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Another High Score from ACS Auditor

Despite a tightening of the SIA rules making it difficult to get a very high score, Octaga has scored over 80% in our ACS spring audit: much higher than [some of our larger and national competitors]!

Our external auditor gave us a super report, making the statement that; "One S/O commented that when a Director visits him on site he speaks on my level". And our communication, both

internally and with clients is singled out for praise.

Perhaps our finest citation was left until the client interviews at the end of the report, where a client is quoted as saying; "Octaga have stepped up to the mark and are far superior to our previous security provider, ... they are very, very responsive, ... would recommend"

To be honest, we are

hugely flattered and proud of this report – and also appreciative of all the staff who have made it possible!

Everyone, at every level from management, administration, site supervision and site guarding has all played their part in making us – officially- one of the best performing multi disciplinary security companies.

Thank you – everyone!

Another Successful Event at CR by Suzie L

Saturday 25th and Sunday 26th April 2009 saw Emma head up a team of Door Staff and Stewards at CR for the Conservative Party Spring Forum.



to say that your efforts are greatly appreciated. Both the client and the delegates commented on how impressed they were with the team, ... which is excellent feedback."

The busy event took place over two days across the entire complex of CR seeing nearly 2000 delegates through its doors – in addition to all staff being kept busy with two other events at the same venue!

CR staff commented on the hard work and flexible approach of all the Octaga personnel and Emma's hard work and commitment ensured that everything went smoothly

and without a hitch. Written feedback from a client is always of value, so it makes us all proud to receive the following message from our contact at CR:

"I just wanted to say a huge thank you to everyone for their hard work both in the build up to and during this weekend. I know it has involved long hours for many of you and wanted

This is our second event at CR in recent months; the first being LAPADA which again was a huge success.

Some of the same team returned for the Spring Forum and in addition we successfully recruited 8 new exceptionally keen members of staff from the local areas.

Well done Emma and her team!"

Octaga News



More praise for PW team!

Once again congratulations have been received from our client for our team at PW – this time for another off site incident that not only enhanced our reputation but greatly aided public safety in the area.

After a car had hit a tree near the entrance to the site, our team attended and while assessing the driver, called for an ambulance and police.

Though the driver was

shaken, she was not seriously hurt, our guards' efforts were very much appreciated and e-mail was received from our clients congratulating Simon, Shaun and Yasar on their quick and professional response to a genuine and serious event.

This is the latest in a series of external incidents that have been dealt with by a smooth and calm team which has between them won 3 Employee of the Month prizes.

Our eight men at PW represent a small percentage of our workforce and yet their performance is sustained and complemented at this Headquarters site.

This is the sort of stuff that builds long-term client relationships that can only benefit us all

Sincere congratulations to Simon, Shaun and Yasar!

Editorial

A massive 'Thank you' goes to all contributors to this edition: a little late again, but I've been rather busy; and anyway ... do you guys expect anything early??? ;-)

Being detached from operational comings and goings these days, I rely on colleagues to keep me up to speed with what is going on and it's great to get such support and participation from what I do believe is a good team.

Now and then I do get on the ground – as I did at the CR spring forum, and I'd like to say a personal 'welcome' to Lee, with whom I worked and shared a few jokes as we put the world to rights – while of course keeping some of our minds on the job ;-)

Now that we've more contributors, the News will become what it should be – OUR newsletter, not just mine.

So do please write in (staff, managers and clients even). I don't have the budget to pay for articles, but together, through this publication (?) we shall become closer and an even better team.

Hablar pronto

Dave W

The Midlands and Wales by Dave B

CT contract in Wales

February Friday the 13th I thought this was going to be a bad omen starting a new contract this day. However it is turning out to be a very good contract. Terry P started working alongside myself this day. Terry lives local Powys and has worked in the Security industry for many years so he has a wealth of experience. The Contract has been running now for the last 3 months and the Client is very happy with the performance of Octaga security (Terry) and management provided.

New Employee

Stewart E has just started with Octaga on the 16th of April at Newtown, Powys CT He will be working with Terry in keeping the contracts in Newtown running smoothly Stewart will also be working at other sites and has just worked at SS. Stopping at our 5 star Octaga Hotel. I am sure you

will all welcome him in to our company.

SC

A lot has happened with the Security team at SC since January. They are now all qualified at First aid at work. Ashley has had Team Leader training and Both Ashley and Colin have passed their probationary periods with Octaga with flying colours, while Godsen was employee of the month for December, so I am truly pleased with my team at this important contract! The whole team have just been tested on the assignment instructions which they all passed and will receive a certificate for their knowledge of the site. Yes quite a lot has happened this year for the SC security team. Keep up the good work men!

HC

The client at HC has always been exceptionally happy with the security team and the Octaga Head office team; Mark and Simon are always getting praise at this site not just from the head but also from Canteen staff, caretakers and Teachers. The last month as seen a increase on site for security and Octaga management have placed Martyn D alongside Mark and Simon. Martyn is a very experienced security operator and having worked at this site for a week the client has asked for his return. HC is growing in size and soon there will be even more students on site and I am sure Mark and Simon will adapt easily to the new situation as always!

My thanks and praise to you all

Dave B

We are sure that all will join us in offering congratulations to Dave B upon his recent marriage. Dave is well liked and he and new wife, Tracy recently tied the knot at the Tan Hill Inn – England's highest pub.

**Yes, We already have 6 Dave's at Octaga and now, ... Another Dave and Tracey!
Octaga Bookmakers Ltd is now offering the following odds on recruitment of staff with these names:
Any 'Dave' 2-1, Dave Gurung 5-1, Dave Tracy 14-1, another Dave Allison 50-1**

Staff Page

Further Progress at PS

An ever-improving service at PS and SS has been given a boost by Wayne's recent staff communications and Customer Service course.

Radio drill and telephone etiquette were covered along with greetings and the

objectives of good communications.

Role-play exercises also helped to augment a highly useful learning experience, which can only possibly improve service across Wayne's department..

A crucial secondary

function of management is the development of one's staff and this seminar – written and presented by Wayne on his own initiative shows foresight and the sort of developmental spirit that will make us continue to improve.

Thanks Wayne.



Congratulations to all of our Gurkha officers on the progress you are now making with the Government over leave to settle in the UK. Every sane person in Britain is on your side, and soon you should get what you deserve.

The Uniform Challenge – Winners!

The 2009 Uniform Challenge has now been judged and it has to be mentioned that the overall quality of staff kit was exceptional, with some guards showing an improvement on already high standards over the course of the competition.

There has to be winners though and after a management meeting it

has been decided that guys to openly show they've achieved a very high standard of turnout.

Rem B is our winner for the South, while our Northern prize goes to **Godsen J**

These guys are always well turned out and, in the words of one colleague, "immaculate at all times".

A special tie or clip to be worn with uniform is under consideration for these

And a similar item may soon be available for one who wins employee of the month 3 times, or an employee of the year prize.

Commendations: Employees of the Month

February 09

Phan T

Since joining us at the start of the OR contract, Phan has consistently proved a flexible and diligent worker and on many occasions has been worthy of a prize. When his team leader, Capt Chitra recommended him for this month, Phan had once again proved his loyalty and willingness to help out on his site with several extra shifts over a difficult month.

Always presentable and a true team player, no one deserves the February prize more than Phan and it is a pleasure to award

it. Well-done Phan! – Enjoy your £25!

March 09

David L

Few realised this would happen so soon, but it is a real pleasure for Directors to name Dave as the first person to win Employee of the Month twice.

In Emma's recommendation for this award, she states; "he has been a great help in making changes at SS, he has not only assisted myself and Wayne but also the client, I have certainly seen a change he has become very enthusiastic of his site

and has managed it extremely well." The key word is 'managed'; Dave is so much more than a team leader, he is an ambassador for us.

An intelligent and caring individual respected by client and colleagues, this award is thoroughly deserved.

April 09

Terry P

Terry has not been with us long – in fact it was only in the last newsletter that we mentioned the CT contract in Wales – but already he has proved himself to be an invaluable and flexible member of staff, much

appreciated by his client and all who have worked alongside him.

He knows his site very well and brings to us an experience and quality if service that have gone a long way toward cementing the relationship we have with this important new client for us.

Particularly noteworthy is Terry's flexibility and forward thinking over the Easter period, which was of help to client and management alike.

Thank you Terry.

Octaga News

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

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Image and Impression

The recent uniform challenge has made me think about image and presentation a great deal of late;

Particularly at a recent site where I saw officers of a rival company, who looked well turned out in their suits and whose very character seemed to change when they had donned the peaked 'postman pat' hats they were unfortunate enough to have been issued.

I felt sorry for them when I

realised earlier guests had treated them with so much more respect than those arriving later and seeing them in such garb.

It is a sad fact that we as human beings will tend to make initial judgments based on appearance - but one we can use to our advantage.

I believe the Octaga uniform is practical and yet professional; clearly that of a guard and yet tame enough to allow us not to be negatively pre-judged.

Maintaining your uniform and ensuring you wear the equipment that has been issued, will prevent any negative pre-judgments from clients or visitors.

Well done to this month Winners, Godsen and Rem.

Thank you all

Dave Allison

Managing Director

Safe Contractor Accreditation

We can this edition proudly announce that we have won membership into the safe contractor program – a national scheme that guarantees clients that we adhere to Health and Safety law and have a management educated

and informed of such matters and access to relevant employment law.

Octaga has always operated to these principles of course, but to formally go through the process and win accreditation is quite an achievement for a

company of our size and will assist us greatly in our pursuit of large clients.



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

Managers;
Deadline for citation proposals for monthly awards; - 25th June

All;
Deadline for submissions, letters, articles etc; 20th June

Your Newsletter – your input.

Letter:

As opinion was asked for in the last newsletter,

The rank of Supervisor is better than Team Leader as it implies the leading of more staff, or of being in charge of a site in the eyes of clients and the public.

Also: What training may be available to Octaga Officers?

Capt Chitra G

Thanks for you letter, Capt Chitra.

As it happens, Emma and I spoke recently regarding Wayne's internal training course and our desire to run a series of seminars for staff on general and specialist subjects depending on the needs of clients and the level of interest, and we might have plans along these lines which we can talk of more in the next issue.

In the meantime, we were asked about staff communications and opinion in our audit so please, all of you, write in with your views.

We may also put out more regular staff surveys with the newsletter to see satisfaction levels and gauge where our future development needs may be.

Dave W

Next Issue

- STAFF OPINION AND TRAINING SURVEY

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