



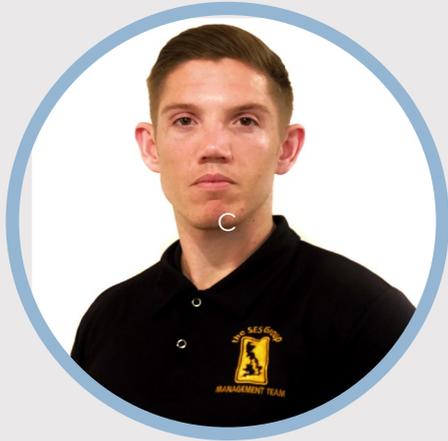
Control Room Newsletter

JULY 2020

The SES Group

Authored by: Tom Douglas





TOM DOUGLAS

Control Room Manager

PROFILE

I am a confident, reliable, honest and hardworking individual. A team player, with proven organisational skills, the ability and drive to take responsibility and manage individuals, teams and myself. I am polite, with good interpersonal skills and interact well with others.

I am a committed individual that always strives to work to the highest standards to ensure the best service is delivered to all current and prospective clients.

CONTACT

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HOBBIES

Music
Travel
Golf
Football
Gym

EDUCATION

New Buckinghamshire University

2012-2014

FdA Crowd Safety and Management

Modules Include:

- Personal Professional Development
- The Legal Theory of Crowd Safety Management
- The Management of People and Projects
- Crowd Safety Research Project

PROFFESIONAL QUALIFICATIONS

NVQ Level 3 Spectator Safety
SIA Close Protection

EXPERIENCE

9 Years' experience working at The SES Group
3 Years Control Room
Operational Security Management
Artist/Venue Security

Control Room Responsibilities

Our state-of-the-art control room is the heart and soul of The SES Group and is pivotal in all aspects of the day to day business operations. It is operational 24 hours a day, 365 days so that we are always on hand to assist both our clients and employees and maintain the highest level of service.



The control room is responsible for the scheduling of our stewards and security officers, monitoring check calls and responding to staff and client telephone and email queries. The control room operates using a workforce management software known as Timegate which works in conjunction with a mobile app that all our employees have access to. Timegate allows us to work efficiently and is the foundation of effectively managing our workforce and day to day operations.

We are responsible for managing the supply of resources to ensure that all employees are equipped with the necessary tools to consistently maintain the high standards of service that we expect on each of our sites. More importantly during the current conditions we are working harder than ever to ensure that all employees are equipped with the appropriate PPE (Personal Protective Equipment), such as masks, gloves and hand sanitizer, to be able to continue to deliver a service to our existing clients.

We monitor all CCTV footage that is fed into the control room and report and escalate incidents to the relevant contract managers and clients where necessary.

Story of the last month...

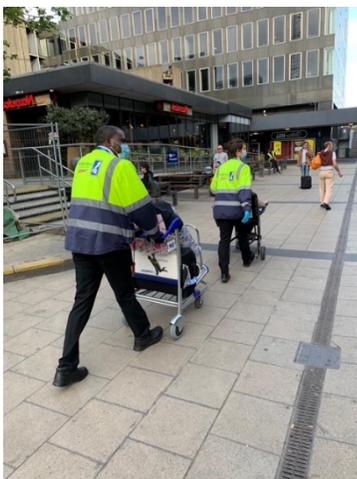
Over the last month The SES Group, like many businesses, has faced many challenges due to COVID-19. Whilst during the initial stages of lockdown we focused on internal development to improve as a business, as social distancing was introduced, we commenced work on two large projects.

Transport for London (TFL) Underground Social Distancing

We were contracted by TFL to provide over 300 customer service stewards to over 100 tube stations across the underground network. Once staff rostering and deployment was complete it was a challenge to mobilise a large operation ensuring essential PPE, such as masks and gloves, would be available to all staff on a daily basis so they could work in a safe environment. This was met with great feedback from both the client (TFL) as well as the travelling public who recognised our efforts to keep them safe during these unprecedented times.



Network Rail – Crowd Management and Social Distancing



We were tasked by Network Rail to supply crowd control stewarding to 6 major stations across London. We were asked to deploy teams to encourage and promote social distancing as well as provide sanitising stations where hand sanitiser and masks are offered to members of the public using public transport. This has grown as the lockdown has eased and we have progressed from providing 100 staff per day to over 1000 staff across London, Birmingham, Leeds, Manchester and Glasgow.

The company has taken great pride in being part of the countries effort to resume business by assisting in keeping such critical transport infrastructure mobile. We continue to make every effort to work to the highest standard and to give reassurance in keeping those safe that are needing to use the public transport network.

What can we offer you?

We offer a wide range of security services here at The SES Group, each one tailored to provide exactly what you need. Our services include:

- **SIA Licensed Door Supervisors and Manned guarding**

The SES Group can offer security guard services and security door supervisors across the country, delivering a professional service that is tailored to your requirements.

- **Stewarding and Crowd Control**

The SES Group provide fully trained stewards and offer outstanding stewarding services, honed over 20 years in the industry.

- **CCTV Monitoring**

We offer CCTV monitoring service from a central control room via a secure internet connection, keeping watch over all areas that receive CCTV coverage. With our operatives monitoring your CCTV, this ensure that we can confirm any reports of unusual activity on your site – minimising the chances of false alarms, also allowing for a quick response time from the appropriate services, as we'll be able to contact them directly, should we need to.

- **Keyholding**

Keyholding is a specialist security service where a contracted security firm holds a set of keys to your commercial premises — in a secure, off-site location — to be used in the event of a security breach.

Our operatives are trained in keyholding security services and we have Approved Contractor Status (ACS) for our keyholding services.

- **Alarm Response**

Using a qualified, trusted security contractor like The SES Group as your primary keyholding company means we'll attend your site after notification of the alarm, patrolling the area and taking any necessary action, with all findings and processes reported and fed back to you.

- **Mobile Patrols**

The SES Group's mobile patrol service provides a reliable presence on your site whenever you need it.

After agreeing the number of visits with you, we'll patrol your site at random intervals, day and night, in our fully-branded vehicle, offering a striking, effective deterrent to any potential intruders.

**For more information please contact Tom Douglas on Tel: 020 8804 0287 or
Email: Tom.Douglas@thesesgroup.co.uk**

Alternatively, please visit our website: www.thesesgroup.co.uk