



Welcome!

Advantage One welcomes the following new starters this Month:

Adrian, Pawel, Garry, Jaspaul, Sean, Richard, Naushad & Waseem from West Midlands,
Sebastian, Harry & Mark from Gloucester, **Marcus** from Oxford, **Leslie** from Edinburgh, **Rikesh & Emile** from Leicester and **Daniel** from Derby

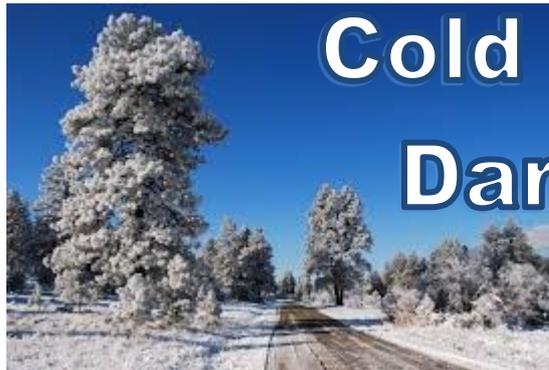


We would like to wish everyone celebrating their birthday this month a very happy birthday:

Simon from Leicester, **Vaughn & Aron**, from West Midlands

Special 30th Wishes to Ali from West Midlands and

James our Ops Director & Scott our Ops Manager



Cold Mornings & Darker Nights

With the weather changing now that

Autumn is definitely upon us, please ensure that you leave enough time for defrosting the car, heavy traffic, poor visibility, fog, ice and the darker nights. These elements all impact on your time.

Make sure that you leave extra time for these occurrences, start out a little earlier, do not be late for your shift.

Cold Weather !

Please ensure that you wear your complete uniform daily, we realise that the weather is colder at the moment but you still need to be professional. Do not, under any circumstances wear your own Jackets on shift. If you do not have an Advantage One Security jumper please request one from Head Office. If you have any problems with items of your uniform please ring into Head Office and discuss your needs.

Expenses Reminder

You have all been much better recently with getting in your expenses on time. Just a reminder that you need to use the AA Route Planner to calculate your mileage (this is the method that we use). Expenses deadline is MIDDAY on the Friday of the required date. Please remember this is an absolute minimum, you have over 4 days to send your claim form to Head Office. You must email your form directly to expenses@advantage1.co.uk. Please ensure your form is readable and completed correctly.

Shift From	To Shift	Expense form in by Middy:
17 Nov	30 Nov	5 Dec
1 Dec	14 Dec	19 Dec
15 Dec	28 Dec	2 Jan 2015

Up Skilling Courses for the SIA Licence

If you want to renew your Door Supervisor Licence and you completed your original training prior to June 2010 you will need to undertake a further Upskilling Course. We have contacted the following training companies that provide this training in your areas.



Betaris Training
(based in Gloucester, but will cover a wide surrounding area)

01452 751004



info@betaristraining.com

Mercury Training
(based in West Midlands)

01384 482 186

info@mercurytrainme.com

When contacting these companies please mention that you work for Advantage One Security to get the best negotiated price.

Standby Requirements

Just a reminder, when you are on standby for shifts ensure that you have a fully charged phone, that it is switched on and you have no pre-arranged plans. Standby, does not mean a day off, it means you are on standby for a shift.

Non Work Days

If you want a Non Work Day it must be requested on the new Non Work Day Form that has been sent to you via email. This form must be returned to either Nikki or Rob via the email addresses of:

nicola.nicholls@advantage1.co.uk or

rob.bowhill@advantage1.co.uk.

It is Scott's decision to allocate non work days. Ensure that you complete the form fully giving all details, failure to do this will result in delays of a decision. Non work days will only be allocated if operational status allows for this. Always ensure that you have confirmation from Nikki, Rob or Scott before taking these non work days.

Blank Days in your Rotas

Blank days on your rotas do not necessary mean a day off, it is that you should be on 'stand by' for any work that needs to be allocated at short notice. If you definitely need a day as a *non-work day* or holiday then this needs to be authorised by Scott or James in advance.



Congratulations to **Martin** from West Midlands on Passing his NVQ Team Leading Certificate.

If you would like to enrol for an NVQ Qualification in Providing Security Services or Customer Service please ring Caroline in Head Office. Caroline will run through the criteria that you need to meet and hopefully book you on a course. You will need to be able to commit some of your time to these courses for approximately 10 months.

Contract - Hours of Work

As stated in your Contracts, all Officers are required to work religious holidays such as Christmas, Eid and Bank Holidays when the business requires it.

Job

Opportunities:

We have vacancies for:

Mobile Retail / Static Security in the Oxford, Leicester, Sheffield/ Barnsley , Nottingham/ Derby & West Midland areas.

Store Detective in West Midlands, Gloucester, Swindon & Oxford Areas.

Hospital Security in Cheltenham & Gloucester.

If you have any friends/ relatives that would like to join us, please ask them to send their CV to caroline.holmes@advantage1.co.uk

No Smoking



It is illegal to smoke in enclosed public and work places, this includes e-cigarettes. You must adhere to our Customers' Smoking Policies at all times i.e. smoking only in designated places. Whilst wearing your uniform always smoke out of sight of the General Public.



Use of Computers in Customer Sites

Do not use Customer Computers except for completing and sending IRFs.

You have been warned!



Please remember that when you arrive each day at the store/site you make sure that you find the Manager or Duty Manager, introduce yourself and ask if there are any incidents/ occurrences that you need to be made aware of.

Applying for your SIA Licence Renewal

Please ensure that you apply for your SIA Licence renewal in plenty of time. Hold up's do happen. Licence renewals are checked rigorously and sometime extra information is needed. LDN's are not an automatic option! You can apply for your licence renewal up to 4 months in advance of the expiry date.

Congratulations to **Owen** from Gloucester and his family on the birth of his daughter, Rubee.

Also

Congratulations to **Chima** and his family from the Leicester on the safe arrival of their baby son.

Use of Mobile Phones in Stores

- **Never use your Personal Mobile Phone, iPad or Company Mobile Phone whilst on the Store Floor.**
- **Headsets for Mobile Phones must not be used whilst on the Store Floor.**
- **Earpieces must not be used whilst on the Store Floor.**
- **Music must not be listened to whilst on the Store Floor.**

Incident Reporting

Always ensure that you file an Incident Report for all occurrences / incidents daily. These need to be sent to incidents@advantage1.co.uk. You are all doing a great job, however we need to prove how much the customer needs our presence. By completing these IRFs you are showing just how active you are.

Company email addresses

incident.reports@

advantage1.co.uk -

to be used to send all incident reports.

holidays@

advantage1.co.uk -

used by yourselves to send in holiday requests.

intel@

advantage1.co.uk -

to cascade information to all Advantage One employees

Officersupport@

advantage1.co.uk -

used to send out newsletters, changes, updates etc.

myrota@

advantage1.co.uk -

rota's will be sent via this email, it is a non correspondence address

expenses@

advantage1.co.uk -

all expenses need to be sent to this address

Payslips

Another reminder. It is your PIN no. that you need in order to access your payslip from your emails.

This Months Role of Excellence

Well done to **Feroz & Nazam** from West Midlands for being extremely flexible and helpful this month, also to **Paul H** from West Midlands for also being flexible and helpful especially as he is a new recruit to us.

Aron from Leicester is also a new recruit, reports from the site is that he has settled in really well and is very proactive.

A report has been received from the Ripley area Police Force praising **Edgar** for his continued good work not only in the Ripley store but also around the town centre. Excellent work **Edgar** please keep it up.

Manager Karen from the CE Coop store in Longstreet wants us to forward her appreciation to **Tyson, Craig** and **Bilal** for their recent excellent SD work. It has been much appreciated.

The Manager from Spies Lane in Birmingham has praised **Brett** for recently being alert regarding a person loitering outside the store, he informed the local police and therefore prevented a potential theft. Well done.

Alban from the CE Coop Stores in Erdington & Stirchley has had excellent results recently (as usual) whilst in uniform opposed to SD. He has prevented over £600 worth of theft from these stores from 14 different incidents. Excellent result.

Well done everyone, keep up the good work

Weekly Rotas

Always ensure that you regularly look on your emails for your rota, due to operational changes we do sometimes need to change them. Over the Christmas period this will be imperative as the stores will be changing their regular hours and changes **Will** occur.

Have a great month from

The Advantage One Security Team

Be the Best you can Be!