



CHARTER EXTRA... 1/2

THREE IMPORTANT ITEMS!

ISSUE DATE: END SEPTEMBER '11

IN THIS ISSUE:-....CHANGES IN SIA REQUIREMENTS.....IMPORTANT - CHANGES IN HOW YOU ARE PAID...Employee of the Month for August...Special photo offer.....Incident Report Form

DON'T GET CAUGHT OUT BY CHANGES TO SIA REQUIREMENTS! -



PLEASE READ — IMPORTANT INFORMATION FOR YOU!

A Reminder from The SIA!

Your SIA licence is issued subject to certain conditions and the licence can be revoked or suspended if the conditions are not met. One of these conditions is that you, the licence holder, must inform the SIA of any changes to your name or address as soon as practical.

Previously the SIA has required this to be in the form of a letter signed by the licence holder (you) and by an official document confirming the change. This still remains an option, but in order to make things easier for their customers, they have introduced a, 'Change of Personal Details' form, available from the SIA website. **However, they will still need the supporting document that confirms the change.**

- If you have changed your name you should send the SIA the legal document that made the change (Decree Absolute, Deed Poll document or Marriage Certificate) and their 'Change of Personal Details' form or a covering letter containing your old and new signature.
- If you have changed your address, you must write to the SIA with details of the change, either in a letter or by completing 'Change of Personal Details' form. You should enclose a Group B document showing the new address (the SIA's document checklist provides more information on this — see their website).

The address to write to is:-

The Security Industry Authority
PO Box 1293
Liverpool L69 1AX.

This article was taken from an SIA Update e-mail sent to Charter Security in July.

Any one who has worked in Ops. for any period of time knows that the **Incident Report** needs completing if an incident occurs, but the form has not been updated in a long time. However, times change and security companies have to satisfy certain requirements in order to maintain their accreditations. This means updating documentation. With stocks of the current form diminishing, the opportunity to bring the document up-to-date has been taken. In this edition of **CHARTER EXTRA** we look at the changes and what that means on your site.

The New Incident Report.

The first thing you will notice about the new version is that each sheet contains two numbers. A pad number (**PAD No.**) and an Incident Report number (**I/R No.**). This will allow the company to identify which pad went to which site and identify if any sheets are not returned to Head Office completed. The new version takes away some of the areas that Supervisors & Officers were not using & replaces them with information that Supervisors, Contract Managers & Directors need to know when investigating some incidents. There are, for example, several boxes asking for arrival & leaving times of certain individuals like the Emergency Services, Utility Services; as well as engineers that may have to attend the site.

At first glance it might not look like there is much room to actually record what happened, but like the new Assignment Report, there is plenty of room on the reverse to record the incident as well as provide a plan if necessary. Back to the front of the form and there's an area here to record the outcome of the incident (**RESULTS**). There is also an area here for your Manager to sign the form, which will allow us to measure how long after the Incident your Manager received the form, so please make sure you pass any completed Incident Reports to a Mobile Supervisor at the earliest opportunity. Or if you do not have any further visits during your shift, let the Control Room know so that they can organise for the report to be collected. If you think that there are other things that need to be on this report or that you are unlikely to use any part of the report, then please let us know, as you are the people using the form on a shift basis

We expect the new forms to be arriving during August and going to sites during September & October. Please keep this copy of **CHARTER EXTRA** handy for other officers to read.

IMPORTANT NOTICE:-

**A SPECIAL ANNOUNCEMENT APPEARS ON PAGE 2/2 CONCERNING HOW YOU GET PAID.
PLEASE MAKE SURE ALL CHARTER STAFF ON SITE READ THIS ARTICLE.**

www.charter-security.co.uk

.....**TAKING CARE OF BUSINESS**.....



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Direct numbers for the Control Room:-

1. 020 8507 7714
2. 07875 877500
3. 07875 877602
4. 020 8507 8472 (This number is for emergency on site only).

EMPLOYEE OF THE MONTH AUGUST '11



Employee of the month for August 2011 is **Oheneba Boakye-Ansah**, I.D. No. 3635, seen here being presented with his Employee of the Month Certificate and his £25.00 Argos voucher by Contract Manager **Mark Burfoot**. Oheneba is known as 'Ansah' by all. He joined Charter in December 2003 and has been the permanent Officer, Monday to Friday's at site 2346, Kemsley QED, Purfleet, since September 2008. He also covers various sites for Charter when the need arises.. He is a reliable, smart and very helpful officer who only enhances the reputation of Charter Security Plc.

Congratulations Ansah from all your colleagues!

IMPORTANT NOTICE FOR ALL HOURLY PAID STAFF - PLEASE READ THIS CAREFULLY AND MAKE ALL YOUR CHARTER COLLEAGUES AWARE OF THIS INFORMATION - THANK YOU.

With effect from **November 2011**, the company will be moving to a four weekly pay run. The last bi-weekly pay run will be paid on the **7th October 2011**. The first four weekly pay will be received on the **4th November 2011** and you will be paid every four weeks thereafter.

The company has decided to implement four weekly pay for a number of reasons;

1. The economic climate and the move by many of our clients to extend payment terms to Charter for the services we provide.
2. The need for the company to become more efficient and by processing payroll on a 4 weekly basis, we can focus more of the resources in finance on credit control.

3. The trend in the Security Guarding sector to move to four weekly pay.

This will allow the Company to achieve significant improvements in the administration of the payroll process and accuracy of your wages.

If anybody has any concerns or questions regarding this please do not hesitate to contact **Donna Smilley** or **Yared Dibaba** on **0208 507 7717**

By the way, if you have recently been Employee of the Month or if your photo has appeared in **CHARTER EXTRA** since the beginning of the year, then we can provide you with a post-card size photo on photo paper for you to keep / frame / send to a love one etc. Just phone the office, ask for Les and provide your name and I.D. number and a picture will be prepared and sent to you or delivered to your site for you to collect. Sorry, only one request per person. Delivery within two weeks of your request and this service is absolutely free, so order yours today!!!