

In-Touch Newsletter

Autumn/Winter 2010



LONDON *of* CHAMBER
COMMERCE *of* AND INDUSTRY

Issue 4

Director's Foreword

Colleagues,

It gives me great pleasure to be able to write this foreword and to report yet another excellent period of growth and service excellence in STM.

As most of you know, we don't have a sales force in STM, we rely on our reputation and service standard to let the market place know what a great company we are!

This has again been successful, we have not lost a single contract and added a number of prestigious clients to our growing customer base.

STM's growing reputation is as a consequence of your hard work and the customer service skills you have displayed over the last year and for this I would like to say thank you all!

I firmly believe we can look forward positively and be very proud of our achievements to date.

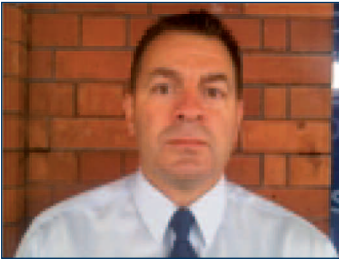
Thanks

Perry Simpson



Hello to James Loach – Operations Manager

I have been actively operating in the Security Industry and have over 22 years of operational experience to draw upon. My work has been varied as I have been involved in various security projects, such as, House of Fraser, and Essex and Nottingham County Councils. I also worked with Metropolitan Police where I trained with Royal Close Protection, mainly undertaking roles as a Close Protection Officer, which in turn have taken me to various parts of the world.



I am a family man and have been married to my wife Berni for 27 years. We have two sons Lee & Scott. Lee is a PTI in the Army currently serving in Germany. Scott is a professional footballer and is Watford's number one, plus an England international, so I have one son that fights for his country and one that plays for his country.

I am enjoying my time with STM and look forward to the future ahead.

Hello to Ahsen Kamal - Accountant

I was born, brought up and studied in Karachi, the financial capital of Pakistan. I joined STM as finance administrator in July 2010. I have over 8 years experience in finance and operations of asset management, financial services, trustee and custodial services, internal audit of manufacturing and food business, and over 5 years experience with a firm of Chartered Accountants in the capacity of external auditor. My core skill is asset management and fund accounting. I came to the UK to test my skills and knowledge in a different region. I did an MBA in finance, and I am an ACA finalist and hold a fellowship of another two recognized accounting bodies. At different levels during my experience, I was involved as a team member in the acquisition and implementation of the accounting and portfolio management software for funds and for Asset Management Companies. Under my supervision, software for Fixed Assets and Human Capital Management (payroll) was acquired and implemented in my previous position.

I got married in Pakistan in 2004 and I have two kids: one son who just became 5 and a daughter of 7 months. My parents are retired educationists, my Father served in the Pakistan Air Force like my Grand Father who joined the Royal Air Force before partition of the subcontinent but later retired from the RAF.

I used to play cricket a lot but I only watch it now.

Southern Railways

STM are delighted to announce our success in winning the Southern Railways contract which initially includes three railway depots in London and the South. The sites went live in mid December and we welcome all the staff to STM and hope that they also enjoy working with the rest of the team.

STM beat off fierce competition to get through to the final stages of the tender process and we commenced the contract on the 12th December 2010. We are looking forward to working closely with Martin Grier Head of Revenue Protection and Security and Beverley Thomas of Southern's procurement department.

Tramlink

Following the enormous success of the Travelsafe Officer team on London Overground, and continuing with the Transport for London concept, STM are now providing a team of Tram Neighbourhood Officers to Croydon Tramlink this started in March 2011. The team's activity will concentrate on engagement, reassurance and high visibility, communicating with the British Transport Police where escalation is necessary.

Suicide Awareness Training

STM were recently invited to attend a Suicide Awareness Training by the British Transport Police which was delivered by the Samaritans. Terry Ketley, Operations Director attended the course which was held at the Network Rail offices at Waterloo along with a number of STM officers working in the rail environment. These candidates had already experienced contact with passengers who had exhibited anxious and potentially challenging behaviour in this area and the skills they were able to learn on this course will assist them greatly in the future. Not only will our customers benefit from raised awareness in this area but by helping to prevent fatal incidents of this nature, we can help keep train services running and ensure passenger disruption is kept to a minimum.

STMs New Vehicles

STM has invested in a new fleet of environmentally friendly vehicles which are all fitted with tracking devices. This combined with our fuel card arrangement enables us to manage our 'miles' and ensure that we keep unnecessary journeys to a minimum. In line with our Quality Management System procedures we regularly review all our suppliers and equipment to ensure that all procurement and health & safety requirements are kept up to date.



Introduction to VIPER

We now have a partner to STM Security called Viper Cleaning Services. STM always aims to provide a range of innovative solutions, continuously making improvements and enhancements to our service, therefore we branched out into the cleaning industry providing general cleaning for offices, retail and leisure premises we are also specialists in deep cleans, carpet, upholstery and floor maintenance. More information can be found at www.vipercleaningsvcs.com

STOP PRESS! Westfield Shopping Centre

STM are currently providing Westfield Shopping Centre with a range of security services during the construction and fit-out phase at the site in Stratford, East London. The officers are working in a variety of roles including, concierge, mobile patrols, static guarding, reception and customer services. We have also provided a Segway transporter for use at the location, which will add greater coverage to the patrol area and improved speed of response. STM commenced services at the Stratford site in February 2011 and staff have already administered first aid to a lorry driver who had suffered a heart attack and reported a fire at the location ensuring that it was quickly extinguished and the situation brought under control very quickly.

Employee Surveys

You may remember that in the summer we sent an employee survey to all staff asking for a short questionnaire to be completed in relation to how they felt about working for STM. We were delighted with the results that showed an overall satisfaction level of 88.6%. We wanted to understand what we could do to further improve on this level and brought together a team of employees to form a workshop which delved into the questions and discussed how we could improve our communication and the overall satisfaction of our staff. Thank you to the members of the team who took part in this workshop. They were Muhammad Abbas, Senior Operations Manager, Stephanie Anderson, Customer Service Director, Nadia Rasool, HR Administrator, Elodie Mazarguil, PA to the Directors, James Moloke, Security officer at Norwood Junction, David Bizmingu, TSO, Waseem Khan, Security Officer at Shepherd Bush and Fida Ayaz, Security Officer at West Hampstead.

Suggestions from the team

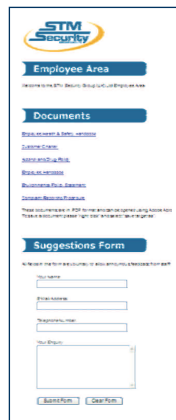
- It was agreed by the team that some of the questions should be worded in a way that was more familiar to the officers.
- An employee page on the STM website would be a good way of communicating with all staff.
- It was agreed by the team that the current A5 newsletter was still the preferred format

New STM Employee Page

As one of the results of the employee survey, STM has created an employee page on the website. This page is strictly dedicated to STM staff and allows access to important documents such as Health and Safety Handbook, Customer Charter etc. These documents are available at any time and can be downloaded and printed.

There is also a suggestion form available to fill in. The purpose of this form is to leave feedback, or share any ideas.

The log-in details (username and password) will be communicated individually to all our employees with the next payslip.



The screenshot shows the 'Employee Area' of the STM Security website. At the top, there is a navigation bar with the STM Security logo and the text 'Employee Area'. Below this, there is a 'Documents' section with links for 'Employee Area & Login Details', 'Customer Charter', 'Health and Safety Handbook', 'Employee Handbook', 'Customer Service Charter', and 'Customer Charter'. There is also a 'Suggestions Form' section with a title 'A Message from the Directors to all STM Security Officers Staff' and a form with fields for 'Full Name', 'Email Address', 'Telephone No.', and 'Your Message', along with 'Submit' and 'Clear Form' buttons.

Awards

Going the Extra Mile

These STM employees have all “Gone the Extra Mile” in their duty and were presented their GEM awards as appreciation of their hard work and outstanding commitment to customer service.



Louis MacDonald



Jerome Peterkin



Abdul Hafeez Kashif



Umer Dar

Accreditations Updates

Safe Contractor Accreditation

In September 2010 STM received Safe Contractor scheme approval. Safe Contractor is a leading health and safety pre-qualification assessment scheme, dedicated to promoting higher standards of competence and compliance through the provision of relevant industry specific and tailored health and safety assessments for all professions and sectors. This is a great accreditation to our list of existing accreditations.



Railway Safety Accreditation Scheme

In August 2010 STM were audited by the Association of Chief Police Officers (ACPO) to ensure that the company was compliant with the Railway Safety Accreditation Scheme (RSAS) standards. We are proud to confirm that our ongoing certification has been confirmed and we continue to work alongside the British Transport Police and Neighbourhood Policing Teams with this very worthwhile scheme. All our Travelsafe and Tram Neighbourhood Officers have also successfully passed the re-screening and vetting required under the RSAS scheme.



Customer Service Code of Practice

STM have always considered customer service to form an integral part of our combined service delivery and we are pleased to confirm that as part of our ISO 9001 Quality Management System accreditation we now hold an additional accreditation for Customer Care in accordance with Code of Practice BS8477 (Customer Service).

Accreditations Updates

British Standards Institution Accreditation

STM recently transferred to the accrediting body, British Standards Institution (BSI) who have become our preferred supplier to audit the company for ISO 9001 (Quality Management System). Our most recent ISO 9001 audit was completed in October, and a number of you took a direct part in this by way of employee interviews.



FS558955

Security Industry Authority - Approved Contractor Scheme (ACS)

STM are proud to announce that we scored 124 out of a possible 151 points in our latest ACS audit which was conducted at the end of 2010. We look forward to improving on this result in 2011 and all our future audits!



SIA License - Don't Forget!

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

Willow Foundation



The Willow Foundation is an organisation who provide 'Special days' that offer much needed time out to people suffering from the stresses of living with a life-threatening condition, providing them with a chance to feel normal and to create happy memories.

STM continue to support this incredible organisation and will continue to contribute financially wherever possible. For more information on the Willow Foundation visit <http://www.willowfoundation.org.uk/WhoWeAre>.

IMPORTANT QUOTE:

"Clients make paydays possible-so start each day as if you have a new job"

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STM Mission Statement

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