



Support Services Group LTD

Focusing on What Matters



Welcome to Edition 3 of Your Newsletter, and we wish you and your families, a Merry Christmas & Happy Holidays.



Message from the Directors

As most businesses wind down for the festive period, the security industry gears up for one of its busiest times of the year.

Operational staff are busy preparing all the necessary arrangements to assist officers over the holiday days to ensure there is no disruption to the services we supply to our clients.

The Finance department are busy ensuring all officers are paid on time and accurately

HR are busy,..... well, HR are always busy so no change there!!!!

And of course, all of you; our dedicated workforce are busy with all the additional shifts required over the coming weeks.

So as we draw closer to the end of 2016, we are thankful to you all for all your hard work.

As for me and the board, we are busy planning the story of our success for 2017.

Again, many thanks to all at SSG, Happy Holidays and a prosperous New Year to you all

Kindest Regards

John Dowler - MD

Company News -

CONGRATULATIONS to:-

Mark Megally; Muhammad Hafeez; Dodou Joof; Gabriel Okhiai & Muhammad Tahir Hanif

All the above attended the recent First Aid course and have all passed!

Thank you to Mr Mark Pengelly for delivering an exciting and comprehensive course. The feedback from the attending officers and management has been extremely positive.

Well done guys, your certificates will be with you shortly.

Look out for info on the dates for the next course coming soon!



SSG are sponsoring and providing security for a Guinness World Record attempt for the 'longest marathon hand drumming'. Our officers are providing 24hr security for the event as well as managing the witness and steward statements. The event is due to last for 25 days and will smash the current world record of 21.25 days (510hrs). We wish Pandit Sudarshan all the very best of luck and SSG will be there to support you all the way.

ACS Audit – January 2017

Early in the New Year, we have our annual ACS audit. Over the last 6 months, we have been extremely busy introducing new procedures and policies in order for us to operate more efficiently and to achieve an increase on our current score of 44.

After the audit, we will be cascading the new company objectives to you all via the newsletter and our new website.

SSG Website

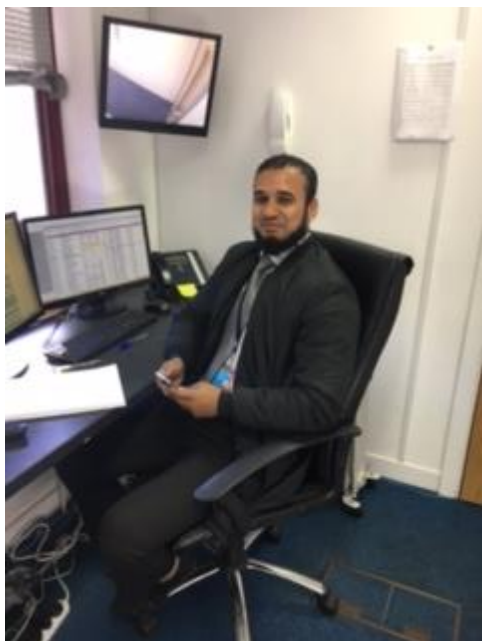
Our board have been working on the newly designed website. Although not completely finished yet, it is ready to view.

The new website now affords more information about the company, as well as housing videos on PPE & 1st Aid.

In the coming months, we will also be introducing the New SSG Employee portal where you will be able to view your weekly rota, as well as other documents such as Holiday forms & wage slips.

The website address is www.ssgukltd.com





Know Your Company -

Unfortunately, Oscar (Operations controller) has left the company to concentrate on his musical career. – We wish him all the best for the future.

We are however, extremely pleased to announce that we have recruited a new operations controller (who doesn't play in a band, so should be with us for the foreseeable future).

Abul Khayer has joined the company at a very exciting time as we continue to grow both our portfolio of clients as well as our workforce.

Abul enjoys keeping fit, playing Gears of War 4 and is a dedicated father, to his young family.

Please join me in wishing Abul every success at SSG.

Operations –

In time for our upcoming audit, the Timegate portal has been restructured to afford a more seamless procedure in regards to Reporting; Officers pay and Client billing.

This will allow for officers to receive detailed breakdowns of all the shifts you have worked, minimising pay disputes and the time to resolve them should any occur.

We still need your help with this by ensuring that you book on, make check calls and book off using the automated system. This is extremely important (and as a heads up, is a factor looked at when awarding the employee of the month award) so please ensure you adopt this operating procedure. For those who are using the system all the time, well done!!



Your Shout !!!

For any Operational concerns or shift enquiries, you should still contact your line manager or the Control Room on: - 0208 004 8180 or control@ssgukltd.com

However, should you wish to feedback information to us, or tell us how we are doing, please contact us on: - yourshout@ssgukltd.com

Employee of the Month



Congratulations to Muhammad Tahir Hanif on winning the Employee of the Month Award for November. Muhammad was nominated by his line manager, the control team and one of the directors, along with positive feedback from a client following a graduation event @ the University of West London. It was close this month, with both Dodou Joof and Luke Nicholls both receiving good nominations. Maybe next month guys, just keep up the good work. Well done Muhammad, your certificate and crisp £50 note will be with you shortly

Many Thanks everyone. John Dowler - MD

A handwritten signature in blue ink, appearing to read 'John Dowler'.