

4-Sight

Summer 2007

Introduction

I was going to start this with "Summer is here..." but quite frankly it's not!!! Still the outlook for this month is looking slightly better, fingers crossed we will have some sunny or at the least dry weather soon.....

Mission Statement

To deliver a cost effective Security Solution, meeting and understanding our Client's 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

- Last month we spoke about the opportunity for all security officers complete the NVQ Level 2 training. The training for this PSS NVQ Level II is going well, 5 security officers have completed and passed the course and arrangements are being made to finish the remaining assessments.
- If any of you would like to suggest any further training programmes or qualification suggestions you feel would be beneficial please do not hesitate to contact Michelle in the office who would be happy to discuss this with you.

- Sight & Sound has successfully achieved its SAFEContractor Accreditation in recognition of reaching the SAFE-Contractor Health and Safety standards in accordance with Security Guarding. To achieve this status the companies complete Health & Safety topics were considered and reviewed.



- The Security Industry Authority (SIA) carried out their first Approved Contractor Scheme (ACS) assessment of Sight & Sound in May. The objective of the SIA's ACS scheme is to raise performance standards. Sight and Sound met the requirements of the Security Industry Authority Approved Contractor Scheme and passed with flying colours. A big thank you to everyone involved!



Website Update

Over the next few months the website will be being re-developed with a launch proposed ready for the next edition of 4-SIGHT.

Any ideas or suggestions of anything you would like to see on the new website please submit to Rebecca Sturgeon on 01233 501444 & chose the option for "Business Development"

www.sightandsoundsecurity.com





Security Viewpoint

SIA launches Online Licence Application Tracker

You can now log on and follow Licence Progress

The Security Industry Authority (SIA) has launched an online licence application status checker to allow licence applicants to log on to the SIA website and follow the progress of their licence applications.

Applicants will be able to check that their licence application form has been sent to them and, once completed, returned to the SIA and accepted for processing. Applicants will be able to log on and view the progress of the licence application from initial checks through to granting of the licence and dispatch to the holder.

The application status checker can be accessed at www.the-sia.org.uk/status

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 goes to **Kevin Green** for his excellent work over the last 3 months and the flexibility he has shown, thank you Kevin keep up with the good work!

2nd prize of meal vouchers up to the value of £50 goes to **Victor Proctor** again for his flexibility and great work over the last 3 months.

3rd prize of 2 cinema tickets goes to **Adam Scott Pearson** for his flexibility and quality of work, well done Adam.

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 once again to you all!

Training Skills

Communication

Oral Communication

When answering the phone or speaking to staff or members of the general public please take a moment to think am I doing the following at all times?

- Answer the phone clearly and precisely "Good Morning / Afternoon / Evening Sight & Sound security, how may I help you"?
- Listen carefully to all enquiries
- Be approachable, polite and helpful
- Be patient and courteous
- And at all times be PROFESSIONAL

Announcements

We would all like to wish Michael Carter a speedy recovery. He was involved in a tragic accident a few weeks ago and was taken to hospital. After having an operation on his leg he is now recovering in a convalescent home in Canterbury. Get well soon Michael we hope to see you back soon. If any of you would like to pass on any get well wishes to Michael please do not hesitate to contact Michelle in the office.

Sight and Sound is going from strength to strength and is a market leader in Kent with lots of new contracts started and a few in the pipeline!.. Thank you all for your commitment to the company, continued good efforts and hard work!

Regards

P R Purchase



HEAD OFFICE

Invicta Business Centre - Monument Way Orbital
Park - Ashford - Kent - TN24 0HB
t: 01233 501444 - f: 01233 501333
e: info@sightandsoundsecurity.com