

In-Touch Newsletter

Autumn / Winter 09



LONDON CHAMBER
COMMERCE AND INDUSTRY

Managing Directors Foreword

Over the summer, STM Security has had an excellent period experiencing both growth with new clients and expansion with our current client base. In my opinion, this has been possible only as a result of the hard work and very high standards by all our staff and I thank every one of you for ensuring that STM sets performance standards at the highest levels.

It was also extremely pleasing to have a significant number of very positive comments from our staff in our employee survey indicating very high levels of internal satisfaction with the company and our way of operating. With these very positive internal and external indicators, I am very optimistic that we can all look forward to a period of growth and opportunity for those who want to develop within the company.

Once again, Thank You to all staff for the hard work and setting the highest standard and remember.... **'Clients Make Pay Days Possible'**

Perry Simpson
Managing Director

About your CEO

Humayun Shahzad CEO

Shaz started his career in finance in a multi - national Bank in the Middle East that involved extensive travelling. After establishing a successful import/export network in the UK, he entered the security industry in a period of significant growth and founded STM Security, driving it to be a prominent name in the industry. Shaz prides himself in offering bespoke security solutions and providing an entirely personalised service to his clients.

Shaz loves playing cricket, socialising with a wide circle of friends and dining out.



Shahzad Humayun
CEO

Welcome to the team

Who is Jonathan Wild?



A Yorkshireman by birth (and by choice!) Jonathan joins STM as the new Accounts Director primarily responsible for the new contracts with South West and East Midlands Trains.

After leaving university Jonathan joined the Royal Air Force and spent fifteen years in Operations around the world. After a stint with the United Nations as a mediator during the Bosnian Conflict, Jonathan left as squadron leader to work on the Management Team for the Royal International Air Tattoo base at Fairford. His first venture into the security world came when he joined Sigma Security when he met Perry Simpson for the first time - eventually following him to STM Security.

Jonathan now lives in Robin Hood Country - Nottinghamshire, with his wife Charlotte, children Amelia, Olly and Theo plus 2 dogs, 2 cats and assorted gold fish!

Training and Development welcomes Jeff Baines



Jeff joined STM at the beginning of September from Jigsaw Training and Development.

Jeff is an experienced trainer delivering a wide range of development packages to commercial and government organisations.

In particular, Jeff is a specialist in providing Community Safety Accreditation Scheme (CSAS) and Rail Safety Accreditation Scheme (RSAS) training.

Jeff also has a wealth of experience in the rail industry with his particular strength being provision of totally bespoke training programmes to suit the needs of his clients.

Jeff's addition to the STM Management Team not only gives the Company great scope to further raise the level of Training and Development internally, but also provides customer focused training facilitations that is capable of delivering a totally bespoke service to meet the needs of other professional organisations.



New Business

Travel Safe Officers

STM are delighted to announce the award of a 12 month trial contract with London Overground Rail Operations (LOROL) and Transport for London (TfL) for 20 TravelSafe Officers (TSOs).

The officers will work alongside existing STM staff on LOROL stations, with LOROL staff and the BTPs Neighbourhood Policing Teams who also patrol the trains and are based close to London Overground stations.



Although levels of crime on the Overground are low, the trial aims to further improve passengers' perception of safety whilst travelling on public transport. The Travel Safe Officers will increase the visibility of a uniformed presence at stations and on trains to reassure passengers, deter crime and anti-social behavior (ASB) and identify areas for possible problem solving.

Also, part of the TSOs remit will include engaging with passengers who require information and support. Around seventy to eighty percent of their time will be spent on trains with the remainder of their time patrolling the stations.

Perry Simpson, Managing Director commented "The appointment of STM to provide TSOs to LOROL fits perfectly with our existing team of station staff. Our communication network and tasking schedules take into account the entire service provision to LOROL, creating a fully integrated service we think is unique in the marketplace/industry".

South West and East Midlands Trains

To further bolster STM's ever growing rail portfolio, we are delighted to announce the award of the contracts to provide security on behalf of South West Trains (SWT) and East Midlands Trains (EMT) with effect from 1st August 2009. The Contracts are managed by Qasim Iqbal, who in turn reports to the Account Director, Jonathan Wild.

SOUTH WEST TRAINS

Our contract with SWT includes Security Officers based at Clapham Junction, Kingston and Guildford plus the depots at Strawberry Hill and Clapham. There is also a strong emphasis on event management with regular cover provided at Twickenham, Ascot, Portsmouth Football Club's home ground Fratton Park plus many 'one offs' such as Bournemouth Air Show.

New Business

EAST MIDLANDS TRAINS

The EMT contract provides security at both Derby depot and at Nottingham Station. At the depot we provide essential 24 hour cover in the same manner as at the two SWT depots. At Nottingham station we provide both high profile security around the station and a TSO team on specific trains. The TSOs work on the Robin Hood Line, which travels from Nottingham up to Worksop and we also provide cover for the busy station at Skegness during the summer months to assist the hundreds of people who are arriving and leaving the nearby Butlins camp!

East London Line

STM are also happy to announce the award of further work on stations on the East London railway line by London Overground. STM officers will be provided for gateline duties from 0700 -2100 hours at most LOROL stations while others will be covered early morning, late afternoon and evenings. May 2010 brings even more business as another 8 stations open.

Railway Safety Accreditation Scheme – RSAS

We are proud to announce that STM Security Group (UK) Ltd was approved to Railway Safety Accreditation Scheme status on 6 May 2009 by the British Transport Police (BTP) Chief Constable.



**Railway Safety
Scheme**

Accredited

RSAS accreditation allows STM to support the police and our clients with our presence and activity, helping to reduce crime and fear of crime on the networks our staff patrol.

STM have found that our relationship with the BTP, Neighborhood Policing Team (NPT) and our clients, has continued to develop and regular liaison with all stakeholders has helped further reinforce our delivery of a robust and resilient service.



Go That Extra Mile



Adnan Mushtaq



Mohammed Khokhafor

In September Adnan Mushtaq and Mohammed Khokhafor, were presented with a GEM award and vouchers by Alistair Beaton of British Transport Police on behalf of LOROL in appreciation of their continuing hard work and outstanding commitment. Mr Mushtaq really did go that extra mile when he prevented an attempted suicide at the station he was guarding; while Mr Khokhafor was praised by a member of public he helped as 'exceeding expectations, dedicated, determined and extremely beneficial'. **Well Done!!**

Scheme Rules:

1. The scheme began on the 1st February 2009. From that date any employee may be nominated to receive an award.
2. Nominations may only be made by the employees supervisor or line manager, however all employees and customers will be encouraged to identify and inform their line manager of any employee who has exceeded normal expectations.
3. Nominations must be sent to kirsti@stmsecurity.com and must be received by the last day of each month.
4. Nominations must be signed by the employees supervisor / line manager and contain the following details:
 - Name of nominated employee**
 - Job title**
 - Contract / place of work**
 - Name of supervisor / manager**
 - Reason for nomination**
5. The Gem Award will be a standard agenda item on the Senior Management Team's monthly meetings.
6. Certificates and gift vouchers awarded to employees will be presented to them by their Manager.

A day in the life of....

A TravelSafe Officer (TSO)

The beginning of our shift starts by following the instructions on our Tasking and Route Card. This schedules our planned activity for the coming shift and where on the network we are going to be travelling.

The most important part of our job is to talk to people, and make them feel comfortable and safe whilst travelling on the train. Passengers sometimes have their feet on the seats and we politely ask them to remove them. Some people still want to smoke on the platforms and we just remind them that this is not permitted, they are usually quite good about putting them out and the other passengers seem to be happy about that. We may spot someone drinking alcohol too and we explain that this is not allowed on the rail network and ask them to stop.

During our shift, we travel in pairs and this gives us support and confidence, rather than being on our own. We get many opportunities to assist passengers including, support to purchase a ticket, sometimes help with an onward journey and disabled passengers sometimes need help getting to their next station. We (the TSO teams) are in regular communication with the STM Control Room and our BTP colleagues, and we regularly do joint patrols with the BTP Neighbourhood Policing Teams. They also brief us on intelligence data in regard to ongoing investigations and we help them as much as we can by feeding back information in relation to specific incidents.

Being a TSO is a rewarding job, you get to meet lots of people and actually feel like you are making a difference to the way people feel when they are travelling on the train.



“SIA LICENCE- DON'T FORGET IT”

If you change address, but don't inform the SIA your licence may be revoked and you will be unable to work in the security industry. Please remember to let STM and the SIA know immediately of your change of address.

Whilst on duty, you must display your SIA licence, and any License Dispensation Notice (LDN) documentation must also be kept with you at all times.



Environmental Tips

Did you know....

That a single tree can absorb as much as one ton of Carbon Dioxide over its lifetime!

General

- Use cloth bags for shopping instead of plastic ones
- Use cloth napkins instead of disposable.
- Fit draught excluders and shelves above radiators
- Put on extra clothes instead of turning the heating up
- Use less hot water by installing a low flow shower head
- Use tap water rather than bottled where possible.

Car users

- When driving, avoid breaking too hard and accelerating quickly.
You can reduce petrol consumption by up to 25%.
(this will also ensure that your passengers have a smoother ride).
- Use your car less and walk, cycle or use public transport.
- Car share as much as possible.

Energy saving tips

- Reduce the washing machine temperature
- Hang clothes out instead of tumble drying
- Use task lighting rather than whole room lighting where possible.
- Put lids on saucepans
- Try to buy energy efficient devices and rechargeable batteries
- Unplug appliances after use
- Wash full loads of laundry

Taking small actions can really make a difference to the planet. If you only take on board a few of the items in this list and practice them on a regular basis, you may not think so, but you will really be making a difference.

Highlights

Employee Questionnaire

Thank you to all employees that participated in the Employee Satisfaction Survey. The comments that were made have been taken into account and we are working on making the next survey's results even better. The results were extremely encouraging and as expected there is always an opportunity to improve in some areas.

As this is only the second edition of the STM 'In Touch' Newsletter, we hope that the information provided to you in this copy will help address the feeling of some of our employees in regard to being kept informed of what is happening in the business.

Wall of Winners

We would like to create a Wall of Winners at STMs Head Office.

The nominees are a very unique set of individuals, these are the selected few who manage to realize what to most people remains a dream.

Wall of winners is a tribute to this exceptional group of people who have inspired and shaped our lives for generations, beyond the cultural and racial boundaries.

If you have any names you would like to add to the wall, please send them to Sana Wafa via the postal address or call on 020 8518 9670.

Kirsti completes race for life

Our very own office PA participated in The Race for Life in Hyde Park in July for Cancer Research. Kirsti found the inspiration to run after a family friend sadly passed away after a long, hard battle with a rare form of cancer. Kirsti and 3 other family members walked the 5km and raised £1500 in order to find a cure for cancer.



STM Cricket

STM is in the process of forming a cricket team. This team will consist of a variety of different players and we look forward to reporting some excellent results next season.

New Website

STM Website

Take a look at our new and improved, re launched website at www.stmsecurity.com



Welcome to STM Security Group (UK) Ltd

Monday, October 06, 2008



Established in 2005, STM Security Group (UK) Ltd has become a prominent supplier of manned security and customer service solutions, fully supported by leading edge technology. STM operate in a wide variety of different industries and we pride ourselves on the quality and flexibility of our services with continual improvement at the core of our philosophy.



At the very top of our priorities we place particular importance on the understanding of our customer's needs, and we aim to ensure that we:

- Get to know you and your business
- Understand your challenges
- Help overcome barriers
- Recognise your aspirations
- Become part of your future

We maintain our focus on the market sectors in which we operate, developing our knowledge and expertise and improving our service delivery, continuously exploring innovative solutions to satisfy our clients evolving requirements. This means we never stand still and strive to keep our offering at the forefront of the industry.

Latest News

Corporate Social Responsibility Statement
In-Touch Magazine Spring/Summer 09

Other Useful Links

SIA	RSAS	IPSA
LRQA	LOROL	
RSSB	TFL	
BTP	Link-Up	

Learn more about STM services



Innovation

Not one market sector exists where innovation and developments in technology have not had a major influence on areas such as Health and Safety, cost reduction, revenue growth and productivity. STM aims to provide an entire range of innovative solutions. >> [Read More](#)

STM Mission Statement

STM will strive to exceed our clients' needs, value and develop our people, thus bringing greater business success

STM Values

Customers

To provide services of the highest quality possible, and greatest value possible, to the Company's client base.

Training

To encourage the training and development of all our staff.

Teamwork

To operate as one team, with mutual understanding and respect for each other.

Quality

Through total commitment to quality standards and efficiency.

Management

To manage the business effectively and efficiently through the promotion and encouragement of individuals.

Excellence

To strive for excellence in everything we do

Profit

To achieve sufficient profit to finance the Company's continued growth



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