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 SMARTSEC
SOLUTIONS



BIANNUAL
NEWSLETTER

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Letter from the Managing Director

Dear Colleagues,

As I reflect on the period from May to October, I am struck by the breadth of what we have achieved together. We have continued to grow, received recognition from across our industry, supported important causes and strengthened the partnerships that help us deliver safe, welcoming and resilient environments for our clients and communities.

What makes me proudest is the way our people bring our values to life. Whether you work on the frontline, in reception and front of house, within operations, or in one of our support functions, your professionalism and commitment shape SmartSec's reputation every day. Thank you for everything you do.

Growth and industry recognition

Our continued growth is a team achievement. In May, Bid Manager Connor McDevitt visited several London sites that he and our sales team had helped secure. Seeing the resulting services in operation was a reminder that every successful contract relies on colleagues across bids, sales, mobilisation, operations and frontline delivery working together.

During June, SmartSec was shortlisted at the BSIA British Security Awards for Large Business of the Year, EDI Champion and Corporate Social Responsibility. We were also highly commended for Guarding Company of the Year at the Fire & Security Matters Awards. These achievements reflect the consistency, professionalism and dedication shown across our business.

July brought further recognition at the City Security Council Awards. Rosario Viscardi won the Best Colleague Award, while Wayne Miles, Rashid Khan and our Royal Academy of Arts team were highly commended in their respective categories. SmartSec also provided security for the evening, and I thank Sarah Watts, Elaine Parpinelli, Hayan Yousaf, Marcos Jesus and Ali Aslam Khan for representing us so professionally.



Celebrating our people

National Receptionists' Day gave us an opportunity to recognise colleagues who create first impressions and deliver exceptional service. Congratulations to Corporate Guest Services Awards semi-finalists Sabrina Apolinario for Receptionist of the Year and Galina Bogdanova for Reception Leader of the Year.

In August, SmartSec presented our Employee of the Month Award to Emily and Maisie from the reception team at 6 Bevis Marks. Their professionalism and customer service have helped raise standards for our client and occupiers, reflecting the quality delivered by front-of-house colleagues throughout our portfolio.



Creating safer and more resilient communities

Partnership working remained central to our approach. In May, SmartSec supported a Crime Prevention Awareness Day at 6 Bevis Marks with Newmark UK and the City of London Police. Businesses, tenants and security professionals received practical guidance on personal safety, fraud, cybercrime and protecting people and property. Stefania Romanazzi, Ali Aslam Khan and Dele Ogunlaru represented SmartSec.

Dele also attended a Major Incident Response Workshop with the City of London Police. Practical scenarios and shared learning strengthened coordination and readiness, reinforcing that effective incident response depends on preparation, trusted relationships and clear communication.

Leading the conversation on spiking

In June, SmartSec hosted a thought leadership session on tackling the growing threat of spiking. Delivered by Dawn Dines from Stamp Out Spiking, the session covered practical ways to reduce risk, recognise signs, safeguard individuals and preserve critical evidence.

My thanks go to Ashley Thorburn and Francesca Bergonzi at Devonshire Square for providing the venue, and to colleagues and representatives from Workman LLP, Knight Frank, Corps Security, Atlas Security, Kinexio and NJC who attended. The engagement showed that creating safer spaces requires collective awareness, vigilance and action.

Community, inclusion and social value

SmartSec was again privileged to organise Pride on behalf of the City Security Council, bringing security professionals together to help create a safe and welcoming event. We also supported the Purple Community Fund with Knight Frank and Knight Frank Promise FM, collecting ring pulls that are recycled into products supporting education, skills and opportunities for children and families in the Philippines.

In August, Dele Ogunlaru and Stefania Romanazzi represented SmartSec at the CSSC Charity Dinner. Funds raised supported Our Safer City, work addressing violence against women and girls and domestic abuse, the City of London Police Charity for Children and the CSSC.

September provided further examples of our community spirit. At 11 Belgrave Road, SmartSec joined occupiers and service partners in supporting a Macmillan Coffee Morning that exceeded its fundraising target by more than 200 per cent. Colleagues also took part in the Haven House 5K and 10K, with frontline teams and senior management coming together to support Haven House Children's Hospice.



Relationships and looking ahead

Our success is built on strong relationships. During July and August, colleagues joined the TwinFM Boat Party and our SmartSec Bowls Event at Finsbury Square Garden Bar. These occasions helped colleagues, clients and partners strengthen the trust and collaboration behind our services. I also enjoyed visiting a rooftop food market organised by our front-of-house colleagues and the building management team, seeing first-hand how our teams create welcoming communities within client buildings.

These stories demonstrate the breadth of SmartSec's impact: growing through teamwork, celebrating our people, supporting communities, strengthening resilience and helping lead important conversations across our industry. As we move into the final months of 2026, we will continue to focus on service excellence, our people and the partnerships that make our work possible.

Thank you once again for your hard work, and for continuing to make SmartSec a business we can all be proud of.

Best Wishes



Managing Director | SmartSec Solutions



From Bid to Delivery: Seeing Our Work in Action

SmartSec Solutions' Bid Manager, Connor McDevitt, travelled down from Glasgow to visit several London sites secured through the combined efforts of our Bids and Sales teams.

The visits provided an opportunity to see these projects in operation for the first time and to gain a firsthand understanding of how the work undertaken during the bidding process translates into service delivery.

From the initial opportunity through to implementation, successful contract delivery relies on attention to detail, effective collaboration and close working relationships with our frontline colleagues. These elements are central to ensuring that we deliver the high standards of service our clients expect.

We would like to recognise the contribution of colleagues across SmartSec Solutions who support these contracts on a daily basis. Their continued commitment and hard work play an important role in maintaining service quality and supporting the ongoing growth of our business.



STRENGTHENING MAJOR INCIDENT RESPONSE

Our Operations Director, Dele Ogunlaru, visited one of our flagship sites to participate in a Major Incident Response Workshop delivered in collaboration with the City of London Police on 5th May, 2026



The workshop focused on practical responses to major incidents, using real-life scenarios and shared learning to strengthen communication, coordination and operational readiness. It also provided an opportunity to share knowledge with the City of London Police and reinforce effective approaches to incident management.

At SmartSec Solutions, we are committed to ensuring our teams have the knowledge, skills and confidence to respond effectively to major incidents, helping to maintain safety, resilience and the highest standards of operational preparedness.



SmartSec Solutions Colleagues Recognised at City Security Council Awards

Several SmartSec Solutions colleagues and partners were recognised at the City Security Council Awards for their contributions to the security industry.

Rosario Viscardi received the Best Colleague Award, while Wayne Miles, Rashid Khan and the Royal Academy of Arts Team were highly commended in their respective categories. Their recognition reflects the important role that our people play in maintaining professional standards and delivering quality service across our operations.

In addition to the recognition received by our colleagues and partners, SmartSec Solutions provided security for the awards ceremony. Our team supported the safe and smooth running of the event, demonstrating the professionalism and operational standards expected across the business.

We congratulate Rosario, Wayne, Rashid and the Royal Academy of Arts Team on their recognition and thank the colleagues involved in delivering security for the event.



SmartSec Solutions Recognised at the BSIA British Security Awards 🏆

SmartSec Solutions was pleased to attend the BSIA British Security Awards on 16th June, 2026, an annual event recognising achievements and contributions across the security industry.



The company was proud to be named a finalist in three categories, reflecting the commitment, professionalism and hard work of colleagues across the business. This recognition highlights the contribution of our teams and their continued efforts to maintain high standards of service.

The event also provided an opportunity to connect with industry peers and recognise the work taking place across the sector to support professionalism, innovation and service excellence.

We congratulate all the winners and fellow finalists on their achievements and thank the organisers for bringing the industry together to celebrate success across the security sector.



Strengthening Security Through Collaboration: Crime Prevention Awareness Day at 6 Bevis Marks



SmartSec Solutions was delighted to continue taking part in a successful Crime Prevention Awareness Day at 6 Bevis Marks, in partnership with Newmark UK and the City of London Police.

The event brought together key partners to promote personal and workplace safety, highlight the importance of protecting people and property, and raise awareness of the growing risks associated with fraud and cybercrime.

Representing SmartSec Solutions were Stefania, Ali Aslam Khan and Dele Ogunlaru, who supported the initiative and its commitment to building a safer, more security-conscious working environment.

At SmartSec Solutions, we recognise that effective security goes beyond protection alone. It relies on awareness, shared responsibility and strong partnerships. Events like this provide a valuable opportunity to engage with others, share knowledge and reinforce the importance of staying vigilant against evolving security threats.



We would like to extend our sincere thanks to Newmark UK, the City of London Police and everyone involved for their continued support and making the event a success. Their continued commitment to collaboration and crime prevention plays an important role in helping to create safer workplaces and communities.

Together, through partnership, awareness and collaboration, we can make a meaningful difference in strengthening security. Partnership, awareness and collaboration.

Thought Leadership Session

Helping to prevent spiking and protect the public is an important part of our approach to safety. Through our partnership with Stamp Out Spiking, SmartSec Solutions is working to raise awareness of the issue and introduce practical measures to help people feel safer in the public spaces they use every day.



As part of this work, we hosted a thought leadership session led by Dawn Dines from Stamp Out Spiking. The session explored how to recognise the signs of spiking, support those affected and preserve vital evidence, giving attendees a better understanding of how to respond when concerns arise.

Alongside raising awareness, we have introduced a practical measure to support public safety. Our frontline teams across public areas in Central London carry drink seals to distribute to members of the public. Designed to show if a drink has been tampered with, the seals provide an additional precaution for people enjoying nights out and social events. They are also certified by Secured by Design, the official police security initiative.

We would like to thank Dawn Dines for sharing her expertise, and our clients at Devonshire Square, Ashley Thorburn and Francesca Bergonzi, for providing the venue for the session.

Our work with Stamp Out Spiking reflects our belief that security extends beyond protecting buildings. By combining awareness, practical action and collaboration, we aim to help create safer environments for the people who live, work and spend time in the areas we serve.

Twin FM Boat Party

On 9th July, 2026 members of the SmartSec Solutions team attended the Twin FM Boat Party on the Thames, joining colleagues from across the facilities management sector for an evening of networking and conversation.

The event provided an opportunity to catch up with industry contacts, exchange experiences and strengthen relationships with others working across facilities management. Maintaining these connections is an important part of working collaboratively across the sector and supporting effective partnerships between businesses.

Thank you to Laurence Allen and David Mapps for organising the event and bringing together colleagues from across the FM community.

We look forward to building on these connections and continuing the conversations!



CSSC

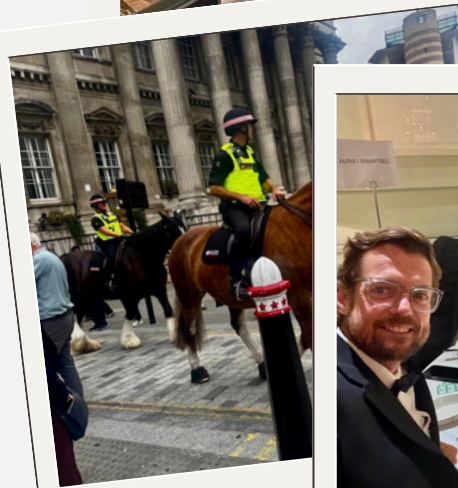
Fundraising Dinner

SmartSec Solutions attended the Cross-sector Safety & Security Communications (CSSC) 2026 Charity Dinner on 27th August, 2026, an event dedicated to raising funds for organisations working to improve safety and support vulnerable members of the community.

The proceeds from the dinner will support Our Safer City, which works to address violence against women and girls and domestic abuse, alongside the City of London Police Charity for Children and CSSC. The funds will contribute to initiatives addressing important issues within our communities and supporting those affected by them.

Representing SmartSec Solutions at the dinner were Operations Director Dele Ogunlaru and Senior Account Manager Stefania. Their attendance reflected the company's engagement with the wider safety and security sector and the shared challenges facing organisations working to protect people and communities.

The dinner brought together representatives from across the industry to support these causes and recognise the importance of collaboration in addressing safety and security issues. SmartSec Solutions thanks CSSC and the organisers for bringing the event together and supporting the work of these charities.





SMARTSEC TAKES ON THE HAVEN HOUSE 5K & 10K

Colleagues from across SmartSec Solutions, from frontline teams to senior management, came together to take part in the Haven House 5K and 10K, raising awareness and showing support for our chosen charity for 2026, Haven House Children's Hospice.

Whether running or walking the course, the event gave our team an opportunity to support a cause that makes a real difference to children and families facing incredibly difficult circumstances.



Haven House provides specialist care for babies, children and young people up to the age of 18 with life-limiting or life-threatening conditions. Its services include respite and end-of-life care, bereavement support, and a range of activities and therapies for children and their families. Care is provided both at the hospice and through outreach services in the home and local community, offering vital support when families need it most.



As our chosen charity for 2026, Haven House is an important part of our community fundraising efforts. We are proud to support the hospice and the work it does to improve the lives of children and their families.

Thank you to everyone who took part in the 5K and 10K, as well as those who supported the team. We look forward to taking part in further fundraising events throughout the year to help support Haven House and its essential work.

CELEBRATING PRIDE AND PROMOTING SAFER SPACES



Pride remains an important event in the calendar, bringing people together in an environment where everyone should feel safe and welcome. Since 2023, SmartSec Solutions has worked with the City Security Council to organise the event, supporting its delivery and helping to create a positive experience for those attending.

Delivering the event relies on the time, coordination and commitment of people from across the security industry. We are grateful to the security companies, volunteers and individuals who contributed and helped ensure the event ran safely and smoothly.

The involvement of these teams demonstrates the value of collaboration across the industry and the role security professionals play in supporting safe, inclusive public events.

We value our ongoing partnership with the City Security Council and look forward to continuing this work together in the years ahead.



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