

# First Choice

A Newsletter for the Staff of Interserve Security and First Security

**In this issue:**

- Mike Crump outlines our corporate strategy—and announces start on new Communications and Control Centre
- Jim Boodrie looks back on the successes of 2008
- New Communications and Control Centre

**Also:-**

- InVue Win
- SPQ Success
- ManDev Progress

## MD Looks Forward in 2009

My first and pleasant task is to express the hope that you had a good Christmas and wish everyone Happy New Year. This time of the year is very much about our families and the joys that they bring. It is also a time when we find ourselves reflecting on the past year and what we might do to make things better in the coming year. The news these past few months has been very troubling and few people can believe that 2009 will be anything but challenging for all of us. The good news is that we go into it relatively stronger as a result of what we achieved in 2008 and the plans that we have for 2009.

I am sure you are all aware that, since the

launch of our strategy document 'Project Apollo' in late summer 2007, key planks in our strategy have been to integrate our business in the 'back-office' whilst seeking to strengthen the very particular features that win us competitive advantage in our key markets. This is critical for all of our 'businesses' but it requires a more sophisticated approach to managing and this is one of several aims that drives our leadership and management development programme. There is an article in this newsletter on the programme's progress so I won't say anymore about it here other than I regard it as a win-win-win for our clients, the company, and our managers.

The merging of our back office functions have been proceeding quietly through 2008 but, with the construction of our new state-of-the-art communications and control centre in Mill Street starting in January, the pace of back-office integration will accelerate as we move through next year.

You will have noticed that the First Choice covers all our operations not just First Security. This will be the norm from now on.

Thank you all for helping make 2008 a success. I look forward to working with you in 2009.

Mike Crump



*Mike Crump,  
Managing Director*

## Jim Boodrie Looks Back on 2008

2008 has been a challenging year for the First Security Business Development (BD) team; it saw the departure of a number of long term employ-

ees and the subsequent arrival of new faces – a steep learning curve was the order of every day. The learning curve was accompanied by

new and better systems that allowed for more professional costings. BD, being responsible for rebids as well as growth and new opportuni-



*Thompson Reuters, Canary Wharf and host to the ASIS International Seminar that First sponsored in November. See Page 3 for details.*

## First Choice



*Jim Boodrie, Head of Business Development, First Security:-  
'just how important a role our security teams have played...through their excellent delivery...'*

ties, worked at full stretch.

Re bids, growth tenders and new opportunities called for us to get to know the wider team and as such we needed to work closely with HR and Operations so again we needed to pass the stage of 'who are you and what do you do?' at speed. In doing so, we have made many new friends out of our new found colleagues and enjoyed a spirited working relationship.

So, what's happened during the year?

Successful re-bids

We are proud to say that we have retained the following valued Clients: Sony UK, Sotheby's,

Clifford Chance, West One Shopping Centre, Film Council, British Waterways, York Properties & Kensington Palace Gardens and we, in the Business Development team recognise just how an important a role our security teams have played in influencing through their excellent delivery that the business remained with us. Well done from us all.

We have also been successful in growing our Business with Clients such as DTZ, Liffe, Thomson Reuters and Workman & Partners.

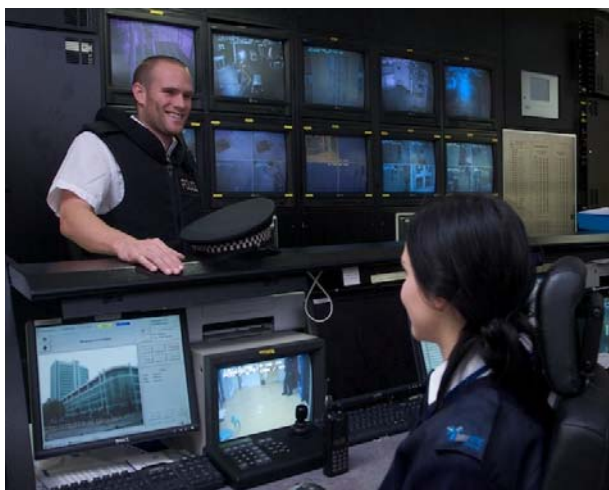
Finally, we have successfully bid for new business Clients including, Telehouse Europe, University College London, Regents College, London Business School,

IPC, Dron & Wright, Rendall & Rittner, GRJ Consulting, Wimbledon Central, Europe Arab Bank, Transworld Publishing, Rosenblatt Solicitors & a number of CBRE.

So, 2009 heralds and we have been striving to grow our opportunity database so that we can maximise on our wins and help grow our business.

May we from the Business Development team wish you Seasons Greetings and a highly successful new year.

Jim Boodrie



*All our operational teams enjoy close working relations with the police*

## SPQ on way to scoring Second Century

*'designed to improve ability, and develop increased confidence and motivation, so that officers are able to perform to the highest standards within the security industry'*

Following the launch of First Security's bespoke management development programme, which was launched earlier this year in association with Northampton College, and accredited by the Chartered Management Institute, it has again teamed up with Lambeth College to offer the Security Practitioners Qualification to its officers.

The Security Qualifications: NOCN Level 2 Certificate for Security Practitioners is suitable for security officers wishing to demonstrate competence against national standards. This qualification is an advancement of the security officer's First Se-

curity induction training and is designed to improve ability, and develop increased confidence and motivation, so that officers are able to perform to the highest standards within the security industry.

To date more than 150 officers have signed up, with the first students beginning to complete the qualification. Of the first to complete and awaiting certification are officers who provide a range of security and concierge services at 10 Upper Bank Street in Canary Wharf, home to the integrated global law firm Clifford Chance.

## Volume I, Issue I

### Interserve Security wins InVue—and establishes ‘Retail Solutions’

The strategic partnership with InVue Security Products opens up exciting possibilities in the retail sector, possibilities that are already working through to our bottom line. Whilst the products are very different, the underlying principle of InVue Security products is the same as Red Tag™: both enable the retailer to maximise on the merchandising opportunity, including efficient use of display space, the buyer to examine and experience the product whilst ensuring the security of the product itself.

Both InVue and Red Tag™ are at

their most effective when teamed with manned security. The presence of the technology deters in so far as it alerts the retailer’s staff to a problem, and possible theft, but it cannot alone prevent the theft itself unless the thief believes that the alarm will result in a physical response of the kind that will prevent him getting away with it.

This addition has enabled us to establish a new ‘subsidiary brand’, Interserve Security: Retail Solutions, and organisation with which to address the market. It is led by Andy Syradd who has

successfully driven Red Tag™.

‘Retail Solutions’ has established an impressive client base that includes Tesco, Sainsbury, Carphone Warehouse, O2, W H Smith, Boots and Jessops.

First Choice will focus on this new business early in the New Year but, if you wish to know more about our strategic partner, InVue, visit their website at: <http://www.invuesecurity.com/about.html>.



An example of InVue’s PODS™

### First Security Sponsors ASIS Seminar

The recent ASIS International UK Chapter 208 Annual General Meeting and Winter Seminar, held at Thompson Reuters in London’s Canary Wharf on Thursday 20 November 2008, was sponsored by First Security.

ASIS International is the largest organisation for security professionals worldwide, with 750 members in the UK. The UK Chapter runs dynamic seminars and training days throughout the year.

Some 100 top security professionals were in attendance of the Winter Seminar, at which several eminent speakers focused on the

ongoing terrorist threat and how we might fight back. Hugh McLeod from Assynt Associates updated attendees on the continuing threat from Al Qaeda, his presentation leading neatly onto that of Lord Toby Harris of Haringey who focused on ‘Terrorism: Current Threats and Events’.

The event also included an exhibition with select security companies exhibiting, for attendees to visit during the breakout sessions. First Security was represented on the day by Jim Boodrie, Graham Cornwell, Andrew Tollinton, Zara Doughty and Mike Moisley.



Operations Director, Graham Cornwell and Business Development Manager, Mike Moisley talking to delegates at ASIS Seminar

*‘..we seek to achieve the focus by having a number of subsidiary brands ... served by specialist teams ... organised in ways that best match the needs of a particular market, service or both...’ Mike Crump*



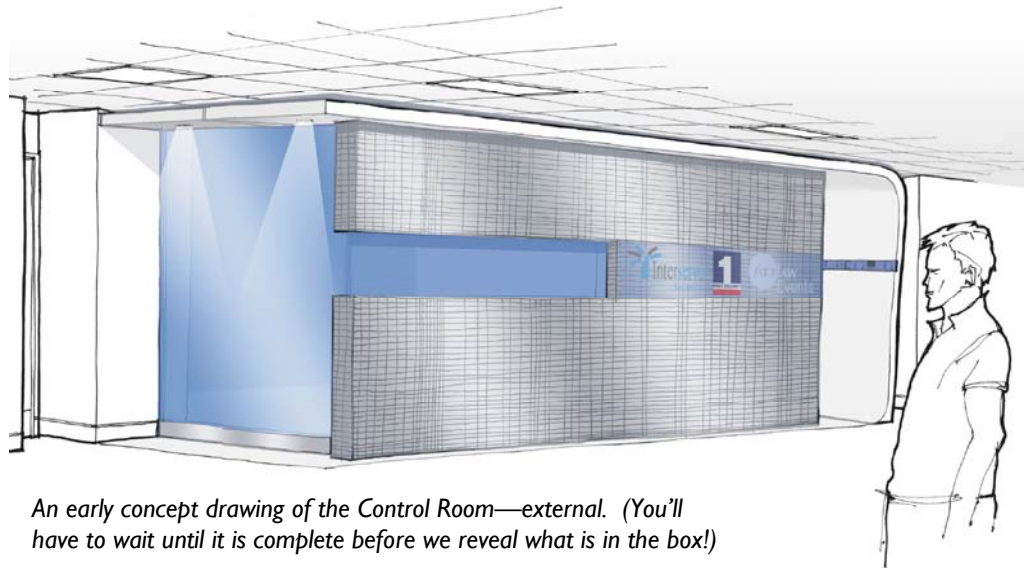
## Excellent Start to ManDev Programme

With the first cohort having completed 3 of 12 [Leadership & Management Development Programme](#) workshops the participating managers are now at a stage where they are beginning to define their business improvement projects, in discussion with their coaches. Programme leader, Nigel Girling is delighted with the commitment and the high level of engagement shown in the discussion groups and syndicate activities. Notwithstanding the inevitable operational imperatives, both attendance and punctuality has been of a high order. Managers clearly value the sessions, welcome, and have grasped the opportunity presented by the programme, to contribute to and shape the direction of the business. as Nigel Girling, Leadership Development Manager of Northampton College, explains:

*Feedback to FSG/ISL colleagues and to the coaches has shown a strong identification with the programme and a sense of gratitude to the organisation for making it possible. We couldn't have wished for a better start. We step up the pace with the second cohort getting underway in January.'*

Cohort 1: Wednesday, January 28; Cohort 2: Thursday, January 29

## New Communications and Control Centre



*An early concept drawing of the Control Room—external. (You'll have to wait until it is complete before we reveal what is in the box!)*

First Security's  
new website can  
be found at  
[www.first-security.co.uk](http://www.first-security.co.uk)

At a time when most companies are retrenching I am delighted to announce that Interserve plc have demonstrated their confidence in and commitment to their security businesses by approving the capital expenditure for our new state-of-the-art communications and control centre.

It will be located at our Mill Street SE1, office and the work, which includes the complete remodelling of the facility, starts on 17th January.

Staff are being temporarily relocated at our Myddleton Square, Caledonia House and Croydon

offices so that the work can be completed as quickly as possible and with minimum impact on our operations. Completion is expected to be in April when we shall be having a number of open days so that clients and staff can view the new facility.