

All the latest news from Gough and Kelly

## ➤ As the days get darker - G&K are on patrol

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

It's that time of year again, when the leaves start falling, the nights get chillier and, come the end of October, it's dark by teatime. Longer, darker nights do perhaps heighten security awareness and, so, with that in mind, you've got the perfect security partner in G&K.

If you need further proof of that, see the evidence, below, from our most recent NSI 'Approved Contractor Annual Inspection', in which G&K retained its position within the UK's top 10% of security companies.

This level of success is reflected in the number of people we need to employ to meet the demands of our growing customer base. Following a late summer/early autumn recruitment drive, the G&K team numbers have reached an all-time high.

It's exactly a year since we completed the acquisition of IP camera solution specialists, ITG. In this issue of 'Closed Circuit' you'll find an update on their progress within the G&K family.

We've also got a round-up of the many impressive examples of our security staff going above and beyond, whilst on duty, complete with customer comments and thanks.

And finally, successful businesses stay successful because they actively pursue continual improvement. That's why we invest in our employees through professional development. In this issue of 'Closed Circuit' we report on a G&K staff and management training initiative completed during the autumn.

Kind regards,

**Stephen Kelly**

Group MD

G&K received an 'excellent' assessment with our key holding and screening processes receiving particular praise. The assessor highlighted four "Good Practices" that are a feature of G&K's culture:

- G&K directors' honest and open door approach creates noticeable trust amongst employees and customers alike.
- G&K has excellent client and employee communications backed by 24/7 availability of both the Operations Director and Operations Manager.
- G&K bespoke key storage system combines security and visibility with a streamlined process for removal and replacement of keys ensuring a speedy response whenever keys are being collected from the control room.
- G&K has regular briefings from the local Counter Terrorism Security Advisor (CTSA) enabling us to keep customers fully up-to-date with anti-terrorist activities.

Commenting on the audit results, our Group Operations Director, Ian Crawford, said: "We make a great team. Everyone involved has worked hard to achieve this – not just during the audit, but all year round."

## ➤ G&K up with the Pacesetters



G&K are in the top 10% of security companies, in the UK - known as 'the Pacesetters'. This excellent news follows our most recent 'Approved Contractor' annual inspection. It continues a 12-year unbroken run of improving scores. What makes this result even more impressive is that it follows a move to the much more rigorous NSI inspection regime.

Accreditations:



## University challenge

Through its Event's team, G&K cover an ever increasing range of major gatherings including sport, pop concerts, shareholder meetings and church conferences. To meet the demand for our services we need to recruit a team of carefully selected stewards to ensure safety and security for people attending. The nature of the work means that it's on a flexible 'as and when required' basis. All of which makes local students a perfect recruiting ground.

That's why G&K's Events' team recently attended University Job Fairs in Hull, Bradford and both Leeds Beckett and Leeds Universities. It was well worth the effort, attracting over 600 students looking for part-time roles. Our enthusiastic team - Nathan Appleby, Sam McCartney, Will Stevenson, Scott Watson



and Georgia Wade worked hard to engage with interested students to discuss opportunities with G&K. As a result, Events' Operations Manager, Nathan, held nine Inductions, attended by 177 potential Stewards who were offered roles and are now ready to work with us.

In addition to our student recruitment drive, G&K's Events' Recruitment Coordinator, Sam

McCartney, has been very busy throughout the summer working on a more general staffing campaign to strengthen our Events' team. This has resulted in over 500 Steward/SIA Steward applications, numerous weekly group recruitment events and successful candidates being offered SIA/ Sports' Stewards job opportunities.

## More business, more people

As our business continues to grow, we need more staff to meet customer needs. So we're pleased to welcome a great blend of experienced new employees and some excellent apprentices. Our recent recruits are: Charlie Hill and Cameron Richards (Apprentice Security Systems' Engineers), Chloe Francis (Apprentice Administration Assistant, ITG), Anthony Hebblethwaite, (Technical Account Manager, ITG), Robbie Clements (Security Systems Engineer, ITG) and

Joe Bradley (Security Systems Engineer).

We also welcome 10 Security Officers and over 200 SIA Stewards and Stewards to our security division.

In addition, the following have joined G&K's Security Officer team, from a prestigious Leeds office park: Scott Lloyd; Gareth Lloyd-Evans; Marc Blower; Colin Tyson; Paul Parker; Michael Newsom; Muhammad Amjad; Adam Smith; Chris Dale; Noel Lally; Chris Johnson; Shawn Molloy and Ahmed Wahed.

## On the up

As an organisation, we like to promote from within and we have recently seen three well deserved promotions. Congratulations to Sean Morgan who has been promoted from Control Room Manager to Operations Manager, to Jane Osborne who has been promoted from Team Leader to Control Room Manager and to Dan Peterkin who has been promoted to Team Leader.

Working with:





Spotlight on



## Exciting times at Initiatec Technology Group (ITG)

Having been acquired by G&K back in October 2017, the last twelve months has been a very busy time for ITG and the business has gone from strength-to-strength.



Led by Adam Clayton – Operations Manager – ITG has some excellent Technical Team members in Andy Saunders, Simon Tuxford, Richard Lavender and Tobias Scott who are supported by dedicated Customer Service staff in the experienced Helen Brown and Chloe Francis. We are further strengthening our Technical Team with Robbie Clements, who joined the business in October.

In addition, founder of ITG, Andy Stokes – a visionary in the Network Video arena - is now supported in developing customer relationships and growing sales by Richard Payne and the newly appointed

Anthony Hebblethwaite in a Pre-Sales/Technical Account Manager capacity.

ITG prides itself on delivering cutting-edge Network Video solutions. We have recently won a substantial order from Rotherham Metropolitan Borough Council for re-deployable cameras based on Axis technology. We have several councils in England and Scotland interested in this solution too.

Furthermore, our relationship with Doncaster Metropolitan Council continues to strengthen with orders placed for Network Video solutions to provide a safer city and protect several residential tower blocks in the area.

As an Axis Communications Solution Gold Partner, we are keen to promote the range of solutions enabled by IP based Network Video and combine with complementary technologies such as, Network Hubs, Access Control, Network Radar and the many Axis applications such as Facial Recognition, License Plate Recognition and Retail Analytics.

As you can see in the photograph, sporting our new jointly branded G&K/ITG corporate clothing, we now feel we're truly part of the team.

## You said it...

### > James Blenkin (Security Officer)

“ James Blenkin is an asset to your company. He is polite, keen, interested and is not fazed by anything. He comes in, does his job and isn't afraid of asking for help when he needs it. He has helped us out at the last minute on occasions and he is one of the best guards we have seen in a long time. ”

**Michelle Ellis**, CCTV / Building Security Manager, Wakefield Council.

### > Justin Wood (Security Officer)

“ When I arrive at the car park and see that he is present I feel reassured. I know that not only will I get a parking space but also that the car park will be well organised and I've no need to be nervous about damage to my car. He is always polite and says 'good morning' to me. Justin is the first person I see when I arrive at work and he sets the mood for the coming day. ”

**Alex Connolly**, Software Support Team Leader, Lowell Financial Ltd.

### > Tobias Scott (Apprentice Security Engineer, ITG)

“ I would just like to mention that Tobias is a credit to your company. He is a very well-mannered and polite young man and it has been a pleasure to have done his IPAF (1b) Test today. ”

**Damian Edge**, Senior IPAF Instructor, Horizon Platforms Ltd.

### > Idrissa Balde (Security Guard)

“ Idrissa demonstrates a thoroughly professional attitude to his duties, maintaining a robust site entry/exit system. He is diligent in his approach to his regular patrol checks. He is a personable, articulate young man with a helpful approach but stringently maintains the correct procedures effectively. ”

**David McDonald**, Project Manager, Waingap Contracts Ltd.

### > Chris Egan (Mobile Response Officer)

“ Chris Egan was applauded by a client recently for demonstrating a thorough check of the external areas/doors, on site. ”

**Robert Thrall**, QC Operator, Treanor Pujol Ltd.

## Coffee and cakes for a great cause

At G&K, we believe that Macmillan Coffee Mornings are a perfect way to raise money for a great charity, catch up with colleagues whilst eating delicious home-made cakes and biscuits.

For the third year running, our talented bakers created a variety of mouth-watering goodies including

chocolate cake, cherry & almond cake, banana loaf, 'Forbidden Forest' biscuits, 'Olivanders Magical Wands', cookies and coffee & walnut cake

Robyn Savage's delicious banana loaf hit the judges' taste buds to win the 'Winner Bakes it All' award. This year we also hosted a 'place a cherry on the cake' competition which was won by Jade Ogbonson.

Overall, G&K raised £150.25 for this incredible charity.



## Training for the future

Investing in our employees is a key element in the G&K success story. That's why we have recently provided training for over 100 staff, covering GDPR, Health & Safety, security systems' product training and safeguarding. We've also welcomed five new apprentices over the last three months – the next generation of G&K employees who are combining practical experience with academic learning.

In addition, we are encouraging G&K team collaboration by developing our managers who have lately attended a three part in-house leadership training programme.

## Wedding bells

G&K would like to congratulate the following happy couples who celebrated their weddings recently:

Luke Gaunt, Electrician, married Sally on the 1st September

Dan Peterkin, Control Room Team Leader, married Michelle on the 29th September.



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