



SES REWARDS & RECOGNITION

January 2024

Winner: Alan Smith

Nominated by a member of the management team as follows:

"I would like to nominate Alan Smith, SES Group Compliance Manager, for his untiring efforts and dedication to successfully completing the company's annual audits. Every year the company has to go through various checks and audits to show it is compliant with a range of standards and legislation. From business sector standards such as ISOQAR – 9001, 14001, 45001, 27001 along with rail industry standards such as Safe Contractor, RISQS and CIRAS and not forgetting the Security Industry Authority's ACS. It is not uncommon for companies to view annual audits as a once-a-year exercise. However, whilst the audits may occur once a year what they review and inspect is a combination of actions, processes, incidents, etc that provide evidence to show the company has consistently been performing to and is fully compliant with its accredited standards for the whole of the past 12 months.

The obtaining and maintaining of these accreditations and related standards clearly shows to external companies, agencies, potential clients and the public that the company is operating to certain professional standards. This in turn enables the company to tender for a broader range of contracts. They also help in winning new contracts as well as maintaining them. The loss of certain accreditations could result in the loss of some contracts. Every year ensuring the various aspects of the business have the required evidence to hand, ready for the auditors review is to say the least a challenge. However, this year was more difficult than usual due to internal restructuring, changes to personnel and a couple of months prior to the audit a reversal of the restructuring process. This created a variety of issues and as a result a significant increase in workload with a very short period in which to resolve the issues. At one point there was a possibility the company may have lost certain accreditations or at least come through the audits with an improvement notice and reduction in its grading / scoring.

The actual outcome after the audits were completed was the company maintained a score which keeps it in the top 10% of companies in the private security sector. A score which some companies far larger than the SES Group do not achieve and one the SES Group has managed to sustain for a few years now. There was no improvement notices and instead received positive feedback on certain aspects of its processes. This remarkable turnaround and achievement is mainly down to the dedication and tireless efforts of Alan Smith. As with many ancillary roles within a company, compliance is often undervalued and not supported fully. Over the past decade Alan Smith has ensured our accreditations are valid, relevant and fully support the business. Under his management of the accreditations the company has gone from bottom 1/3 in its scoring to being in the top 10% of Security companies in the UK and sustaining this level for numerous years. The fact the company has sustained these high standards once again after the issues of the past 12 months is a testament to his dedication, adaptability and professionalism. Which is why I would like to nominate him for this month's R&R."

Alan is highly commended for his hard work, professionalism and dedication





Nominee: Merry Diop

Nominated by a member of the public as follows:

"My son attended The Masters Snooker semi-finals on Saturday with a friend and has asked me to contact yourselves with regards to a lady called Merry who was working that day.

My son is visually impaired as the result of a brain tumour and is currently undergoing chemotherapy so he can face obstacles with everyday life. However he wanted to extend his thanks to Merry who went out of her way to be helpful and pleasant to him when he attended the event with yourselves.

We are all quick to complain when things go wrong so it's only right and fair that Merry be acknowledged and thanked for being a kind and caring person that made my sons visit to yourselves pleasurable (as well as watching Ronnie O'Sullivan win his semi-final. Please pass on both mine and my sons thanks to Merry (who my son described as being a short lady with a very smiley and happy face who was by the glass door entrance to the toilets).

Many thanks again."

The Client then sent the following.

"Just wanted to share the below with you and ask you to extend our thanks to Merry, it's always good to receive positive feedback from customers!"

Merry is commended for her professionalism and excellent customer service.



Nominee: Antonia Cansdale

Nominated by her Manager as follows:

"I would like to recommend Antonia Cansdale for this months R&R. Antonia worked the snooker at Ally Pally and she did all 8 days in the same position – the doors into the main arena. This is a challenging position as when the WST security call for doors to be closed, they have to close. This causes many issues with the people left outside as they are not allowed in until the next frame. I was present on many occasions where Antonia had to deal with some very dissatisfied customers, but she dealt with these very calmly and professionally. Even when customers were quite verbal, she just kept her cool and dealt with the situation. She was a credit to SES, the way she acted and I cannot praise her highly enough for the job she did, and I think she deserves this months award. She even implemented a different way of queuing people collecting from the cloakroom and it worked very well, so again credit to her."

Antonia is commended for her professionalism and excellent customer service.





Nominees: Liban Allasow & Jessica Jones

Nominated by a member of the management as follows:

These staff were working at the above venue when a fire broke out at the rear of the premises, which it is believed was started deliberately.

"I would like to put the two officers forward for recognition who tackled the fire and kept it under control, while waiting for the fire brigade to attend. The flames were so intense that they broke through the metal skip and once the fire started to be doused, the smoke that was created was quite intense (this is probably when Liban inhaled it). Jess then continued single handedly to tackle the remaining fire for 8 minutes until the brigade arrived. She did exceptionally well.

On other occasion they were both working at the venue when there was a firearm discharged in one of the clubs that resulted in a casualty arriving in the communal area. They assisted with this until the emergency services arrived."

Liban and Jessica are highly commended for their initiative and professionalism in dealing with these incidents.

