

Consortio Security

— Working in partnership —

The Consortio Security Newsletter August 2019

"Providing business updates to all our Stakeholders"

Message from the Board

Dear Consortio Security Stakeholders,

As we move into the last 3 months of 2019, our focus starts to move towards our annual Staff Survey, the audits of accreditation such as our SIA ACS and of course Christmas.

Staff Survey -

As previously stated in the newsletter, we have reviewed the Staff survey to ensure that questions are more targeted and pertinent to our business, the services we off and the roles you undertake. The feedback we then receive back will enable my senior management team and I, understand where we are succeeding and also where improvements and investment may be needed.

The Survey will be released via survey monkey on the 1st October 2019, I would greatly appreciate all employees participation, as only together can we really make a difference.

Audits -

In mid-October, we will be undertaking our SIA Approved Contractor Scheme for the forthcoming year. The scheme has slightly changed with more impetus based around planning, management and employee engagement. This audit is conducted in tandem with our ISO 9001:2015 (Quality), ISO 14001:2015 (Environmental) and OHSAS 18001 (Health & Safety). As part of the process, the CCAS audit team will be required to undertake site visits, where they obtain feedback from Stakeholders (clients and employees), where practical to do so. A plan for the visits will be generated over the next couple of weeks and the personnel on the relevant sites will be advised the week before the audit.

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Our SHEQ policies and objectives can be viewed on our website. You can also follow this Link

[SHEQ-OBJECTIVES-TARGETS](#)

Again as per the Employee survey, any feedback gained from our stakeholders, help to shape the future of our business.

Christmas -

With only 114 days till Christmas, it's important that you start advising your line manager of any additional days that you wish to work, outside your normal working patterns and likewise any dates that you potentially like off. (The holiday procedure can be viewed within your staff handbook. A copy can be requested from HR)

Though we are looking forward, I also wish to look back and congratulate the 5 employees that have successfully gain a place on the inaugural Security Manager Apprentice schemes. In total 33 employees applied to undertake this apprenticeship, which commences in September. I hope to provide updates throughout the next 12 month on their progress via our newsletter and social media.

Well done to the Consortio 5 !!

Kind Regards

Earl Knight
Chief Executive Officer

Employee of the Month

Employee of the Month

JULY 2019

NORTH

John Vellor and Ali Ashkir (Team at IQ Opal Court) nominated by Tom Dilley following an email from the Client praising the work which they have done over a weekend in relation to unscheduled check ins. Well done and keep up the good work.

SOUTH

Connor Hinkson (Shared Learning Trust) nominated by Wayne Redman for his continued professionalism and support following and email from our Client: "Thank you for all of your hard work and customer service, to support us in Lettings", and another email from our Client's Customer: "I have to say as well the young man who is at reception on a Thursday is so helpful and very friendly always got time to help us."

AUGUST 2019

Simon Mason (IQ Exchange) nominated by Tom Dilley following an email from the Client: "There was a pretty large scale leak. I cannot fault what the guys did - Simon was only due on site to train for a few hours but stayed until past 1am. He attempted to resolve the issue with guidance over the phone and had actually isolated the water before I arrived. Both officers helped with the clear up and when I asked if I was required, they were both in agreement that they would handle the operation from that time."

All of the above officers will receive a letter from COO Nathan Potter, certificate and a shopping voucher. Congratulations!

New Sites

On behalf of the Consortio Security we would like to extend a warm welcome to our Officers who are deployed to protect our Client's assets at our new sites in Coventry, and Exeter.



Student accommodation in Coventry



Student accommodation in Exeter

First Line Security Manager Apprenticeship

The Company communicated to the employees that we were looking to sign up 5 individuals to undertake the First Line Security Manager Apprenticeship, with submissions being required by the 31st July 2019. 33 individuals nominated themselves for the apprenticeship and the senior management completed a review of the applicants and these were narrowed down to 5 who have been offered places on the First Line Security Manager Apprenticeship.

Please join us in expressing our sincere congratulations to 5 propitious and happy employees listed below:

- **Aaron M**
- **Courtney S**
- **Imran R**
- **Masimba K**
- **Paul M**

Standards of behaviour for Security Operatives



Standards of behaviour for security operatives (taken from the SIA Update - February 2019).

SIA licence holders hold an important position of responsibility and trust. We are taking this opportunity to remind security operatives of the required standards of behaviour set out in their training.

Security operatives should conduct all aspects of their work in a responsible and professional manner.

We recommend that licence holders re-read the 'Standards of Behaviour for Security Operatives' provided during their training. It is available on the SIA [website](#). This guidance will support security operatives to deliver the high standards required of them as professionals. All operatives should have a good understanding of the contents of this guidance.

The guidance covers:

- Professional appearance
- Professional attitude and skills
- General conduct
- Organisation/ company values and standards

The SIA may consider taking action against any licence holder who falls below these standards.

We are developing our criteria to include a code of conduct for security operatives, which we will be consulting on later this year.

You can keep an eye out for updates on the code of conduct by checking the SIA website [here](#).

[Re-read the Standards of Behaviour for Security Operatives online](#)

Company Phone Usage



The purpose of this message is to make you aware that we have a new phone contract in place. Along with the new contract, we are also provided with more detailed information on phone and data usage, which assists us in managing our mobile communications.

As you are aware Company and client communications equipment are only to be used for official and NOT personal business. Should individuals ignore this and use the equipment for personal reasons, the new contract will make it easier for us to pinpoint those misusing the equipment and make the appropriate deductions from pay. However, we do not want to go down this route so please follow the Company guidelines and only use the Company equipment for official business.

Should you require any further clarification please do not hesitate to contact me.

Mick Stone
Head of HR
m.stone@consortiosecurity.com

Company Feedback Competition



Feedback is essential for any business as it helps shape your future decision. As such we are running a competition for any feedback left on the below websites between now and December the 15th 2019. All submission whether positive or negative will be entered into a draw, where 5 winners will be picked at random. Each winner will receive a £50 Supermarket Gift Card of their choice.

[Feedback via Indeed](#)

[Feedback via Google](#)

Draw will take place live on the 16th December via our social media, with the vouchers sent that day, in time for Christmas. Please make sure you provide your details to ensure you are included in the draw.

Quality Management Process

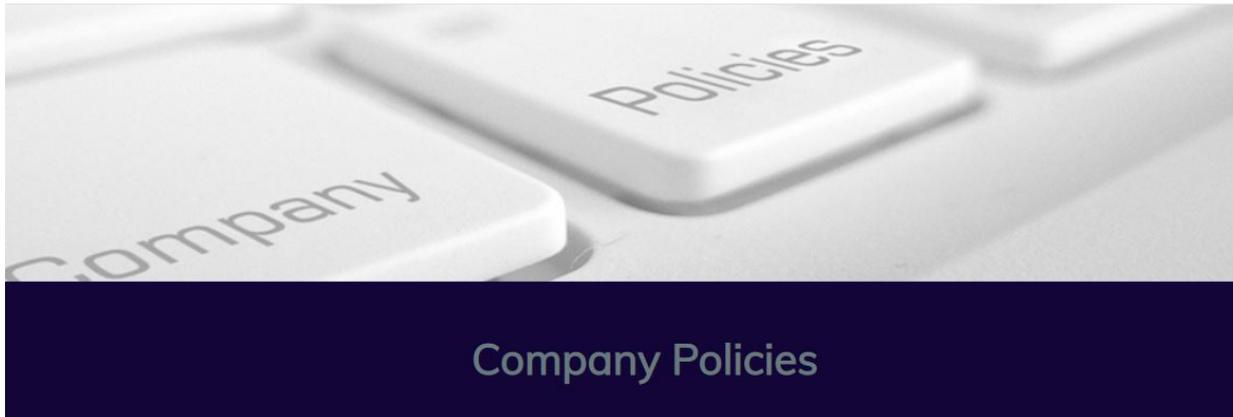


Please be advised that as part of our annual practises, we have completed an Audit of all our Quality Management process, procedures and documents. The new forms should have July 19 as the date reviewed, so please being mindful of this when completing documents from this point, to avoid any duplication of work.

Company Policies

Consortio Security
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HOME WHO WE ARE SERVICES SECTORS MEDIA CAREERS CONTACT US PORTALS



Our company policies can be found in our website under Policies section. You can view the latest version by [clicking here](#)

Payroll Updates



Payroll queries

Please contact Christine Frost - Payroll Manager directly if you have any queries related to your payslip. Email at c.frost@consortiosecurity.com or call 08700123999 option 6. Do not call Centralus, as they are just the on-line platform that we save your payslips on, they have no knowledge regarding your wages.

Payslips

YOU WILL NEED TO REGISTER TO CENTRALUS IN ORDER TO ACCESS YOUR PAYSLIPS ONLINE

If you haven't registered yet, please go to

<https://portal.ibenefit.uk.com/landing/consortiosecurity/>

and activate your account.

Pay Dates

To provide all stakeholders with a greater understanding of Consortio Security employee payment cycle for the forthcoming tax year, we have provided a schedule below with further guidance that will hopefully assist, going forward.

Contractually, officer wages need to be in their accounts by CLOSE OF BUSINESS on 15th of each month. Where the 15th of the month falls on a weekend we will ensure that funds are available on the last working day before 15th - again by close of business.

13th September 2019
15th October 2019
15th November 2019
13th December 2019

Holiday Booking



Please ensure that you manage your holiday entitlement evenly throughout the year and do not end up at the end of the holiday year with lots of leave remaining. Also note that when booking holiday on Smart Task, please ensure that you select the full day option. Failure to do this may result in your holiday not being processed correctly.

Please make sure that you only book holidays for days where you are due to work. You should not book holiday for non-working days as this contravenes the Working Time Regulations. If a two week leave period is required then two separate requests need to be made.

Training & Development



All stakeholders are advised that we provide ELearning, Off Job Training and a blended approach to development. Consortio Security has an extensive library of E-Learning courses that staff can use to further their professional development. When you joined the Company details of your registration should have been sent to you.

E Learning courses range from

- COSHH in the Workplace
- Introduction to Health & Safety
- Customer Service Level 2
- Fire Warden Level 2
- Safeguarding and Wellness Training
- GDPR - General Data Protection Regulation
- Manual Handling
- Working at Heights
- Accident & Investigation
- Counter Terrorism Awareness



If you require any further information please contact info@consortiosecurity.com

Off job training course range from

- First Aid 1 & 3 Day
- Risk Assessments
- COSHH
- SIA Security Guarding
- SIA Door Supervisor
- SIA CCTV Operative
- Conflict Resolution
- IOSH (via business partner)

The above courses are delivered by our Head of Training, unless otherwise specified. If you require any further information then please contact info@consortiosecurity.com

Consortio Security Vacancies

Take a look at the latest vacancies we have to offer by clicking on the link below. If you know anyone who may be interested in a job, you can share the job role on social media by clicking on the share button found in the job description <http://www.consortiosecurity.com/careers/>

VACANCIES

Job Title	Location	Hours	Hourly Pay/Salary	
Industrial Park Security Officer	Castle Donington	56 hours per week	£8.50 – £9.00 p/h	Job Description/Apply
Control Room Operator	Castle Donington	TBD	£8.75 p/h	Job Description/Apply
University Residence Security Officer	Liverpool	60 hours per week	£8.21 p/h	Job Description/Apply

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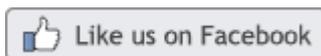
To All Consortio Security Employees,

It is important that you follow the company's social media channels. Our social media platforms are regularly updated with news regarding the business and the industries we operate in.

The most powerful ambassadors for our brand are our employees.

If you have any pictures/posts/charity fundraiser you think will be good to post on our social media channels, send them into k.dubiniec@consortiosecurity.com.

Click on the links which will take you too our Facebook and Twitter page and give us a follow.



Staff Sales Incentive



Know anyone that needs security? Refer a potential business lead to Business Development team and you could be rewarded. Any applicable leads should be forwarded to Jeremy Pye and will be subsequently pursued by the Business Development team. In the event that Consortio Security are awarded the contract, the member of staff that originally provided the lead will receive **£250** gross bonus within their monthly wages.

Please forward any opportunities to j.pye@consortiosecurity.com

Admin Matters and SIA Updates



Booking On

Please find below a reminder of the instructions for automatic book on/off system:

As you will now be aware and should be following, we have moved over to a new booking on/off and check call system. All security personnel should now be using the following number to book on:

02038795479

The system will take you through the same process as our previous system, however with a slight change. When you first call it will ask you for the account number followed by #. Our account number is: **3369**. Then followed by your pin number and #, then the site number and #.

The time parameters have been adjusted for booking on and off duty, but your check call parameters remain the same.

Book on parameters - 20 minutes before shift start and 5 minutes after.

Book off parameters - 1 minute to shift end

Check Call parameters - 15 before and 15 after

Please note that failing to book on before 5 minutes passed your start time may affect your pay. The same applies if you book off early so please ensure this is followed.

Sites that are using Patrol systems will be replaced by Smart Task Advance, your Operations Manager and Regional Supervisors will be on site shortly to reprogram tag points.

You will need our account code for the app which is: **b2R7k6b4**

Your user name and password can be provided by control when you require this.

Booking Off

All Officers should be booking off their shift, when they have completed their duties. Booking off at the end of your shift is equally important as a check call. The National Control Centre team need to know that you have completed your duty. Too many Officers are failing to do this currently.

**SIA Update**

Please follow this [link if you are interested in recent SIA updates](#).

Follow this link for [Essential information in this month's ACS Update](#)

We also recommend reading an interesting article about [SIA and HMRC working together to tackle tax fraud](#).



VISA Updates

Should you be working on a VISA or Residence Permit etc, it is your responsibility to provide the Company with updates on your Right to Work status. You should provide the HR Department with copies of any acknowledgment letters you receive from the Border Agency for updated applications so that we can confirm an individuals' Right to Work through the Employer Checking Service (ECS). Should updated information not be provided in a timely fashion, then this will result in your removal from site until evidence can be provided to confirm your status. Ultimately, failure to provide up to date documentation could result in your employment being terminated.

Meet the Team

Operations Department would like to welcome a new member of the team **Penny Best - Operations Administrator**. Penny supports Operations Managers in their recruitment process and other daily tasks. She is an important asset and helps the team greatly.

**What energizes you at work?**

Lots of coffee and chocolate.

What advice would you give to your teenage self?

Having now got a teenage child myself, I would say You may think you know it all but you really really don't.

What three words would your friends use to describe you?

Loyal, sarcastic, stubborn.

Are you a dog person or a cat person?

I have both but truly I'm a dog person.

Which season is your favourite?

Definitely Summer.

What's the weirdest food you've ever eaten?

I frequently eat Weetabix thickly smothered in butter.

Consortio Security Limited

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