

# LINKS

The Newsletter of Lynx Security

October 2006

## Lynx Wins Top Contract

Following a highly competitive and rigorous tender process against some of London's and the South East's leading security companies Lynx was awarded the contract by GVA Saxon Law to provide manned security guarding services at the renowned Berkeley Square House. This prestigious multi tenanted office complex is situated in the heart of Mayfair in London's West End and provides facilities for approximately 40 'blue chip' tenants.

The multi - man Security Team at Berkeley Square House, the majority of whom transferred to Lynx from Initial Security, provide 24 hour cover 365 days a year and we extend a very warm welcome to each and every one of them. Our thanks go especially to the site Security Manager, Jon Dainty and his team for all the assistance they provided in the run up to contract commencement on 7 April. The level of co-operation provided was invaluable and contributed significantly to a successful and seamless changeover. Duties at Berkeley Square House include reception work, patrolling, access control and the monitoring of alarm and CCTV systems. At



this busy prestigious location presentation and communication skills are critical and must be of the highest standard at all times due to the international nature of the business undertaken at Berkeley Square House.

The winning of this important and significant contract is very exciting and has further extended Lynx's presence within the commercial property business sector in London.

## Why Values Matter

Companies are like people, each with their own personalities, goals and values. Values keep us on track and form the basis of how we approach our business and our lives.

Lynx Security is a company that is people focussed. Our company values reflect this fact and it is important that all of us, as individuals, work with these values in mind.

### Integrity

To Lynx Security, integrity means honesty, uprightness, and sound moral principles.

We want all who deal with us to know that we can be trusted, that we are honest, and that we do the right thing for the right reasons. When mistakes are made, we acknowledge them, learn from them and try not to repeat them. Our words and actions should be one.

### Excellence

Excellence is being of the highest or finest quality in something superior to others. Doing excellent work is doing work that is seen by our customers as meeting and exceeding contract expectations.

We don't believe there is only one right way to provide security services. We do believe

there is always a better way to be discovered, learned and put into practice.

### Customer Service

A customer-centred company has the willingness and ability to bring the customer to the very centre of its organizational being. Our customer's needs are communicated throughout the entire organization and employees continue to ask the question: "How will this add value to our customers?"

Customers are our partners. We work together to achieve goals. We keep communication open and honest.

### Employee Satisfaction

Satisfaction for our employees comes from knowing we are doing work that makes a real difference. Satisfaction comes from feeling respected and valued by employers and our customers.

### Community

A healthy community is a good, safe place for all people to live, work, attend school, raise children, and enjoy leisure time. Wherever we can, we contribute to improving our community, as a company and as individuals.



## Welcome

Welcome to this edition of LINKS, the company newsletter of Lynx Security.

The 20th of March, the first day of licensing of security officers in England & Wales, came and went with Lynx Security being one of only 58 companies to achieve SIA Approved Contractor Status.

For Lynx, and for all security companies, the road to licensing was a long, hard and expensive process. All of our employees had to go through additional training and the exact science of the licence application itself. As a company, we supported the aims and objectives of the Security Industry Authority from Day 1.

Very early on, we took the decision to support our employees by paying for all training costs and licence fees. We were only able to do this with the buy-in of our customers who recognised the benefits of what the Private Security Act would bring to our industry.

Whilst dealing with the stresses and strains of licensing, we have also been managing the demands of many new contracts. Lynx Security employees have all been very busy with our company turnover growing by almost 40% over the last six months.

What is clear is that our most effective sales tool is our fine reputation for quality and our commitment to customer service. Well done!

Please enjoy this edition of LINKS.

Craig Pickard,  
Managing Director



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



# Proper Standards in the Workplace

It is particularly important that security professionals demonstrate the highest ethical standards in their daily work. It is a fact of life that for many employees in many organisations there are 'grey areas' about what behaviour is acceptable— for example, a 'blind eye' may be turned to personnel making personal phone calls in work time, or using the organisation's stationery, or making discriminatory 'jokes'.

But no matter what other people do, for Security Officers there must be no such grey areas. Because of the nature of their work, Security Officers must be very clear about what is officially acceptable and what is not – and even what may actually be illegal.

Our most important asset is our integrity because that brings with it trust. It is vital that our customers have confidence that we will always do the right thing. If that confidence is lost, even once, it cannot be regained.

We cannot give hard and fast rules about what you should do in each situation but good principles to remember are:

Have trust in your own judgement about what is right and wrong.

Value your own integrity and set an example for others to follow.

If in doubt, seek confidential advice from someone you trust – but be discreet.

If problems are ignored they usually get worse.

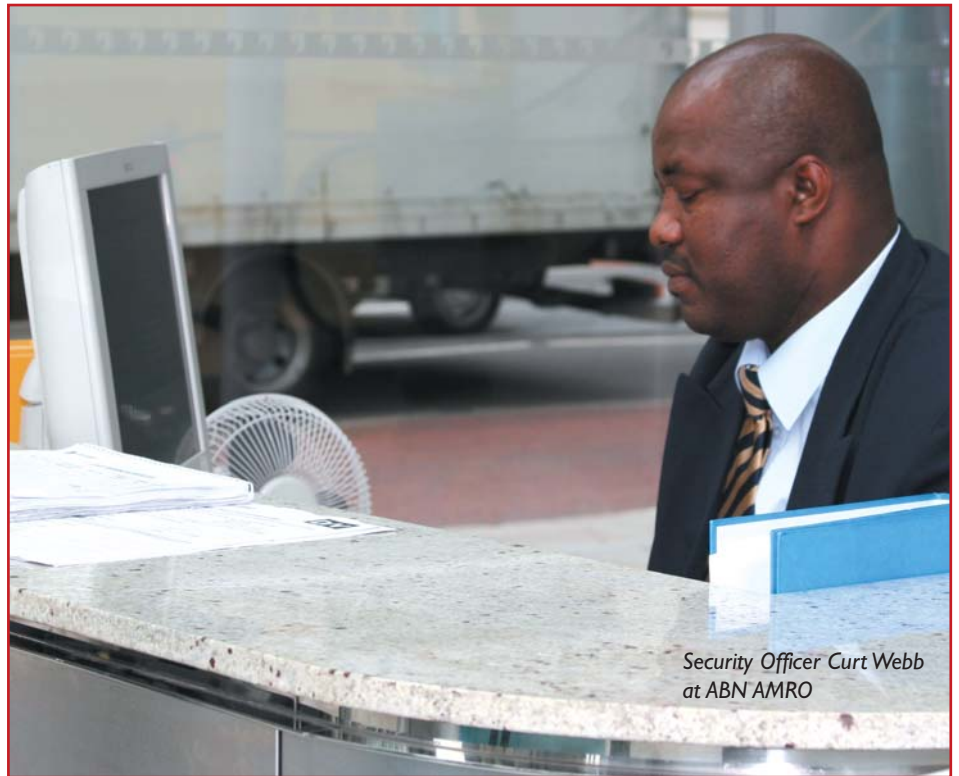
In the following pages we list some of the 'grey areas' of workplace ethics where some staff may be tempted to 'bend' rules, but where you should be clear that such practices are not acceptable.

## COMPUTERS, THE INTERNET AND EMAIL – WHAT ARE THE RULES?

### The Internet at work

Each organisation will have its own policy about use of the internet. Usually it is not acceptable to use the internet for non-work matters during work time. In some workplaces it may be acceptable for staff to use the internet for personal matters during their official breaks, but it should never be assumed that this is the case. If this is allowed it should always be confirmed in written guidelines.

Under no circumstances should any workplace computer be used to access explicit or discriminatory websites which



Security Officer Curt Webb at ABN AMRO

may cause offence – this is almost always a sackable offence.

### Computers & security

Staff should never use computers at work without permission, or for purposes which are not officially sanctioned.

- They should not use somebody else's password to access a computer.
- They should not access or copy any documents unless they are authorised to do so.
- Do not run unauthorised programmes or software.

### Email

Before using email facilities from your workplace, make sure that you have permission to do so and make sure that you are using it appropriately. Do not send or receive emails without express permission.

Remember that any email you do send is your responsibility –

- Avoid defamatory statements about individuals or organisations.
- Avoid gossip or comments that may be misinterpreted.

- Do not send potentially sensitive information (company data, contact details etc) – be aware that criminals use email to fish for information.
- Do not send, or forward, material that others may find offensive – even as a joke.

If you are worried, or in doubt about an email, report your concerns to your line manager.

### Use of company resources

It is very obvious that Security Officers should never consider using company resources for their own personal use – including stationery, photocopying equipment etc. Your actions will be seen as an example by others. However for general staff in many organisations it is common practice for such 'minor' infringements of the rules to be tolerated, unofficially at least.

In your role as a Security Officer you should understand what is expected of you – whether you are supposed to monitor and enforce company rules in these matters. Check your Assignment Instructions and if necessary ask for clarification.

# Lynx Officer of the Month

## July

Brian Ejiolor joined Lynx as a TUPE transferee from Universal Security on 1 July 2006 on the Company being awarded the security guarding contract at ABN AMRO.

Brian played a critical role in the run up to contract commencement and his tireless efforts in arranging TUPE interviews and juggling rosters undoubtedly contributed significantly to a seamless and successful transfer from Universal to Lynx. Since 1 July Brian's on-going support to the ABN AMRO security team has been exemplary. He has totally supported the Site Manager in his new role, covered the main reception often at short notice and continued to manage the rota and allocate overtime.

His professionalism, conscientiousness and ability to get on with everybody has been commented upon by the client, Kevin Allchorne who nominated Brian for this award, as well as his work colleagues who have all expressed total support for this award.



Brian receives his award from Kevin Allchorne of ABN AMRO

## August

Malcolm Waghorne is typical of many of our employees who quietly go about their duties providing a quality service to our clients without looking for additional reward or praise.

Malcolm joined Lynx as a Security Officer in December 2005 and initially worked at 160 Queen Victoria Street. In July of this year his professionalism and ability was recognised and he was selected for promotion to Supervisor and posted to Exchange House. He quickly settled into his new role and soon became a respected and valued member of the team.

His professionalism soon came to the fore when in the early hours of Friday, 18 August a flood was discovered and as a result of Malcolm's immediate action of switching on the pumps costly damage was averted. Malcolm then went that additional mile on behalf of the client by clearing up as much of the water as possible to ensure minimum disruption to the site which highly impressed John Day and the Building Management Team and led to this award.



David Faldo presents Malcolm with his award

## September

Denise Jolly joined Lynx as a TUPE transferee from Universal Security on 17 December 2001 on the Company winning the security contract at Baring Asset Management and has remained on that site as a Supervisor ever since.

Denise is highly respected and regularly goes above and beyond the normal call of duty. This was typically exemplified by an incident that took place on Sunday, 17 September 2006. A very important United Nations guest arrived at Barings one day early for a meeting expecting to find accommodation arranged. The problem was further compounded for Denise as the gentleman spoke little English.

Unperturbed by this Denise set about resolving the problem in a calm professional manner. Barings staff were advised of his arrival; she found a hotel close to the office and arranged to have him transported to the hotel. As a consequence of her actions the Company received a letter from Dave Matthews of Barings praising her work and nominating Denise for this award which she rightly deserves.



Denise receives her award from Andy Williams

## 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.

● July	<b>Kevin SURRE</b>	LexisNexis
● August	<b>Jorge MAYMO</b>	Newman Martin and Buchan
● September	<b>Mark RAVEN</b>	LexisNexis

# NEWS & NOTICES



## NATIONAL SECURITY INSPECTORATE (NSI)

On 22 May 2006 the Company successfully underwent a six monthly routine surveillance inspection by the NSI which confirmed our continued accreditation to BS EN ISO 9001, BS 7499, BS7858 and BS7984. The inspection was carried out by Trevor Underdown of the NSI and on this occasion was restricted to Head Office. The next inspection will take place from 11 to 13 December 2006 and will include our formal SIA ACS accreditation inspection. Further details of this important inspection, which will include site visits, will be circulated to all employees nearer the time.

## 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.

Greg Nielsen	Berkeley Square House
Dave Muttcock	Berkeley Square House
Lawrance Fairweather	Thomas More Square
Lee Menditta	Thomas More Square
John Whelan	Thomas More Square
Dan Chhetri	Thomas More Square
Simon Heritage	ABN AMRO
Ati Pun	Health Protection Agency
Howard Jooste	Queen Victoria Street

## SUPERVISORY DEVELOPMENT COURSE

The following employees successfully completed the in-house Supervisory Development Training Course in August and September of this year and are to be congratulated on their results.

Ben Gizzi	Berkeley Square House
Robert Carter	Queen Victoria Street
Anthony Humphries	Watson Wyatt
James Washington	Watson Wyatt
Tony Haworth	Watson Wyatt
Robert Bateman	Watson Wyatt
Tinius Kriel	Mid City Place
Justin Bangi	Mid City Place
Malcolm Waghorne	Exchange House
Mark Taylor	Berkeley Square House
Krishna Rana	Berkeley Square House
Jo Bowyer	Watson Wyatt
Colin Schofield	Watson Wyatt
Richard Goldstone	Watson Wyatt
Roland Taasin	Queen Victoria Street
John Dallman	Queen Victoria Street
Jimmy Shajobi	Broadwalk House



# Lynx Team Plays Key Role At Chiswick Park



An exciting new assignment for Lynx Security began on 1st May with the commencement of our new Chiswick Park contract.

Chiswick Park is a major new office park in West London that, when complete, will provide a workplace for up to 15,000 people. Designed by the Richard Rogers Partnership and developed by Stanhope, Chiswick Park is a highly innovative concept that offers a working environment of uncompromising quality.

The culture and ethos of Chiswick Park is hinged on the notion of providing an environment that actively encourages employees to enjoy work. At present, there are over 3,000 employees (referred to as 'guests') based within the park, from a range of companies including the Walt Disney Company, Technicolor Services, Kraft Foods, Vue Cinemas, France Telecom, Discovery Channel, CBS Europe and Teletext.

23 Lynx Security employees comprise the Guest Support Team at Chiswick Park and their duties include park security, car parking control and "Meet & Greet" at the park entrance. Lynx employees play a key part in the delivery of the 'Enjoy-Work' principle that Chiswick Park is based on: If people enjoy work they'll do better work. If they do better work you'll have a better business.

Our customer, Chiswick Park Estate Management Ltd. 'Enjoy-Work', is committed to the community, both local and global. On 24th September, Chiswick Park held their annual Yellow Umbrella Day, a charitable event 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, Whizz-Kidz and Brainwave.

'Community' is an important element of our own company's values and Lynx was proud to be one of a number of corporate sponsors of the event. Also, Lynx's Guest Support Team worked tirelessly to ensure that everyone had a fun and safe day at Chiswick Park, and helped to make the day a resounding success.



Guest Support Team Member David MacRae

## SIA Licensing - 6 Months On

Twelve months ago the requirements of Security Industry Authority (SIA) licensing and the achieving of Approved Contractor Status (ACS) seemed almost insurmountable and were responsible for many sleepless nights. However, 6 months on from the statutory implementation date I am pleased to report that all the required targets have been achieved. Indeed, Lynx were one of the first companies to hold Approved Contractor Status on 20 March 2006. This achievement can best be summed up by a quote from Robin

Dahlberg, SIA Acting Chairman:

'I would like to congratulate every one of the first companies that have attained ACS accreditation. This is not only an outstanding achievement in such a short timescale but demonstrates their commitment and willingness to work with the SIA in facilitating best business practices that are fit for a healthy and professional industry.'

Without the co-operation of all our employees this achievement would not have been possible. Well done!



John Saunders (SIA Chief Executive), Ian Noble (Personnel Director) and Craig Pickard (MD)