

EMPLOYEE OF THE MONTH

The SSG Super Star Award goes to Hafiz Nazir (Control Room Manager) & Abul Khyaer (Area Manager). Hafiz Nazir & Abul Khyaer did a fantastic job over Christmas and New Year weeks.

Both of them were nominated by the CEO for this award.

Well done Hafiz Nazir & Abul Khyaer and we hope you enjoy spending your extra £ 50 this month!

Who's turn will it be next month??



Hafiz Nazir



Abul Khyaer



MESSAGE FROM THE CEO – **Ahmad Rafique**

Hello again everyone.

I would like to welcome all our new employees and clients. As a company we pride ourselves that we are open to our employee's points of view and we ask for your help to improve. Please feedback all your ideas through the website, employee feedback, supervisors or when you meet a Manager or Director. We value your feedback and the recent analysis of your feedback scores shows that; overall, you are happy with how the company is managed. Also our clients are happy with the service you provide. Please also note that ISOQAR will be visiting us this week for our annual audits to rate our quality achievement and some of you will be interviewed privately by the assessor in confidence. Thank you all for your efforts.

SSG is going for Key Holding and CCTV ACS audit as well and aim to achieve 147 Marks to be in the Top 5% of the ACS Companies.

I would like to thank you for taking part in:

-  **Employee Feedback**
-  **SIA Knowledge Test**
-  **Monthly Foreseeable Test**

We aim to do this every month as it is bringing positive results. Mr Shahzad Sohail (Head of Operations) will send your results. I am pleased to announce that the overall results are positive but we still have some areas of improvement.

Annual Appraisals

Shahzad Sohail Head of Operations will contact each officer and invite everybody to Head

This month employee of the month award goes to Muhammad Aslam. Muhammad Aslam is a very hard working member of our team and will always in any way he can and is always available when he is contacted. Muhammad Aslam is nominated by the Head of Operations for this award. Hope you enjoy spending your extra £ 50 this month! Who's turn will it be next month??




M Aslam

SSG Support Services Group LTD

Annual Report 2017


Financial:


SSG Support Services Group LTD accounts are available at company's house <https://beta.companieshouse.gov.uk/company/09675743> . Please click on the link to find financial position off SSG.


 SSG has also changed its Bank from Santander to HSBC.


 Turn Over 2017:

Human Resource:


 Active Employees: **176**


 Disciplinaries : **Zero**


 Grievances: **One**





Sales:

 New Clients Added: **Four**


 No of Tender Participate: **8**

 No Of Tender Win: **2**


 No of Tenders waiting result: **3**

 No Of Tender Lost: **3**

Operations:

 No of Hours Delivered: **405,468**

 Area Of Coverage: **Nation-Wide**


 Sub-Office: **Birmingham & Manchester.**

 Fleet: **4 Cars**


Credit Rating:

 **61 Low Risks**


New Initiative & Appointments:


 SSG Training **Academy**


 Appointment of **Chief Strategic Officer**


 **5 Years Growth Plan**


Quality:


 Customer Satisfaction: **90%**

 Employee Feedback/ satisfaction: **85%**


 Consumer Satisfaction: **88%**


 Non-Conformance: **Zero**


 No of Complaints Received: **88**


 5 Year Business Plan : **Completed**


Health & Safety:


 Incidents: **Three**

 Accidents: **Zero**


 Near Misses: **Zero**


 RIDDOR: **Zero**


 Non-Conformance: **One (Minor)**


 Welfare Visits Results: **80%**

Environmental:


 Recycling: **95%**


 Paper Usage: **10,000 Sheets**
which reduce to 8500


 Complaints: **Zero**


 Non-Conformance: **Zero**

Business Continuity:


 Successfully passed the stage 1 and looking forward to Stage 2 Audit.


 Complaints: **Zero**


 Non-Conformance: **Zero**


 Incidents: **Zero**

Information Security:

 Successfully passed the stage 1 and looking forward to Stage 2 Audit.

 Complaints: **Zero**

 Non-Conformance: **Zero**

 Incidents: **Zero**

Critical Success Factor/Quality Objective	Key Performance Indicator	Target/Benchmark	QTR 1	QTR 2	QTR 3	QTR 4
Satisfied customers and consumers	Number of customer and consumer complaints received	Less than 1% per quarter (Each Complaint = hours for that shift; divided by the amount of total hours delivered)	0.4%	0.32%	0.12%	0.32%
	Customer satisfaction scoring from client visits	Average of 70%	81	82	85	90%
Effective leadership	Management training seminars attended	Two per year	0	1	2	5
Motivated employees	Staff turnover	0% per quarter	10	9	11	10
	Employee Feedbacks	Scoring to change	85%	85%	85%	85%
Continuous Improvement	Additional Contracts	One per quarter	1	1	1	1
Effective financial management	Payment within terms	90% paid within terms	91%	92%	94%	90%

Effective quality management of processes and procedures	Internal Audits	1 full system audits per annum	1	1	1	1
	External Audits	One Non-conformances per audit	0	0	1	0
Sound Health, Safety and environmental principles	Accidents, incidents, near misses	Zero per quarter	0	1	1	1
	Re-cycling of ink cartridges/paper and consumables	100% recycling	80%	87%	93%	95%
Profitable contracts	Net profit	10% per contract	2	3	4	5
Corporate and Social Responsibility	Community projects	One every 12 months	0	1	2	2

Counter Terrorism:

We have a policy regarding counter terrorism and we would like to make you aware of the company's stance on this. Please look at the Company Induction tab on the employee portal of our website, pages 29 and 30 cover some information that may be of interest. Please note that the Counter Terrorism phone line is 0800 789321 please use this to report any suspicious behaviour or any worries you have.

Pensions:

We have now completed the mandatory auto enrolment into a pension scheme. If you need further information please see www.thepensionsregulator.gov.uk or call the accounts department at the office.

SIA Licences:

It is important that you ensure that your licence is valid and in date. The company cannot assist you with this it is your responsibility. We do check all of your licences weekly and we will remind you one month before your licence is due to expire. If your licence does expire and you have not applied to renew it we cannot allow you to continue to work. If you have applied and your SIA account shows that you are at the "checks in progress" stage, we can issue you an LDN letter which will allow you to continue to work until your new licence is issued.

Assignment Instructions:

Every site has AIs and it is your responsibility to make sure you understand them fully, if not ask your supervisor or a manager to explain any points you do not understand. It is important that EVERY duty in the AIs is carried out and that any other duties you carry out that are NOT in the AIs are brought to the attention of your supervisor and onward to management. However, this does not mean that you refuse to do a task which is not in the AIs, we ask you to refer to management so that proper arrangements can be made.

Company Policies:

Company policies have been prepared covering Communications, Conflict Management, Data Protection, Environmental, Equal Opportunities & Diversity, Procurement, Health and Safety, Social, Training and Personal Development, TUPE, CCTV and Public Protection. Please go onto <http://www.ssgukltd.com/ssg-policies>

Data Protection:

We remind everyone on your duty to maintain data confidentiality and our policy on Data Protection. You have all signed a Confidentiality Agreement agreeing to report any suspected or actual breaches of confidentiality. All breaches of this will be fully investigated and disciplinary action will be taken.

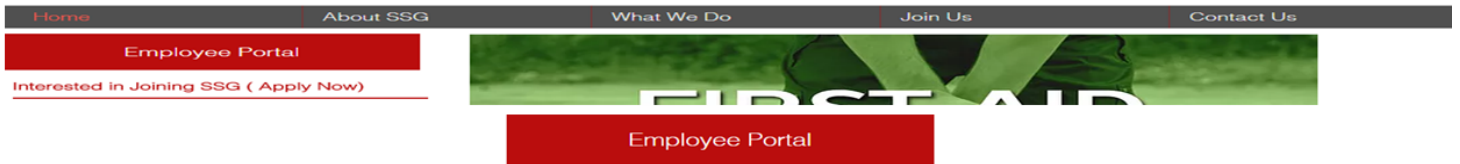
Employee portal

IMPORTANT – It is now mandatory that you complete the monthly training on the company website. You have until the 30th of each month to complete this and each months training takes less than an hour on-line. You must log in to the Employee Portal and click on Monthly Training. It will ask you to log in with your e-mail account and create a password. It is very simple and user friendly and we ask that you ALL take a few minutes to complete this every month.

THE SSG WEBSITE HAS AN EMPLOYEE PORTAL WHICH INCLUDES TRAINING AND INFORMATION THAT IS UPDATED MONTHLY; www.ssgukltd.com



Focusing on What Matters
 Call Center is open 24 hours a day
 Speak to an advisor now
 Control@ssgukltd.com | Tel: 0208 591 0330
 Current Threat Level: **SEVERE**



To Fill In The Request Form, Please Click on The Box to Open or View.



SSG SOCIAL MEDIA

www.ssgukltd.com

www.ssgukltd.com

www.ssgukltd.com

SSG Website & Social Media

Like & Follow SSG Face Book page for Regular Updates and News.



Like & Follow SSG for Regular Updates and News.





Focusing on **What Matters**



SSG Support Services Group LTD has opened its own SSG Training Academy, to attract new entrants in to the security industry and create a more diverse workforce. As for pre-selection process, there's a minimum entry criteria and the aim is to attract people who haven't worked in manned guarding before.

SSG Training Academy is based at the SSG Support Services Group head office in Barking, London. The SSG Training Academy is an AoFAQ - The Awarding Organisation for Accredited Qualifications approved centre and its security qualifications are fully endorsed by the Security Industry Authority (SIA).



SSG Support Services Group LTD aims to fulfil all its training needs in house and all the profits generated from SSG Training Academy will be reinvested to SSG Support Services Group LTD to spend on SSG Officers.

SSG Training Academy will also help SSG to tackle issues such as Brexit. As Brexit are likely to have a serious impact on how we obtain personnel and at the moment security services providers are recruiting from a diminishing pool of talent. We are reacting positively to this challenge and those going through the SSG Training Academy will redefine.

Modules will include loss prevention, report writing, understanding crime partnerships workings, behavioural analysis and profiling, health and safety, investigation skills, data and intelligence gathering, first aid, as well as customer service skills.

- Level 2 Award for Working as a Door Supervisor
- Level 2 Award for Working as a Security Officer
- Level 2 Emergency First Aid at Work
- Level 2 National Awards in Fire Marshall
- Level 2 National Award in the Safeguarding Children, Vulnerable Adults and Young People
- BS7858 Screening and Vetting
- Key Holding and Alarm Response Training



Focusing on **What Matters**



SSG Support Services Group LTD will appoint the Head of SSG Training Academy in 2018 to run the day to day business of the academy.



SSG Support Services Group LTD has opened SSG Foundation. SSG foundation will focus on helping those from the most vulnerable parts of society. SSG Foundation will raise funds and will get a continuous support from SSG Support Services Group LTD to run its operation.

SSG Foundation will define SSG Support Services Group LTD Corporate Social Responsibility.

We are currently collecting old toner cartridges and mobile phones to raise money for Marie Curie Care in the UK. If you have any empty cartridges or old mobile phones you no longer need please drop them into your local office and will forward them to be recycled.



Supporting Islamic Relief UK

As a company, we are proudly and actively supporting Islamic Relief UK. As mentioned in last month's newsletter we are collecting new and clean used clothes to send to the Islamic Relief UK. These clothes are sorted and sent to war torn areas of the world to give help to the neediest in our world. Please sort out your old clothes, ensure that they are clean and put them in black bags and bring in to your local Office in Barking, Birmingham or Manchester for us to pass on to this deserving cause.

Thank you for your help



Maritime House (SSG Head Office)

Have More to Say?

If you have any suggestions and would like to contact us regarding anything please see below.

Contact Us

Telephone: 02085910300

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Website: www.ssgukltd.com