



## 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.

## **Rely on our Response Officers**

SES Group deploy Response Officers (Travel Safe Officers) across more than 10 locations in the United Kingdom. As an integral part of station safety, our Response Officers provide additional protection for railway employers and passengers. Protecting staff working in retail, on the platforms, on the gateline, on the concourse, and the public, our highly trained and skilled Response Officers ensure a safer environment for all.

Our Response Officers also assist in removing rough sleepers from station premises, providing them information about shelters, and removing members of the public who are displaying anti-social, threatening or abusive behaviour. Officers fill out detailed reports at the end of their shifts to alert our operations and on-site client teams about any incidents.

Equipped with in-depth training and industry experience, professional and practical attire (black trousers, black shoes, Response Top, and stab-proof body armour), and essential items such as needle resistant gloves, a torch, a notebook and a mini first aid kit, our officers can help your staff and the public remain safe while they work and travel.

Our Response Officer Training Course covers:

- An Induction to the Railway
- Actions Counter Terrorism
- The HOT and WHAT Protocol
- Station Familiarisation
- SIA Licence
- First Aid Training
- Report Writing
- Manual Handling
- Customer Service

## 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.

## Cyber Security

Cyber Security protects computer networks from cyber attacks and unauthorised access. SES Group are fully compliant with ISO27001 and Cyber Essentials. We have many policies with helpful information, which can be found here: <https://thesesgroup.co.uk/employee-area/>

## Tool Box Talk - Summer Working

Exposure to ultraviolet radiation from the sun can cause skin damage including sunburn, blistering, skin aging and skin cancer.

Skin cancer is the most common form of cancer in the UK, with over 40,000 new cases diagnosed every year.

1. A tan is NOT healthy. It is a sign that the sun has already damaged your skin.
2. Keep your top on, clothing forms a barrier to the sun's harmful rays, especially tight woven fabrics.
3. Stay in the shade whenever possible, during breaks and especially at lunchtime when the sun is at its hottest.
4. Drink plenty of water to avoid dehydration.
5. Check your skin regularly for any unusual moles or spots.
6. See a doctor promptly if you find anything that is changing in shape, size, colour, itching or bleeding.
7. People with pale skin are at most risk of skin damage, especially those with fair or red hair, lots of freckles, or those with a history of skin cancer.
8. When at work, a t-shirt as a minimum must be worn under your HiVis vest, no bare chests.
9. Long trousers must be worn - no shorts or short trousers.

**"Safe System of Work, Always"**