

# CLOSEDCIRCUIT



Summer 2018

All the latest news from Gough and Kelly

## > Knock out summer!

Welcome to 'Closed Circuit', the newsletter from security services and product experts, Gough and Kelly (G&K).

What a summer! As we know, it's been the driest and hottest for over 40 years. It's also been something of a record breaking summer on the business front too with G&K ensuring the safety of spectators at high profile events across Yorkshire. In this issue you'll find out how G&K played a part in Josh Warrington's boxing success, the build-up to England's gallant World Cup campaign and much more.

Remembering past summers has also reminded me of our own important anniversary – this year is G&K's 30th. Over the past three decades we've come a long way. Our first contract was with Photo-Scan. At the time we employed two people and were based in Armley. We now have two hundred and twenty fulltime staff, a number that, thanks to our expanding business, continues to grow. Whether its major sporting and cultural events or industry and commerce, G&K has become the 'go to' name for security.

I won't be the first or the last MD to say that their business is only as good as the people who work for it. Indeed it's part of our culture to recognise our 'star staff', which is why we're featuring life saver and G&K employee, Ron Nickson on our front page. Ron is a member of our York CCTV team: his vigilance and quick thinking helped prevent three people from drowning. Well done Ron – an impressive performance!

Kind regards,  
**Stephen Kelly**  
Group MD

Ron Nickson is one of our York CCTV Operators. Back in July, his vigilance and speedy actions helped save the lives of three people in danger of drowning in the River Ouse.

## Ron's ripple saves lives

"In the early hours of the morning, I spotted an unusual ripple in the water," says Ron. "After analysing the live CCTV footage I immediately panned the camera left and noticed one male and one female in the river. I then noticed another female struggling to swim nearby.

I called York police and guided them to the best points of rescue so that the fire service crew could launch the brigade rescue boat. Thankfully all three people were rescued conscious and unharmed. They were then taken to York District Hospital, for further checks."

Police said on Twitter that morning "Council cameras were able to alert police prior to an emergency call even being made. Happy to report that no persons were seriously injured and top teamwork by all involved."

As a result of his actions York City Council awarded Ron with an 'Above and Beyond' certificate. G&K are equally proud to have such an observant employee in their CCTV control room team and Ron has been presented with an MVP (Most Valuable Person) award and a special 'dine for two' voucher.

Accreditations:



# Contract news

## ➤ Winners – on more than just points!

G&K's stewarding and Events section have continued their good work and will be at the forefront of various events including Leeds United, Castleford Tigers, Huddersfield United & Hull FC to name but a few.

Whether it's major international cycling events such as the Tour de Yorkshire, world title boxing bouts, World Cup warm ups or the more regular round of weekly football league matches, G&K's Events Division are winners every time – as they've proved over the summer.

After ensuring the safe passage of the Tour de Yorkshire across the county in early May, G&K's Events Division were on hand to ensure that the only people trading blows at the Josh Warrington versus Lee Selby



International Boxing Federation World Featherweight title fight, at Elland Road, were the fighters themselves. In total G&K supplied over 300 security and steward staff. In case you missed it, local lad Warrington was roared home by a 25,000 crowd to a victory on points after a bruising 12 round fight.

Fast forward to June and G&K Events were back in action at Elland Road, this time for England's World Cup warm-up match against Costa Rica. Despite

a low-key build-up to England's campaign, the match attracted a 33,000 sell-out crowd with 280 G&K staff doing a great job on the night. For the record, Gareth Southgate's men ran out winners by two goals to nil.

As the new football season kicks off, our Security and Traffic team were awarded 'Team of the Year' (2017/18) for their professionalism and continued management of the traffic in and around Elland Road on each Matchday.

## ➤ Elementary Watson!

Prior to the introduction of the GDPR (General Data Protection Regulation), G&K announced stricter safeguards and their commitment to the protection of your personal data.

In order to further this assurance, our CCTV Operations Manager, James Watson, has undertaken rigorous training to become our designated GDPR Practitioner. As a result, you can rest assured that all our services and databases fully comply with GDPR requirements. In addition, following the completion of his training, James is on hand to provide advice and assistance, if and when there's any uncertainty.

## ➤ G&K score a triple AAA

When you work with G&K you're working with a Gold Approved company. That has been confirmed following another successful inspection by the NSI. In fact, G&K have again exceeded the high standards expected, scoring AAA, for both our external and internal audits, for intruder alarms and CCTV installations, earning a three year NSI Gold Approved re-certification. In addition, we have also re-drafted and achieved the new ISO 9001:2015 Company Policy Manual Management Certification for Quality, within the time scale required. As mentioned by our inspector, this audit was the most complex in recent years.

Commenting on our highest ever level of certification, James Dunhill, G&K's Training and Compliance Manager said: "This level of certification holds the greatest perceived value across the industry and by the police, fire and rescue services and insurers. A massive thanks to all employees, especially those whose hard work has, yet again, helped us achieve this prestigious status."

Working with:



RINGWAYS

NHS



Wates



Spotlight on



## Sheffield United Football Club



### Cutting edge security for 'The Blades'

Bramall Lane football ground, home to Sheffield United FC (The Blades) has a long and proud history. It's the world's oldest stadium still hosting professional football matches. The first game kicked off there in 1862.

Whether the fans were better behaved in those days is a moot point. However, during the 2017/18 season, misbehaviour at the ground meant that action was clearly needed to create a safer and more welcoming venue for true fans of the game.

Sheffield United called G&K to achieve this goal. Well, to be more exact, ITG, a division of the G&K Group. Working to a tight six-week deadline, ahead of the start of the new season, the combined experience of ITG's skilled team of engineers ensured that the system was up and running in time for Sheffield's first home game.

It's a Panomera system developed by German video technology experts, Dallmeier. The system incorporates 14 cameras which monitor and record all 32,000+ seats in the ground.

Because all of the stadium cameras are static, everyone is being recorded at the same time, so no operator is required during a match. The club's substantial investment has been warmly welcomed by both the South Yorkshire Police and the Safety Advisory Group.

Commenting on the successful and timely completion of the project by ITG, Sheffield United's Safety Officer, Jurgen Morton-Hall said: "The new Panomera system has been brought in because of anti-social and criminal behaviour at Bramall Lane in recent seasons. It will enable us to bring offenders to justice whether that be through club bans or reports to the police."

The state of the art system – which was in use at this summer's World Cup in Russia – has created another first for Bramall Lane. It's the first club in the Championship to have a sophisticated system of this kind.

## You said it...

“ Steve Graves and Chris Thompson were not only professional but polite, courteous and helpful throughout. I cannot recommend them all enough! ”

Martin Rae, Managing Director, Cloud Nine.

“ I just wanted to drop you a line to thank say thanks to Nathan and your Events Division staff that worked on Saturday's event. They were all extremely professional, courteous and well turned out. Bill Reilly (Security Engineer) did a fantastic job on Tuesday as well. Please pass on my thanks to them all. If I work the event next year as I hope, I will certainly be booking G&K again. ”

Stuart Gladstone (GEM Events UK Ltd)

“ Luke Gaunt, Electrician and Apprentice Electrician, Ben Markland, recently installed a fire alarm at our depot. Luke's attitude was excellent and it was a pleasure to have him on site. Both Luke and Ben were polite, friendly and professional. ”

Michelle Weston (Director), Weston Distribution.

“ I just wanted to say a big thank you to Dan and Mohammed for covering an unexpected shift, especially when Mohammed agreed to stay and work longer hours. Dan is always a big help sourcing staff, is very dedicated and always comes through for us. It is very much appreciated. Thanks! ”

Richard Storrow (Facilities Services Coordinator), Leeds College of Music

## New employees

Thirty years of G&K, could not have happened without the support and hard work of our dedicated employees. As we expand our business we are delighted to have the opportunity to expand and train the next generation of professionals. In the last three months, we have welcomed to the team Tobias Scott and Will Pickles (Apprentice Security Systems Engineers), Bryony Simpson (Junior Service Desk Advisor) plus two new interns, Sam McCartney (Events Recruitment Co-ordinator) and Joshua Moore (Information Technology). In addition, we've welcomed 60 new Stewards and 10 Security Officers to our growing Security Division.

## We've got the Abbey habit

G&K's running team are entering the Abbey Dash, the annual 10 km running race, which takes place in November. As we go to print sixteen members of our corporate team are taking part and we're hoping that some more will join them! Of course they're looking for sponsors to support their efforts. This year we're running for Cancer Research UK, in support of one of our colleagues, whose battle with cancer has inspired them to join the Dash.



## G&K on hand to help local school

Assisting our local communities is a big part of our identity. The most recent example involved the safeguarding of 350 students of a Leeds school. Our staff were on-site and overviewed the entire celebration that took place in several stages and ended in a procession full of singing. This operation required collaboration with the Police as well as the Community Security Trust (CST).

## 60th birthday celebrations!

60

G&K Security Engineer, Bill Reilly, celebrates his 60th Birthday at the end of August. Bill started working at G&K over 5.5 years ago and his wife organised a number of special surprises with his family including a BBQ, tour of the Coronation Street set and a sports car experience day!

## Batman in full flight

One of our dare devil employees helped to raise over £250 for a local charity recently. Stuart Hinchcliffe created and raced his soapbox at the famous Harewood Hillclimb. Overall, it was a successful day with the competitors raising over £10,000 for various charities.



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