

NEWSLETTER



SMARTSEC EXECUTIVES' COMPANY UPDATE

In the last few months, SmartSec Solutions has enjoyed significant growth, welcoming onboard new customers and colleagues. Our portfolio has diversified, introducing customers from new sectors.

With the assistance of our extraordinary employees, we have made strides in achieving our strategic goals of improving our services, expanding the security and front-of-house services we offer and increasing our market share.

I am delighted to announce that SmartSec won its first contracts in the Housing and Local Authority sectors in the previous quarter. In addition, we commenced supporting our customers in providing design, installation and maintenance of security systems. In the last quarter, SmartSec expanded its business with existing customers. This is evidence of the excellent service our customers enjoy. We have won 2 additional sites with Knight Frank, a flagship building with BNP Paribas Real Estate, as well as four sites and two multi-site portfolios with Helix Property Advisors.

In addition, we have welcomed new customers to SmartSec Solutions, such as the London Borough of Lewisham Council, Hutchison Property Group, IRS Limited, Trapstar and Pimlico Plumbers. We are also about to commence mobilising a large contract in the Diplomatic sector.

SmartSec Solutions remains committed to Corporate Social Responsibility (CSR) and has increased its focus in the area. As we grow, our strategy is to increase the support we give to the communities in which we operate. Smartsec distributed care packages for 45 families in the month of Ramadan. We Planted 800 trees to mitigate the carbon emissions from our operations and participated in several events to raise funds for Hospice UK and Cancer Research UK.

- Theo Nicolaou – Managing Director and Co-Founder SmartSec Solutions



Theo Nicolaou

Dear colleagues, I would like to thank every SmartSec Solutions team member for their hard work and support. I also want to congratulate Shahzad Zaib and Robert Farmer for being promoted to Operations Support Manager and Account Manager. Shaz and Rob have been instrumental in supporting the growth we have achieved in the last few months and ensuring that the levels of service we provide continue to be to the highest level and quality. Over the years, SmartSec has earned the reputation as a trusted partner to our clients. To ensure this continues, we have invested in expanding our head office team. We welcomed onboard Omar Ismail, Zara Ahmad, and Maria Carra as Risk & Compliance Manager, Marketing Executive, and HR Assistant.

Lastly, I want to acknowledge the efforts of our phenomenal team. SmartSec, not only survived the Pandemic during a slowdown in the economy, but as a result of their hard work and dedication, our business thrived.

I can see a bright future ahead for the SmartSec Solutions business and the SmartSec family, with plenty of new opportunities for career progression and job security for you all.

- Fawad Ahmad – Director and Co-Founder SmartSec Solutions



Fawad Ahmad

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INDUSTRY INSIGHTS

What's new in the Security Industry

SIGNIFICANCE OF SECURITY GUARDING

We have chosen the below article to share within our newsletter to address the question, will security guarding and security personnel become less important in the future with the advances in security systems and technology?



The effectiveness of physical security is significant in preventing thefts and related crimes as human intervention is necessary to catch hold of the offender. For any security system to be effective and reliable, trained and experienced personnel have to be at its core. Productivity of CCTV and alarm systems is increased by hiring able security professionals. Moreover, with the right security personnel, organizations and their employees can emphasize on how to grow the business rather than worry about its security needs. Sound security of the business is the foremost step in creating a productive work environment.

CALL FOR UK TO BAN TWO CHINESE CCTV FIRMS

A group of 67 MPs and Lords have called on the government to ban the sale and use of Hikvision and Dahua surveillance equipment in the UK on account of human rights violations in China. Reportedly, Uyghurs and other minorities are subject to torture, forced labour and sexual abuse at the camps in the northwest region of Xinjiang. Cameras made by the Chinese firm Hikvision have been deployed throughout Xinjiang, and provide the primary camera technology used in the internment camps.



ARTIFICIAL INTELLIGENCE IN PHYSICAL SECURITY

Integrating (Artificial Intelligence) AI operating systems in Video Surveillance is a game changer for Security Industry. Video security is now more powerful, reliable, and accurate, leading to prompt response times to incidents and improvements in overall safety and security. It includes real-time



analysis of video footage together with the ability to automate

responses and eliminates noise from a traditional monitoring system. AI also assists in automating repetitive tasks with increased efficiency & being able to operate technology 24/7.

SMARTSEC JOINERS

Omar Ismail is a great addition to our management team. He joined SmartSec Solutions in June 2022 as a Risk and Compliance Manager. Omar's 14 years of experience in the Security Industry has brought a depth of knowledge and expertise in Health, safety, and Security. Omar is qualified in Health, Safety, and Risk Management and is also a technical member of the Institute of Occupational Safety Health (IOSH).



At SmartSec, he is assisting Dele Ogunlaru (Head of Compliance) and is involved in producing tailored security surveys, and conducting risk assessments in health, safety, and security. Omar also conducts security audits and assists the risk and compliance section during the mobilisation process of new contracts. Working at SmartSec has been a great experience for Omar and he has been inspired and encouraged by the involvement of the Managing Directors in the Company's operations.

Debbie Walsh joined SmartSec Solutions on 6th June 2022 as a front-of-house receptionist at Audley House. Our Sales and Marketing Director Helmey El-Aasar met with her to ask her about her experience with SmartSec so far. Here is what Debbie had to say.

"I joined SmartSec Solutions in June 2022 I would recommend SmartSec Solutions to any customer or person looking for a job. My transfer to SmartSec was the best move that could have happened to me. In my first month, I was invited and attended a lot of fun and engaging events with SmartSec. I've also been promoted. At SmartSec, I feel part of a team even though I work on a single-person site. With SmartSec, employees are not numbers and are looked after. In actual fact, I would say part of a larger family."



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WORD FROM THE EDITOR

Hi All, I am Zara Ahmad, newly recruited at SmartSec Solutions as a Marketing Executive in July 2022. I would like to take this opportunity to express how excited I am to be joining the company. SmartSec's friendly and easy-going work culture made me feel welcomed in such a short time. I am assisting Helmey El-Aasar, Sales and Marketing Director. Helmey has been a mentor in guiding me through my work dynamics. Owners Theo Nicolaou and Fawad Ahmad have been very kind and actively involved in the company, which is commendable and motivates the employees to do better at all times. This Newsletter does not just represent SmartSec but it represents every person associated with the company. This Newsletter is a space for US all to express our thoughts, to be celebrated together, to know each other and to share experiences. I would like to end by quoting Meister Eckhart "And suddenly you know: Its time to start something new and trust the magic of beginnings". Cheers to the first edition of OUR newsletter and much more to come.

Zara Ahmad - Marketing Executive & Editor SmartSec Newsletter.



SMARTSEC INSIGHTS

NEXT-GENERATION SECURITY PROFESSIONALS

Encouraging young people to join our industry is of great importance. It is due to this that SmartSec Solutions provides work experience opportunities and placements to students. This provides students with an insight into our industry and work experience, which will help them in their career choices and future work-life.

Let us introduce you to 17-year-old Marissa, who joined SmartSec Solutions in July 2022 for a work placement within our Human Resources Department. Marissa is studying Business, Media, and Law at Goffs Academy.

Marissa assisted with organising employees' personnel files, scanning, emailing, and arranging documents. During her time at SmartSec's head office, she developed her organisation and administrative skills. In our interview with Marissa, she said, "SmartSec Solutions' professional and employee-friendly atmosphere has inspired me to work for SmartSec Solutions if I am given the opportunity in the future."

SmartSec management hopes Marissa does get in touch once she has finished her studies.



SMARTSEC HUMAN RESOURCES

At SmartSec Solutions we take pride in our employees, they are simply the biggest asset to our organisation. With heavy investment in training and proactive management, a career with us is a career for life.

Our officers and staff are at the forefront of our growth, thus allowing us to fast-track and develop our officers to management. The recognition and reward, along with the quality of the positions, make working with SmartSec an enjoyable, competitive, and rewarding role.

If you have any friends and family looking for a career within Security or Reception, please ask them to send their CV to hr@smartsecsolutions.com

510

security and reception personnel deployed across the capital

130

welfare visits carried out in July 2022

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SMARTSEC INSIGHTS

SMARTSEC EVENTS

SmartSec participated in the Hospice UK Dragon Boat Race with Helix, a Hines Company, to raise funds for everyone affected by death, dying, and bereavement.



Owners Fawad Ahmad and Theo Nicolaou hosted a Summer Party for SmartSec colleagues. It was an opportunity for our colleagues from various sites to meet whilst enjoying drinks and a barbecue on the rooftop of the Doggett's Coat & Badge in Blackfriars.



Our head office team made the most of the summer weather and were treated by our MD Theo Nicolaou to one of his legendary barbecues.



SmartSec Solutions continued its yearly tradition sponsored by our owner Fawad Ahmad in donating food packages for 45 families during Ramadan.



Our SmartSec colleagues Maria Carra, Human Resources Assistant and Glen Herron, Account Manager, took part in the 5 Km race for life on Sunday 24th July at Hyde Park, raising funds for Cancer Research UK.



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SMARTSEC INSIGHTS

SMARTSEC BUSINESS

SmartSec Solutions started supplying front-of-house and guarding services to 8 new sites in Central London in addition to several new key holdings.

We also started new security guarding site in South London.

Below are some photos of our Operations Director Breda Smead attending sites and welcoming onboard new members of the SmartSec Solutions team to 9 new sites of Helix property portfolio.

SmartSec Solutions started a new BNP Paribas flagship site in the square mile on 1st August 2022. We are delighted that we have achieved 100% TUPE on this account and welcome our new colleagues onboard.



Following SmartSec Solutions' recent success in being awarded several new buildings, the SmartSec Management team has been busy visiting our new colleagues due to transfer to us. Our Executive Director and Co-Owner Fawad Ahmad, our Account Managers Glen Herron and Robert Farmer and our Operations Support Manager Shahzad Zaib carried out Mobilisation and TUPE consultations at 9 new sites of the Helix portfolio.



Our Operations Director, Breda Smead, has been visiting several sites of Helix property and welcoming our new colleagues on board.



SmartSec Solutions started a new

SmartSec Solutions started a new contract last week Friday. This was a great achievement as the contract was



quoted and mobilised in less than 2 hours with no staff transferring. This is our first security contract for a distribution centre in London. Our colleague Dele Ogunlaru MSyl pulled out all stops. Because of his hard work and the speed at which he was able to arrange the resourcing of guards for this contract, we were able to step in and support our new customer at such short notice. Great work, Dele!



contract working with Lewisham Council keeping their people and assets safe as of



1st May 2022. We would like to welcome all of our new colleagues on the contract and wish you every success.

SmartSec Solutions started three new sites in Mayfair on April 17th, 2022 with a leading London property management company, further expanding our business with them.



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EMPLOYEES OF THE MONTH

Our employees' knowledge, experience and hard work continuously help us achieve excellence every day.

The following employees have performed remarkably during the last few months, therefore, they were awarded "EMPLOYEES OF THE MONTH";

Andrew Shaw - Escorted a tour of the Kensington building when the tour guide couldn't make it. (May 2022)

Kwame Hector Duodu - Assisted in containing the flood on the 5th floor at 6 Bevis Marks. (May 2022)

Inna Pluzhnyk - Kept safe an unattended laptop bag at 3 Copthall Avenue and handed it over to its rightful owner. (June 2022)

Ese Ikponwosa & Max Addae-Caesar - Dealing with a security incident professionally (June 2022)

Nasara Al-Hassan - Supported throughout the April reception transition done at Swan Court. The same site also praised her for her hard work and friendly nature. (April 2022)



Andrew Shaw



Kwame Hector



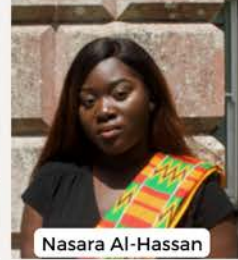
Inna Pluzhnyk



Ese Ikponwosa



Max Addae



Nasara Al-Hassan

SMARTSEC MISCELLANEOUS

SMARTSEC VOLUNTEER



Our SmartSec colleague John Murphy is the founder of "Dad's Group" for Hackney fathers who live apart from their children. This group deals with fathers facing issues such as separated parents or child access.

The idea is to provide members with practical and emotional support such as advice on the family court process. It's an NHS-funded service for residents in Hackney. If you're interested in joining Hackney Dads, or in finding out more about the group, you can contact Volunteer Centre Hackney's Richard Howlett by email at richard.howlett@vchackney.org, or by phone on 07305 786174.

EATING ON A BUDGET

Eating a good lunch is very important as it helps increase your productivity and efficiency by a great number. Presenting 10 wallet-friendly and delectable lunch spots recommendations;

- Tagine - Delicious Moroccan cuisine
- LEON - Good and Healthy Fast Food.
- Franco Manca - friendly neighborhood pizzeria



- Shoryu Ramen Regent Street - Excite your taste buds with the best Ramen.
- Addie's Thai - Great value menu
- Ariana II - Modest Afghan eatery
- Chick'n - Not your average chicken
- Delhi Grill - Upbeat Indian eatery
- DF Tacos - Mexican fast food
- fez Mangal - Turkish Grill

SMARTSEC STORIES

(continued...) I received a call from my company to inform me that I would be transferring to a new company.



Following the call by my company, After the transfer SmartSec's account manager Glen was regularly visiting and communicating with me by phone and text. Breda Smead, my operations director, also visited and introduced herself on my second day. It was my first transfer and the support SmartSec gave me took the edge off. At the Summer Party, I met the entire SmartSec management team and I knew the company was friendly, and everyone was approachable. I was also invited to attend the London Pride March representing SmartSec Solutions A couple of weeks ago, I was promoted to Building Manager for a contract that SmartSec had just been awarded. I would recommend SmartSec Solutions to any customer or person looking for a job - Debbie Walsh