

THE INS DER

Summer 2023



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The future looks bright!

We have seen a few departures at Hackle Head Office in the last twelve months, but we have welcomed new faces and now have a fantastic team structure that offer you and our clients a first class service.

In the last newsletter, I mentioned we were in the process of setting up our own Control Room. This has now gone from strength to strength since its launch in September 2022, offering full, 24/7 support to you all out there doing your amazing jobs on the frontline. The Control Centre also oversees many of our CCTV contracts as well as processing all staff holiday requests and staff scheduling.

I'd like to welcome Karen Allum and Anya Holloway to the Head Office Team. Karen joined us in December 2022 and supports Jo in the day-to-day administration, and Anya joined us in March 2023 as Ops Support and looks after the administration for all our sites. More info on their roles can be found further into the newsletter. A very warm welcome to Karen and Anya!

So far this year, we've acquired 4 new sites as well as a number of void property opportunities. We also re-tendered for 4 of our existing sites, which we were successful in retaining.

As always, my thanks go out to all our staff for all your hard work, dedication and professionalism. As you can see from our Employee of the Month Awards, this does not go unnoticed by Hackle or our clients.

Mark Mathurin, Managing Director

NEW CONTRACTS



We're pleased to announce the following new contracts we've been awarded in 2023 so far, as well as a number of existing contracts that we've retained.

If you know of any contracts due for renewal, email control@hacklesecurity.co.uk

FULHAM

Start date: September 2022
Job: Residential
Service: Security
New team members: Raymond

LUTTERWORTH

Start date: January 2023
Job: Distribution Centre
Service: Security
New team members: Hari, Mark, August, Phoenix, Frayzer, Prabdeep

SWINDON

Start date: January 2023
Job: Business Park
Service: Security
New team members: Mark, Khem, Aziz

WEST HORNDON

Start date: October 2022
Job: x2 Industrial Parks
Service: Security
New team members: Claire, Ronnie, Ade, Narad, Dipendra, Michael

Due to our 2023 expansion, we are delighted to announce that our services have now extended into the following areas:

Essex - Thurrock, Harlow, Chelmsford and Braintree

Kent - Aylesford, Dartford and Maidstone

Sussex - Brighton & Hove



VACANCIES

We currently have the following vacancies available, so if you know anyone who is looking for a new challenge, please send them in our direction:

- HAC460 – Relief Security Officer – Weybridge, Surrey
- HAC476 – Area Relief Security Officer – Fareham, Hampshire
- HAC498 – Security Control Centre Operator – Head Office, Newbury, Berkshire
- HAC499 – Security Officer – Peterborough, Cambridgeshire
- HAC507 – Mobile Patrol Officer – London
- HAC511 – Area Supervisor – South East and West
- HAC512 – Night Security Officer – Weybridge, Surrey
- HAC515 – Front of House Relief Officer – Weybridge, Surrey
- HAC525 – Area Relief Security Officer – Berkshire
- HAC527 – Area Relief Security Officer – Swindon, Wiltshire

For full details on any of the above vacancies, visit www.indeed.co.uk and search using the HAC reference number.

FIRST AID TRAINING

A number of the Hackle Team attended a one-day First Aid Training Course at our site in Surrey.

The training course was a refresher for those qualified in first aid, or hadn't had training for a number of years, and covered all the fundamental information needed to help first aiders fulfill their role within the workplace such as the recovery position, administering CPR, using an AED, treating injuries, illnesses and health conditions.

If you feel you could refresh your first aid training, or would like to know more about first aid training, please contact your Contracts Manager.





We are delighted to have awarded many more “Employee of the Month” awards over the last twelve months.

We are filled with pride when a nomination is submitted, as it proves that our staff are recognised not only by ourselves, but also by our clients.

The monthly award is not compulsory, but your Contracts Manager will actively look to endorse acts of outstanding service.

Award winners receive a signed and framed certificate, plus £100 in vouchers.

Many congratulations to all the team members featured here. We appreciate all your hard work and dedication, and enjoy spending the vouchers!

AndisKreslin

AnnaJamroz

BobbieBailey

CarolineEwen

DanielKwateng

JeremyHill

NarayanGurung

NelaDuszynska

RuthBartholomew

SarahKayes

SOCIAL MEDIA UPDATE



One of our objectives this year was to further increase our social media presence, and with the little help of a social media professional and our 'on-the-road' team members being pro-active when visiting sites, we have achieved some incredible results in a short period of time!

Our Facebook page had nearly

5,000

new users see our page in the last 90 days.

Our LinkedIn page now has over

1,000

new followers

Our Instagram page gained

114

new followers in the last 90 days.

Our top post that reached the most users was a

site visit

Up by nearly

10%

on post engagement (likes, shares, reactions, comments)

We saw

33 new

users clicking through to our website

WE NEED YOU!

Check out our social channels, give us a like if you can, and share our content to your friends and family. Every like and share counts in building our business profile and reaching new clients and team members.



5-YEAR SERVICE AWARDS



We have had more staff this year who we are delighted to say have given Hackle Security over 5 years of loyal service. Each staff member is presented with a certificate and lapel badge to acknowledge their loyalty.

Thank you all for your loyal service, dedication and hard work. We look forward to being able to present 10-year service awards in the not too distant future!



KristineJianoran



SulemanLasisi



JohnBottomley



SheriAgodi



MartinQuelch

HEAD OFFICE TEAM

Jo Papworth – Office Manager

Jo joined us in September 2022, following a number of years in marketing roles. Previous to this, Jo was the Office Manager for Cosmo Security, and after taking some time out for personal reasons, has now returned to Hackle as Office Manager.

Karen Allum – Administrator

Karen joined us in December 2022 to assist the Office Manager with day to day administration such as stationary and miscellaneous requirements for all sites, monthly reports, staff expenses, external training requirements as well as answering the telephone and ad-hoc duties.

Charlie Rich - Operations Supervisor

Charlie joined us in August 2022 as Control Room Operative, but then took on the new role of Ops Supervisor in February 2023, overseeing administrative and operational duties carried out by the Ops Coordinator and the Control Room Operatives.

Charlie also ensures company procedures and audits are actioned and meet security regulations.

Anya Holloway - Operations Support

Anya joined the Hackle team in March 2023 and carries out administrative duties for all our sites, dealing with recruitment, new starters, uniform and administration for staff holidays as well carrying out internal audits to ensure we meet security regulations.

CONTROL CENTRE TEAM

Since our Control Centre was launched in September 2022, it has gone from strength to strength, with 4 operatives working shift patterns to ensure it is manned 24/7.

Our operatives are Dave Ricks and Martin Quelch, and we will be welcoming two new operatives very soon!

As well as monitoring staff calls booking on/off and monitoring missed check calls and lateness, the team also monitor CCTV for a number of our sites as well as processing holiday requests, scheduling and Fast Field Reports.

OPERATIONS TEAM

Peter Horner - Operations Manager

Peter oversees all our sites, but also looks after our sites and clients within Central London and surrounding areas, and has the support from Damien Kellegher.

Damien Kellegher - Area Supervisor

Damien joined us in July 2022 as a Relief Officer for London, but was then promoted to Area Supervisor in January 2023, making visits to our sites in and around Central London, ensuring the correct paperwork is present, making sure our staff are wearing the correct uniform at all times as well as carrying out daily/weekly/monthly reports for Head Office and our clients.

Steve Falconer - Contracts Manager

Steve looks after our sites and clients in the South of England, and has the support of the Area Supervisor.

Area Supervisor - Position Vacant

We are actively looking for a new Area Supervisor to support Steve Falconer, who covers sites in the South East and South West of England. If you, or you know of anyone who would be interested in this role, please visit our website - www.hacklesecurity.co.uk



We are delighted to present the 10-year Service Award to the following team member, who has reached this significant milestone, and has given Hackle Security 10 years of loyal service.



Thank you for your loyal service, dedication and hard work. We look forward to being able to present your 20-year service award!

ProtectUK is a brand new app offering practical advice and guidance to help you protect businesses, plus information on how to respond in the event of an attack.

Using the app, you can access real-time information from CT Policing plus the latest protective security advice available at your fingertips 24/7 – wherever you are.



Recently, our Senior Management team, alongside Supervisors were provided with an insight into how to integrate ProtectUK into our daily business operations.

With a targeted approach, we will now begin training our officers in using the app and obtaining a better understanding of Counter Terrorism and how they can play a part in identifying and navigating threats.

For more information on the Protect app and training, visit; www.protectuk.police.uk

HACKLE FUELS SUSTAINABILITY

We're proud to announce the latest addition to our fleet!

As part of our commitment to sustainability and innovation, we've added our first 100% electric vehicle to our London Mobile Patrol & Alarm Response Division.

This deployment reflects our ongoing efforts to provide reliable and eco-friendly security solutions across the UK.



REMINDER - THE IMPORTANCE OF BOOKING ON/CHECK CALLS

As you are aware, we have a check calls system in place to ensure our lone-worker's safety is paramount. The frequency of check calls required are detailed within your Assignment Instructions.

The Control Centre located at Hackle Head Office is made aware of any missed check calls reported in a 24-hour period, so they can be monitored daily. If an officer misses more than 3 check calls within a calendar week, then they may be subject to disciplinary action.

If you experience any problems making your check calls through our automated system, please make sure you call the Control Centre during the check call window, and also make a note in the DOB. If you have any operational problems with the telephone used to make the check call, this needs to be reported to your Line Manager at your earliest opportunity.

Please remember that in normal circumstances, check calls (and booking on and off duty) must be done using the site landline. Calls made to the automated system from your personal phone will be rejected.

Check calls as well as booking on and off your shift can all be done through the TelMe App:

1. Go to www.gallinet.com
2. Click on "client log on"
3. Enter "hackle" (all lower case) into the white box
4. Click "go to Employee TelMe"
5. Enter your username (all lowercase), this is how your name appears on your timesheet
6. Enter your PIN (the same number you use for booking on and off duty, and check calls)

BIRTHDAY WISHES

We'd like to wish the following members of staff a very Happy Birthday on their special BIG day:



Jeremy Hill
Ismail Mran



Paul Millard
Daniel Paditey

NEW DAD ALERT!



We'd like to give a huge congratulations to Charlie Rich, Ops Supervisor, for the birth of his baby daughter.

Jhene Aphrodite Atlas was born on the 19th June 2023 at 19:42hrs, weighing 6.7lbs.

We wish Charlie and his partner, Maycie and little Jhene a happy and healthy future together.



IMAGE IS EVERYTHING!

Please can we remind you that **FULL uniform** must be worn at work at **ALL times** during the course of your duties. This means wearing company issued trousers or skirts, shirts, jumpers, jackets and ties. Your SIA badge should be clearly visible and uniforms should be clean and pressed at all times.

Replacement uniform may be ordered annually. If you need to request uniform, please submit a Uniform Request Form, clearly stating your requirements AND correct sizes please. A copy of the form can be found in your site administration file. If you can't find a copy, please email control@hacklesecurity.co.uk to request one. Please then email your request back to control@hacklesecurity.co.uk

PLEASE NOTE - Please be accurate when ordering your uniform as returning incorrect items to our supplier is very time-consuming AND costly. Perhaps ask a family member or friend to help measure you if you're unsure.

Incorrect-sized requests may result in a charge for returning to the supplier.

Should you have any problems with the quality and wear of your uniform, please report this to your Line Manager, via email, and where possible include a photograph of the issue.

In addition to wearing full uniform, please also be reminded of the rules surrounding your appearance.

Below is a summary, but more information can be found in your Employee Handbook.

- Employees should have a smart, professional haircut
- Facial hair should be clipped and neat
- Employees are permitted to wear discreet earrings, finger rings or other jewellery but facial studs, nose or eyebrow rings and hanging body jewellery are not permitted
- Visible tattoos are not permitted
- Facial make up and fingernail varnish should be light and discreet



Remember, you are the face of our company and first impressions are very important!

SIA LICENCE RENEWALS

SIA Licences are an essential part of a security officers role, and is also an important part of the workplace uniform, so it's crucial that licences are valid.

Hackle Security Services Ltd no longer renew licences for our staff, so it's your responsibility to ensure your licence is in date because if it's expired, then you cannot work until it's been renewed.

If you feel you need financial support in renewing your SIA or CCTV licence, then please request this in writing to your Contracts Manager.



The SIA recently launched a series of new licensing videos with a customer-centric approach. These videos aim to guide applicants through the stages of their SIA licence application, making the process more straightforward and user-friendly.

If you get a moment, we encourage you to watch this short but informative video, which will help you gain a better understanding of the application process - https://www.youtube.com/watch?v=S3_MgnwMaTM

Let's continue working together to enhance security standards and create a safer environment for all.



WHAT IS VOID PROPERTY?

When a property is vacant, it can become an easy target for unauthorised visitors such as vandals and trespassers, often resulting in costly repairs and much frustration.

By securing a property and utilising simple deterrents such as steel security and concrete products working alongside innovative technological solutions, we can cost effectively protect, manage and monitor a client's valuable assets.

Hackle Security Services Ltd are able to provide all aspects of void property services Nationwide, allowing us to be a single point of contact.

Services include:

- Steel/Wood boarding up
- Concrete Blocks
- Heras Fencing
- Wireless Alarm Systems
- Rubbish Removal/Site Clearance
- Mobile Patrol Service
- Weekly Insurance-Approved inspections
- K9 Dog Handlers

So if you know of any sites that require any of the above services, send them our way!

enquiries@hacklesecurity.co.uk

www.hacklesecurity.co.uk





Let's Talk Security With Mark Mathurin

Managing Director, Hackle Security

#InternationalSecurityOfficersDay

As part of International Security Officers' Day we sat down with Hackle Security's Managing Director, Mark Mathurin, to get his thoughts on the evolution of the security industry and his passion for the sector. Here's what he had to say;

As the director of Hackle Security, you've witnessed significant advancements in the security industry. Could you share some insights into the most remarkable evolutions you've seen over the years and their impact on the industry as a whole?

As the director of Hackle Security, I've had the privilege of witnessing significant advancements in the security industry over the years. One of the most remarkable evolutions has been the introduction of compulsory training to renew SIA licences, which ensures that our operatives are continuously updated with the latest knowledge and skills. Additionally, the establishment of the ACS to regulate the industry and enforce a code of conduct has had a profound impact on raising the standards across the board. Moreover, the advancement of services and products, such as CCTV, PPE protection, and electronic reporting, has greatly enhanced our ability to provide comprehensive security solutions.

With National Security Officer Day upon us, we'd love to hear about your passion for working in the security industry. What drives your commitment to this field, and how has it shaped your perspective on ensuring safety and protection?

My passion for working in the security industry stems from the constant drive for progression within the business. Witnessing the changes and new avenues of growth that have emerged in the industry has been truly inspiring. I'm committed to ensuring my employees have a prospective future, and I empower my management team to drive the business forward. Continually reviewing our policies and procedures to industry standards and adapting where required is central to our success in providing top-notch security services.

The security landscape has seen rapid changes with the rise of technology. How does Hackle Security stay ahead of emerging threats and maintain its edge in safeguarding clients and the public?

In the rapidly evolving security landscape driven by technological advancements, Hackle Security stays ahead of emerging threats by actively developing our electronic use of technology. Collaborating with various software providers allows us to enhance both our and our clients' footprint. Moreover, we prioritise the safety and well-being of our officers by having robust procedures and policies in place. Regular audits and reviews of our systems and infrastructure ensure that compliance is maintained, and we seek external support from industry advisors on current threat levels and risks.

In today's interconnected world, how crucial is the collaboration between private security firms and governmental agencies to enhance national security? Can you share some successful instances of such collaborations that have made a difference?

Collaboration between private security firms and governmental agencies is of utmost importance in enhancing national security. It facilitates the sharing of intelligence and potential threats, fostering a safer environment for everyone. While I cannot provide specific instances, rest assured that we are actively engaged in such collaborations to make a positive impact in safeguarding the public.

As a main player in the UK security industry, what advice would you give to aspiring security professionals who wish to make a positive impact in this critical sector? What key skills and qualities do you believe are essential for success in safeguarding the modern world?

To aspiring security professionals, I would emphasise the critical role of training for success within the security industry. Demonstrating a positive "Can Do" attitude towards clients and customers goes a long way in building trust and reputation. Being proud to be part of the industry and aiming high while seeking advice from experienced operatives are valuable attributes. Additionally, essential key skills for success include professionalism, a desire to progress, maintaining a positive attitude, being presentable, and acting as an ambassador for the company. Adaptability and smart thinking are also crucial in effectively safeguarding the modern world.