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QUARTERLY NEWSLETTER

JULY 2024 EDITION

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Welcome from the Managing Director

A lot has happened over the last three months, and I am delighted to be able to share SmartSec's activities for the last quarter in this letter.

As promised, I am pleased to update you on our Net Carbon Zero Plan. This is a significant step for SmartSec, as we have engaged a specialist consultant to guide us. The consultant is currently developing our plan, which aims to achieve Carbon Neutrality by 2040, a decade ahead of the government's 2050 deadline for organisations. This proactive approach underscores our commitment to sustainability.

In June, we hosted our Summer Party, which was a great success. I want to take this opportunity to thank our colleagues who attended. My head office colleagues and I really enjoyed getting to meet you all. I hope you enjoyed the day and had the opportunity to meet new colleagues and catch up with colleagues whom you may not have had the chance to see in a while.

SmartSec has continued to grow and win new contracts over the last quarter. Since I last wrote to you, we have been awarded seven new guarding sites and a number of keyholding sites. In addition, SmartSec was awarded a large security consultancy contract from one of the leading global law firms based in the UK, further expanding our reach across new sectors.

SmartSec was also awarded a framework contract for a large local authority further expanding our market share in the local government sector.

In support of SmartSec's continued growth, we have created the position of Head of Strategy and Major Accounts. We appointed David Taylor to this position, which was an internal promotion following his transfer to us on the 20 Old Bailey Account.



This new position will provide support for existing major customers and focus on opening new doors to SmartSec and expanding our exposure to the marketplace, generating new opportunities for us.

SmartSec is currently working on a number of projects in sectors such as finance and legal, which is part of our diversification strategy. I am hopeful that I will have some positive news related to these to share in my next letter.

SmartSec Solutions continues to support the local communities in which we operate. Over the last quarter, SmartSec partnered with Onwards and Upwards, who are a part of Barnet Council that specialises in supporting Young Care Leavers. Following the HR team and I presenting to these young people, a number of them expressed an interest in joining the private security industry. We have so far placed six young people with SmartSec and other private security companies. This partnership will continue well into the future, with SmartSec assisting young people joining our industry, fulfilling the industry's recruitment needs whilst helping the local community.

Cont...



In addition to the above, SmartSec is now a sponsor of Running on Empty. This initiative encourages physical well-being, which, by proxy, enhances mental well-being. Shortly, new resources related to this will be shared with all SmartSec colleagues, encouraging you to get involved.

SmartSec Solutions front-of-house sites participated in Global Wellness Day across our receptions, as well as Red Nose Day and International Women's Day. SmartSec Solutions also joined industry colleagues from the member companies of the City Security Council in volunteering as stewards to ensure the safety of those joining Figen Murray OBE in the last leg of her 200-mile walk to Downing Street to push for the introduction of Martyn's Law.

We have continued to work closely with the City of London Police, arranging crime prevention days on some sites to promote personal safety and participating in events that promote our industry, such as the hi-visibility events we have continued to support alongside the City Security Council and the City of London Police.

We have now transitioned to Timegate, our new business operational management system. We fully transitioned on 1st May 2024 and are commencing the rollout of our employee portal. This is being trialled with a few sites throughout July and will be available to all colleagues by the end of August at the latest. This portal will give you access to apply for and manage your annual leave, view your shifts, and keep updated on all SmartSec policies.

All the best,

Helmy El-Aasar



Letter from the Editor

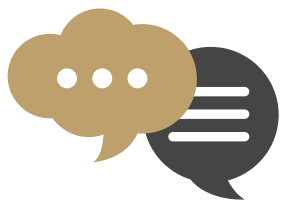
In a world filled with chaos and division, it's becoming increasingly evident that humanity is losing its way. Acts of kindness and compassion seem to be overshadowed by greed and selfishness. The ongoing negativity around us is taking a toll on our mental health, making people depressed and anxious about their surroundings. Everyone is so absorbed in their world that it is crucial now more than ever to remember the importance of simple acts of kindness in our daily lives.

Whether it's a smile, a helping hand, or a thoughtful gesture, these small acts have the power to make a significant impact. Being kind is not a weakness but a strength that can uplift individuals, restore faith in humanity, and create a ripple effect of positivity.

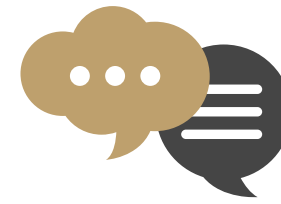
Be compassionate about other people's feelings because you never know what burden they are carrying on their shoulders. Let's strive to be the change we wish to see in the world by choosing kindness in every step we take

Zara Ahmad





Industry News



SIA invites security industry professionals and students to apply for this program furthering educational opportunities and advancement for a diverse security workforce. The 2024 program will offer multiple scholarships worth £5,800 each that SIA members and students can use toward professional development and education.

This program is made possible by the generous donations of SIA members and SIA member companies. The WISF Scholarship Committee is currently seeking donors for the 2024 scholarship. Thanks to the industry leaders who have already contributed to the 2024 scholarship program: Axis Communications, Genetec, Boon Edam, Brivo and Eagle Eye Networks!

The banner features a background of blue-tinted graduation caps. On the left, there is a shield-shaped logo with 'SIA' in a green circle above the text 'WOMEN IN SECURITY FORUM'. The main text reads 'APPLICATIONS NOW OPEN!' in large, bold, dark blue letters. Below this, a dark blue horizontal bar contains the text '2024 WISF SCHOLARSHIP' in white, bold, sans-serif font.

Applications are due July 31. Learn more and apply at <https://www.securityindustry.org/professional-development/scholarships/sia-women-in-security-forum-scholarship-program/>



Welcome Onboard



David Taylor
**Head of Strategy
& Major Accounts**

Meet our Head of Strategy & Major Accounts, David Taylor.

We have worked with David Taylor in his role as Security Manager at 20 Old Bailey since August last year. Recently, we extended an invitation for him to join the SmartSec head office team as Head of Strategy and Major Accounts, and we're excited to share that he has accepted our offer. We're delighted to welcome David to the SmartSec senior management team and look forward to working alongside him in his new capacity. David has a wealth of knowledge in the security sector with experience in, operations, site management and account management. David is also a qualified SIA trainer and IQA assessor. With a degree in psychology, David is well-positioned to boost staff and customer relations.

From David: "I am so pleased to find a company that has a duty to care for all, from top to bottom. I am very excited to be part of the SmartSec journey."



Talha Nadeem
Sales & Marketing Associate

Introducing Talha Nadeem, our new Sales & Marketing Associate, who previously worked with us at SmartSec for three years. Before joining the sales team, Talha served as an operations coordinator at SmartSec, gaining extensive experience in operations and administration.

He holds a degree in Business Administration, and we look forward to collaborating with him in his new role as a Sales & Marketing Associate.



Fahad Sharif
Finance Assistant

Introducing Fahad Sharif, our new Finance Assistant at SmartSec. Fahad, who is nearing completion of his Chartered Accountant certification, brings extensive expertise in accounting and finance, previously serving as a Senior Officer in a bank. His arrival is a significant addition to the SmartSec team.



Fire & Security Matters Awards (FSM) 2024



SmartSec Solutions is delighted to announce that we were shortlisted for the Fire & Security Matters Awards (FSM) in the following categories:

SECURITY GUARDING COMPANY OF THE YEAR
ESG COMPANY OF THE YEAR (TURNOVER OVER £10M)



This recognition is a testament to our commitment to sustainability and excellence in security guarding.

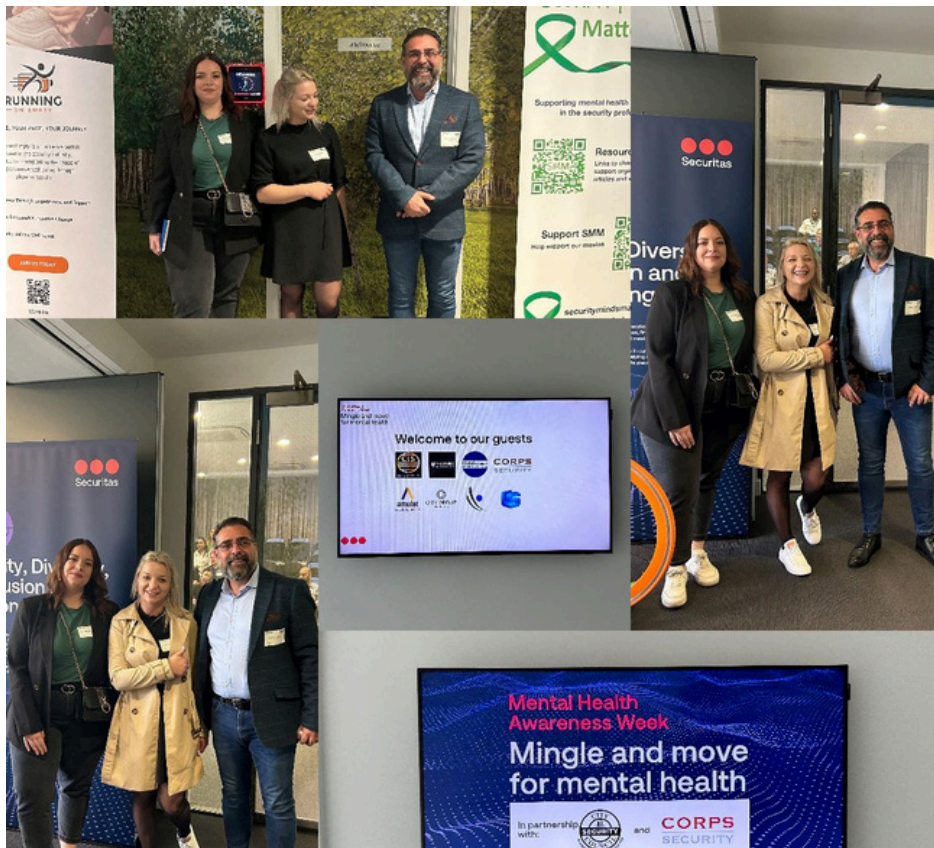
We owe this achievement to our dedicated SmartSec teams, whose hard work and passion have been the driving force behind our success. Thank you for making this possible.



Social Initiatives

Support Young Care Leavers

To support the City Security Council's mission, our Managing Director, Helmey El-Aasar, who also serves on the E, D&I Board and the London Leadership Team of CSC (City Security Council), along with our HR Generalist, Simona Diaconu, introduced career opportunities in the private security sector to the young participants. Following the presentation, the entire group showed a keen interest in pursuing careers in the security industry.



Mental Health Awareness

Prioritising mental health at work is strategic and compassionate. A supportive environment boosts employee happiness and engagement, enhancing productivity and team resilience. SmartSec wholeheartedly believes in this.

Our Managing Director and HR team attended a Mental Health Awareness event hosted by Securitas Solutions, which prompted us to sponsor Running On Empty, promoting physical and mental well-being among our teams.

Running on Empty is an initiative born in the heart of the security industry, dedicated to championing the cause of comprehensive well-being through running and exercise. Our commitment is to offer a platform that seamlessly integrates physical fitness and mental wellness, catering specifically to the unique challenges faced by security professionals. Running on Empty is not just a campaign but a community, a movement, and a source of transformative change.



Social Initiatives



Martyn's Law

SmartSec Solutions Managing Director joined industry colleagues from the member companies of The City Security Council in volunteering as stewards to ensure the safety of those joining Figen Murray in the last leg of her 200-mile walk to Downing Street to push for the introduction of Martyn's Law.

Martyn's law is a bill that will impose requirements about certain premises and events to increase their preparedness for and protection from a terrorist attack by requiring them to take proportionate steps, depending on the size and nature of the activities that take place at the premises.



Bendee Sporting Club

One of our colleagues, Benjamin Darko, has established the Bendee Sporting Club. The club focuses on nurturing young players, providing them with essential resources and opportunities to excel on a global scale. They offer specialised training programs tailored to various age groups, ensuring players receive top-tier guidance to meet international standards.

SmartSec values these initiatives and anticipates future contributions to support them.





SMARTSEC SOLUTIONS SUMMER PARTY

SmartSec Solutions recently hosted its Summer Party, bringing together our front-line colleagues and head office team for an evening of camaraderie, delicious food, and refreshing drinks. The event provided a relaxed atmosphere for everyone to socialise and unwind outside the usual work environment. It was a fantastic team-building opportunity and fostering connections among colleagues from different departments. The Summer Party highlighted SmartSec's commitment to creating a positive and inclusive workplace culture, reinforcing our values of teamwork and appreciation for all our dedicated staff. With every member of staff being invited, it is a great opportunity for all the front-line colleges to liaise and chat with the management teams outside work to build crucial relationships.



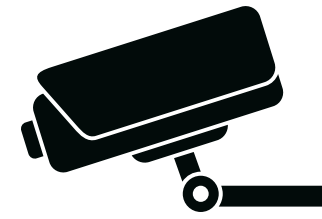
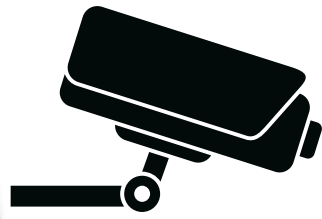
Events

Global Wellness Day



SmartSec Solutions always encourages its employees and stakeholders to adopt positive lifestyle choices that contribute to their overall wellness. On the occasion of Celebrating Global Wellness Day, SmartSec offered its building users some wellness products. Our account managers visited frontline colleges at their places of work in London, bringing them wellness boxes and gifts to help boost their physical and mental health and well-being. These gifts were also shared with building users at our sites.





Crime Prevention Day

In partnership with Gerald Eve, Helix Property Advisors and the City of London Police, SmartSec held Crime Prevention Days at each of 6 Bevis Marks and 20 Old Bailey.

This included the police offering advice on personal safety to building users and tagging their bicycles. It's a great initiative bringing the City of London Police, our security teams, and all tenants of our buildings together. It shows that united, we can make purposeful positive changes to our communities and contribute to the personal safety of those frequenting the Square Mile.



Site Launch

SmartSec Solutions started a new large contract with Knight Frank, which involved a seamless 100% TUPE transfer. SmartSec Solutions swiftly mobilised its relief team, ensuring they were thoroughly trained and ready to execute operations from day one of the contract.

To mark the occasion and extend a warm welcome to employees, tenants, and service partners, SmartSec Solutions organised a launch event. This event provided a perfect opportunity for the on-site team and building users to meet the SmartSec management team. We believe that it is essential for all our frontline colleagues to meet their management team as soon as possible to build healthy relationships; arranging a launch event like this makes this possible from day one.



High Visability Day

SmartSec Solutions participated along with fellow members of The City Security Council, in partnership with the City of London Police, in a high visibility event where private security and police joined forces to showcase the men and women who make London a safer city.

Hi Vis Days allow the City Security Council stakeholders to collaborate with the City of London Police, the London Fire Brigade, and the City of London Corporation to provide resources to support a high-visibility deployment, which provides reassurance, demonstrates partnership, and promotes engagement with those who live, work, and socialise in the City of London.





HAPPY NATIONAL RECEPTIONIST DAY

We'd like to thank all our frontline professionals who work hard every day to deliver an excellent service. Your commitment and passion are truly remarkable.



National Receptionist Day

SmartSec celebrates National Receptionist Day by visibly recognising its Front of House colleagues and celebrating them, making sure they are aware of how highly appreciated they are by SmartSec and the building users they provide with a service. The day acknowledges their pivotal role in greeting clients, managing calls, and ensuring smooth operations. It underscores SmartSec's commitment to recognising the contributions and professionalism of its receptionists in delivering exceptional service.



Employee of the Month



**STEFANIA
ROMANAZZI**

MARCH 2024

Stefania is regularly commended by customers, the front of house personnel and head office colleagues. Her frontline colleagues and customers consistently describe her as supportive and helpful.



**AHMED
ESTEKAB**

APRIL 2024

Ahmed has worked in the building for ten years and has recently been commended by his new tenant/occupier. Their move in has been facilitated by Ahmed and his team professionalism and fantastic customer service.



GJURGJA

MAY 2024

Gjurgja used her own initiative to place flowers and plants on site. This is without any request to do so however due to her dedication and her pride in the building she works at, she decided to go above and beyond to create a pleasant environment within her reception area.





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