



Octaga Security Services Ltd, Octaga Training Services Ltd and Octaga Ltd
Issue 10 July 2009

Three more Contracts for Octaga

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We are pleased to be able to announce this issue that three new contracts for Octaga will come on line later this summer. They are quality assignments, that represent strong and growing relationships with valued clients in what for many in business are difficult times.

After two successful LAPADA festivals and the Conservative Spring Forum, we have secured not only special events but now the permanent night guarding of CR. Our relationship with CR goes back to LAPADA in October 07 and we look forward to a long arrangement as mutual understanding and respect grows stronger and deeper between ourselves and this prestigious and historic venue.

Second up is a guarding/reception and call out contract with a new client in Malvern, Worcestershire – new to many perhaps but not to John W, who has performed technical works at this site for some time and the quality of his works can have had no small influence upon a client who has now turned to us for additional services.

Further, we are now beginning to develop a mobile patrol and alarm callout round in Herefordshire and while in its early days, several clients have already signed up to a service which has great potential not just for us but for deployed staff to have a varied and interesting working life.



Kevin H – Support Officer (HQ)

Some of you may have already met Kevin, who started with us at Head Office on the 17th June and we are pleased to announce his appointment as our support officer in guarding operations.

Due to the expansion of company business, especially in the midlands region, we developed a need for an operative to complement our operations team.

He will be based in

Hereford and spend quite some time on the ground getting to know his area and indeed the wider guarding operations of the Octaga Group and will in addition to having a very hands on role on sites, assist Dave and HQ monitoring of all security guarding services, and provide valuable general support with operational documentation and the general smooth running of manned security services for Emma and Dave B.

Kevin comes to us as a licensed Close Protection Officer, and therefore capable of taking on most roles within the manned security sector and has events experience which can only benefit us.

A keen and focused individual, we are sure all will join us in welcoming Kevin to Octaga and indeed looking forward to a new phase of expansion and opportunity.

Octaga News



Editorial

Well the News has finally made issue number 10 and is now just over two years old. We had our critics, but have forged ahead committed to improvement and convinced that this is a valuable tool for all who wish to get involved. And thanks to all of you who have said and written kind words about what we're doing. Very much an 'Octaga Staff issue this, ... not by design but because of the efforts and achievements of certain guys during a difficult economic time. I know that the cynics will say that men up their efforts in a recession because they fear redundancy, but that is not the case here! We've a good team and it is our efforts that are causing us to expand through the economic gloom, not contract! While it would be unwise to make the assumption that the recession for us is over, there is very reasonable data to suggest that for us the 'storms of autumn' have passed and we have actually entered a period of growth as many of our competitors shrink. Anyway, some time ago, we sent out a survey to gauge your opinion of the Octaga News and we've included one with this issue too - priorities and opinions change over time and it would be good to now what you all think right now.

Regards

Dave

Summer: Holiday Time!

As we're now over halfway through 2009 (*chin up chaps, it should be pretty much over by Christmas*), personnel have conducted a brief audit of holiday entitlement and discovered, as with previous years that many of us still have a significant amount of holiday days left to take. It's always tempting to 'save' holiday days in case we get a hot late summer/autumn, but please be aware that we can't have too many people off at the same time and that holidays must be covered from within teams wherever possible. Sorry to be formal; we must also state the reminder that no holiday may be taken in the month of December and to the 3rd January (unless in exceptional circumstances communicated to your AM, Personnel and Director), and

also we cannot 'carry over' holidays to next year, ... we use 'em or lose 'em.

If you need to know how many leave days you have left to take, then please write to or e-mail Claire, who will get back to you as soon as possible.

Licensing – Your responsibilities (and ours!)

Can all staff please be reminded that the onus is on you to renew expiring SIA licences? Claire and Suzie write to us all about 3 months in advance of our expiry dates and the SIA themselves get in touch with you shortly after that, so there really is no excuse. We have a legal obligation not to deploy staff without

licences and must have no hesitation in doing so.

And do please advise personnel of the status of your application and your new licence number when it arrives

Develop now for Challenges ahead

The promotion of Riaz, whilst being especially good for the man himself, serves hopefully as a presentation to a wider audience the Octaga commitment to staff development and internal promotion wherever possible.

Of course we, like any public or private organisation, will occasionally have the need to source from elsewhere; a team leader's job in Wales, or that of a Manager in Birmingham for example would be unlikely of any interest to personnel based with families in London.

But promotion does happen!

All of our management team were experienced S/O's, then T/L's before promotion and Wayne recently made it from S/O to Supervisor to Site Manager - it is our sincere wish that he will not be the last person to do so!

History shows us that the companies who go on to become very large and successful are the ones who have structured staff development programs and as was mentioned in the last issue our desire is to get such a system up and running.

Already Emma has a comprehensive seminar for Team Leaders, and we'd like to address more core skills with a series of training mornings on various topics that we may develop a more educated, better aware and more communicative workforce.

We are already better than our competitors but cannot afford to 'rest on our laurels'. With little difference in pricing structures between reputable security companies, it is the quality and value for money of

staff that is now more than ever the overriding factor in choice of contract.

The attached questionnaire addresses a few ideas Emma and Dave W have had and if there's any other subject you'd like covered then do say so.

Perhaps you have a specialist skill or experience you'd like to talk about and would like to develop a seminar yourself? (Presentation skills are vital for those among you with aspirations for strategic management)

Our vision is for a very formal, albeit internal structured development of staff (*who can pass or fail tests, not just turn up for a piece of paper!*) so that when another phase of expansion occurs, we have the next set of team leaders and managers in waiting.

STAFF SURVEY:

In addition to a quick survey about what you think of the Octaga News is a questionnaire regarding your views of the company in general. Our external NSI auditor suggested to us that we might gather staff opinion once a year with a few questions and a 'Suggestions Box' for any ideas you may have to raise specific issues or recommend improvements. It should only take about five minutes to fill these forms in – please do so and fax them back to us, or if you prefer type on them and e-mail them back.

Your opinions are important to us: if we know what you think we can try to make things better.

Staff Page

Promotions and Staff Movement

Riaz K – T/L at NF

It is with some considerable pleasure that we can announce the promotion of Riaz K to Team Leader at NF. Riaz has been with us for a few years now and during that time many comments have been made about his commitment to his site and company loyalty. The former Employee of the month has garnered a superb relationship with client and colleagues alike and with an excellent interview on top of his already outstanding site knowledge his new appointment was, while by no means a formality, an easy decision for Emma. Riaz; you have the best wishes of all of us. NF is in good hands.

Simon D

A bit of sad news; Simon will be leaving us in early July after nearly 3 years of by and large excellent service. A former employee of the month, Simon is an integral part of the team at HC – many times praised by clients – and is well traveled around our sites, having been part of the original studios events crew. All will miss his hard work, genuine character and

good humour. We wish you well, Si, and you take with you our best wishes for the future.

In other changes Noman A, after an exemplary stint as relief guard followed by a successful incumbency at PE, joins his old Team Leader, Yasar at PW where we are sure he will do well among what has become one of our best performing and most highly commended teams.

Narrowly missing a monthly prize for June is Bhim Y, who Emma would like to commend after his excellent customer skill and sense of duty and a superb integration into an expanding team at SS.

Meanwhile, good luck to Suzie at HQ as she goes for her Door Supervisors badge this month and her intentions to become more actively involved in her CR events work - and a warm congratulation to Claire upon completion of the CIPD (Chartered Institute of Professional Development) personnel managers certification.

PW is a not only a lovely place to work scenic wise but also because of the security team!

There has been an incredible improvement here after a number of positive changes, which have had a massive impact to the team; morale has increased dramatically and has made the team bond together. Professional & observant they record incidents no matter how small and our client is extremely with the positive changes on site. We have supervisors meetings every quarter to discuss issues on site but this is also an opportunity for the supervisors to put suggestions for improvements and communication has improved within the whole team; Yasar is especially good at keeping operations informed. The KPI's have increased over the past 4 quarters and the recent KPI has seen our highest score yet. They are certainly an elite team.

Emma Cowley: Operations Manager



Rem receives his certificate from MD Dave Allison after winning the uniform challenge for exceptional turnout.

Our winner for the North was Godsen of SC, who will appear with Dave and Tracey in the next issue.

Commendations: Employees of the Month

May 09 **Darren L**

June 09 **Simon R**

For the first time, back-to-back Employee of the Month prizes are awarded to two teammates from the same site, after what can only possibly be described as an incredible review of our services at PW by our client.

We must stress that whilst all members of our PW team are in their own way responsible for this result it has not gone unnoticed that Darren and Simon were singled out for personal

praise for what we consider outstanding service to this prestigious headquarters site.

Both of these guys are charming and intelligent men who defy the public perception of security guards in providing a service and integrity that is second to none.

Individual and personal praise from a client must never go unmentioned and in these cases cannot go unrewarded.

Always good teams, our men at PW have gone

from strength to strength these last six months and the quality and loyalty of all men there must be noted.

But a very special 'thank you goes to Simon and Darren this summer.

Together, ... with integrity, customer focus, intelligence and loyalty, ... the Octaga team grows stronger.

Enjoy your vouchers, chaps – you thoroughly deserve them!



As mentioned in issue 9, here is our new logo as an officially recognised member of the Safe Contractor Scheme

Octaga News

Vacancies

All correspondence to:

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E-MAIL:
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No phone calls please

Articles herein represent only the opinions of the writers and as such may not reflect the strategy or policy of the Octaga Group

Website

See us at:
www.octaga.co.uk

Security Manager – SS

After the successful management partnership of Danny and Wayne at PS, we shall this summer appoint a manager to SS, to perform a similar role. With an expanding operation at this studio, we soon require a manager to work days, salaried at probably a 45 to 60 hour week and we seek a first class communicator with strategic vision and the tactical skill to oversee further development at this studio.

Security / Technical Engineer – HQ

The technical (CCTV and Alarms) worked performed by John W is undergoing quite some expansion and over the next two months we seek to appoint an assistant to John in this capacity. The ideal candidate will have a full, clean driving licence, be prepared to travel and be technically qualified. An SIA licence for occasional guarding work is desirable. C/date: 03/07/09

Security Officer – GC

We shortly require additional manpower at this sensitive site and seek an SIA licensed individual to work shifts, days and nights. Candidates must possess a UK passport and be eligible for SC clearance First class communication skills are essential. C/date: 06/07/09

Security Guard – HC

Largely unsupervised and on regular patrol duties, our function here is to assist with the maintenance of safety and order at a higher education establishment. Communication skills are a must, as guards have frequent contact with executive staff. A door licence is preferred though consideration may be given to outstanding S/O's. This role is well paid, though work is for the 38 weeks of the academic year. C/date 15/08/09 should be available to start 1st September.

Security Officer – PS

An additional member of our very efficient studios team is sought for a start in late July. Shifts are 4x4 and opportunities for overtime and special events work are often available. C/date: Asap

Events Staff – PS/SS and CR

Licensed guards and experienced stewards are sought for work at all of these sites for what will be a busy and stimulating summer, autumn and winter. Most events are on weekends or over holiday periods and so can easily be fitted around 'day jobs'. C/date: Asap
We particularly welcome applications from female staff of any licence 'flavour', but preferable D/S

Should anyone be interested in making an application for the above posts, job descriptions will shortly be available from Claire so please express your interest in writing as soon as possible, by post to Claire at HQ or by e-mail to opportunities@octaga.co.uk

**Next Issue planned:
Early September '09**

Managers;

Deadline for citation proposals for monthly awards; - 25th August

All;

Deadline for submissions, letters, articles etc; 20th August

Minority Report?

We're always reminding staff of the need to complete paperwork accurately and be aware of the need for correct chronologies. So spare a thought for an anonymous Octaga employee who, in a previous life, once prepared a lengthy file with a 5 page witness statement detailing the commission of a burglary and detention of two

suspects by him and colleagues. The burglars were known serial offenders and a menace to their local neighborhood, so a red handed catch was to ensure that they 'went away for a bit'. The PC was called into the senior officer's room and commended for the clarity and accuracy of his statement and file by the Chief Inspector.

Then he asked if they'd got the TARDIS into the car park without difficulty. "Why", the young officer asked, - To which the Ch. Insp. pointed out that, "... ..." According to the date on this witness statement lad, you were there a year before the crime took place!"

Next Issue

- Questionnaire results and further training plans

Statement and opinions herein are those of the writers, and may not accurately represent those of the Octaga Group or its companies.