



London Bridge Station

The SES Group continue to provide London Bridge Station with our hands on response officers. Our officers provide support and look to ensure the safety of both the travelling passengers and the staff working within the station.

Within the role of a response officer, they assist in removing people from station premises, preventing people from committing suicide, dealing with verbal and physical altercations throughout the stations and stopping acts of anti-social behaviours.

The Open!

The SES Group provided customer service and crowd control staff at St Pancras International, Stratford International and Ebbsfleet International to assist with the crowds heading to the 149th Open at The Royal St George's Golf Club.

The staff did a great job from the 14th to the 18th of July and received excellent feedback for the work they delivered from various members of the station management team.

Communities Defeats Terrorism

As restrictions continue to ease, and we welcome you back, we encourage everyone to remain vigilant. If you see something that doesn't look right, trust your instincts and ACT. Report it to the police or security staff. In an emergency call 999.



Space Jam!

The SES Group would like to thank our staff who were working in the extreme heat on Saturday 17th of July at Duckett's Common, North London.

Our staff were deployed to oversee the safe running of the event for a limited amount of invited guests, which included a basketball tournament followed by a private screening of the newly released film Space Jam: A New Legacy.

Licence

Your licence should be displayed at all times whilst on duty. If you renew your licence you MUST INFORM SES MANAGEMENT ASAP. If your licence is revoked you must inform HR.

We are Recruiting!

If you know of anyone looking for a job in security and crowd management please encourage them to apply for a position with the SES Group through the 'SES Recruitment' page on the company

website: www.thesesgroup.co.uk

Pay Queries

If you think you have a pay query please wait until you have received your payslip and advice slip before contacting your Line Manager. When raising a pay query please provide your Manager with the following details:

Date, place you were working, start time, end time, position and who your Supervisor or Manager was.

You will reduce your chance of having a pay query if you make sure that you book in and out at all times.

SES Values 2021

- Professional in Approach
- Proactive and Innovative
- Proud of our Client Services
- Putting the Safety of the Public First
- Promoting and Growing our Team

Radio Etiquette

The international radio language is English, except in cases where you are licensed to speak in some other language. When using a two-way radio you cannot speak and listen at the same time, as you can with a phone. Don't interrupt if you hear other people talking. Wait until their conversation is finished unless it is an emergency.

If it is an emergency, inform the other parties that you have a urgent emergency message. Say 'over' at the end of your sentence and say 'out' at the end of your conversation so other radio users know you have finished. Never say 'over and out'. Do not respond if you aren't sure the call is for you. Wait until you hear your call sign to respond. Never transmit sensitive, or confidential information. Assume your conversations can be heard by others.

Perform radio checks to ensure your radio is in good working condition. Ensure the battery is charged and the power is on. Keep the volume high enough to be able to hear calls. Regularly make radio checks to make sure everything is working and that you are still in range to receive signals. Memorise call signs and locations of persons and radio stations you communicate with regularly.

In radio communication you are not called by your name. Everybody has their own unique call sign. Think before you speak. Decide what you are going say and to whom it is meant for. Make your conversations as concise, precise, and clear as possible.

Avoid long and complicated sentences. If your message is long, divide it into separate shorter messages. Do not use abbreviations unless they are well understood by your group.

4 Golden Rules of Radio Communication

1. Clarity: Your voice should be clear. Speak a little slower than normal. Speak in a normal tone, do not shout.
2. Simplicity: Keep your message simple enough for intended listeners to understand.
3. Brevity: Be precise and to the point.
4. Security: Do not transmit confidential information on a radio unless you know the proper security technology is in place. Remember, frequencies are shared, you do not have exclusive use of the frequency.

"SAFE SYSTEM OF WORK, ALWAYS"