

# QUARTERLY NEWSLETTER

OCTOBER 2024 EDITION

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# Welcome from the Managing Director

**It's time for the October edition of our newsletter. I say this with all sincerity, it is an absolute pleasure to write to all of my SmartSec colleagues and clients each quarter, updating you on what is happening within our organisation and the industry in general.**



Our new operational and time management system, Timegate, is now fully up and running. I want to take this opportunity to encourage you all to download the application if you haven't already. The application includes an employee portal which has a number of functions, including holiday management and allowing you to check your shifts, thus making your interactions with SmartSec much easier. You can, of course, still contact our 24/7 helpdesk or account managers if you want to speak with someone in person.

I would also urge you to all book on, book off, and do your check calls using the system. This will increase our company efficiency and allow our helpdesk to focus on and resolve issues quicker.

Over the past three months, SmartSec has achieved significant successes, securing several prestigious accounts. These include The Ark, a renowned architectural masterpiece in Hammersmith, and a new embassy that will increase our presence in the diplomatic sector. We are strategically focused on expanding our market share in sectors such as legal, finance, education, and healthcare while leveraging our expertise in the property management sector to continue to grow our portfolio.

In addition, SmartSec has continued to deliver security consultancy services, which is an area of growth for us and will continue to be a service that we not only offer as added value but market as a service streamline in its own right.

I am immensely proud to share that our colleague, Stefania Romanazzi, was shortlisted for the Women in Security Awards. This recognition is a testament to our commitment to diversity and inclusivity, which is not just a policy but a core part of our organisational culture.

SmartSec continues with its ESG agenda, supporting the communities in which we work. Over the last quarter, this included donating to a football club that one of our colleagues is involved in organising/running and to a Lewisham Council Youth Club, allowing them to buy equipment. In the spirit of supporting local communities, SmartSec has subscribed to participate in the CEO Sleepover, where I will spend a night outdoors in November raising funds for the homeless. Please remember to tell your account manager if you would like us to support you with any good causes you may be involved in.



As a taste of what's to come, SmartSec has registered and will be rolling out our own training academy. This academy, located at our head office, will allow us to self-deliver both internally and externally accredited qualifications, including first aid and SIA top-up training. I know I speak on behalf of the SmartSec head office team when I say we look forward to hosting you and seeing you at SmartSec House when you are next coming for training.

All the best,

*Helmy El-Aasar*



# Letter from the Editor

As we navigate the complexities of modern life, the importance of mental health and work-life balance has never been more pronounced. In an era where the lines between our professional and personal lives can often blur, prioritising our mental well-being is essential not only for our happiness but also for our productivity and creativity.

Mental health is foundational to how we engage with our work and the world around us. It influences our ability to think critically, connect with colleagues, and approach challenges with resilience. Yet, despite its significance, mental health often remains a silent struggle for many. The pressure to succeed and the demands of daily life can lead to burnout, stress, and feelings of isolation.

Establishing a healthy work-life balance is vital in combating these challenges. It encourages us to step back, recharge, and invest time in activities that bring us joy and fulfilment outside of work. Whether it's spending time with loved ones, pursuing hobbies, or simply taking a moment for self-care, these practices are not luxuries—they are necessities for our overall well-being.

On this note, I wish all our readers to enhance their mental health and create a harmonious balance between work and life.

Zara Ahmad

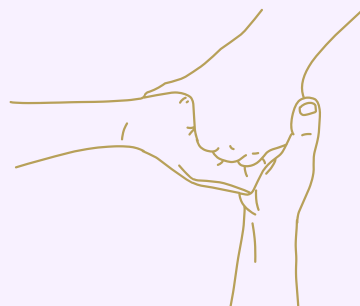




# Suicide Prevention Plan

SmartSec Solutions is a founder member of the security consortium for the prevention of suicide, and we recently finalised a SmartSec Annual Suicide Prevention Plan. Below is a summary:

- **Creating a Safe Space:** In this quarter, SmartSec will host a webcast of a panel-style event discussing suicide prevention and mental health with members of our management team sharing their vulnerabilities, thus addressing the issue of stigma.
- **Promoting Suicide Prevention Awareness:** Our Head of Strategy and Major Accounts - David Taylor, delivered training on suicide prevention and awareness to the SmartSec Head Office team in our business review meeting on October 8th. David is a specialist and qualified trainer in various topics, including mental wellbeing.
- **Sharing “Courage Suicide Prevention/Awareness Video”:** Watch out for our release of a Suicide Prevention Video, which has won several industry awards to our colleagues in November 2024, further raising awareness amongst our team.
- **R;pple:** SmartSec will deploy this technology on all of our laptops and phones. This technology is a preventative tool which pops up automatically when the user attempts to search for material relating to suicide or self-harm.



# CEO Sleepout UK

SmartSec Solutions is proud to support CEO Sleepout UK vital mission to unite businesses in the fight against homelessness. This initiative brings together leaders to raise awareness and drive meaningful change in our communities. This initiative fosters collaboration and innovation to address one of society's most pressing issues.

Our Managing Director, Helmey El-Aasar will be joining compassionate people from across London for an unforgettable night beneath the stars. He will be sleeping out in Lords Cricket Ground on 25th November, to raise funds for people facing adverse poverty and homelessness in the London area.

SCAN ME



Your contribution can provide essential resources and support for individuals experiencing homelessness, helping to create a brighter future for all. Together, we can make a significant impact and work towards a world where everyone has a safe place to call home

Scan the QR Code to donate to help those in need.





# UK BUSINESS AWARDS 2024

SmartSec has achieved a remarkable milestone by winning the Best Security Guarding Company of the Year award at the Business Awards UK 2024.



## WOMEN IN SECURITY AWARDS 2024

Our Security Manager Stefania and our Chief Operating Officer Fawad Ahmad had the honour of attending the Women in Security Awards 2024. We are thrilled to share that Stefania was recognised as one of the top 3 finalists for the Security Manager of the Year award category!



# Mental Health Sports Day

SmartSec Solutions was delighted to host a sports day event for our security industry colleagues. The purpose of this event was to promote mental well-being, which is directly linked to physical activity.



It's easy to get caught up in the hustle and bustle of daily life, but taking care of your mental and physical health is crucial. Here's why:

- **Boosts Mood:** Regular exercise releases endorphins, which can uplift your spirits and reduce stress.
- **Enhances Focus:** Staying active can improve concentration and cognitive function, helping you stay sharp and productive.
- **Promotes Better Sleep:** Physical activity can lead to improved sleep quality, helping you feel more rested and rejuvenated.
- **Strengthens Resilience:** Combining mental wellness practices with physical activity strengthens one's ability to handle life's challenges.
- **Remember,** it's not about doing everything perfectly but making small, consistent efforts. Whether it's a brisk walk, yoga, or just taking a few mindful minutes each day, every step counts!

SmartSec values the well-being of our colleagues, and we all have a role to play in supporting each other's well-being, especially since we spend so much time together at work. Let's support each other in making our mental and physical health a priority.





# International Security Officers Day

SmartSec Solutions was delighted to take part in the organisation and attendance of International Security Officers Day on the 24th of July, 2024. Our Operations Director Dele Ogunlaru was in attendance with a number of frontline colleagues representatives Rashid Khan, Wayne Miles, Aqsa Rahat, and Elaine Larpinelli.

The purpose of the event was to honour the dedication and hard work of our security professionals who keep us safe and secure. From prevention and detection to rapid response, their work is crucial in navigating the complex challenges of modern security.



## Cycle To Work Day

On 1st August, our front-of-house teams supported the Cycle to Work initiative, a proactive step towards celebrating and encouraging sustainable commuting practices.

Together, we made Cycle to Work a day to remember, showcasing how small changes led to significant environmental benefits and a more vibrant workplace.

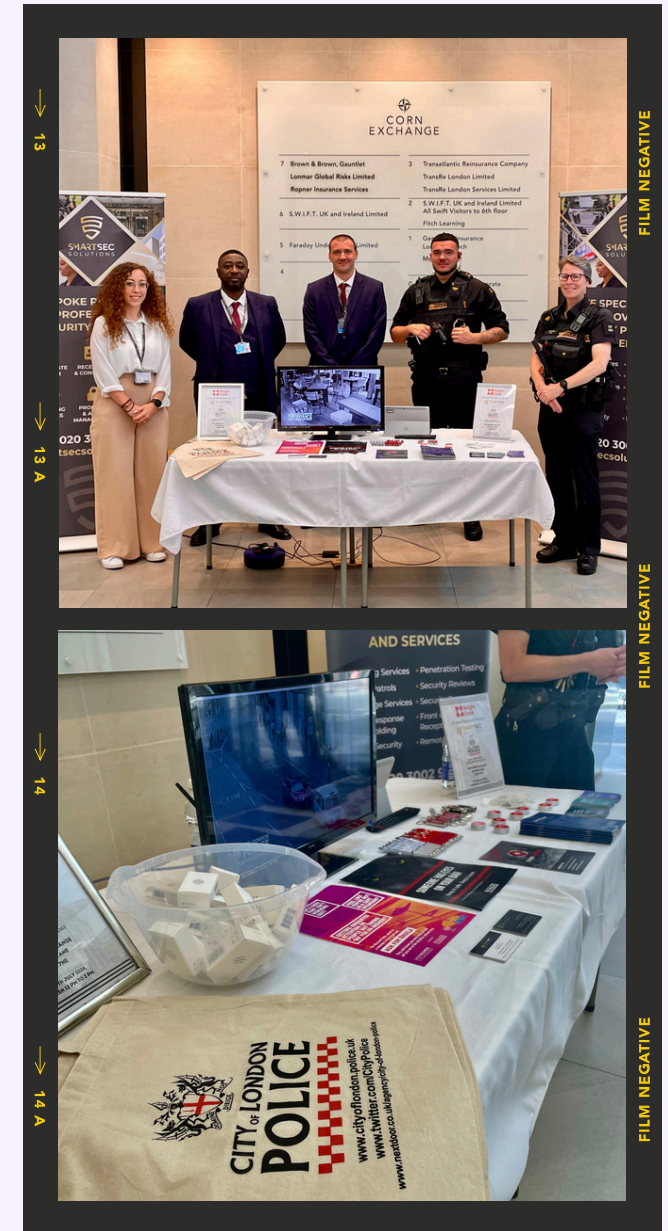


# Crime Prevention Day

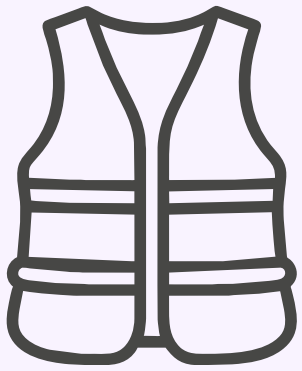
SmartSec organised a Crime Prevention Day at 55 Mark Lane in partnership with Knight Frank and the City of London Police.

Our Operations Director Dele Ogunlaru and Front of House Specialist Stefania, both attended to engage with building users.

The police offered essential advice on personal safety, aiming to raise awareness and promote security among attendees. This initiative highlights SmartSec's commitment to enhancing safety measures within the community, fostering collaboration between security professionals and law enforcement to create a safer environment for everyone involved. The event was well-received and emphasised the importance of crime prevention strategies.







# High Visibility Day



On August 22, 2024, SmartSec Solutions joined other members of The City Security Council in partnership with the City of London Police for a high-visibility event showcasing the dedicated individuals who contribute to making London a safer city.

Hi Vis Days enable stakeholders from the City Security Council to collaborate with the City of London Police, the London Fire Brigade, and the City of London Corporation. This initiative aims to support a visible deployment that reassures the community, highlights partnerships, and fosters engagement with residents, workers, and visitors in the City of London.



# Employee of the Month



DELE OGUNLARU

JULY 2024

Dele consistently demonstrates a remarkable level of helpfulness and support in all interactions. His dedication to providing exceptional service has not gone unnoticed, earning him frequent commendations from clients.



SARA GUNZA

AUGUST 2024

Sara is the perfect example of exceptional customer service and Front of House excellence that SmartSec Solutions is known for—always helpful, with a constant smile, and going the extra mile.



HAFID MOALIM

SEPTEMBER 2024

During our monthly meeting, the client praised Hafid for his quick and professional response to a visitor who fainted on one of the occupier's floors. Even though Hafid was on break, he promptly attended to the situation, providing First Aid to the unconscious individual while waiting for the ambulance to arrive.







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