

Welcome!

Advantage One welcomes the following new starters this Month:

Ashley from Mansfield, **Paul** from Gloucester, **Allan** from West Midlands, **Sharaz & Rajdeep** from Nottingham, **Daniel** from Carterton, **Paul** from Edinburgh, **David** from Oxford and **Liam** from Derby



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

Asim, Saquib, Mohammad U., Tyson Michael & Paul from West Midlands, **Yazer** from Sheffield, **Leslie** from Edinburgh, **Samir** from London and **Nikki** from Head Office

Special 40th Birthday wishes to Muhammed from Glasgow, 60th Birthday wishes to Clive from Bristol & 50th birthday wishes to Adrian from West Midlands

Giving you the Advantage



**MERRY CHRISTMAS
&
A HAPPY NEW YEAR**

James & Freddie, Scott and the Office Staff would like to wish everyone a very Merry Christmas and a prosperous New Year.



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 MIDDAY:
15 Dec	28 Dec	2 Jan 2015
29 Dec	11 Jan	16 Jan
12 Jan	25 Jan	30 Jan

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.



Learning from our 'Mistakes'

We need to 'learn from our Mistakes' and therefore I need to make you all aware of some issues that we have had recently and react to these:

- We had an incident whereby an elderly customer of the store opened a bag of baking potatoes and took one out, (because she only wanted one potato) and then hid the packet. Although she paid for the potato it was suspicious behaviour and the person did not appreciate having her shopping checked later. Always be sure of customers actions before approaching them.
- Another incident was the incorrect procedure by the Store staff: A customer had purchased a bag of sugar, when she got out of the store she realised that the bag was split. The Store staff told her to go and take another one, however they did not inform our officer of this. The customer therefore just selected the sugar and walked out of the store with it, to our Officer this looked like it was taken without payment. Again the customer did not appreciate being stopped.
- Please be mindful when speaking to the store customers regarding incidents, always take them to one side or to a store's room, never speak in front of the public.
- Never commence a shift under the influence of alcohol or smelling of alcohol.
- Do not use your mobile phone in the store floor whilst on shift.
- Do not sit in the store office or constantly view the CCTV.
- Always be proactive and vigilant. Be aware of your surroundings.

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.

Job

Opportunities:

We have vacancies for:

Mobile Retail / Static Security in the Leicester & West Midland areas.

Store Detective in West Midlands, Derby, Notts & Leicestershire 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.



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.

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.

My rota email address

Just to make you aware this email address is not to be responded to. Always ring into the office for any queries. This email address is to send you information only.

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

Sunny from West Midlands has been praised by Celesio (Lloyds Pharmacy) Profit Protection Controller, Gina, for his good hard work and that he has a keen eye for 'theft'. Excellent well done.

Ashley, our 'newby' from Mansfield has already been praised by the Store Manager at Farnborough Road for being a brilliant visible deterrent and that he has great customer service. Great work, keep it up.

Joe at FDC Leicester has been praised by the Central England Coop Insurance Assessor on a recent visit for his impressive positive attitude. Well done.

A ward sister from Gloucester Royal Hospital has recently praised **Harry** from Gloucester for his good rapour with the patients, she stated that 'he can calm them down'. Well done Harry.

A big thank you from the Ops Team to **Olan** from West Midlands for his help with covering shifts at such short notice. This is a great help, well done for being so flexible.

Kingdom Security, the contractor for the Gloucestershire Hospitals, has specifically mentioned **Rene & Joseph** recently for their excellent work on the bedwatch shifts. Many thanks both of you.

And finally for this year:

Alban our Officer from the CE Coop Erdington store, has detained a male who was wanted for two major pick pocket purse dipping incidents on the Erdington high street. Alban recognised the male when he entered the coop store and attempted to pick pocket again. The local PSCO Louis, stated 'this is the best arrest on the high street this year.' Excellent work Alban, keep it going for next year.

Well done everyone, keep up the good work

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.

Have a great month from

The Advantage One Security Team

