

A chorus of approval

by Jonathan Levine

It has been another significant year for First Security, with steady progress made on all fronts in what continues to be an increasingly tough environment for manned guarding services.

Of course much of the year has been dominated with the issue of Licensing, and the drive towards our Approved Contractor Status which has been successfully achieved. The cost, and the investment in time from our people has been considerable, but what Licensing and the Approved Contractor Scheme will do above all else, is give credibility to those professionals working in our industry.

An Approved Contractor such as First Security can now outwardly demonstrate that it is independently audited, measured, and benchmarked against the very best. Within our own business, attaining Approved Contractor Status has done wonders for staff morale, knowing that they have been pitted against the best, and not found wanting. But for the scheme to have real meaning, enforcement is now essential. Licensing and the Approved Contractor Scheme are but the first steps in a very long climb to take our industry to the pinnacle of excellence.

Excellence has been a key word in our development over the last 12 months, with a number of new contracts to celebrate within our 'core' manned guarding business, as well as the first successes being reported by our Specialist Services Division.

We were delighted, for example, to extend the range of services provided to 30 St Mary Axe – better known as The Gherkin – to include the mailroom and delivery bay as part of the management's strategy of including both elements as a function of security rather than administration. The significance of such a contract should not be underestimated, since it shows how traditional 'manned guarding' is developing as an industry in a much wider context of total facilities management, especially where security is a key imperative.

An additional contract for the world-renowned news and information group Reuters proves the point: we have now been tasked with providing Reception and Security services at Commodity Quay in London's Docklands. Commodity Quay is a multi-tenanted building, and formerly home – as the name suggests – to a number of historic commodity traders. First has now been working for Reuters since 1989, and continues to deliver excellent service.

We were delighted also to further enhance our reputation for protecting historic buildings and their contents by securing the contract for the Royal College of Physicians (RCP) – one of the oldest medical institutions in England. The College appointed First Security after competitive tender, helped by our proven track record in working on other sites of important historical significance, and having the right 'fit' for the essential role as one of the first points of contact for visitors to the College.

First Security continues to work with the major property management and development companies, taking on the security at a number of London sites. For one such company, St. Modwen Properties Plc, First won a significant new contract to protect the Edmonton Green Shopping Centre in Enfield, North London. The contract, managed by St. Modwen Developments (Edmonton) Ltd, is to provide a team of security personnel to provide a safe and pleasant environment for both shoppers and retailers alike, with the team briefed not only to provide a security service, but also an element of customer care.

In addition to its core manned guarding services, First Security's Specialist Services Division – a business unit launched to deliver specific value-added services to its blue-chip customer base – continues to go from strength to strength. We recently opened an impressive new IP-based remote monitoring facility (within our headquarter building) that takes maximum advantage of the latest computer and Local Area Network (LAN) technologies to enable clients to see, control and record activities on their sites via CCTV. Being IP based, it does not rely on proprietary platforms, and can therefore support its clients in being able to monitor their installations from their laptops, anywhere in the world.



30 St. Mary Axe.

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The state-of-the-art remote monitoring control room is opening doors to new business



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First Security is expanding its responsibilities at the iconic Gherkin



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Tending to the everyday security needs of The Royal College of Physicians

A chorus of approval (cont.)

Several new customers have been quick to take advantage, among them the management at the new office development near Canon Street and Monument, 12 Arthur Street. First Security now not only provides manned guarding for the owners, but has also designed and installed a sophisticated CCTV solution comprising 16 CCTV cameras monitored over IP. We believe this is the scheme of things to come.

As a business we continue to invest in our people. To this end we have now appointed a new Director of Human Resources (HR), Russell Smith, who will be directly responsible for all strategic personnel issues relating to the company's 1800 employees.

Russell has been brought in to add further weight and professionalism to our HR function, and to give it more representation at a Board level. He is already conducting a detailed review of all of our HR processes with a view to streamlining and eliminating any non value-added activities to further improve our efficiency.

We have also invested in a new branch in Aldermaston, and a new branch manager, John Casey, to target businesses specifically within the M4 Corridor. We first started looking at the opportunities to the West last year – with successes at Sony and for a new Business Park in Newbury. Now we have plans to accelerate this growth in 2007.

As we come to the close of 2006, we can look back with satisfaction on another important year in our company's development. We have continued to be at the forefront of our industry in all things including Licensing, ACS, and in our commitment to driving up professional standards. There is still much to do, but in the meantime I would like to thank you for your support and contribution over the last 12 months, and wish you all a very Merry Christmas and happy New Year.

First opens new Remote Monitoring Control Room as part of new specialist services drive

First Security's Specialist Services Division, a business unit launched to deliver specific value-added services to its blue-chip customer base, has opened a new IP-based remote monitoring facility to augment the company's core manned guarding capability.



The new remote monitoring facility takes maximum advantage of the latest computer and Local Area Network (LAN) technologies to enable clients to see, control and record activities on their sites via CCTV. Being IP based, it does not rely on proprietary platforms, and can therefore support its clients in being able to monitor their installations from their laptops, anywhere in the world.

"It is important to distinguish between what we do, and what the large central stations do," explains Eugene O'Mahony of the Specialist Services Division. "We are not about alarm handling or thousands of intruder connections, where you switch off at night and rely on CCTV for your security; our philosophy is about pro-active remote monitoring, augmenting the security officers that we provide, making them more effective and giving them more protection, as well as extending the level of protection by giving our customers the opportunity of seeing precisely what is going on at their site, any time of the day or night."

The concept of remote monitoring extends from the 'traditional' security application into a much wider facilities

management role, enabling access to be granted (or denied) remotely, as well as having a two-way intercom/audio feature to speak to any visitors out of hours. A GPS tracking capability is also being provided to track individuals, vehicles and assets, and render assistance in the event of an emergency.

Recording is carried out locally with images from each site downloaded and burned to file as required within seconds. Although an Open platform, previous concerns over security have been met by the use of Virtual Private Networks (VPN) that are password protected, and where desired digital encryption and watermarks are used.

The remote monitoring team is housed in a secure location in London, with access via a biometric reader for the highest levels of protection. Dual redundancy is built in; however the fully distributed nature of the system is such that each element of the technology deployed is independently intelligent, and can 'take over' to ensure seamless coverage.

"The system is also a hybrid," Eugene continues, "such that it can cope with the new generation of mega-pixel cameras that are now coming on-stream. It is therefore future-proof, but also – importantly – it is backwards compatible with existing analogue devices such that customers can change over to digital at their own convenience, rather than being bounced into it."

Commenting on the development, Jonathan Levine adds: "Increasingly, businesses are looking at ever more innovative ways of protecting their buildings, assets and staff. The key driver is the customer, and we recognise that in a competitive environment the need to differentiate our services from our competitors is critical.

"First Security has a reputation for being at the forefront of industry developments, and we believe firmly that a professional manned guarding offering – supported by a range and diversity of Specialist Services that are constantly refined and updated – will be the way forward."

First makes HR a new appointment



First Security has appointed Russell Smith to the newly created position of Director of Human Resources (HR). He will be directly responsible for all strategic personnel issues relating to the company's 1800 employees.

Russell has been in HR for 16 years, including more than four years with the food manufacturers Geest, responsible for seven business units, and more recently still took on the

challenge as interim HR Director for Gillette. A graduate in Business Studies from Liverpool, Russell opted for HR as offering a greater potential challenge to him than other careers, and completed a Post Grad at Middlesex Business School in Personnel Management.

"My father worked in HR, but more in the industrial relations side, so perhaps it was inevitable I should consider it as a career," Russell explains.

Russell has been brought in to add further weight and professionalism to First's HR function, and to give it more representation at a Board level. He is already conducting a detailed review of all HR processes with a focus on streamlining and stripping out non value-added activities to further improve business efficiency.

"One of the first areas to change is the recruitment of new officers," he continues. "Historically for every 100 officers

we interviewed, only 25 were offered employment with us. Now, through more extensive assessment at the start of the recruitment process, that figure has now risen to 75 out of every 100, which is a considerably better use of valuable time and resources."

On the company, Russell comments "there is huge potential with First Security not only to greatly improve our business performance through a greater intervention from HR but more importantly through tapping into and increasing the contribution of our workforce"

Born in Scotland, just outside Edinburgh, Russell's family moved to Nottingham when he was six. He now lives in Bexley, Kent, with his wife and family. As a youngster, he played tennis for The City of Nottingham, and still finds time for the occasional set or two when he isn't being a taxi to his two young boys, Alexander

Protecting **London's** Finest

by Sean Feast

It is now more than two years since First Security took over responsibility for protecting one of the Country's most recognisable buildings – 30 St Mary Axe.

Since then, The Gherkin – as it is affectionately known – has gone on to attain iconic status, standing nearly 180 metres high and providing approximately 50,000 square metres of office and retail space. The Gherkin is the UK head office of Swiss Re Reinsurance Company, which remains the dominant tenant in a multi-tenanted building.

First Security officers provide security on a 24/7 basis. Their responsibilities include 'conventional' security duties such as physical security, staffing the building control centre and CCTV monitoring, together with additional services such as manning the main reception out of hours, and providing security at the Bury Street facilities where the Property Management Team is based. Increasingly, given the iconic nature of the building, the officers also have to deal firmly – but politely – with the large number of tourists wishing to take a look inside. Despite this, since their appointment, there have been no major incidents.

Property Management Team includes Richard Stead, Property Services Director, and his colleagues Jimmy Demetriou and Steve Browne. One of Richard's first moves when he arrived from Broadgate Estates in February 2005 was to move towards a 'softer' security 'face': out went the high visibility jackets and radios in favour of smart jackets and ties. A new Security Contract Manager, Danny Moody, was drafted in to work alongside the Operations Manager Mark Telford. It is proving a winning combination.



Richard Stead and Jimmy Demetriou of the Property Management Team.

"When I arrived, First Security was the incumbent and although an approved supplier, I had no direct experience of them," Richard says. "I wanted to make some changes. At the time First Security had started on the contract, there was considerable building work still being undertaken, contractors to manage etc which required a visible, physical presence. With that work now completed, I wanted officers with different skill sets who could present a different image for potential tenants. You can change a uniform, but it takes time to change the culture, but this is what we have achieved.

"We have an excellent team that are managed well, and clearly believe in what they do," he adds. "I have been very satisfied with the work that First Security has been doing. They work with us in accommodating our needs, and we, in

turn, listen to their suggestions and recommendations so that we work well together."

So has Richard seen a significant change in the role of manned guarding today, compared with 10 years ago? "Very definitely," he says. "Ten years ago, most of the guards were ex-military or ex-Police. Now that is not the case. Licensing is also helping to make a tremendous difference, turning it into a profession, a career even, rather than a job to do whilst filling in time. "Improved pay rates and a clear promotional path mean that younger men and women are now coming to the job with the intention of making it their career, with real opportunities. As a client, we like to see officers on our contracts progress. If they don't, you may sometimes wonder if you have the right people."

Making a first class delivery at The Gherkin

First Security has extended the range of services provided to 30 St Mary Axe to include the mailroom and delivery bay as part of the management's strategy of including both elements as a function of security rather than administration.

The decision to outsource responsibility for the mailroom and delivery bay was taken by Richard Stead, Property Services Director of 30 St Mary Axe Management Services Ltd, as part of a much wider security review. It was his opinion, and one shared by Jimmy and Steve, that both areas should fall under the security remit:

"The mailroom within the building is effectively an enormous post box," Richard explains. "With many of our tenants sharing the same postcode, The Royal Mail delivers huge amounts of post every day, all of which has to be scanned and checked for suspicious packages prior to being 'delivered' to the tenants' own mailroom staff (for those that have them) for distribution, or directly to the customers' floor.

"There is no franking of mail or photocopying, or any of the 'traditional' activities associated with mailroom service providers, and as part of our review, we saw the mailroom as a potential weak spot in an otherwise robust security strategy. We discussed the matter with

First Security, and they came back to us with a series of recommendations as to how we could enhance our operational procedures. They were able to demonstrate work they had performed for other clients, and after benchmarking their service with the incumbent, First Security was appointed."

As well as letter and parcel post, The First Security team manning the mailroom and loading bay are also responsible for managing the vast army of couriers and deliveries that arrive every day. With the retail space, and the now-famous restaurant and bars receiving deliveries throughout the day, this is a considerable undertaking.

"As with any new contract, we had some teething difficulties at the beginning. Some of our tenants wanted to know why we had changed from a 'specialist' in mailroom services to a 'specialist' in security, but with the processes now fine-tuned our tenants have been quick to realise the benefits," adds Jimmy who is responsible for the day to day provision of the service."

Commenting on the relationship, Jonathan Levine, Managing Director of First Security adds: "I am delighted with the way my team has responded at every stage of this contract. The responsibility of a security officer today is very different from that of 10 or even five



years ago, and increasingly our customers are seeing the value that our people can bring to all elements of their property management strategy."

State-of-the-art security at **12 Arthur Street**

First Security's Specialist Services Division has completed the installation of a sophisticated CCTV surveillance and IP monitoring system at the new office development near Canon Street and Monument, 12 Arthur Street.

In addition to the manned security provided by First Security 24/7, 365 days per year, the Specialist Services business designed and installed a CCTV solution comprising 16 CCTV cameras, a mixture of static and Pan/Tilt/Zoom (PTZ), including a number with day/night capability thus ensuring that all angles of the building are covered at all times.

The CCTV is run over IP, transmitting video to the main reception, where it is monitored by the duty First Security officers, and also to the office of the Building Manager, Dave Fanshawe.

The decision to choose First Specialist Services was straightforward, as Dave explains: "First Security has always supplied manned guarding for the building and I have always been pleased with the service received. Given that the building is state-of-the-art, with high profile tenants, it was decided that the site needed a more comprehensive electronic security solution.

"When the decision was made to expand the existing security measures to include a monitored CCTV system, I recommended First as they have always been highly professional in what they do. First were subsequently invited to tender for the project and won."

The new building spans 11 floors with a total area of just over 100,000 sq ft. The offices are multi-tenanted, and being in the heart of the city, are home to various insurance, financial and



legal firms, including recognised names such as Prudential, Moody's KMV, and the Morse Group.

Tending to **Royal College of Physicians'** security needs



The Royal College of Physicians (RCP) – one of the oldest medical institutions in England has asked First Security to protect its historic London headquarters.

The RCP was originally created by Royal Charter of King Henry VIII in 1518, and since that time has engaged in a wide range of activities dedicated to its overall aim of upholding and improving standards of medical practice. In 1964 it moved to its present headquarters building in Regent's Park design by Sir Denys Lasdun and given a Grade 1 listing by English Heritage in 1998.

The College appointed First Security to provide manned guarding services after competitive tender, helped by its proven track record in working on other sites of important historical significance, and having the right 'fit' for the essential role as one of the first points of contact for visitors to the College. As Deputy Bedell Ken Furie explains:

"As Deputy Bedell, one of my many responsibilities is security, and ensuring that no-one comes in who shouldn't be here," he says. "First Security officers provide the 'physical' security we need, but are also trained in a 'Front of House' capacity such that legitimate visitors to our building are treated with the respect and welcome they deserve."

The College has some 11,000 Fellows worldwide – of whom approximately 6,500 are in the United Kingdom – and over 9,000 Collegiate Members. The Fellows are senior members of the medical profession, usually hospital consultants or physicians working in university departments of medicine. Given the history of the College, the headquarters is home to nearly 500-years worth of medical research and materiel, most of which has either intrinsic or actual value. Keeping it safe is therefore a considerable responsibility

As well as having a physical presence, the First Security team also has a checklist of duties to support the Bedell in his day-to-day role, monitoring not just people coming in and out of the building but also technologies such as the Fire systems and building management systems. They will also be in charge of monitoring the new CCTV system currently being upgraded to Digital.

The officers wear a uniform to identify them instantly to members of staff, and their performance is continually assessed and benchmarked to ensure that it meets the high demands placed on them by the College.

Jonathan Levine, First Security's Managing Director said: "The Royal College of Physicians is very particular in the type of officer it needs. Certainly they need to provide a physical deterrent, but they also need to be welcoming to the very important visitors that the RCP has to its headquarters on a regular basis. Our officers are hand-picked by the College and fully trained on site to provide a service that we believe is second-to-none."

First Security is particularly noted for its work protecting historic buildings, with recent contracts including The British Medical Association and The Royal British Library.

Swing when you're **winning** – again!

A sunny Stanmore Golf Club was the venue for the First Security annual golf day in September, a day that saw fierce competition from the assembled guests balanced with a little light-hearted banter from their First Security hosts.

Colin Chatt from St Modwen Properties – a familiar winner from previous years, was once again in pole position to take the overall Stableford prize, closely followed by his colleague Mike Knell. Ian Thomas of Ernst & Young came third. Messrs Chatt and Knell, along with yet another colleague Dave Wilson and

FSG's Fred King also scooped the best Texas Scramble score, but couldn't make it three in a row, being pipped to the Team Stableford prize by Ian Thomas, Mike Riley of Tysers, and Sean Feast of the AGA Group.

The First Security Group winner was Neil Ames, coincidentally the organiser and chief scorer of the event, who also decided that he and his team of Steve Kennedy (Stockley Park) and Colin Curnow (Jones Lang LaSalle) had managed to keep the Yellow ball in play for 18 holes and accumulate enough points to win. A stewards' enquiry was

called for, but Mr Ames decided that there was insufficient evidence for a recount.

Longest Drive went to Steve Songaila of Twin Systems with a monster 250-yarder, with Ian Mansfield of The City of London Police showing his finesse and accuracy winning 'Nearest the pin'. The most coveted prize of all – the Mundell Award for the individual who played the most golf – went to Phil Ackers of The Institution of Civil Engineers. This was the first time in three years that David Mundell failed to win his own trophy, but was magnanimous in victory.