



Welcome!

Advantage One welcomes the following new starters this Month:

Radek from Leicester, **Muhammed A., Ricardo, Zoltan, Paul, Omar & Harry** from West Midlands, **Clive** from Bristol, **Alpha & Michael** from Gloucester, **Dean & Logan** from Edinburgh, **Ikram** from Oxford and **Samir** from Nottingham



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

Ahmed from Sheffield, **Bazhad, Alban, Oluwole & Ferjani** from West Midlands, **George** from Nottingham, **Naresh** from Gloucester, **Endijs** from Leicester, **Maciej** from Worcester, and **Rob & Emma** from Head Office

Special 40th Birthday wishes to Jatinder from Leamington

Giving you the Advantage



Clocks go back on

Sunday 26th October

Remember to change your clocks

BE SAFE BE SECURE

As everyone is aware the dark nights are fast approaching and as professional security officers we have to be vigilant whilst on duty in our work place for the safety of everyone.

Especially so close to Christmas we all need to be on our guard, this means to be on the shop floor and **shop floor only** showing our security presence to any future potential incidents.

Also if you are on a late/early shift you need to complete external patrols, this is to show the presence of security, to reduce the risk of any store attack.

Be on the lookout for any suspicious activity. Note the description and registration number of suspicious vehicles and/or people, in your pocket book. Inform the police immediately.

Shop frontages should be uncluttered, providing a clear view to the street.

Remind staff to be alert whilst carrying cash. Escort staff to a safe area whilst the cash is being carried. **Never carry the cash yourself.**

Check the ATM cash machines for devices.

Lock up and open up- make sure the area is clear. **NEVER LEAVE SITE BEFORE THE STORE IS SECURED AND LOCKED.**

This is advise from your Senior Area Manager, Matt Kirby

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.



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.

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.

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.**

Payslips

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

Job

Opportunities:

We have vacancies for:

Mobile Retail Security in the Oxford, Swindon, Sheffield/Barnsley & Birmingham 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

Obviously mentioning your name!

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.



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.

Holidays before Xmas

There can not be any more holiday requests granted for holidays to be taken before Christmas this year.

Holidays to be taken after Christmas is still OK, however please do not forget that you need to give two months notice for holiday requests.

Congratulations to **Gareth** from Gloucester and his wife Pippa on the safe arrival of their daughter Harriett, baby sister to Freddie.

Expenses Reminder

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 Rob at expenses@advantage1.co.uk. Please ensure your form is readable and completed correctly.

Shift From	To Shift	Expense form in by Middy:	
20 Oct	2 Nov	7 Nov	
3 Nov	16 Nov	21 Nov	
17 Nov	30 Nov	5 Dec	
1 Dec	14 Dec	19 Dec	
15 Dec	28 Dec	2 Jan 2015	

Prolific Shoplifter Caught

Our officer Josh K. in the Central England Coop Reservoir Road Store caught a prolific shoplifter who had previously taken £240+ worth of goods from both the Coop Store and Lloyds Pharmacy Stores without payment. The Police stated that he was also breaking his ASBO and CRASBO conditions.

Excellent result Josh, keep up the good work.

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

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.

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.

Staff Searches

We are stepping up our Staff Search Policy in light of recent issues that we have had with various employees that think that taking items from our customers without payment is the correct thing to do!!

Below is the Company's Search Policy taken from the Contract of Employment that you have all been issued with:

Search Policy:

The company reserves the right to search its employees at any time. This could be on entering or leaving company, or a customer's property. This could include vehicles, personal property and bags. You have the right to have a person of the same sex with you when searched. Refusal to be searched will be treated as a serious breach of company policy, for which you may be Summary Dismissed and the police may be called.

Also refer to the Company's Purchase Procedures and Communications Policy.

**Have a great month
from**

The Advantage One Security Team

Be the Best you can Be!