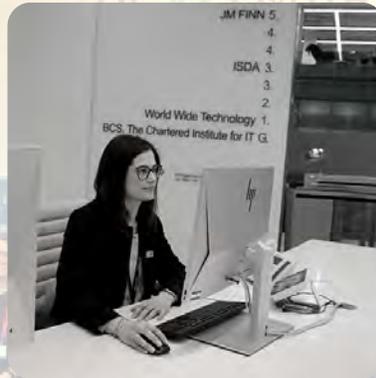


SMARTSEC QUARTERLY NEWSLETTER

**JUNE 2023
EDITION**



SMARTSEC
SOLUTIONS
NEWSLETTER



WWW.SMARTSECSOLUTIONS.COM



“ Letter From the MD ”

The release of this SmartSec 4th edition Newsletter coincides with my having been appointed as the Managing Director for SmartSec Solutions for a month. I want to tell you about the changes in our Senior Management structure



and my plans for SmartSec Solutions. The main change in the SmartSec Senior Management team was Dele Ogunlaru's promotion to Operations Director. In his new role, the SmartSec Account Managers will report to him. Dele has a long background in security and risk management. This experience will allow him to coach and mentor his team as well as add value to our customer base.

I was promoted from Sales and Marketing Director to Managing Director for SmartSec Solutions. My reports include the heads of departments within SmartSec, including our Operations Director, HR Manager, Risk and Compliance Manager, Helpdesk Manager and Mobile Department Manager.

(Continued on next page)

Letter from the Editor

"The greatest threat to our planet is the belief that someone else will save it."

Climate change is an issue that affects us all, and it's a topic that I believe should be at the forefront of our minds. (Continued below)

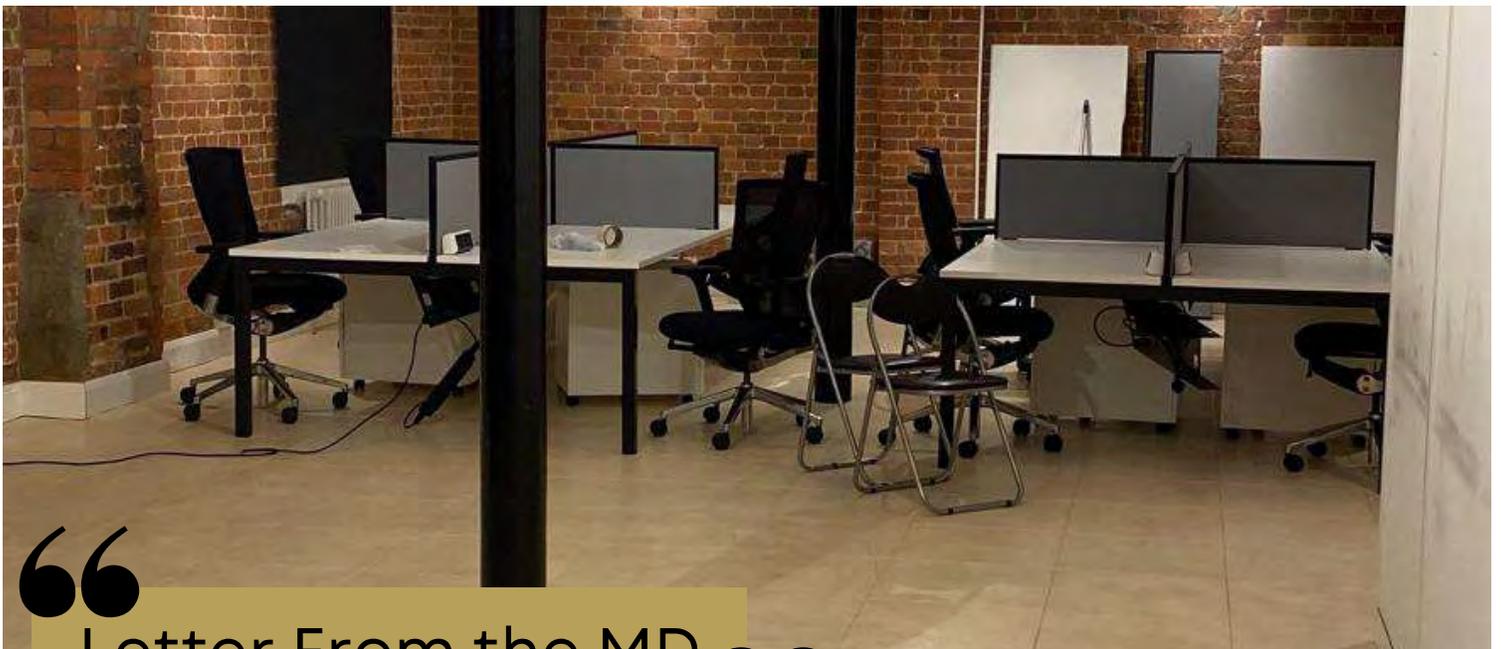


The potential consequences of climate change are widespread and severe, including extreme weather events, sea-level rise, and food insecurity. If we don't address these issues, we will face irreparable damage to our planet and ourselves.

Reducing carbon emissions is a priority, and there are numerous ways that we can do this, such as using renewable energy and reducing waste. The fight against climate change requires us all to work together as a global community. Governments, businesses and individuals all have a role to play in making the changes necessary to halt the effects of climate change.

We have a responsibility to ourselves, future generations, and the planet to do everything we can to address this challenge. We can make a difference, one step at a time.

Zara Ahmad
Marketing Executive



Letter From the MD

Our co-owners, Theo Nicolaou and Fawad Ahmad, have also changed their roles, and they are now, respectively, Chief Executive Officer and Chief Operating Officer. I report to them, and they will remain actively involved in maintaining relationships with our customers and colleagues.

My new remit allows me to ensure that all SmartSec Solutions business areas support our operations team in supporting our front-

line colleagues and customers. During my first month in the role, I have met with my new direct reports, and each department has identified areas where they believe improvements can be made. These have been prioritised, and each department is working towards these. These improvements will benefit both SmartSec colleagues and customers, and we look forward to sharing our progress with you in our next Newsletter.

We have recently sent out both a customer and employee survey. Once I receive the result of these, we will put plans together to address any areas of improvement that may have been flagged.

From a growth perspective, I am happy to report that we started eight new sites from April to June 2023. We also retained four sites that had gone out to tender. In addition, we have a healthy pipeline which includes opportunities in new areas for SmartSec, such as housing and several contracts for new locations with existing customers.

Martyn Law continues to be a focus for our industry as a whole. Our Risk and Compliance Manager is taking the lead on this, and we will shortly be releasing guidance to colleagues and customers on how this may impact the security in their buildings and how SmartSec Solutions can support with this upcoming piece of legislation.

Over the next three months, I plan to meet all our customers, and as many of our front-line colleagues as possible, so I hope to see you all soon.



COMPANY ANNOUNCEMENTS

SMARTSEC
SOLUTIONS



Theo Nicolaou - Chief Executive Officer

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT THEO NICOLAOU WILL BE TAKING UP A NEW ROLE OF CHIEF EXECUTIVE OFFICER (CEO).

IN THEO'S NEW ROLE AS CEO, HE WILL CONTINUE TO BE PIVOTAL IN STRATEGISING THE GROWTH AND DEVELOPMENT OF THE COMPANY. HE WILL BE RESPONSIBLE FOR MONITORING AND MAINTAINING CUSTOMER RELATIONS TOGETHER WITH SUPPORTING TEAMS.



Fawad Ahmad - Chief Operating Officer

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT FAWAD AHMAD WILL BE TAKING UP THE NEW ROLE OF CHIEF OPERATING OFFICER (COO).

IN FAWAD'S NEW ROLE AS COO, HE WILL EMBODY THE COMPANY'S VISION AND PROMOTE ITS CORE VALUES TO GUARANTEE 100% SERVICE DELIVERY AND CUSTOMER SATISFACTION.



Helmey El-Aasar - Managing Director

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT HELMEY EL-AASAR HAS BEEN PROMOTED FROM SALES & MARKETING DIRECTOR TO MANAGING DIRECTOR (MD).

IN HELMEY'S NEW ROLE AS MD, HE WILL BE OVERSEEING THE COMPANY'S OPERATIONS HEADS AS WELL AS PLAYING AN ACTIVE ROLE IN THE GROWTH OF THE ORGANISATION. HELMEY WILL ALSO BE RESPONSIBLE FOR DESIGNING SECURITY SOLUTION PROGRAMMES FOR CUSTOMERS, ALIGNING STAFFING LEVELS WITH ACTIVITY, AND LEVERAGING TECHNOLOGY.



Dele Ogunlaru - Operations Director

SMARTSEC SOLUTIONS IS DELIGHTED TO ANNOUNCE THAT DELE OGUNLARU HAS BEEN PROMOTED FROM SENIOR CUSTOMER RELATIONSHIP DIRECTOR TO OPERATIONS DIRECTOR.

IN DELE'S NEW ROLE, AS OPERATIONS DIRECTOR HE IS RESPONSIBLE FOR DAY-TO-DAY OPERATIONS ACROSS SMARTSEC'S PORTFOLIO. HE WILL ACT AS A POINT OF ESCALATION FOR CUSTOMERS. DELE WILL STRATEGISE CLIENT MEETINGS TO ENSURE SERVICES ARE BEING DELIVERED APPROPRIATELY.

SECURITY BLOG

PHYSICAL SECURITY PLANNING

Physical security measures do not take place in a vacuum - they affect every aspect of your day-to-day operations. A good practice for physical security planning is well researched, holistic and encompasses all your departments and functions. Here's a 5-step guide that will help you apply physical security best practices at every stage of your physical security plan.

1. CONDUCTING A RISK ASSESSMENT

You cannot approve any physical security investment without first knowing which physical security measures are needed. This is why a thorough risk assessment is an invaluable asset. Once you have it, you can return to it, add to it and use it to adapt your physical security systems over time.

2. REVIEW YOUR OPERATIONS AND RESOURCES

All the information you have gained from your risk assessment will help you to ascertain the physical security controls you can purchase and implement. The scale of your project will depend on the resources that are already available.

3. COMMERCIAL AND OPERATIONAL APPROVAL

At this point, you will submit your plan for business approval. The key objective during this phase is to agree on a financially viable plan that does not compromise on physical security and leave you open to risk.

4. IMPLEMENTING PHYSICAL SECURITY POLICIES AND SETUP

This is the stage where processes are mapped out in greater detail, along with protocols and internal physical security policies. At this point, you will want to finalise the response aspects of your physical security system. Establish points of contact for incident response, such as who is responsible for threat verification and when to call law enforcement.

5. PHYSICAL SECURITY BEST PRACTICES

The cornerstone of your evolving plan should be accountability: who is responsible for every aspect of your company's physical security. To this end, create a physical security guide or playbook, which everyone can refer to, and which can adapt along with your site(s).



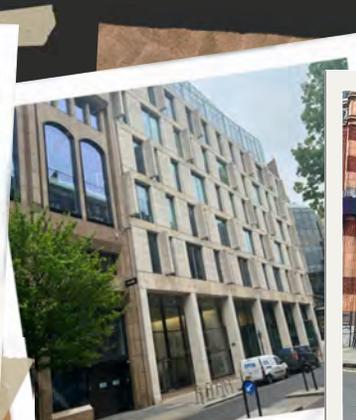
Technology and On-Site Guarding

Through leveraging technology (cameras and access control systems), traditional on-site guarding functions can now be performed remotely - commonly referred to as remote guarding. Businesses can easily elevate their security posture with these innovative and robust solutions to mitigate staffing issues. Using artificial intelligence (AI), remote officers can secure premises, open gates, detect intruders and ultimately deter threats from hundreds of miles away.



SmartSec Solutions Business

SmartSec Solutions started new sites in Central London for two major property management companies. Our manager Liam O'Sullivan visited the sites for the handover and we welcome our new colleagues on board.



We want to congratulate our Managing Director - Helmey El-Asar for his fellowship at the Occupational Safety and Health Association. Following this great achievement, SmartSec has been invited to speak at the Smart Building Summit in Cairo, Egypt.

The top 10 exceptional front of house receptionists working in the corporate sector for 2023 are announced

The shortlist of 10 candidates was voted on and agreed by a panel of judges from leading organisations including Amplify, OnVerve, Rapport Guest Services and Riverstone. Judith Pociuskaite, Corporate Receptionist of the Year winner from 2022 and senior representatives from the competitors partners, MoneyPenny, Proinsight, Search and Upod were also on the panel. Head Judge, overseeing the panel was Derek Williams, Founder of The WOW Awards.

Supporting partners:

The finalists for 2023

Jamie Alves
Client site: Deutsche Bank
Company: Fortico
"We should always be proactive in engaging our customers and making them feel better by the time they leave. Every one that has a smile on their face will never forget you!"

Dranella Riobueno
Client site: Private Equity Firm
Company: Rapport Guest Services
"I always look for ways to learn new things, connecting myself to my team and organisation, and always performing at my best."

Laura-Marie Broce
Client site: PricewaterhouseCoopers
Company: Fortico
"I'm not 'Just a Receptionist' - I'm an asset to the company I work for. I am grateful and proud of who I am and the job I perform day in, day out."

Eduardo Salazar Escalier
Client site: Springer Nature
Company: Liv Workplace
"I represent the core values of the company I work for, as well as the customers and the employees that I meet every day, and it makes me very happy being able to help."

Joshua Harris
Client site: Ashby Capital/SNP Paribas
Company: Lexington Reception Services
"I put my all into my work and I am always ready to go the extra mile for my team and my clients."

Julie Sharplin
Client site: Workman LLP
Company: Just Reception
"Being a receptionist is not just a job for me, but it is my whole life."

Fara Painter
Client site: Legal & General
Company: OnVerve
"I want to show the world that it doesn't matter where you are from or what limitations you think you may have, everything is achievable if you work hard and are kind to others."

Andre Silva
Client site: Knight Frank
Company: Office Concierge
"I am always smiling and have a genuine smiley face, which works in favour of a great first impression."

Shannon Sullivan
Client site: Addleshaw Goddard
Company: Rapport Guest Services
"I have realised that being a receptionist is what I am destined to do and exactly where I am meant to be."

Jessica Pettie
Client site: Allianz Global Investors
Company: Liv Workplace
"I try my very best every single day to make sure everyone in the office is happy and satisfied. This includes helping others regardless of the task."

Candidates are listed alphabetically by surname.

Introduction:

SmartSec Solutions Ltd is committed to ensuring all staff employed are treated fairly and equally. We understand fairness and opportunity are at the heart of equal treatment, therefore all staff are presented with the same options throughout their employment. With heavy investment into training and staff development, SmartSec Solutions Ltd are committed to ensuring the gap between gender pay within the security industry is minimised. The security and reception industry are an extremely diverse, both in gender and background. This report will set out details of our gender pay gap for the business and the actions we are/will be taking to address any issues with our Gender Pay Gap.

Gender Pay Gap Reporting:

Under the Equality Act 2010 (Gender Pay Gap Information) Regulations 2017, organisations with 250 employees or above are now obligated to report their gender pay gap information. The general purpose for this reporting is to ensure transparency due to increased demand with regulators. Gender Pay is different from Equal Pay, where Equal Pay is where a person of one gender, receives a lower pay than the other gender for carrying out the same or similar job. Gender pay is the difference between the average earnings of male and female over a certain time.

The gender pay gap reporting measures:

Mean gender pay gap	The difference between the mean hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant
Median gender pay gap	The difference between the median hourly rate of pay of male full-pay relevant employees and that of female full-pay relevant
Mean bonus gap	The difference between the mean bonus pay paid to male relevant employees and that paid to female relevant employees
Median bonus gap	The difference between the median bonus pay paid to male relevant employees and that paid to female relevant employees
Bonus proportions	The proportions of male and female relevant employees who were paid bonus pay during the relevant period
Quartile pay bands	The proportions of male and female full-pay relevant employees in the lower, lower middle, upper middle and upper quartile pay

This report will be available through the Direct Gov website and www.smartsecsolutions.com. The number of staff members SmartSec holds at the point of reporting is 342.

We are so proud to announce that our receptionist Julie Sharplin was one of the top ten applicants of the Corporate Receptionist of The Year Award 2023! Congratulations Julie.

SmartSec Solutions published its updated Gender Pay Gap report in April 2023



SmartSec Solutions is now accredited to ISO 45001 and ISO 14001.

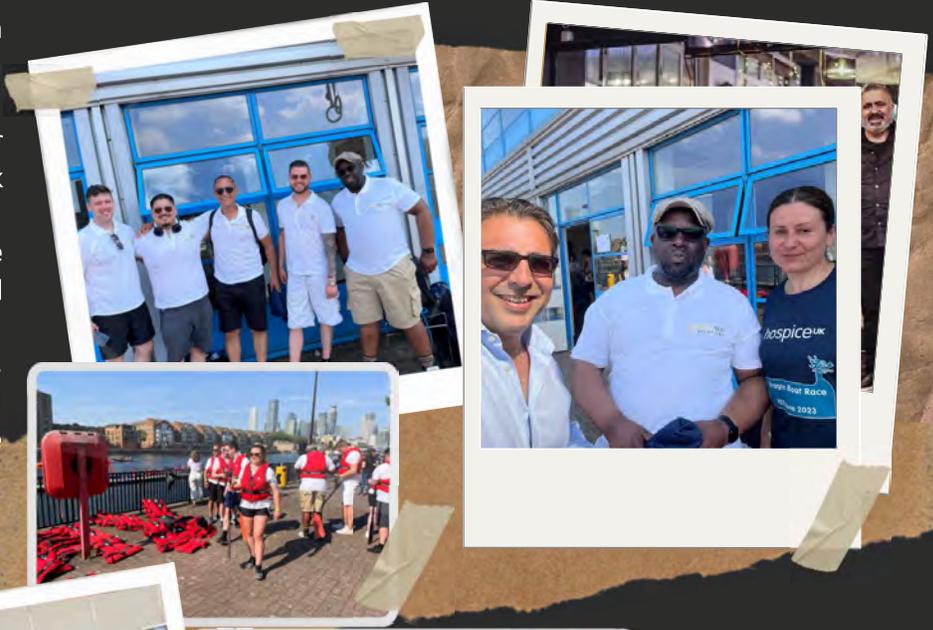


SmartSec Solutions Events

SmartSec Solutions, in partnership with Helix, a Hines company, participated in the Hospice UK Dragon Boat Race.

Hospice UK is the national charity for hospice and end-of-life care. They work to ensure everyone affected by death, dying, and bereavement gets the care and support they need when they need it.

We are delighted to announce that this year we came 4th, and we look forward to participating next year and will be aiming for a position in the top 3.



Helix, a Hines company, hosted a Crime Prevention Day at their flagship site, 6 Bevis Marks. This was in partnership with SmartSec Solutions

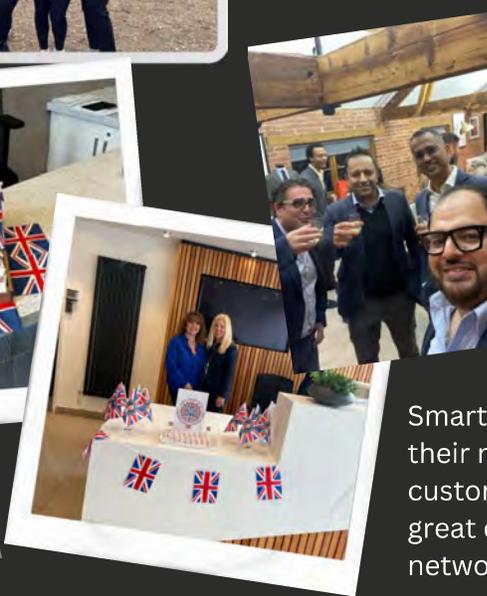
and the City of London Police. The building users were given personal safety advice, and the City of London Police tagged tenant's bicycles. In addition, the police's Cyber Griffin team delivered briefings on Phishing and Social Engineering threats.



SmartSec Solutions and Helix, a Hines company, participated in the Big Fun Walk 2023, an 8.5-mile walk in London, in support of the charity North London Hospice.



Our Front of House Manager Stefania Romanazzi decorated our reception areas with the help of our frontline colleagues in readiness for the King's Coronation

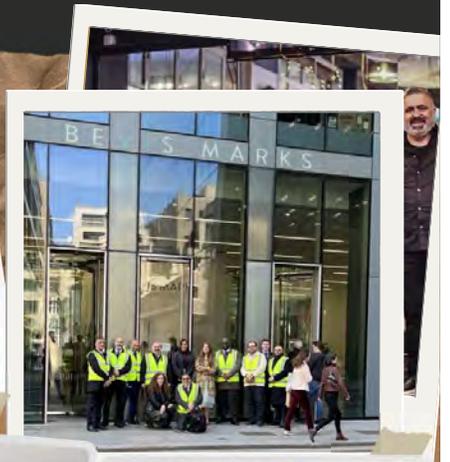


SmartSec Solutions hosted an event at their new office bringing suppliers, customers and prospects together for a great evening of whiskey tasting and networking.

SmartSec Solutions Events

SmartSec Solutions employees participated in the City of London Hi-Visibility Day. SmartSec management and front-line colleagues carried out high visibility patrols across the Square Mile alongside industry colleagues from other company members of the City Security Council and the City of London Police.

This exercise reassures all in the City of London of the collaboration between the City of London Police and private security companies to keep people and their assets safe.



Fawad Ahmad, SmartSec Solutions Co-Owner and Chief Operating Officer continues his tradition of donating food packages to families during Ramadan.



SmartSec Solutions celebrated International Women's Day. Our front of house reception teams were supporting the Breast Cancer Now charity.

SmartSec Solutions team supported Orbis Protect with their innovation day that took place in Manchester.

SmartSec Solutions arranged a summer party for its employees to beat the heat with amazing drinks.



EMPLOYEES OF THE MONTH *Congratulations*



Azm ul Haq
April 2023



Stefania
Romanazzi
April 2023



Maryam
Hashmi
April 2023



Shahzeb
Sufian
May 2023



Mohd.
Sohail Khan
May 2023



Fizan Rajah
May 2023



Aqib Naeem
June 2023

