



# LINKS

The Newsletter of Lynx Security

June 2007

## Welcome

Hello and welcome to the latest edition of LINKS, the newsletter of Lynx Security.

The past year has been a very busy time for everyone in our company. You may be surprised to know that we have grown by almost forty percent with our annual turnover now over fourteen million pounds. We have over five hundred employees working on assignments in London and in other centres as far away as Bristol. This type of growth makes us one of the fastest growing companies in our industry.

As important as it is to have an effective sales team and marketing resources, the best sales people that we have are our security staff and our customers. At least half of our growth has come from the expansion of existing contracts or referrals from satisfied customers. This makes the service that we provide, each and every day and night, a critical basis for our development.

Growth is good for everyone at Lynx. Along with training and experience, increased opportunities arise for those who wish to be considered for promotion. We have numerous examples of employees who have been given increased responsibilities within our company. We will continue to place an emphasis on training and development in the upcoming year to make sure that we provide all our employees with the tools to achieve their own goals.

Finally, this newsletter is yours and we value your ideas and comments. Any improvements that you would like to see can be sent to us through the contact details on the back page. We look forward to hearing from you.

Craig Pickard,  
Managing Director



## The Blue Fin Building

"In April 2006 Lynx was awarded the contract to provide manned security guarding services at the Blue Fin Building by Broadgate Estates.

Broadgate Estates manage an unrivalled portfolio of prestigious mixed-use developments and landmark properties across the UK. The Blue Fin Building is no exception and is located south of the river on Bankside close to Tate Modern and the Globe Theatre. The building consists of 12 floors and is made up of retail and office space totalling some 409,092 square feet.

On contract commencement, the building was in the final stages of construction, and over the last 14 months the building has progressed through the various stages of fit out, culminating with tenant occupancy. Nine of the 12 floors have been taken by the UK's leading consumer magazine publisher, IPC Media. IPC are the largest consumer magazine publisher with an unrivalled portfolio of brands selling over 350 million copies each year.

The Security Team at the Blue Fin Building under the management of Brian Taylor and Grant Hardy has successfully overseen all the development stages from fit out to occupancy and the whole team is to be congratulated for all the hard work and effort that has led to the success of this contract.

Duties at the Blue Fin Building include reception work, patrolling, access control and the monitoring of sophisticated alarm and CCTV systems from a state of the art control centre. The growth of this contract over the last year has increased our manned guarding portfolio with Broadgate Estates and has further extended Lynx's presence within the media sector in London."



## Head Office Appointments

### Mike White, Operations Director

Mike White has been appointed as Operations Director as of 26 February 2007. Mike brings with him a wealth of experience having held senior operational roles in the manned security industry for over seven years with Securiplan, Initial Security and more recently as a Regional Operations Manager for St. James Security.

His considerable experience has included the overall responsibility for unique, high profile security assignments including The London Stock Exchange and the innovative West London development, Chiswick Park.

Mike has a keen interest in staff development and training, and sits on Skills

for Security's Expert Group for the review of security and loss prevention national occupational standards. Skills for Security being one of the specialist skills and standards setting bodies for the security industry.

Mike will have overall responsibility for the service delivery at Lynx Security.



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



# Ten Minute Briefing Controlling Access and Managing Visitors

Approved by  
 **bsia**  
British security industry association

## Who comes in?

With any fully secured site the most attractive – indeed only – potential weak points for criminals to target may be the entrances and exits. It is here that they may focus their efforts and it is the job of security staff to make sure they do not succeed.

The attraction for would-be intruders is that there are a number of ways for unauthorised people to get into a building through entrances and exits – for example by slipping through unnoticed; by bluffing; by pretending to be somebody else; by using out-of-date or fake ID; by closely following authorised people.

And the risks are lower too. Would-be intruders will be very imaginative at explaining

away their presence if they are caught – they are lost, they've come in by mistake, they are looking for someone – something they can't easily do if they are actually caught breaking in.

Organisations today rely on a range of measures to control access control, including sophisticated ID and electronic visitor management systems.

But even with developments in technology, the presence of well trained, alert security staff is still probably the most effective protection.

## Access procedures

As ever, the Assignment Instructions should contain all the basic information about access control procedures on any site protected by our security teams.

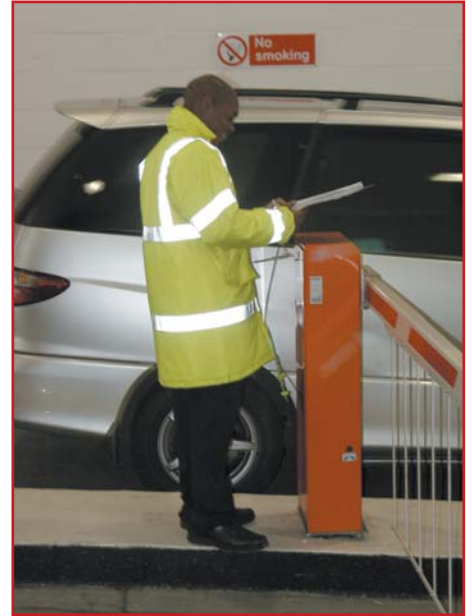
Typically these procedures should describe the exact checks that Officers are expected to make on people entering or leaving the site.

Access requirements at your site may change from time to time – for example if special threat conditions are identified. All members of your team should be informed of any new procedures. Where access control is tightened, either temporarily or permanently, be aware that regular staff or visitors may sometimes be caught unawares by the changes. Such situations may need handling with particular care (see page 8, handling problems).

## Handling difficult situations

The story is often told of the senior company executive who hires security guards to check everyone's ID one week, without exception, then the next week is outraged when he is challenged to prove his own identity. In other versions of the story it is the random search policy which triggers a complaint when applied (randomly) to a VIP who is 'beyond suspicion'.

These may be extreme examples, which happen only rarely, but there are many more common situations where conflicts can arise. If



*The site's AIs should describe the exact checks that Officers are expected to make on people entering or leaving. Errol Blackman at Broadwalk House*

an authorised user of the building is in a hurry, and they can't find their ID pass, they may be irritated if you don't let them bypass the access system 'just this once'. Likewise if a random search targets someone on the one day they can't afford to be late, they may feel exasperated.

In all cases Security Officers should use their people skills to diffuse irritation, to try to prevent the situation escalating. If it does escalate, you will have to follow the procedures set out in your AIs – but do everything you can to prevent it reaching that stage. Show concern for the other person's grievance, remain polite, and do what you can to minimise inconvenience. But do not bypass the correct procedures.



*The presence of well trained, alert security staff is still probably the most effective means of controlling access. Foreground Dhan Chhetri and background Hari Limbu at Thomas More Square.*

## Head Office Appointments *(from page 1)*



### Howard Austin, Commercial Director

Howard Austin joined the Company on 23 April 2007 as Commercial Director.

Having gained a commerce degree from the University of Birmingham he spent several years in senior roles in the FM arms of office technology companies including Kodak and IKON.

He entered the security industry as Commercial Director of Chubb National Accounts and, since 2003 he has been responsible for Corporate Account Development within OCS Limited. His understanding and appreciation for service delivery led to his appointment as the Customer Relationship Director for OCS's largest and flagship integrated services contract in the London area.

In addition to having responsibility for Lynx's Security business development strategy, Howard will also be involved with existing customers' commercial matters such as revised service proposals and contract administration.



# Lynx Officer of the Month

## March

The award for Security Officer of the month for March was jointly made to Mark Raven, Jim McConnell and Kevin Seurre all of whom work on our Lexis Nexis Butterworths contract.

Mark joined Lynx in December 2004 and moved to the Chancery Lane office in October 2005. Jim works at the Woking office having joined the Company in July 2006 and lastly Kevin transferred to Lynx under TUPE in November 2005 and works at the Croydon office.

These officers were nominated for the award by Rose Gledhill, UK HR Director of Lexis Nexis Butterworths due to the quality of service provided. Indeed, so impressed was the Client that they were all unexpectedly invited to attend the Lexis Nexis Achievers award presentations on 14 February 2007 where they each received a special award from Josh Bottomley the UK Managing Director of Lexis Nexis Butterworths in recognition of their efforts.



L to R - Mark Raven, Jim McConnell, Kevin Seurre and Josh Bottomley

## April

Sulemana Bawumia and Khalid Hussain joined the Company on 29 September 2006 when the Company was awarded the security guarding contract at Sony Ericsson.

Before joining Lynx, Sulemana worked for Universal Security and Reliance for 14 years thus bringing with him a wealth of experience. Khalid also worked for Universal Security for over 4 years and prior to that was a Finance Officer.

Both Sulemana and Khalid were nominated for this award by Marie-Louise Kerr, Senior Facilities Manager.

To quote Marie-Louise Kerr: "Sulemana and Khalid have been working extremely hard since Lynx took over the contract. They are committed to this site and have worked additional hours to make sure that everything runs smoothly. They have always been diligent, hard working, and proactive and are an asset to Sony Ericsson and Lynx."

Congratulations and very well done for all your efforts which have resulted in this very well deserved award.



L to R - Sulemana Bawumia & Khalid Hussain

## May

For the third month in a row we have a joint award for Security Officer of the Month which is shared between John Thomson and Lee King of the Financial Times.

John joined Lynx in July 1995 and is now Site Manager at the Financial Times. Lee in comparison is a relative newcomer to security having joined the Company in July 2006.

They were nominated for this award by Lucy Davidson, HR Manager at the Financial Times following an employee related incident which resulted in her having to seek the support of the Security Team. Following her request the support was immediate and the follow up action taken with regard to her wellbeing was also greatly appreciated by her and Claudette Charles the Facilities Manager.

To quote Lucy Davidson: "It's really reassuring to know that we have such professional security staff looking after all of us."



L to R - Lee King and John Thomson

# ACS Verification Visit

The Company having been provisionally granted Approved Contractor Scheme (ACS) status by the Security Industry Authority (SIA) on 31 March 2006 underwent the required formal verification visit between 11 and 13 December 2006.

The in-depth 3 day verification visit was conducted by Insight Certification Limited and confirmed that the Company was fully meeting the requirements of the ACS as laid down by the SIA and approval was granted through to 31 March 2009. In April of this year the Company successfully underwent a further 2 day external audit inspection by the National Security Inspectorate (NSI) which confirmed re-accreditation to the International Quality Management Systems Requirements of BS EN ISO 9001 for a further 3 years.



# 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.

- March **Dunston McLeish**  
Blue Fin
- April **William Onwuamaegbo**  
Battersea Power Station
- May **Chrysanthos Chrysanthou**  
Queen Victoria Street

## 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.

- |                  |          |
|------------------|----------|
| Curt Webb        | ABN AMRO |
| Stephanus Jansen | ABN AMRO |
| Steve Syrett     | ABN AMRO |
| Waleed Eltayib   | ABN AMRO |
| Brian Taylor     | Blue Fin |
| Michael Aird     | Blue Fin |
| Robert Woods     | Blue Fin |
| Partap Limbu     | Blue Fin |
| Charles Guiliano | Blue Fin |
| Graham Inwood    | Blue Fin |
| Mike Harkins     | Blue Fin |
| Mike McDermott   | Blue Fin |
| Albert Emuege    | Blue Fin |

## SUPERVISORY DEVELOPMENT COURSE

The following employees successfully completed the 'Skills for Security' Supervisors Training Course from 23 to 25 May and are to be congratulated on their results.

- Berj Bedrossian Queen Victoria Street
- Holly Butcher Dechert
- Shane Murphy Blue Fin
- Khalid Barbary Berkeley Square House
- Krishna Pun Health Protection Agency
- Mahmood Razavi Berkeley Square House
- Paul Williams Financial Times
- Ran Magar Berkeley Square House

## BIRTHS

Congratulations and best wishes go to the following families:

- Funnito and Abosede Okusanya on the birth of Sukanmi on 6 November 2006,
- Abideen and Bamidele Adeoye on the birth of Olivia on 14 December 2006.
- John and Gabrielle Marx on the birth of Jack on 19 February 2007.
- Michael and Amanda Aird on the birth of Billy Ross on 20 April 2007.
- Ola and Christina Iwalesin on the birth of Otunba on 7 May 2007.
- Claus and Emma Andersen on the birth of Sophia on 30 May 2007.



# Chiswick Park Top 100

One of Lynx Security's contract sites, Chiswick Park, has been recognised in a prestigious national poll as one of the UK's best workplaces. The Financial Times Best Workplaces report rated Chiswick Park as one of the top 100 places to work in the UK.

Our customer, Enjoy-Work, was assessed along with its service partners including Lynx Security's Guest Support Team. Entrants were judged on their ability to meet a set of criteria which included diversity, the quality of the workplace, innovation initiatives, community relations, sustainability and corporate responsibility. The Enjoy-Work team impressed the assessment panel across all areas.

Kay Chaston, Chief Executive of Enjoy-Work, said: "To our knowledge, Chiswick Park Enjoy-Work is the only company within the Financial Times Top 100, which actively creates a positive working environment not only for its own employees, but for employees from a multitude of other industry-leading companies across a range of sectors."

Lynx's Guest Support Manager at Chiswick Park, Claus Anderson, added "Our own team at Chiswick Park is very proud to be a part of this fantastic group achievement. It really is a partnership that works."



*Claus Anderson, Guest Support Manager,  
at FT Top 100 Workplace Awards Ceremony*

## Epilepsy Action Gold Award



Clive Heath the Security Manager responsible for our Hewlett Packard operations in Bristol and Swindon has recently been honoured with an 'Epilepsy Action Gold Award for Employment'.

Clive was nominated by Martin Bignall from the Hewlett Packard Swindon Data Centre for all the support and help he received from Clive when he was first diagnosed with epilepsy. To quote Martin: 'From day one Clive has been absolutely fantastic. When I was first diagnosed with epilepsy I became very depressed and Clive was supportive and helpful throughout. He allowed me to change my shift pattern and gave me time off when needed, and seven months later he is just as understanding'.

Clive's response was, as would be expected, measured and understated: 'When I found out I had been nominated and won this award I was both surprised and delighted. Martin is a very able person and with just a few adjustments, we have been able to ensure he can continue to fulfil his potential'.

For those of you who know Clive personally you will know that he is not a man who seeks such accolades and indeed will usually do everything to avoid such praise. However, on this occasion, as editor I am delighted that his efforts have been recognised and rewarded and would just like to congratulate him on behalf of all the Company for this well deserved award and to thank Martin for nominating him to 'Epilepsy Action'.

## London Region BSIA Awards



On 15 March 2007 Holly Butcher received the British Security Industry Association Award in the Best Newcomer Category for the London Region from Alex Carmichael, BSIA Director of Technical and Membership Services.

The award ceremony which was also attended by Craig Pickard and Dave Faldo of Lynx Security Services was held at International Student House, Great Portland Street, London. This award honours the new security officer who has shown outstanding promise and who at the time of nomination has not been a security officer for longer than two years. Holly was nominated jointly by Lynx Security and Steve House of Dechert LLP where Holly has worked for the last 18 months. There can be no doubt that Holly won this award against exceedingly strong opposition and consequently can feel justifiably proud of her achievement.

Holly joined Lynx in July 2005 having previously been employed for over 6 years in the ophthalmic industry working for some of the leading High Street brand names. She initially started at the Financial Times on reception where she quickly became a valued member of the team before being deployed to Dechert at 160 Queen Victoria Street. Holly's professionalism, conscientiousness, customer care and interpersonal skills quickly impressed the client and culminated in her nomination for this truly well deserved award.