



BIANNUAL NEWSLETTER

April 2025 EDITION

smartsecsolutions.com

Welcome from the Managing Director

I hope this message finds you well and that you had a wonderful start to the year. We're excited to announce that moving forward, we will be publishing our newsletter biannually instead of quarterly! This change allows us to bring you even more in-depth content, updates, and insights, ensuring we cover everything that matters to you.

This edition covers the 6 months from October 2024 to March 2025—what a busy and productive period this was!

I'd like to begin by mentioning the SmartSec Christmas Party and Annual Awards, which is always the event closest to my heart each year. A huge thank you to those of you who were able to join us at the fantastic venue, "Doggett's Coat and Badge." It was a pleasure to meet with you all and celebrate the finalists and, of course, our deserving winners.

As we closed out 2024, we also took time to plan our strategy for 2025. I'll outline the key decisions made to ensure we continue to grow and improve our services in the year ahead.

Regarding our systems, we are progressing with the mobilisation of Timegate. By now, you should be using the application on your phone to book on. We have expanded this system to also allow you to book annual leave and check your scheduled shifts. In the near future, we will extend this functionality to include overtime requests, an electronic daily occurrence book/log, and access to assignment instructions and procedures for the sites where you work. We will also be using Timegate to track patrols by reading NFC tags.

We are also excited to announce some changes within our management structure. Robert Farmer and Stefania Romanazzi have both been promoted in recognition of their exceptional performance, and they will be taking on additional responsibilities. This will empower them to deliver further improvements within the business and better support our deployed teams.

Towards the end of 2024, SmartSec ordered lone worker devices for all colleagues working alone outside of regular hours. This will further support the hourly check-call system we have always had in place, ensuring the safety and well-being of our most vulnerable team members.

In response to our growth and the increasing demand from clients, we have decided to expand our sales team by hiring a Bid Manager. This role will strengthen our sales capacity and help us bid for more business simultaneously, contributing to the continued success of SmartSec, which is a direct result of the high-quality service you all provide. 😊



Looking ahead to 2025, we are excited to explore how SmartSec can best leverage Artificial Intelligence (AI). This is no longer a “nice to have,” but a crucial component for staying at the forefront of our industry. I will keep you all updated on our developments in this area.

Additionally, we will embark on a journey this year to further understand what the “SmartSec Solutions” brand means. Our approach will involve gathering insights from you—our colleagues—through short video clips about what the brand represents. By Quarter 2 of 2025, we will invite volunteers from both our colleagues and clients to share their thoughts. These videos will be featured on social media and reviewed once the initiative is complete. This process will allow senior management to refine our brand messaging based on what matters most to you, rather than just a select few within the company. I’m genuinely excited about this and hope you share the same enthusiasm.

Reflecting back on Q4 of 2024, we achieved the Gold Net Carbon Zero accreditation and were shortlisted for our first global award with the Outstanding Security Performance Awards (OSPAs) for Equality, Diversity, and Inclusion. We also continued our support for good causes. I personally took part in a sleepout to raise funds for the homeless, and we organised collections for Breast Cancer Awareness Month. Additionally, we participated in landscaping work to help clear parks for our client, Lewisham Council.

There are great things on the horizon in 2025, and I’m confident that exciting opportunities await us all. Bring on 2025!

All the best,

Helmy El-Aasar



Letter from the Editor

As we step into 2025, I wanted to take a moment to reflect on the year gone by and extend my heartfelt wishes to each of you. 2024 has been a year filled with remarkable achievements, and together, we've continued to set the bar higher for excellence in the security industry.

We've faced challenges, celebrated successes, and most importantly, supported each other as one united team. Your dedication, professionalism, and commitment to delivering exceptional service to our clients have been truly inspiring. I'm incredibly proud to be part of such a dedicated team here at SmartSec Solutions.

As we embark on this new year, let's continue to push boundaries, innovate, and work together to make 2025 even more successful. May this year bring you all personal and professional growth, exciting opportunities, and countless moments of joy.

Wishing you and your loved ones a very Happy New Year! Here's to another year of success, teamwork, and new milestones.

Stay safe, stay inspired, and let's make this year our best yet!



Talha Hadeem



Internal Promotions to Senior Account Managers

SmartSec Solutions is delighted to announce the promotion of Robert Farmer and Stefania Romanazzi from their current role as an Account Managers to the Senior Account Managers. This is in recognition of their high quality work and unwavering dedication and commitment to their roles.



Rob Farmer started his career as a Security Officer in 2011. He joined SmartSec Solutions in 2015. Rob was promoted to Security Manager shortly after joining SmartSec in 2022, Rob was promoted to the position of Account Manager. After two years in this position, he has now been promoted to Senior Account Manager.

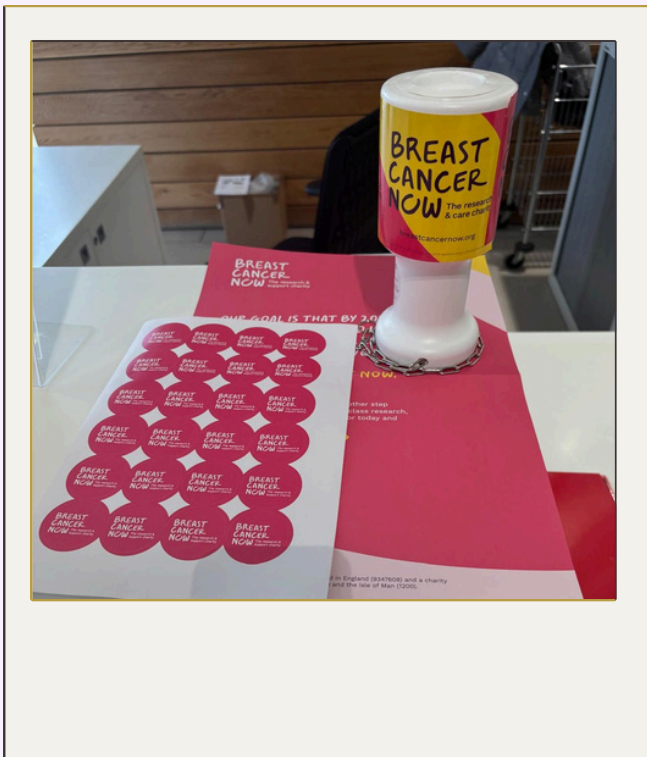


Stefania started her career as a Front Of House Operative in 2018. After holding several Front of House positions, she joined SmartSec Solutions in 2021 as a Corporate Receptionist. Stefania was promoted to Account Manager with SmartSec in 2022. Since then, she has expanded her expertise in Front of House to include Security Operations and is now a newly appointed Senior Account Manager.



Breast Cancer Awareness

October marks Breast Cancer Awareness Month, an important global health initiative dedicated to promoting the screening and prevention of a disease that impacts 2.3 million women worldwide. With its signature pink theme, this month features a variety of campaigns and programs led by organisations ranging from breast cancer advocacy groups to local community initiatives and major retailers.



We are deeply committed to supporting this vital cause. Stefania Romanazzi our Senior Account Manager, coordinated with our clients displaying a poster at their receptions, decorating their reception desks to promote this cause, and collecting donations for Breast Cancer Now, a research and care charity

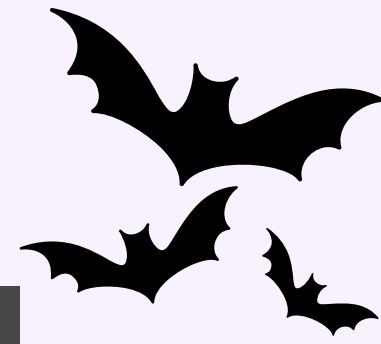
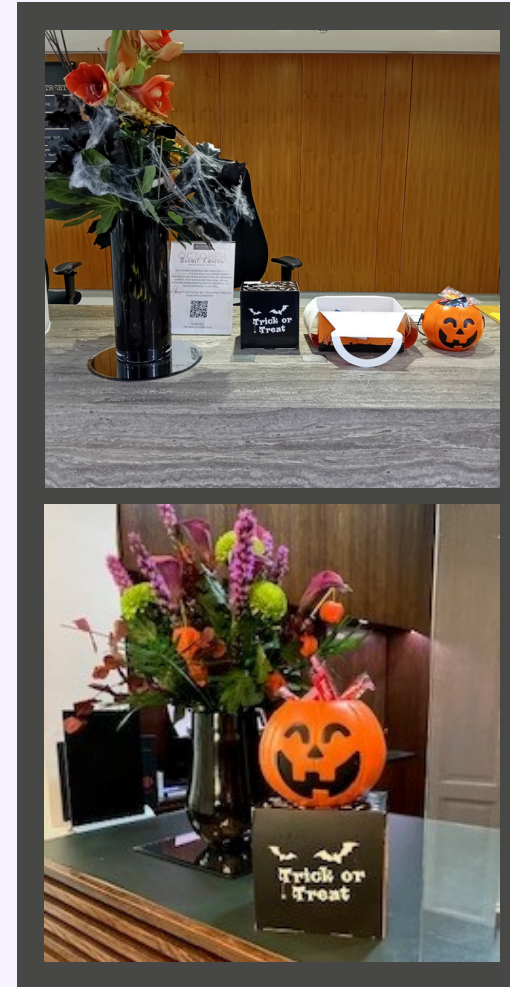


Halloween Decorations

SmartSec sent chocolate boxes to their sites, offering a thoughtful gesture of appreciation for their teams.

These delicious treats not only serve as a sweet indulgence but also bring a sense of warmth and cheer to the workplace. By sharing these delightful gifts, SmartSec fosters a spirit of camaraderie and goodwill, encouraging a positive and collaborative environment among colleagues.

The chocolates are a perfect way to break up the workday, creating moments of connection and shared joy. This thoughtful gesture enhances the overall experience at the workplace, making it feel more festive and engaging, especially as we embrace the spirit of the season. It's clear that SmartSec values its people, taking the time to add a personal touch and show appreciation in a meaningful way.

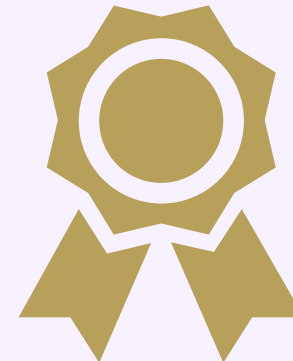


Security and Fire Excellence Awards 2024

SmartSec Solutions attended the Security and Fire Excellence Awards on 2nd December, 2024



SmartSec Solutions received a Bronze Award in the category of Security Guarding Company of the Year under £35m. We also had the opportunity to make a fuss of our colleague - Fizan Rajah, who was shortlisted for Security Officer of the Year, and spend some quality time with clients and industry colleagues.



Social value

On 10th November, 2024, the SmartSec team partnered with Glendale as part of our approach to adding social value to our contracts and contributing to the well-being of the local communities where we operate.

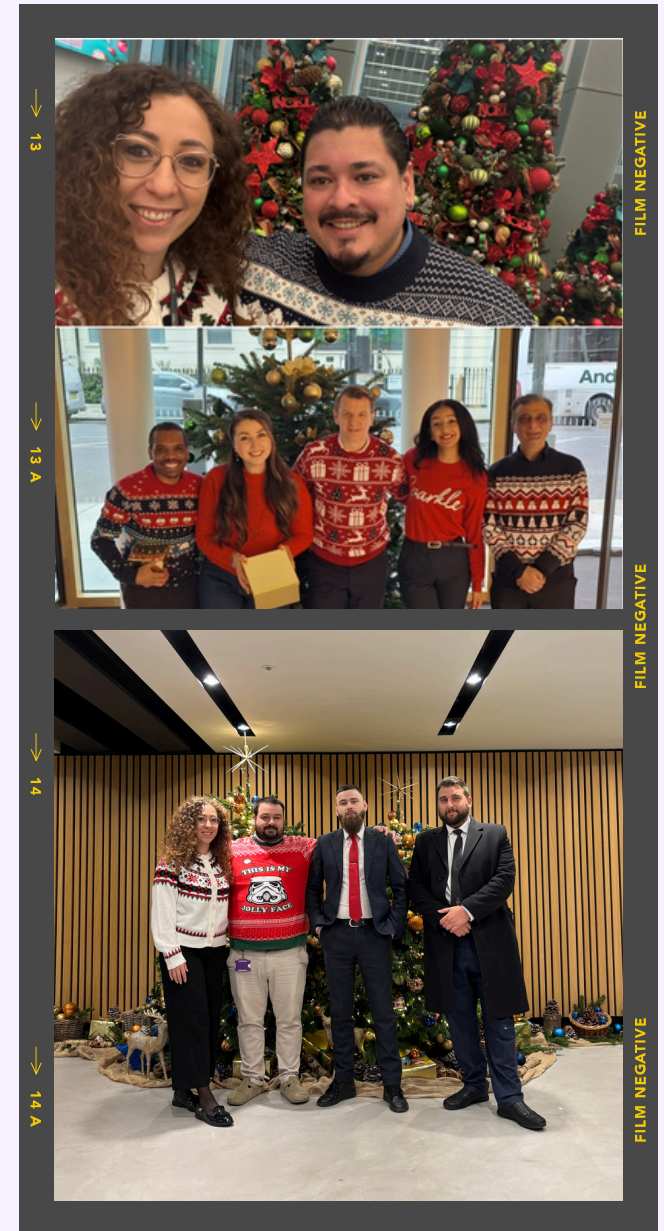
The SmartSec head office team, alongside Lewisham Council Security Manager Linda Ruck, recently volunteered at Ladywell Fields, dedicating time to clearing debris and enhancing the park with gardening efforts. A special thanks to Emily Millhouse for hosting and organising this impactful event. This initiative allowed us to contribute to the park's upkeep, strengthen community ties, and make a positive difference. We're excited to continue future collaborations that support our local community.



Christmas Jumper Day 2024

On 12th December 2024, SmartSec Solutions' security and front-of-house teams embraced the holiday spirit by participating in Christmas Jumper Day across all our sites. The event brought a festive atmosphere to the workplace as staff across various locations wore their most colorful and creative Christmas jumpers.

It was a fun and lighthearted way to spread seasonal cheer while coming together as a team. The initiative not only fostered a sense of unity but also supported a charitable cause, making the day even more meaningful. It was a great opportunity to celebrate the holiday season and build team camaraderie.



Christmas Party and Annual Awards 2024

SmartSec Solutions hosted its Christmas Party and Annual Awards on 13th December, 2024, bringing together our entire team for a festive celebration. We'd like to extend our heartfelt thanks to everyone who joined us for this special occasion.

This event provided the perfect opportunity to express our gratitude to all our colleagues and acknowledge the outstanding contributions they've made throughout 2024.

Congratulations to all the winners of the SmartSec Solutions Awards — your hard work and dedication have truly made a difference. A big thank you to everyone for your unwavering commitment and for continually going above and beyond each day.



Annual Awards 2024



Best Newcomer
Robert Fawdry



Best Newcomer
Paul McGovern



All Day Everyday
Prapti Kunwar



Best Newcomer
Reception
Sabbah Khan



The SmartSec Smile
Barrington Johnson



SmartSec's Rock
Laura Zilinskiene



Manager of the Year
Wayne Miles

Annual Awards 2024



**SmartSec's Smartest
Joaquim Santos**



**Receptionist of the Year
Christal Hudson-Odoi**



**Employee of the year
Fizan Rajah**



**Chairman's Award
Muhammad Arshad**



**Consider it done
Lorraine Crankson**



**Team of the Year
25 Copthall Ave**



**Team of the year
20 Old Bailey**

Valentines Day 2025

Our reception areas have received a Valentine's makeover thanks to the creative talents of our Front-of-House Senior Account Manager, Stefania, and her team!



Stefania's vision, combined with the team's hard work, has brought a warm and festive atmosphere to the space, making it feel welcoming and full of charm. From elegant floral arrangements to thoughtful décor touches, every detail has been carefully crafted to capture the spirit of Valentine's Day. We're grateful to Stefania and her team for their hard work and artistic flair in making our reception areas look so stunning!



Global Outstanding Security Performance Awards

SmartSec Solutions is delighted to announce that we are the winners in the category of Equality, Diversity and Inclusion Initiative in the first-ever Global Outstanding Security Performance Awards.

SmartSec Solutions truly believes that everyone, regardless of their background and beliefs, is to be treated fairly and with the same degree of respect. We truly live and breath E,D&I, which is not only reflected in our front-line teams but is also the case within our Head Office Team.



Men's Mental Health and Wellbeing event

SmartSec Solutions team collaborated to put on a Men's Mental Health and Wellbeing event in London. In the security world, with extended hours, night shifts, and sometimes lone working, we must be aware and proactively consider keeping our employees mentally fit.



We were honoured to have our guest speakers, Ben Akers from TalkClub, Scott Johnson from The Proper Blokes Club and even one of our own, David Taylor, speak on our behalf during the afternoon. Takeaways included active listening skills, coming together as a community (this year's mental health theme), and how are you out of 10 and why?

Our head office team will now meet to discuss implementing what we learned and taking action within our business. A special thanks to Alice Vickers from Bellrock Group for planting the seed, The Newmark team for supplying the lovely venue, and all those that took time out of their day to join us.





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