

## 4-Sight

Spring 2009

### Introduction

Maybe it's just the weather, but there are distinct signs of economic spring around. There does seem to be a fairly sustained improvement in consumer confidence. Lets hope things are on the up and we can see the back of this credit crunch!

### Mission Statement

To deliver a cost effective security solution, meeting and understanding our Clients' needs. To achieve this we will develop and look after our staff and establish lasting relationships with our clients.

### Vision Statement

Our vision is to be recognised as the South East's leading provider of security solutions. We will achieve this by the resource and investment of the latest technologies and constantly training and developing of our people.

### Company Information

#### ACS Standard.

Sight & Sound received their Security Industry Association (SIA) Approved Contractor Scheme (ACS) inspection in March to confirm continued certification to the standard, to which continued accreditation was confirmed.

#### Environmental Performance— ISO 14001

Sight & Sound is in the process of implementing environmental procedures to gain accreditation to ISO 14001. This is an international standard that specifies a process for controlling and improving a company's environmental performance.

The Company believes environmental performance can have a significant impact on its success. ISO 14001 is the internationally recognized standard for Environmental Management Systems (EMS). By achieving the standard this should:

- Remove uncertainty and inconsistency by managing disruption and waste
- Help us stay compliant with regulatory requirements
- Improve overall performance
- Reduce costs
- Improve efficiency



#### Website & General Updates..

This copy of the newsletter and all previous copies are available interactively on our website: [www.sightandsoundsecurity.com](http://www.sightandsoundsecurity.com)

Should you have any suggestions as to anything you would like mentioned in the newsletter or on the website please contact Rebecca Sturgeon 01233 501444





## Security Viewpoint

### SIA will not bring in licensing of “in-house” security officers

May 7th 2009, The Security Industry Authority announced today that SIA licensing requirements will not be extended to include in-house security guards.

An SIA review, involving wide consultation with the security industry, found insufficient substantiated evidence of risk or threat to the public to support in-house licensing. The assessment took into account that regulation should only be targeted where action is needed and that regulation should only intervene where there is a clear case for public protection.

Following detailed discussion with SIA Chairman Baroness Ruth Henig and SIA senior management, the Home Office approved the recommendation requesting that the subject be reviewed in three years time.

## Recognition Awards

Our people are the most important asset to our company. This quarter we would like to award the following officers:

1st Prize of £100.00 goes to **Mike Grant** for his demonstration of admirable quality of surpassing normal expectations and his commitment to the role. Thank you Mike you are a vital member of the team!

2nd prize of £50.00 goes to **Paul Collier-Baker** for his flexibility, willingness to cover shifts in any location. Thank you Paul for your dedication.

3rd prize of £25.00 goes to **Peter Christodoulou** for his reliability, dedication to his role and professionalism. Keep up the good work Peter!

If you have any recommendations for the next officer awards please submit them to Sandy at the Ashford office, so make sure you all keep up the hard work and thanks

## Training Skills

### Body Language

Body language is an important form of communication. How you come across in your everyday and working life is often portrayed by your body language.

- Stand tall & be proud of yourself
- Do make eye contact when speaking
- Respect a persons space when communicating
- Crossed arms can appear as a “barrier “ & can be a powerful symbol
- Slouching, leaning against things can come across as disinterested / bored

In your role as a security officer your body language can be a vital tool to help you in your work. Think about how you are being seen by other people, how is your body language being portrayed? .....

## Announcements

Thank you to Tim Foreman and Tej Gurung whom took it upon themselves to salt spread during the bad weather in February and also for their excellent report writing, keep up the good work guys!

Vernon Oaks has been commended for his sterling effort in catching a contract cleaner stealing items from the staff restaurant. Vernon acted on his own initiative and correctly brought the perpetrator to the attention of the HR department who are responsible for this department. A big “thank you” to Vernon.

A lot of SIA licences are coming up for renewal, can you please ensure you communicate with Michelle Ford in the Head Office regarding renewals. She will assist you in your application to ensure renewals are carried out correctly and promptly.



Regards



P R Purchase



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