scheme



At present you do not have to do anything other than to consider whether you would be interested in signing up for Childcare Vouchers. The Company will be sending detailed information to all employees early in 2008 along with the necessary application forms to enable you to join the scheme. The Childcare Vouchers will be provided by 'Accor Services', the UK's first and most experienced provider of paper and electronic vouchers.

Lynx Team Under The Umbrella



L-R Benjamin Asamoah, Darren Lower and Omar Mohammed

The Lynx Guest Support Team at Chiswick Park again played a key role in this year's annual Yellow Umbrella Day.

The charitable event is based around a sponsored 10km run and a 5 or 10 km walk. Childrens' charities benefiting from the day included The Shooting Star Children's Hospice, The Log Cabin and Brainwave. Over 320 people took part in the run and the walk and over 2500 people attended the day to help raise money for charity and Lynx Security was proud to be one of the sponsors.

Fran Goddard of Chiswick Park Estate Management commented "With large numbers of people like we had this year, public safety is paramount and the Lynx team did a fantastic job. A huge thanks for your support both in staffing and sponsoring the day. We couldn't have done it without you."

Charles Cameron-Cole Retirement



It was with sadness that we bade farewell to Charles Cameron-Cole on 31 July 2007 on his retirement. Charles joined Lynx in March 2006 on the Company being awarded the contract at Exchange House and before that had worked in the industry for more than 9 years firstly with Gray Security and latterly with Securicor. His security industry experience, knowledge and sense of humour will be greatly missed by his colleagues and the many friends he made at Exchange House.

At a farewell ceremony held at Exchange House Charles was presented with retirement gifts from both Broadgate Estates and Lynx Security in appreciation of his many loyal years of service. I am sure all of you who knew Charles would want to join in wishing him and his family much happiness and a long and relaxing retirement.