



## Values

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

## Mission

SES Group is committed to providing an experienced, professional security service, which protects the public, invests in people development, and strives to continually improve industry standards.

## Vision

SES Group is committed to realising the vision of creating a successful, recognised, and sustainable Security & Event Management Company with a clear commitment to the professionalisation of its workforce.

## **IOSH Managing Safely Course**

Well done to all at SES Group who passed their IOSH managing safely course.

IOSH Working Safely is a one-day course covering the essentials of Health & Safety in the workplace. It is aimed at all employees in all types of Organisation. IOSH Working Safely looks at people's responsibilities for health and safety, workplace hazards and risks, and how to control them.

Richard Longhurst who attended the course said "The course has now given me a better awareness and will enable me to promote best practice."

Having IOSH qualifications are incredibly worthwhile for Managers, Supervisors, and anyone else who has the responsibility for health and safety in the workplace.



## 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](http://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.

## The SES Academy

As well as offering comprehensive security solutions for clients of all sizes, SES Group have a security training academy, educating, and developing security personnel according to SES Group's own exacting standards, values and guidelines.

## 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"**