



We're in The Top Ten

Hackle Security Services Ltd had their annual ISO9001 and ACS (Approved Contractor Scheme) audit take place in October 2023 and we are pleased to say that we received 91 points and therefore achieving our ACS accreditation, which places us in the top 10 security providers in the UK.

The purpose of the audit is that, through an independent ACS approved auditor, the SIA assessed the company against recognised industry standards for quality, diversity, health & safety and environmental practices, and that all security personnel have been properly trained for the roles that they will perform, we are now approved for Keyholding as part of our Audit also.

The continual improvement is very much a team effort and we would like to extend a big thank you to you, our Front-Line staff, who provide the end service to our clients, for ensuring we achieved this score. We thank you for providing the service expected to our clients, and hope this communication helps you to appreciate why we ensure that all our staff follow our company procedures.

You are our ambassador for Hackle and our clients, and we appreciate your professionalism at all times.

New Year, New Sites

We are delighted to share that Hackle security have acquired the following new sites after another successful quarter:

Brighton – Monday to Friday Manned Guarding – Started in November 2023

Hampshire – Monday to Friday Reception – Started in July 2023

Castle Donington – Monday to Friday Manned Guarding – Started February 2024

West Drayton – Monday to Sunday Manned Guarding – Starting April 2024

We've also been busy with CCTV installations, void property services, weekly property inspections and a number of clearance sites, removing travellers and securing the sites with K9 units.



ProtectUK and citizenAID Apps

Last year, we introduced ProtectUK to all site phones – an app that offers practical advice and guidance to help protect businesses in the event of counter terrorism attacks.

To further support this app and company communications to our Front-Line staff, we are now introducing citizenAID; an award-winning app that includes

information on both vehicle and acid attacks, alongside shooting, stabbing and bombing incidents. There is also guidance for what to do on encountering an unattended item in a public space.

This guidance also supports the response of staff who work in these areas where unattended items are a common occurrence.





Employee of The Month

October – Samir Buho – Officer based in London.

Client comments – *“I would like to report that in the short time that Samir has been covering on site, we have found him to be a very proactive and helpful member of the team. He is very smart in appearance and welcoming to the occupiers of the building. We are very impressed with his attitude.”*



November – Luan Krasniqi – Officer based in London.

Client comments – *“Luan has really stepped up to the plate. Given that he is not our regular officer, I am really pleased that we had someone so helpful and competent. He has been a great help with the contractors but also carrying on with his normal duties and not letting events of the week distract him. I really am very grateful to him and have told him so.”*



November – Sheri Agodi – Receptionist based in London.

Client comments – *“I cannot begin to express how much Sheri has done for me this last week. She has fended off tenants and taken some really nasty comments. Sheri has been ringing around and contacting people for me and generally organising and bossing people about on my behalf. She truly is a very sweet and compassionate human being. For that reason, I would like to put her forward for employee of the month.”*



November – Damien Kellegher – Area Supervisor based in London.

Client comments – *“I was so grateful to you, Damien, for making the necessary arrangements while Peter was away, and most especially for dropping everything last Monday and coming over to our site in Central London when everything was happening. You were a great support, thank you.”*



December – Phoebe Conroy – Controller based at Hackle Head Office.

Client comments – *“We are delighted to be awarding Phoebe with the Employee of the Month award. This comes from Phoebe having a positive can-do attitude and attention to detail when completing her duties. Since Phoebe has joined us, she has been and will continue to be a well admired member of the team.”*

REMINDER – THE IMPORTANCE OF BOOKING ON

Can we remind you all the importance of booking on, booking off your shifts, as well as making check calls if relevant to your site.

By making the call yourself through the TelMe App, we can more accurately determine your pay each month to ensure there are no errors. Your personal safety and wellbeing are crucial when working by yourself on a site, so making check calls each hour is very important to ensure you are safe and well, so please remember to make them.

Using the TelMe App is very easy and simple:

1. Go to <http://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 lower case), 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 for check calls)

Head Office Updates:

We have had a few changes to staff at Head Office recently, so please see below your contacts:

Jo Papworth - Office Manager
jpapworth@hacklesecurity.co.uk

Charlie Rich - Ops Supervisor
crich@hacklesecurity.co.uk

Emma Malley - Administrator
emalley@hacklesecurity.co.uk

Anya Holloway - Ops Co-Ordinator
aholloway@hacklesecurity.co.uk

A reminder of who you should refer your queries to in the first instance:

Pay Queries - Please complete a Pay Query Form and email it to your Contracts Manager

Holiday Forms - Please complete an Annual Leave Form and email it to control@hacklesecurity.co.uk

Site Stationery Requests- Email emalley@hacklesecurity.co.uk



Booking Your Annual Leave

To make the process run smoothly, we would appreciate it if you can carefully read and take on board the following requirements when booking your leave, taking note of where you need to send the request to, and deadlines for sending it in.

- As per our standard practice, all leave request forms are to be submitted by email to Head Office at control@hacklesecurity.co.uk
- The company's holiday year runs from 1st January to 19th December in which all accrued leave must be taken. Staff who have been transferred under TUPE; the holiday year runs from 1st April to 31st March. If leave is not taken within the holiday year, it will be lost.
- PLEASE NOTE: The company policy states that there is an active leave ban from 19th December to 2nd January inclusive. Please keep track of your holiday as last-minute bookings before the leave ban will not be authorised.
- Employees must NOT consider the holiday granted unless the form has been signed and returned to you. Employees who take unauthorised annual holiday may be subject to disciplinary action.
- Holiday requests of more than two calendar weeks will need special authorisation. For this, please submit a cover letter with your Annual Leave form to your Contracts Manager explaining the reasons for the extended leave. Holidays of more than 10 days will only be granted by Head Office in exceptional circumstances.

You must submit annual leave requests as early as possible using the relevant notice periods:

- for annual leave of **two weeks or more**, please give three months' notice.
- for annual leave of **one week or more**, please give one month's notice.
- for annual leave of **less than one week**, please give two weeks' notice

You must submit annual leave requests as early as possible using the relevant notice periods:

1. for annual leave of **two weeks or more**, please give three months' notice.
 2. for annual leave of **one week or more**, please give one month's notice.
 3. for annual leave of **less than one week**, please give two weeks' notice
- If more than one employee working on the same site requests the same leave period, the leave will be awarded on a first come first served policy.
 - The Company will not be approving half day holiday requests anymore. This is because of operational reasons. Finding an officer to cover a half day not only costs them money to travel to the site, but also the company to pay them. Half days are also not possible to add onto our system, so this may cause pay queries, which we don't want as we want to ensure your pay is correct each month.

Therefore, any Annual Leave forms submitted will be refused.

Please also take note of the following reasons why any annual leave requests will be rejected:

Without the proper notice period, unless you can provide evidence to support your reasons for requesting short notice leave.

Annual Leave form is not complete and missing information i.e., correct dates and days.

If a form is received with more than one period of leave included, you will be asked to resubmit a separate form for each period requested.

We trust the above is clear, and hope you appreciate our reasons for enforcing this procedure, and we thank you in advance for your co-operation.

Hackle Welcomes..

We'd like to welcome the following new members of staff to the Hackle Team:

Emma Malley – Emma joined us in November and assists the Office Manager with day-to-day administration such as stationary and various other requests for all sites, monthly reports, staff allowances, external training requirements as well as answering the telephone and ad-hoc duties.

John Dennis–John joins us in February 2024 as Contracts Manager for the Southwest Region. John will be making regular site visits and carrying out the required daily/weekly/monthly reports and ensuring company procedures are met on all our sites.

Geoffray Green – Geoff joined us in January 2024 and is Contracts Manager for Central London and the surrounding areas, replacing Peter Horner who has stepped up to Operations Director. Geoff will be making regular site visits and carrying out the required daily/weekly/monthly reports and ensuring company procedures are met on all our sites we look after.

Congratulations Pete!



We'd like to congratulate Peter Horner who was promoted to Operations Director in January 2024. Peter will now be overseeing ALL our sites across the South of England and the Midlands, ensuring our team continue to provide the best service to you, our Front-Line staff.

www.hacklesecurity.co.uk

Time to Talk Day

This month Hackle Security spread awareness for TimeToTalk day. At Hackle Security, we're all about fostering an open and supportive work environment.

1 in 4 of us will experience a mental health problem in any given year. And too many of us are made to feel isolated, worthless and ashamed because of this.

Sometimes it's easier to tell people we're 'fine' than to say how we really feel.

But by talking about mental health we can bust myths and break down barriers.

So, how are you starting a conversation about mental health today?

Follow us:



HAPPY BIRTHDAY

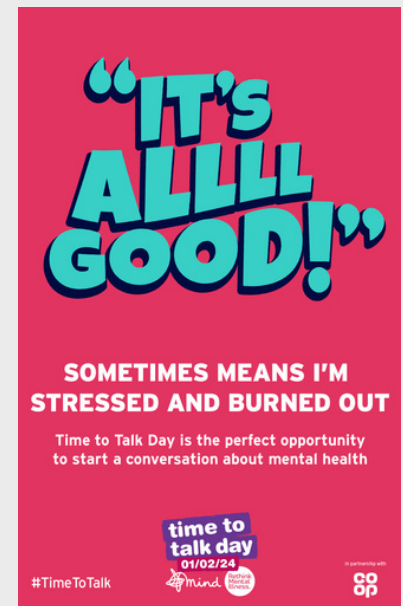
We'd like to wish the following members of staff who celebrated a BIG birthday:

January
Anderson Turnball – 21

November
Quimio Wijnhard – 30

October
Hassan Omar – 60

We hope you had great birthday celebrations!



Social Media

We have recently increased our social media presence across all platforms so please do look for Hackle Security and follow us as this will help to grow our accounts and therefore reach new business. If you have a story that you feel could benefit our followers, please email your Contracts Manager.