

SMARTSEC QUARTERLY NEWSLETTER

**OCTOBER
2023 EDITION**



SMARTSEC
SOLUTIONS
NEWSLETTER



WWW.SMARTSECSOLUTIONS.COM



“ Note from the Owners ”

In 2009, we decided it was time to take control of our destinies and use our years of experience in the security sector. Between us, we had the knowledge, expertise, customer base and contacts. SmartSec Solutions was born. The search for that elusive first contract was tricky. SmartSec Solutions was competing with a lot of established security services providers. Finally, we landed our first contract and since then we haven't looked back. SmartSec now manages over 150 static guarding sites, 34 reception sites and 187 mobile guarding and keyholding sites.

The successful 14 years of SmartSec is only possible because of the hard work, dedication, and unwavering support our team of over 500 employees.

Each milestone and accomplishment have been possible through the tireless efforts, excellent service delivery, innovative ideas, and commitment to excellence of our SmartSec family.

We would like to acknowledge the significant role of our management team in shaping our company's journey. Their relentless pursuit of excellence, passion for our vision, and collective contributions have laid the foundation for our continued growth and expansion.

On our 14th Anniversary, we want to express our heartfelt gratitude to our team for their loyalty and commitment to our shared vision. You are not just employees but an invaluable part of our SmartSec family.

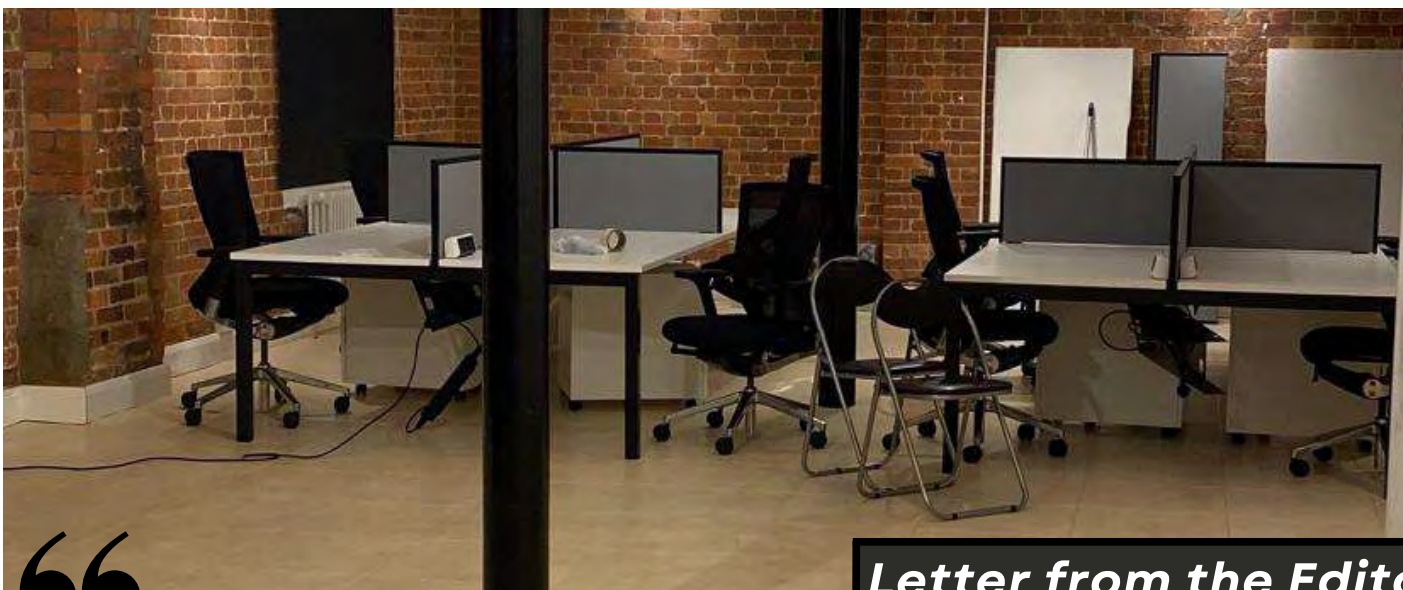


Theo Nicolaou

CHIEF EXECUTIVE OFFICER

Fawad Ahmad

CHIEF OPERATING OFFICER



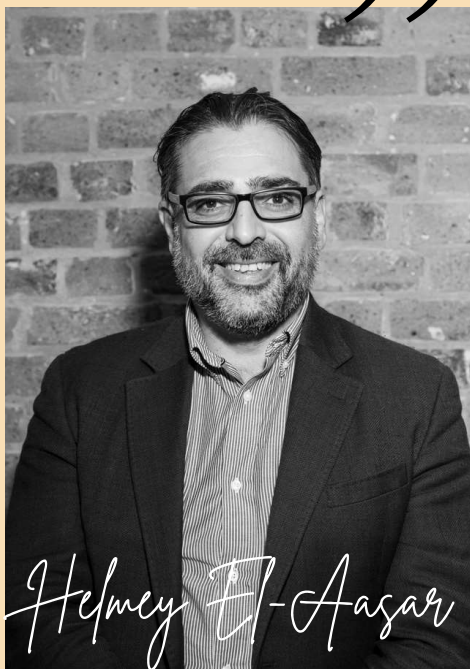
“Letter From the MD”

Dear Colleagues
Since our last newsletter, there have been several exciting developments within SmartSec Solutions, and I would like to take this opportunity to share these with you.

We retained four sites out to tender due to the consistent overperformance of our frontline and management team.

We also were awarded five further sites, one of which is our largest security guarding single location contract. These sites were mobilised and started in September with glowing feedback from our customers and colleagues eligible to transfer to SmartSec.

I am also happy to announce that we are currently mobilising three more sites in the City of London and have a strong pipeline of opportunities we are working on.



Letter from the Editor

"14 years of business, hardwork, dedication and chasing dreams"

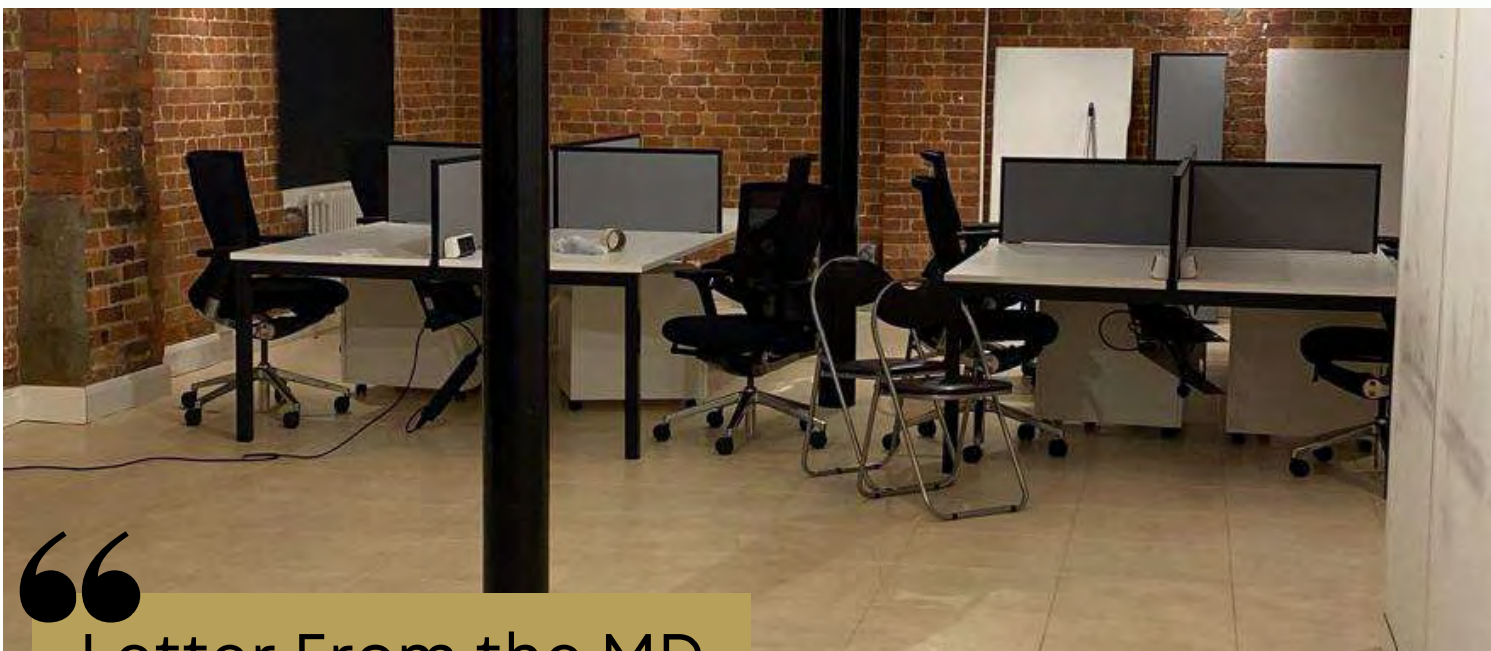
"Time flies when you're doing great work. Thank you for your unwavering commitment and enthusiasm, and here's to many more years of success together!"



As we celebrate our company's 14 years of business, I am filled with pride and gratitude for the journey we have embarked upon. This remarkable achievement would not have been possible without the unwavering support of our management team. Over the past decade and a half, our company has evolved and thrived in an ever-changing landscape. Looking back, it is incredible to witness the growth we have experienced. Our team has expanded, our portfolio has broadened, and our networking has multiplied.

Thank you once again for being a part of our 14-year journey. We are honored to have you by our side as we embark on the next chapter of our company's growth, together.

Zara Ahmad
Sales & Marketing Executive



“Letter From the MD”

In the last quarter, SmartSec was shortlisted for several external awards. These include Security Market Sustainability Champion, Security Guarding Company of the Year Under £30M Turnover, Security Best Company to Work For and Security or Fire Market Diversity & Inclusion Champion. The results of which will be in December.

In addition, our CEO, Theo Nicolaou, has been nominated for the David Clark Award for exceptional contribution to the UK Security Sector, endorsed by the City Security Council.

These nominations raise the profile of SmartSec Solutions and are external recognition and evidence of our success in our industry.

Over the next quarter, I am working with our heads of departments on improving our business systems, which will result in all SmartSec and Just Reception colleagues being able to interact with SmartSec via an app. This solution will deliver a self-service portal to all of our colleagues when it comes to holiday and schedule management. More details relating to this will be shared in our next newsletter edition.

I want to take this opportunity to thank you all for your contribution to SmartSec's success, and I hope you enjoy this edition of our newsletter.



Helmei El-Asar

MANAGING DIRECTOR

COMPANY ANNOUNCEMENTS

SMARTSEC
SOLUTIONS



ALI AHMED Helpdesk Manager

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT ALI AHMED HAS BEEN PROMOTED FROM HELPDESK SUPERVISOR TO HELPDESK MANAGER.

IN ALI'S NEW ROLE HE WILL BE MANAGING OUR 24/7 HELPDESK. HE OVERSEES THE BOOK-ONS AND OFFS, CHECK CALLS, ADDITIONAL COVER REQUESTS AND INCIDENT REPORTING. HE IS THE MAIN POINT OF CONTACT BETWEEN SITE-BASED TEAMS AND HEAD OFFICE MANAGEMENT.



AQIB NAEEM Talent Acquisition Advisor

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT AQIB NAEEM HAS BEEN PROMOTED FROM HR ASSISTANT TO TALENT ACQUISITION ADVISOR.

IN AQIB'S NEW ROLE HE IS RESPONSIBLE FOR FINDING AND HIRING THE RIGHT PEOPLE FOR THE COMPANY. HE CREATES JOB POSTINGS, SOURCES CANDIDATES, CONDUCTS INTERVIEWS, AND HELPS WITH JOB OFFERS. HE ENSURES A POSITIVE CANDIDATE EXPERIENCE AND TRACKS RECRUITMENT DATA WHILE COMPLYING WITH LEGAL REQUIREMENTS.



MUHID IMRAM HR Assistant

MUHID JOINED SMARTSEC AS AN HR ASSISTANT IN AUGUST 2023. HE HAS A BACHELOR'S DEGREE IN BUSINESS ADMINISTRATION. BEFORE JOINING SMARTSEC MUHID WORKED IN THE TEXTILE INDUSTRY.

WE INQUIRED ABOUT HIS WORK EXPERIENCE AT SMARTSEC SO FAR AND HERE'S WHAT HE HAD TO SAY.

"THE WORKING ENVIRONMENT IS VERY FRIENDLY AND UPLIFTING. EVERYONE AROUND ME IS HELPFUL AND ALWAYS THERE TO GUIDE ME WHENEVER NEEDED."

SECURITY BLOG

MARTYN'S LAW (UPDATE ON NEWCOMING LEGISLATION)

MARTYN'S LAW WILL KEEP PEOPLE SAFE, REDUCING THE RISK TO THE PUBLIC FROM TERRORIST ATTACKS AT PUBLIC VENUES. THIS LAW IS CURRENTLY IN DRAFT AND IS LIKELY TO BE INTRODUCED INTO LEGISLATION EARLY 2024.

Public Premises and Events

The public are permitted to access the premise (or a part of the premise) or event

Qualifying Activities (Premises)

Primarily used for specified types of activities/purposes

- Shops/services
- Food and drink
- Nightclubs etc
- Entertainment activities
- Sports grounds
- Recreation, exercise or leisure
- Libraries, museums and galleries
- Exhibition halls etc.
- Hotels etc.
- Places of worship
- Health care
- Transport (where Regulations do not already apply)
- Education sectors
- Public authorities

Qualifying Premises and Events

Premises

- A building, including land occupied with the building; or
- Any other land which has a readily identifiable physical boundary)
- Premises comprising land in the open air in scope are those subject to express permission

Events

- Temporary events
- Access to the event is by express permission

Capacity Thresholds

Max capacity used to determine premises in scope, and what tier premises will be drawn into

- Standard Tier - 100-799 persons max capacity (Premises only)
- Enhanced Tier - 800+ persons max capacity (Premises and events)
- Maximum capacity is up to 100 people
Martyn's Law will not apply

Continued

SECURITY BLOG

REQUIREMENTS

Standard Tier:

- Standard Terrorism Evaluation

Enhanced Tier:

- Carry out risk assessment process
- Develop a security plan
- Framework of security requirements to be considered/ taken forward
- Mitigating Measures
 1. Physical measures e.g., exterior lighting, search and screening and access control measures
 2. People e.g., developing security culture and training.
 3. Systems and Procedures e.g., emergency response procedures

RESPONSIBILITIES

Who is responsible?

Person(s), organisation or corporate body in control of the premises

Corporation

In addition to the responsible person, there will be times where another person or organisation has some form of control over the premises. They will be required to corporate placed upon the responsible person

Coordination

Enhanced tier premises will be required to provide a designated senior officer who will coordinate and maintain risk assessments and security plans along with being the main point of contact with Regulator.



SMARTSEC'S FIRST THOUGHT LEADERSHIP EVENT DECEMBER 2023

SmartSec Solutions has organised a Thought Leadership Event for all involved in built environments. We have invited two keynote speakers. Our first speaker is Petra Velzeboer, who will be delivering an informative talk on leadership and preventative mental health.

Our second keynote speaker is Rianne Scott, who will be delivering an informative and interesting presentation of the most common myths and untruths regarding Asbestos in built environments and the truths/facts.

Through these events, SmartSec looks to promote best practice and add value to our customers.



SECURITY BLOG

TIMEGATE

OPERATIONAL MANAGEMENT SYSTEM

This is a new system we plan to launch from 1st April 2024. It has a dedicated employee portal and will empower our security managers and supervisors to be able to schedule and reconcile pay. It will also allow our frontline colleagues to check their schedules, annual leave, order uniforms and interact with SmartSec management via an app on their phones. The frontline colleagues will of course still have the option to call us.

Timegate is offered as an essential package for schedules, employee rosters, time and attendance, and reporting along with add-on packs for employee engagement, employee recruitment, finance management, insights and reporting, and service delivery.

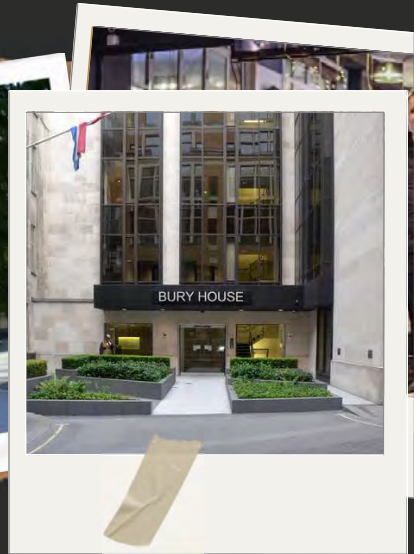
By putting Timegate in place, we will,

- Automate time and attendance which simplifies data entry and makes time records to be immediately ready for payroll, invoicing and reporting.
- Integrate scheduling module to enable effective overtime prevention and compliance, more cost control, and better visibility into the field so our customers can execute work on time and on budget.
- Leverage on-the-go employee engagement module to keep employees connected, productive and efficient no matter where they are.
- Provide employees with self-service access to job information, and answers to HR and payroll questions to save back-office staff time.
- Manage tasks, tours, incidents and quality, to improve performance, reduce cost and risk and deliver on customer expectations.
- Provide service-level insight to the customers with a centralised solution.
- Back-office management module will integrate with workforce management solutions to provide a seamless, streamlined operations.



SmartSec Solutions Business

SmartSec Solutions started 5 new sites in Central London for two major property management companies.



SmartSec has partnered with www.securitymindsmatter.org to promote Mental Wellbeing amongst our colleagues.

In line with supporting the local charities, SmartSec hosted North London Hospice management team in their executive suite at their head office for their internal meeting.

We're thrilled to announce that Smartsec has been selected as a finalist for the following categories in the Security & Fire Excellence Awards 2023

- Security Or Fire Market Sustainability Champion
- Security Guarding Company of the Year Under £30M Turnover
- Security or Fire 'Best Company to Work For'
- Security or Fire Market Diversity & Inclusion Champion

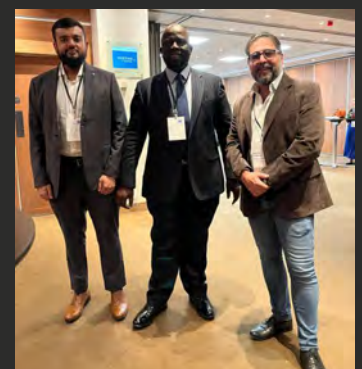


Our Managing Director - Helmey El-Aasar and Operations Director - Dele Ogunlaru attended the SIA National Conference along with our Security Manager Ghulam Mujtaba Shafique.

This recognition is a testament to our commitment to sustainability, excellence in security guarding, a supportive work culture, and championing diversity and inclusion in our industry.

In partnership with Helix, a Hines company and the City of London Police, SmartSec held a Crime Prevention Day at 20 Old Bailey.

This included the police offering advice on personal safety to building users and tagging their bicycles.



Our SmartSec team attended a networking event with CBRE spreading the word about SmartSec.

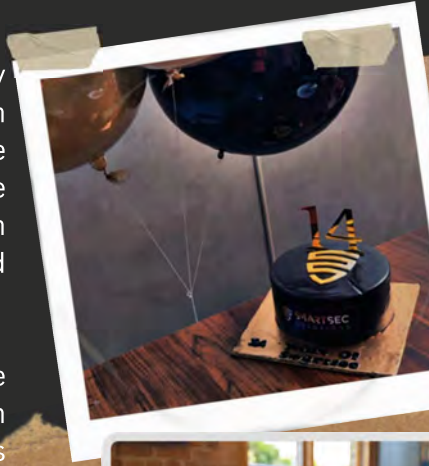


SmartSec Solutions' first podcast was released by "Wear Many Hats" Podcast featuring our MD Helmey El-Aasar <https://www.youtube.com/watch?v=gx2naXXEHv4>

SmartSec's 14th Anniversary

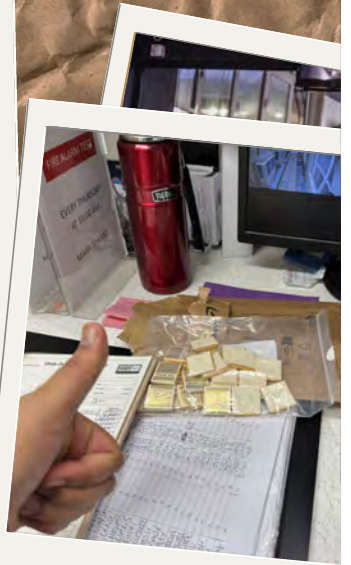
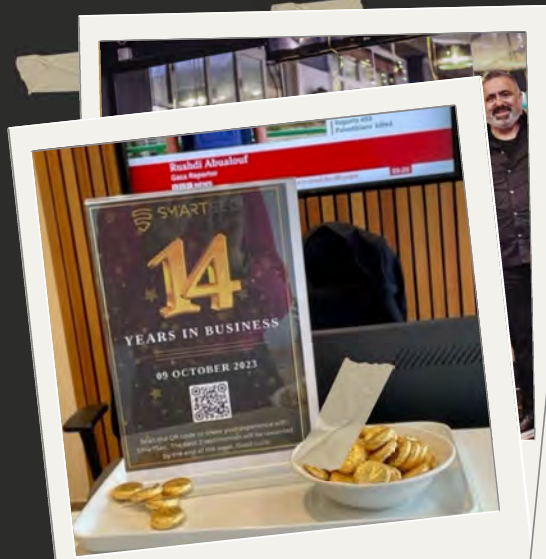
SmartSec celebrated its 14th Anniversary on 9th October 2023. We are filled with pride and gratitude for the journey we have embarked upon. This remarkable achievement would not have been possible without our dedicated and hardworking team members.

Looking back, it is incredible to witness the growth we have experienced. Our team has expanded, and our client reach has broadened. We have embraced technological advancements and adapted to the evolving needs of our clients. Through it all, our focus has remained steadfast - to provide our customers with reliable and world-class service delivery.



SmartSec's 14th Anniversary

SmartSec Solutions on site colleagues decorated their front of house desks to celebrate SmartSec's 14th anniversary.



Employee Testimonials

We received amazing testimonials from our head office and site-based employees when we asked for feedback to include as part of our 14th anniversary edition of our newsletter.

What is it like working for SmartSec?

"I really enjoy working for SmartSec, because the staff are lovely and always willing to help."
-Sandra Singh.

"It's a joy! Everyone is valued, respected, and encouraged to contribute positively. Together we focus on getting the job done and enjoying the journey! Happy anniversary!"
-Dele Ogunlaru

"Working for SmartSec has provided me with the family I don't have in London. I believe SmartSec to be the most caring employers I have ever worked for; they have always strived to ensure their employees feel supported and valued."
Leyre Martinez

"Smartsec is the 3rd security company I've worked for, and the third time lucky expression definitely applies to me on a personal level. Since joining, any training or support needed has been given, and I've completed more courses in my 18 months with Smartsec than I did in 6 years with two different companies put together. Thanks to all the team!"
-John Murphy

"I started working for Smartsec Solutions over a year ago. The company is very welcoming and friendly. There is opportunity to grow within the business. All of this makes working for Smartsec a very rewarding experience!"
-Jayne Clifton

"SmartSec is a second home and family. It helps you navigate and develop your potential; it guides you through the different challenges of your role. SmartSec is the most inclusive and supportive company I've worked for."
-Stefania Romanazzi

"Smartsec is a very good company, and their management is very polite and cooperative. If we find any issue on site their management team cooperates in a very friendly manner."
-Shah Zaib

"What an Adventure it has been! Though I have had many Front of House Account Managers come and go, I can say that Stefania has been by far the best of them all! The effort she went through to keep me in the company after losing my previous site proved to me that I wasn't just a number but a valued employee! Thank you, Stefania and all at SmartSec head office, for appreciating me."
-Hamduni Said

What is it like working for SmartSec?

"I've been working with SmartSec for only 5 months, but what I witnessed is that they care about their employees. What I am proud to say is that if you have any problems, they are here to help. The prompt response that I received regarding my problem was absolutely amazing. I've been given an amazing opportunity, and I want to just thank you for the support that I've received until now. So, I thank you, and I look forward to growing with you. And Happy Anniversary"

-Maira Trivellato

"Working for SmartSec is the definition of true flexibility. Thanks to this amazing company I have been able to work and study at the same time. The life of a student is extremely hard, but companies like SmartSec are honestly the true saviours for us students. Over the two years I have worked for this company I have grown so much, and I have matured in ways I did not think was possible. It has taught me how to manage my time the most efficiently and has allowed me to learn from the diverse experiences of my colleagues. I am extremely grateful to the SmartSec team for all the opportunities I have been given and for the ways in which they have accommodated my needs to allow me to achieve success! Proud to say during my time working full-time for SmartSec, I was able to achieve a distinction in my master's degree from Imperial! To all students or prospective students who do not have the luxury of not working, SmartSec Solutions is the company for you! Happy anniversary, 14 years down and many more filled with excellences to come! Wish you all the best From your star employee."

-Nasara Al-Hassan

"I really enjoy working for SmartSec, they are excellent employers, they have always helped, encouraged and supported me in my role, nothing is ever too much trouble from anyone, and my manager goes above and beyond to make sure we are all happy - Thank you for being an excellent employer! I love and have a lot of pride working for you."

-Julie Sharplin

"As we celebrate 14 incredible years of SmartSec's unwavering dedication to security excellence, I couldn't be more honoured to write this testimonial. SmartSec isn't just a security company; it's a second home, a family, and an indispensable part of my life. In the almost six years that SmartSec has been safeguarding Colet Court, it has not only been a professional company but a supportive team that has helped me through difficult times. SmartSec doesn't just secure buildings; it secures the bonds that make each one of us feel like a valued member of the SmartSec team. From the memorable summer get-togethers to the joyous Christmas parties, SmartSec knows how to celebrate success and show its employees a good time. It's not just about working together; it's about growing together. These past six years have been the best of my 23-year career at Colet Court, and it's all thanks to the incredible support and opportunities that SmartSec has provided. Happy 14th anniversary, SmartSec! Here's to many more years of smart security, smart people, and smart celebrations. With gratitude and pride,"

-Jean Coles

"Working for Smartsec is great, it's like working in a big family. A truly amazing experience."

-Omar Kachalla

"I've been working for Smartsec for 2 weeks . So far , so good . It's been a wonderful experience, learning new skills and meeting different people . It's brilliant to know that whenever I need support or help I can always rely on Smartsec. Stefania especially is such a wonderful and helpful person."

-Sara Gunza

EMPLOYEES OF THE MONTH *Congratulations*



Haris Ahmad
July 2023



Umar Asghar
July 2023



Fizan Rajah
August 2023



Zara Ahmad
August 2023



Maryam
Hashmi
August 2023



Aqib Naeem
September 2023



Otto Kartali
Amazing Feedback



Marcos Valente
De Jesus



Khaliq Naeem
Amazing feedback