

NEWSLETTER



SMARTSEC EXECUTIVES' COMPANY UPDATE

Dear colleagues, welcome to the second edition of the SmartSec newsletter. In the last three months, SmartSec has undergone organisational changes in line with our strategy to continually improve our service delivery, increase our customer support and underpin our growth.

As part of our restructuring, we have appointed Client Relationship Directors providing customers with additional points of contact within SmartSec. These roles will support our Account Managers and further improve our agility.

At SmartSec, we have always been keen to promote internally and develop our teams. SmartSec promoted 4 of its frontline colleagues in the previous quarter into leadership roles.

I am happy to announce that SmartSec has purchased a new office which we will be moving into by the end of the year. Acquiring this asset further increases our company's financial stability. It will also prepare us for future growth, providing us with the needed additional office space.

Our new office will include our training centre and innovation hub. Our innovation hub will house state-of-the-art security systems, allowing our customers to try these.

Lastly, our Christmas Party has now been scheduled for the 16th of December. I look forward to seeing all who can attend and celebrating our SmartSec over-performers and handing them their awards.



Theo Nicolaou

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

Dear colleagues, I'd like to take this opportunity to thank and recognise SmartSec Solutions' employees for surpassing their goals for the quarter. As a result of your hard work, we are shortlisted for the third year running for Security Guarding Company of the Year under £30M turnover at the Security and Fire Excellence Awards.

At SmartSec, we reward the outstanding efforts of our colleagues. I want to congratulate Dele on a well-deserved promotion to Senior Customer Relationship Director. Dele is an asset to SmartSec and the entire security industry.

I would also like to congratulate Liam for being promoted to Customer Relationship Director. Liam has always been a valued member of our team. I look forward to working more closely with him in his new role.

In addition, I would like to welcome our frontline colleagues, Rob Farmer and Stefania Romanazzi, our latest frontline colleagues, to join our account management team.

We welcome on board our new Account Manager Juan Mejia and all other frontline colleagues that have recently joined the SmartSec family. We look forward to getting to know you all and having an incredible journey together.

- Fawad Ahmad – Director and Co-Founder SmartSec Solutions



Fawad Ahmad

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INDUSTRY INSIGHTS

What's new in the Security Industry

WORK SMARTER WITH ALOKAYT

Alokayt is a flexible and secure role-based platform that connects front-line operatives with back-office management teams to simplify daily activities, gather insights and deliver an efficient end-customer experience. Management can choose from a suite of compliance tasks to build and assign customisable work schedules to operatives for completion in real-time via mobile phones or desktops. It is an Operational Management System that provides

- Incident Reporting
- Patrol Management
- Trend Analysis
- Monitoring and Recording Operator Activity
- Proof of Compliance Checks
- Management Information Reporting



CHANGES TO THE TRAINING YOU NEED FOR AN SIA LICENCE

What do the new SIA qualification changes mean for my application for a door supervisor or security guarding licence?



Security Industry Authority


Are you renewing your door supervisor or security guarding licence?

- Yes:**
 - Do you have a first aid qualification that is valid for at least 12 months?
 - Yes:** Take the top-up training
 - No:** Gain a first aid qualification, and then take the top-up training OR take a course that includes a First Aid qualification
- No:**
 - Did you register for training before 31 March 2021?
 - Yes:** Gain a first aid qualification, and then take the top-up training
 - No:** Do you have an Emergency First Aid at Work qualification or equivalent that is valid for at least 12 months?
 - Yes:** Take the new qualification
 - No:** Gain a first aid qualification, and then take the new qualification

Please note
There will be no change to the application process if you are applying for a licence for:

- Cash and Valuables in Transit
- Close protection
- Key Holding
- Non-front line
- Public Space Surveillance (CCTV)
- Vehicle immobilisation (Northern Ireland only)

CONDOLENCES FOR YOUR MAJESTY



SmartSec Solutions would like to extend its deepest condolences to the Royal Family, following the death of Her Majesty, Queen Elizabeth II. Her legacy as our Queen will always be in our hearts and will live on through King Charles III. Thank you for dedicating your life to service! May you rest in peace!

DOWNLOAD NOW - PROTECTUK APP

ProtectUK Access real-time information through the ProtectUK application powered by Urim. ProtectUK is a free, accessible app available for download on the apple and android app stores. The app will provide access to Information on CT Policing, the suite of NaCTSO guidance videos, the latest reference documents & publications, ACT online reporting form, emergency response & post-incident guidance and live-time news updates from UK Protect. We strongly recommend you **DOWNLOAD THIS NOW** on your mobile devices to access the latest security advice 24/7 - wherever you are. You can use the SmartSec Solutions company account to log in. [Our username is SMARTSEC@urim.app, and the password is Urim123\\$.](mailto:SMARTSEC@urim.app)


WORD FROM THE EDITOR

Hi all! I am delighted to welcome you to the SmartSec Newsletter's second edition. First of all, I would like to thank everyone for the overwhelming response to our first edition. You all made it a success.

It's been 3 months since our first edition was out and I couldn't help but notice that time is going way faster than it has for most of our lives. The speed can feel overwhelming. Life's little joys often get pushed to the side in pursuit of a newer car, a better job, or a bigger house. It is essential for a healthy mind and body to pause and take a break from the daily hustles of life.

So, instead of searching for a better life, be aware of the simple joys in your everyday life today. Don't let those moments slip by. To my readers, I want to tell you that nothing is ever more important than your mental health. Therefore, practice self-care and learn to recognise the joys of life, the seemingly small and insignificant things that you may not normally notice, and then you'll be more content. Happy Reading!

Zara Ahmad - Marketing Executive & Editor SmartSec Newsletter.



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SMARTSEC INSIGHTS

MANAGEMENT PROMOTIONS

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT DELE OGUNLARU HAS BEEN PROMOTED FROM COMPLIANCE & KEY ACCOUNT DIRECTOR TO SENIOR CUSTOMER RELATIONSHIP DIRECTOR. DELE HAS BEEN AT SMARTSEC SOLUTIONS FOR NEARLY FIVE YEARS. HE HAS IMPLEMENTED PROTOCOLS THAT HAVE IMPROVED SECURITY



Dele Ogunlaru

COMPLIANCE AND MITIGATED SECURITY RISKS DURING HIS TENURE. DELE HAS FREQUENTLY BEEN RECOGNISED FOR HIS OUTSTANDING ACHIEVEMENTS. IN DELE'S NEW ROLE AS SENIOR CUSTOMER RELATIONSHIP DIRECTOR, DELE IS NOW RESPONSIBLE FOR IDENTIFYING OPPORTUNITIES TO GROW OUR CUSTOMER BASE, BUILD POSITIVE RELATIONSHIPS WITH NEW CUSTOMERS, AND MAINTAIN ONGOING ENGAGEMENT WITH KEY ACCOUNTS.

HE WILL EMBODY THE COMPANY'S VISION AND PROMOTE ITS CORE VALUES TO GUARANTEE 100% CUSTOMER SATISFACTION. AS SENIOR CUSTOMER RELATIONSHIP DIRECTOR, DELE WILL ENSURE THAT EVERY CUSTOMER'S NEEDS, REQUIREMENTS, AND EXPECTATIONS ARE REALISED. THIS WILL LEAD TO BUILDING AND MAINTAINING A FORMIDABLE COMPANY-CUSTOMER RELATIONSHIP WHICH ELEVATES CUSTOMER LOYALTY.

CONGRATULATIONS ON ACHIEVING A NEW MILESTONE AND KEEP UP THE GOOD WORK.

SMARTSEC SOLUTIONS IS THRILLED TO ANNOUNCE THAT LIAM O'SULLIVAN HAS BEEN PROMOTED FROM ACCOUNT MANAGER TO CUSTOMER RELATIONSHIP DIRECTOR. LIAM STARTED IN THE INDUSTRY AS A SECURITY OFFICER AND SOON AFTER JOINED SMARTSEC SOLUTIONS AS A HELP DESK OPERATOR IN 2013. HE CONTINUED TO GROW HIS



Liam O'Sullivan

CAREER WITHIN SMARTSEC SOLUTIONS, MOVING FROM THE HELP DESK TO TAKE ON A CRITICAL ROLE AS ACCOUNT MANAGER WHERE LIAM EXCELLED IN BUILDING THE TRUST OF HIS TEAMS AND CUSTOMERS ALIKE. LIAM BRINGS EXTENSIVE EXPERIENCE IN CUSTOMER SERVICE AND COMMUNICATIONS TO HIS POSITION. AS CUSTOMER RELATIONSHIP DIRECTOR, LIAM WILL ENGAGE WITH KEY CUSTOMERS BY BUILDING AND PRESERVING TRUSTING RELATIONSHIPS. HE WILL BE RESPONSIBLE FOR MONITORING AND MAINTAINING CUSTOMER SATISFACTION RATINGS TOGETHER WITH MANAGING CUSTOMER SERVICE AND SUPPORT TEAMS TO RESOLVE CUSTOMER COMPLAINTS. IN ADDITION, LIAM WILL COORDINATE WITH ACCOUNT MANAGERS TO ENSURE OUTSTANDING CUSTOMER SATISFACTION AND ESTABLISH A REPUTATION FOR EXCEPTIONAL SERVICE.

CONGRATULATIONS, LIAM, ON YOUR NEW ROLE. KEEP UP THE GOOD WORK.

STEFANIA IS OUR FRONT-OF-HOUSE SPECIALIST. SHE HAS WORKED FOR SMARTSEC SOLUTIONS SINCE OCTOBER 2021 AS A FRONT OF HOUSE RECEPTIONIST. SHE WAS PROMOTED TO OUR FRONT OF HOUSE ACCOUNT MANAGER IN SEPTEMBER 2022.

STEFANIA HAS A WEALTH OF EXPERIENCE IN CUSTOMER SERVICE DELIVERY. SHE CAME TO SMARTSEC SOLUTIONS FROM PORTICO, WHERE SHE WAS THEIR RECEPTIONIST, HOST & INTERIM TEAM LEADER. PRIOR TO THIS, STEFANIA HELD POSITIONS AS FRONT OFFICE RECEPTIONIST & BRAND AMBASSADOR AT THE CURIO COLLECTION IN 100 QUEEN'S GATE HOTEL. STEFANIA ENJOYS JOGGING AND PLAYING VOLLEYBALL. SHE ALSO TEACHES FOREIGN LANGUAGES TO NON-NATIVE STUDENTS. IN ADDITION, STEFANIA LOVES THE THEATRE.

CONGRATULATIONS, STEFANIA, ON YOUR NEW ROLE. KEEP UP THE GOOD WORK.



Stefania Romanazzi

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SMARTSEC INSIGHTS

SMARTSEC EVENTS



SMARTSEC CONTINUED TO SUPPORT CSR ACTIVITY BY INVOLVING OUR FRONT-LINE EMPLOYEES IN THE LONDON PRIDE PARADE TO SUPPORT THE RAINBOW COMMUNITY FOR THE SECURITY INSTITUTE.



THIS YEAR SMARTSEC ALSO SPONSORED THE SECURITY INSTITUTE RAINBOW GROUP EVENT IN IN SOHO

SMARTSEC SIGNED UP TO THE ECOLOGI WEB-PLATFORM OFFSETTING OUR CARBON FOOTPRINT SUPPORTING PROJECTS CERTIFIED BY GOLD STANDARD OR THE VERIFIED CARBON STANDARD. WE ARE PLANTING A TREE FOR EVERY WEEKLY GUARDING HOUR WE ARE AWARDED VIA OUR MEMBERSHIP OF ECOLOGI. "SAVE THE GREEN. SAVE YOUR GENERATION".

SMARTSEC SOLUTIONS IS EXCITED TO THROW AN IN-PERSON CHRISTMAS PARTY FOR ITS EMPLOYEES. PARTY IS SCHEDULED ON 16TH DECEMBER 2022. THIS IS THE MUST ATTEND PARTY OF THE YEAR. ALL EMPLOYEES ARE INVITED FOR SOME FOOD AND PLENTY OF DRINK. IT IS A GREAT OPPURTUNITY FOR ALL OF YOU TO MEET EACH OTHER AND SHARE EXPERIENCES. SMARTSEC'S ANNUAL AWARDS WILL ALSO BE PRESENTED TO OUR COLLEAGUES AT THIS PARTY. WE WISH ALL OUR COLLEAGUES A MERRY CHRISTMAS AND A HAPPY NEW YEAR IN ADVANCE. VENUE DETAILS WILL BE EMAILED SOON.



TO CREATE AN ENVIRONMENT FOR TEAM BONDING SMARTSEC ARRANGED A GETAWAY FOR ITS EMPLOYEES.

HARDWORK IS ALWAYS RECOGNISED AND REWARDED AT SMARTSEC. WE WOULD LIKE TO CONGRATULATE LINDA RUCK FOR BEING PROMOTED TO SECURITY MANAGER FOLLOWING GLOWING CLIENT FEEDBACK.



GOOD WORK LINDA! WE CAN'T WAIT TO SEE YOU REACH NEW LEVELS OF SUCCESS. CONGRATULATIONS!

SECURITY & FIRE EXCELLENCE AWARDS 2022 FINALIST

SMARTSEC IS PROUD TO ANNOUNCE THAT WE HAVE BEEN SHORTLISTED FOR THE THIRD YEAR RUNNING FOR SECURITY GUARDING COMPANY OF THE YEAR AT THE SECURITY AND FIRE EXCELLENCE AWARDS. THIS IS EXTERNAL RECOGNITION OF THE HARD WORK ALL SMARTSEC COLLEAGUES REGULARLY PUT INTO ENSURING OUR CUSTOMERS RECEIVE THE HIGHEST LEVEL OF SERVICE.

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SMARTSEC INSIGHTS

SMARTSEC EVENTS



HI-VIS DAY October 19th, 2022

SMARTSEC SOLUTIONS PARTICIPATED ALONG WITH FELLOW MEMBERS OF THE CITY SECURITY COUNCIL, IN PARTNERSHIP WITH THE CITY OF LONDON POLICE, IN A VISIBILITY EVENT, WHERE PRIVATE SECURITY AND POLICE JOINED FORCES TO SHOWCASE THE MEN AND WOMEN WHO MAKE LONDON A SAFER CITY. HUNDREDS OF SECURITY OFFICERS AND MANAGERS FROM THE SECURITY INDUSTRY ACROSS THE CITY, ALONG WITH CITY OF LONDON POLICE OFFICERS, CAME TOGETHER TO ASSURE PEOPLE WORKING IN THE CITY OF LONDON THAT THEY CAN FEEL SAFE KNOWING THAT THESE ORGANISATIONS ARE PROTECTING THEM.



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SMARTSEC INSIGHTS

SMARTSEC BUSINESS



SmartSec Solutions participated in the Dragon Boat Race last July along with our customers Helix, a Hines company, supporting the charity organisation Hospice UK. Last month we received a letter of thanks from them. Well done to all involved. We look forward to continuing to support them at future events.



SmartSec Solutions is now the proud sponsor of the brilliant U11 team of Hadley Rangers Football Club in the Watford Friendly League. Go, Hadley Rangers!

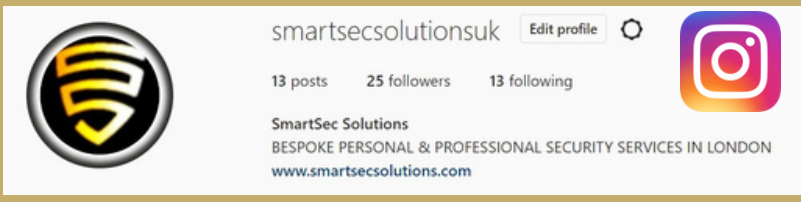


Focus on our initiative to diversify our client base has resulted in SmartSec being recently awarded 6 new sites including 1 diplomatic site and 1 large media and technology company. We would like to welcome all of our new colleagues on these contracts.



Our account manager Robert Farmer presented our security concierge team at Denham Garden Village and Inna Pluzhnyk with their employee of the month awards.

SmartSec Solutions has recently launched its Instagram page. Follow our account @smartsecsolutionsuk and get daily updates on what is happening in the company. You can share your post and tag our account to get featured.



smartsecsolutionsuk Edit profile

13 posts 25 followers 13 following

SmartSec Solutions
BESPOKE PERSONAL & PROFESSIONAL SECURITY SERVICES IN LONDON
www.smartsecsolutions.com

SmartSec is delighted to announce that they are relocating to their new office located at 22 Union Street, Barnet, London, EN5 4HZ by the end of this year.



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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 quarter, therefore, they were awarded "EMPLOYEES OF THE MONTH";

- [Debbie Walsh](#) - for the month of August 2022
- [Ishmael John](#) - for the month of September 2022
- [Salim Rehman](#) - for the month of September 2022
- [Rehman Sarwar](#) - for the month of October 2022



SMARTSEC MANAGEMENT

SMARTSEC ENCOURAGES EQUALITY, DIVERSITY AND INCLUSION IN ITS LEADERSHIP TEAMS. WE HAVE 45% REPRESENTATION OF FEMALE EMPLOYEES WHICH IS SUBSTANTIALLY HIGHER THAN THE INDUSTRY AVERAGE. MEET THE SMARTSEC MANAGEMENT TEAM.

