

# The heart of...



Issue 1. July 24



## From the heart...

Welcome to the Heart of Amulet:

In this edition:

- The benefits of ownership
- Meet our Officer, Chris as we focus on the frontline.
- Get to know more about our MD, Kieran Mackie and understand why he is “living the dream”.
- Community updates, welcome new faces and recognising our Amulet winners.
- And much much more..

From the Heart:

# Welcome to the first edition of the Heart of Amulet!

The Heart of Amulet is our platform to share our stories and our good news, it will allow us to learn more about each other's roles and to inspire each other to do more within our communities. Here we will recognise the great work of Amulet's teams across the many and varied customer sites that we protect across the country.

It seems perfect timing that this first edition is launched in the month following our sixth anniversary. We have achieved so much since our launch in 2018 and we have much to be proud of. Going forward, the Heart of Amulet will celebrate these achievements and recognise all who work so hard to make Amulet so successful.

We encourage you to share your news stories with us. Share the difference you are making in your role, in your community. Share your thoughts on how we can improve this Newsletter. What would you like to see in it? Your input is vital in shaping our future editions.

Please email us your news and stories to [newsandviews@amulet.co.uk](mailto:newsandviews@amulet.co.uk)

In this first edition, we learn more about our MD Kieran Mackie. In the Interview, we not only get an insight into Kieran's path to becoming Amulet's leader, we also learn more about the value Kieran puts on our people. One of those people is Chris Bradford. Chris is our first Officer to be featured in "frontline focus". Chris explains his role but also his experience of working at Amulet and what makes us different to the rest.

As well as the above features, we have a review of our community activity over the past months. We encourage everyone to participate where they are able and please check out upcoming opportunities in the Community calendar.

As co-owners of our Business, we all benefit from each other's success. Our HR team detail just what that means to us now and in the future.

We do hope you enjoy this first edition. We look forward to your feedback and your input for the next Heart of Amulet.

Kind Regards,

The Heart of Amulet Team.



## Contents:

- The benefits of ownership
- Meet our Officer Chris as we focus on the frontline.
- Get to know more about our MD, Kieran Mackie and understand why he is "living the dream".
- Community updates, welcome new faces and recognising our Amulet winners.

And much, much more..

Our Commercial team have been extremely busy over the last six months. We are delighted to welcome our new customers on board. Here are just a few of the highlights.

## The Royal seal of approval!

Our Business Development Director Alan Brownlow has rolled out the Amulet red carpet as we welcome two Royals to our ranks. We are very proud to have the company of both The Royal College of Physicians and the Royal Institute of Chartered Surveyors.

Well done to Alan!  
(clearly our Royal expert)

## A cut above the Rest!

In such a competitive marketplace, it is vital that our values are clear to our potential customers. How refreshing it is to see that our passion to always seek better, to exceed customer expectation is noted. Great feedback for our Business Development Director David Riley and our amazing Bid Team from some more new customers.

Workman - Cathedral Square-Amulet's passion stood out above the rest.

Scotland Excel-Excellent Submission

Registers of Scotland- A submission that was commended for its excellence and noted for its reference to our outstanding Community work.

## Well done to our amazing Bid Team!

## Moving on up...

It's been a busy six months for our Commercial Development Director Hannah Bridgman. Our knowledge in the Transport sector has attracted more welcome additions to our ever-growing portfolio. More opportunities for us to share existing best practice and take on board new ideas from across the entire sector spectrum.

Congratulations Hannah!



**THURROCK  
COUNCIL**

**Lancashire**  
County Council 

**KEOLIS amey**  
DOCKLANDS

 **arriva rail london**



**Happy Birthday Amulet!**  
**June was our Birthday and we are now in our sixth amazing year!**  
**Going from strength to strength.**  
**Happy Birthday, you wonderful people!!**



The heart of Amulet:

## “Living the dream with Kieran Mackie”

The Unconventional Journey of Kieran, MD of Amulet.

In the bustling world of corporate success stories, there are those that are meticulously planned and then there are those that unfold unexpectedly, taking unpredicted turns and leading to unforeseen destinations. Kieran's journey from mortgage consultant to Managing Director of Amulet Security is one such tale – it's a narrative woven with threads of resilience, adaptability, and pursuit of excellence – a journey that defies convention and embraces unanticipated twists of fate.

It all began during the tumultuous times of the financial crisis when Northern Rock collapsed, sending shockwaves through the mortgage market. Kieran found himself propelled into the role of a security supervisor at a liquid gas importation plant—an abrupt departure from his mortgage-centric career path. Little did he know, this leap of faith would set the stage for a series of career advancements within the security industry, culminating in his current position at Amulet.

**“I enjoyed meeting people, loved the challenge. I didn't see this as a sales role at all but as way of helping people.”**

Kieran's journey through various managerial roles—from a Contract Manager to Branch Manager to Director and beyond—was punctuated by a pivotal realisation: the common thread binding his diverse career experiences was a deep-seated passion for problem-solving and people. Whether navigating the complexities of mortgage consultancy or overseeing large-scale

operations, Kieran found his niche in the art of forging connections and finding solutions amidst challenges.

However, it was his move to Amulet as Commercial Director that truly sparked his journey to the top. Embracing the challenge of building something meaningful, Kieran dedicated five years to shaping Amulet's commercial landscape, leading us to fantastic success.

In January 2023, he took on the role of Managing Director, geared up to steer the company toward its next chapter of growth and triumph. His leadership approach, defined by empathy, firm decision-making, and a heartfelt care for his team, makes him a favourite among colleagues and employees alike.

When Kieran reflects on his youth and recounts his early definition of just what “living his dream” would be, recalls his desire to own his own Porsche. . To pursue this dream, he would proudly declare he was to become a brain surgeon!. Yet, as he grew older, (and arguably wiser) his ambitions evolved, leading him to consider joining the Fire Brigade. While he didn't find himself rescuing any cats from trees, Kieran did achieve a significant milestone: he secured a spot on the shortlist from among thousands of applicants for five openings at Kent Fire Brigade in his childhood village. At least one of his childhood dreams came true!



Outside the realms of operational logistics, Kieran's pursuits offer a glimpse into the multi-faceted individual behind the title. A motorcycle enthusiast, newfound runner, former firefighter, and a Strongman! His eclectic interests paint a portrait of someone who embraces life's adventures with enthusiasm and zest.

Working with people and helping them grow has led Kieran to great success in his career. His underlying belief in hard work and an application to improve performance drives him forward. Kieran welcomes the effort to achieve, a step-by-step approach. Inspired by the words of Arnold Schwarzenegger: "every repetition is one step closer to your goal".

**"I don't think life is about being the best at something. It's about being persistent and consistent. If you carry on putting the effort in and trying to get better, you expect to get the rewards from it."**

In his initial five years, Kieran guided the Commercial team to remarkable achievements, fostering a successful team and spearheading Amulet's impressive growth. However, when questioned about his proudest moment to date, Kieran emphasizes his commitment to acknowledging and appreciating the individuals who contribute their daily dedication, recognising them as the backbone of what makes Amulet exceptional.

Delving deeper into Kieran's thoughts on his proudest moments at Amulet, you'll find a deep respect for the unsung heroes—the frontline staff whose unwavering dedication forms the bedrock of the company's success.

**"The way we carry out this appreciation is phenomenal, reflecting the dedication and time we invest in it. Often, many in our company may not realise the incredible work we do. Our industry tends to spotlight mishaps or problems, overlooking the fact that our employees are out there saving and transforming lives daily, often in tough situations."**

So, while it may not be a single moment, he believes that fostering this culture of recognition and appreciation at the Amulets is what he is most proud of. It's a feeling that's echoed in the company's core belief of putting its people first, above everything else. Kieran is proud of the way our internal recognition has grown over the years.

**"We have moved the Amulets from a small tent at the Scout HQ to the Gala Marquee at ZSL but the message is the same wherever we are, we are still saying thank you to the staff for doing a great job."**

As for the future, Kieran's vision for Amulet is clear – to sustain its growth while preserving the unique culture and camaraderie that sets it apart. In five years' time, he envisions a bigger, stronger Amulet, united by a shared sense of purpose and fuelled by the passion of its people. A future where Amulet continues to thrive as a beacon of excellence in the security industry and is hoping to still be in that hot seat!

**"I am Kieran from Amulet, I hate titles, hierarchy. People should respect you for what you do. For the person you are. Not the title."**

Kieran explains "A business is just a group of people, whether you succeed, or fail or how successful your business becomes is based on the effort of the individual people who work for you, we employ great people who come to



As he continues to chart new territories and lead Amulet to greater heights, one thing remains certain – the best is yet to come. It was a pleasure to learn more about Kieran and hear more about what drives him forward; to understand his focus on our people and his passion for improvement.

**Our Firefighting, truck-pulling MD, or as we know him, Kieran from Amulet.**



## Fun facts...

**We asked Kieran if he had the opportunity to sit down with 3 guests for a meal of his choice, who would he pick?**

**Stephen Fry** was up first - I think he's absolutely fascinating. I could waste quite a lot of time chatting to him. He is very, mentally interesting.

Next up **Ian Dale** – Once publisher, and now radio presenter on LBC. In tune with my geeky side, predominantly talks about politics. And he's just massively interesting, so yeah I'd love to have a chat with him. Although I feel like you do talk to him because he's on the radio every day and I listened to him most of the time.

Finally, **Michael Jordan** – he was one of my heroes from when I was growing up. I have always been fascinated to have a conversation with him! I played basketball when I was younger and grew up watching him when I could. I feel he was very misunderstood, He was very competitive and driven and had very exacting standards which pushed a lot of people away and made people feel uncomfortable. Unlike many leaders of teams, he didn't take people on the journey with him as he was so demanding and exacting always striving for perfection which made people feel like they weren't good enough and that in turn made people feel like outsiders as they struggled to meet his standards.

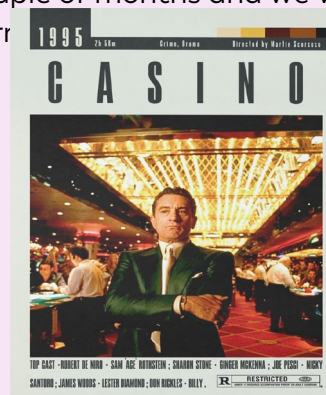
highly successful people so I think that he would be quite interesting to talk to and understand if he has regrets and would he do things the same now if he had his time again.

**What is your favourite movie?**

I love Casino, I have this huge thing about Las Vegas and the Gangsters. But movies are like your takeaways. Depending on the mood, they change all the time. At Christmas time i like watching Love actually because i think that's cracking! But Casino is definitely up there. I think it's stylish and cool. Then you can't beat a bit of Arnold Schwarzenegger in Commando, it is the ultimate cheese fest.

**What is your favourite takeaway?**

This depends on what day of the week it is! That's the one thing I miss about Strong Man, I hated eating all the time but now I'm being a bit more careful. I will eat anything, but I do like a nice burger, Nando's or a Wagamama. But I do have a group of mates who I meet up with once every couple of months and we will always go for a curry. Curry makes me s...



# Community corner

The Community team exists to use its resource, strength and expertise to support those communities in which we live and work. The team was not created for the Commercial gain of Amulet. We take a proactive approach in support or projects and fundraising as opposed to simply making a donation. Our aim is to reach as many charitable organisation as possible as and with your help can do so much more...



Mental health awareness

### This year alone we've already achieved so much.

- £505 raised for Diabetes UK through the Swim 22 challenge.
- £660 raised for the Ben Kinsella Trust running in the London Marathon
- Supporting our clients with events such as 'It's ok to not be ok' and The Samaritans 'Small talk saves lives'
- Raising money through a charity football match with our client c2c for the Craig Tyler Trust
- Volunteering 328hours of time at London & Whipsnade Zoos.



Community Garden – London Zoo



Dead hedging – Whip Zoo



C2C vs Amulet – Charity football



Tough Mudder – London Zoo



If you are passionate about a cause and want to get involved, please reach out and let us know:  
[Communityme@churchillservices.com](mailto:Communityme@churchillservices.com) or alternatively scan the QR code above.

**Did you know! All Amulet employees are entitled to X2 volunteering days per year.**

### **Case Study – London & Whipsnade Zoo**

Last year as part of our continued partnership with London and Whipsnade Zoo, Amulet committed to 200 hours of volunteering at each site to support the amazing conservation work that ZSL do.

In 2023, 56 Amulet staff members supported across 7 projects including The Tiger Pond Clear out, Gorilla Bar chip replacement, Winter silage packing, Rhino house spring clean, Monkey Valley waterfall refresh and the Penguin Beach makeover. In total Amulet staff contributed over 408 hours to help both London and Whipsnade Zoo teams in maintaining and refreshing the animal enclosures.

This year Amulet have already supported in multiple projects such as cleaning the Pygmy hippo moat, dead hedging, replenishing the Gorilla enclosure bark and working on building the Community Garden.

Words from the client.

Amulet has supported ZSL with dedicating time to volunteer at our two zoos. From renewing the sand on Penguin beach, scrubbing hippo moats, dead hedge fencing at Whipsnade to lugging tonnes of bark chip into the gorilla dens, the teams always get stuck in!

The volunteering sessions have proved a hit with our on-site teams, and they are forever grateful for the time and effort put into the days to help them out. For example, one task (clearing out the tiger pond) would usually take our Keeping team a whole week to complete, Amulet rallied the troops and the job was completed within a day! The time that has saved the team means they can focus on other jobs/training of animals or creating extra enrichment to give to our animals. We are so grateful to Amulet and the time that people have donated to ZSL!

## **Our calendar of community engagement:**

### **July**

Date TBC – Dead Hedging at Monkey Forest – Whipsnade Zoo  
24<sup>th</sup> International Security Officer Day.  
24/7 Samaritans Awareness Day  
The Big Listen

### **August**

Date TBC – Dead Hedging at Monkey Forest – Whipsnade Zoo  
National Dog Day

### **September**

**Three Peaks Challenge (Yorkshire)**  
25<sup>th</sup> Silage packing and more – London Zoo  
Great British Beach Clean  
Macmillan coffee morning

### **October**

2<sup>nd</sup> – The Railway Children Charity - Canoe bike and Ben Nevis run.  
Stand Up to Cancer  
World Food Day

### **November**

**Sleep out Millenium Point**  
Men’s Health Awareness Week  
Children in Need

### **December**

Trafalgar Square Carol Singing  
International Volunteer day  
Christmas Jumper Day



# Miles of Motivation..

Head of HR, Tracey Cheung, shares her reasons for running this year's London Marathon to raise funds for the Ben Kinsella Trust. She also recollects her memories of the great day. Well done Tracey!



“After running the TCS London Marathon in 2023, I was lucky to receive a ballot place this year. I decided I wanted to run for a charity that I felt did not get much recognition for the work they do and the difference they make. Statistics from the latest ONS release shows that knife-enabled crime has surged by 7% in the past year meaning there has been a devastating 49,489 knife-enabled offences.

The number of young people aged between 12 and 17 with a murder conviction has quadrupled in the last 5 years.

Knife crime in England and Wales has increased by 81% over the last 10 years.

I often hear our frontline staff deal with young people with knives or finding knives hidden on site or involved in incidents involving knives.

I therefore chose to run for The Ben Kinsella Trust. Named after Ben, who was 16 years old when he was stabbed in 2008 on the night he was celebrating the end of his exams. He was the 17th teenager to be killed that year.

As I see a lot of my friends' children grow up and my nephew who was born last year becoming more of his own, I wonder what the world would be like in a few years' time if the statistics are anything to go by and the news in the past week. If we want to make a change we must start now... The Ben Kinsella Trust educate young people on the dangers of knife crime and help them to make positive choices to stay safe.

I was lucky to spend some time with their CEO, Patrick Green, recently at one of their Choices and Consequences exhibition used to deliver anti-knife crime workshops aimed at young people aged between 10-18. Patrick took me through the journey of their 2-hour workshop which can accommodate up to 30 young people giving them an opportunity to learn about the dangers of knife crime and the emotions associated with living the experience in a safe space.

Ensuring they capture everyone's learning style they combine the exhibition with role play, video testimony featuring real life stories, quizzes and surveys. Their workshops change young people's attitudes to knife crime; debunking the myth that carrying a knife will protect you. They strengthen peer values; ensuring young people give better advice to each other and challenge peers who are carrying (or thinking of carrying) a knife. It also follows the journey of both the victim and the offender through a series of unique and immersive experiences to show young people how choices and consequences are intrinsically linked.

The Trust has three exhibitions, two in London and one in Nottingham, it costs £15 to fund a young person or £450 for a school class to attend their Choices and Consequences Exhibition. I finished the marathon on 21st April 2024 with a time of 4:52:48. I hope by running the 26.2 mile course baring Ben's name raises some awareness about knife crime.

<https://benkinsella.org.uk/>

Your donation will help The Ben Kinsella Trust to educate young people about the dangers of knife crime and help us to achieve our vision: that no family or community should suffer the loss of a life to knife crime.



# Miles of Motivation continued..

## Memories of a great day!

Such an amazing buzz and atmosphere. Every corner you turned, there was always someone, a band or dancers. There was never a dull moment to be had.

## Best part?

Seeing friends and family as you run the route and taking in the atmosphere and the landmarks around you.

## Worst moment?

Halfway around, I was struggling a little bit as I started too fast, I was asking myself why I was running again. However, I remembered why I was running and even raising awareness on the 26.2 mile course makes a massive difference.

## What kept you going?

The spectators with their sweets and goodies – it's amazing how they can see you struggling and they all shout your name and then you then get a burst of energy to carry on another mile.

## How did you feel when it was over?

I was aiming for a 5:15 finish which would be quicker than my 2023 completion time of 5:35:32, however, I ended up shaving off 47 minutes off my time, finishing with 4:52:48 this year.

## Are you running next year?

I have entered the ballot again, but my next race will be the Ultra Marathon in June with our c2c customer along the Essex coast.



**Breaking News... Breaking News... Breaking News...**

Both Tracey and Kieran have completed the c2c Ultra Marathon.

**Breaking News... Breaking News... Breaking News...**

## Pick a picnic!

The Rushden Lakes Litter Pick Picnics have now been running for 2 years - twice annually, spring and autumn. The site is set on a huge area of protected wetlands (also owned and managed by The Crown Estate).

The Litter Pick is run in accordance with the Wildlife Trust who have an onsite office. They offer a full introduction talk on the scheme and the significance of the wildlife on the wetlands. The whole experience is a great education for all our volunteers, who pass on this vital information to all who use the site.

The Litter Picks have become increasingly popular. More people have taken part, and numbers have grown as those involved bring along more of their own family members.

Following on from a morning's litter picking all are invited to meet up at the boardwalk by the lake for a team picnic.

Look out for the next opportunity to join us this Autumn. You will be most welcome.

# Reward and recognition

Our people are at the heart of everything we do, and it is important that we recognise some of the amazing work that our men and women are doing. As such, Amulet has created a reward and recognition scheme which aims to highlight our employees by rewarding them with 'On the Spot Awards (OTS). A certificate along with a £50 Love2Shop voucher are presented to the employee by their line manager and entered into a quarterly draw for an opportunity to win further prizes.

There are 8 categories you can be nominated for.

1. Outstanding Act
2. Transforming the industry
3. Amulet Everyday Hero
4. Intelligence led
5. Team award
6. Leadership
7. Doing the right thing
8. Amulet Community Heart

So far this year we have had a whopping X47 nominations with £2350.00 worth of Love to shop vouchers being issued and we would like to do more!!!



**Congratulations and thank you**  
to all our winners from Q3 below!

**1. Everyday Hero Award Winner:**

Mahad Hassan - Borough Yards

**2. Intelligence Led Award Winners:**

Travel Safety Officer (TSO's) – Northern Rail

**3. Transforming the Industry Award Winners:**

Winners Dan Smith and Danyel Williamson – Northern Rail

**4. Leadership Award Winner:**

Gavin Jackson - Pinewood Studios

**5. Team Award Winners:**

CT team – Northern Rail

**6. The Heart of Amulet award Winner:**

George Mitchell – Northern Rail

**7. Doing the right thing award Winners:**

James Bagguley – Amulet Technical services.

Saul Ashworth and Karl Cashmore –

Avanti West Coast.

Outstanding Act award Winners:

**Saul Stapley, Danielle MacDonald, Jonathan Clowes, Matthew Clare & Gareth Preston** – Northern Rail



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Scan me!

If you would like to nominate someone for one of the awards above, please scan the QR code to check the criteria below and contact your line manager.

**JUST IN!**

Amulets 2024 to be held at the prestigious Royal College of Paediatrics.

## A focus on the frontline

In each edition of the Heart of Amulet we will feature one of our Officers working on the frontline, learn more about them and their role. We will find out what they like about working at Amulet and what they like to do when they are not protecting our customers' sites.

## Underneath the arches

Amulet have had the privilege of protecting the Railway Arches of the UK over the last four years. There is never a dull moment working with the Arch Company. Protecting the portfolio and ensuring it remains safe, secure and attractive to potential tenants. Making sure unwanted visitors remain outside. Deterring squatters and ravers alike with a successful combination of both manpower and technology.

One of the largest sites under our watch is the expanse of land and railway arches that form the Bermondsey Dive Under (BDU). BDU is a significant piece of Rail infrastructure to the South of London Bridge Station. A major construction project that saw the untangling of the lines approaching London Bridge. The land and arches within BDU are where we find our very own Officer, Chris Bradford.

Chris is responsible for all access and egress to the site. He ensures that only those with permission are allowed entry. As part of his daily routine, he will patrol both the land and the intriguing combination of old and new Arches. Chris has a keen interest in the history of the site and patrolling the old Booking Hall of the now disused Old Spa Rd Railway Station puts an extra spring in his step.

The site is covered with CCTV as well as in arch alarm units that alert both Chris and Amulet's Command and Control Centre (CCIC) to any unauthorised intruders. Chris welcomes the Tech and finds it to be an invaluable asset

"It's a brilliant system, I can see the whole site. It allows me to get immediate notice of anyone who enters the site."

Only recently, one such intruder was picked up on site, having forced their way into one of the units. Chris immediately went to investigate, under the watchful eye of Amulet control. It is this support that Chris highlights as he recalls the incident.

"We had an intruder on site recently, I had the alert that showed where they were. Control had called me and told me what they could see. Control stayed with me on the phone as I approached, and they kept in contact with me."



I could see the broken gate and it was clear that the person inside had forced their way in. I asked them to leave and explained that they were not permitted to be on site. He started to shout at me and threaten me.

Although I was there physically alone, I knew back up was close and that the Police were on their way. I felt supported and reassured by the communication I had with Control."



## Underneath the arches continued...

The intruder left when he realised that the Police were approaching”.

It is this support that Chris feels make such a difference at Amulet. Chris has worked in the Security Industry now for over nine years. He joined Amulet just over a year ago and is well placed to compare his current position with previous experiences.

“I feel like I am part of a team here, I feel like a valued employee. There is no them and us at Amulet, it’s a team effort, everyone works together. When the alarm goes off in the morning, I actually want to come to work. It’s a pleasure to work for a company where everyone treats each other with respect.”

Chris’ love of history does not confine itself to the arches of BDU. Outside of work he is a massive fan of Old London Buses and Steam trains.

“Only last month, I was able to volunteer as a conductor for charity event on an historic pre-war RT Bus (route T15.) That really made my day. I love going out and helping people, cheering them up. I have my own personal daily goal to make at least one person smile and if I do that, I have achieved my goal for the day.”

Chris not only rides the streets of London by Bus, he is also riding the airwaves via his own internet Radio Station. Chris set up Thunder Radio almost a year ago. Playing music and broadcasting shows 24/7. Chris has his own show as well. He is inspired by his hero the ever-cheerful Tony Blackburn.



“Radio has always been a dream of mine; I do hold out hope that one day like Tony I will be able to do it full time.” We can certainly support Chris with his dream by tuning in to Thunder Radio.

Looking to the future at Amulet, Chris as always is positive. The value that he feels is reflected in the way he is listened to when he has new ideas.

“Every time I have had an idea and mentioned it, it’s always been supported. It has never been dismissed. I would love to progress within Amulet, look to develop and I always welcome new things.”

The difference Chris has made with his proactive, positive approach on site at BDU was recognised last year through the presentation of an Amulet award for Everyday Hero.

“ I was so proud; the award sits proudly framed on top of my TV, It’s great to be recognised. In my 9 years of working within Security, Amulet are the ones who recognise you for doing your job. I feel supported and protected here. Someone is always willing to help”

It was a pleasure to talk with Chris and learn more about his role

and his interests outside of Amulet. He is making the difference and I am sure he is absolutely smashing his daily smile target at BDU 😊



## Amulet Recruitment collaboration with Job centres and Restart Schemes

We are delighted to have embarked on a collaborative journey with selected Job Centres and government funded organisations across the UK. These include Ingeus, Integar, and Maximus. These are organisations that make a real difference in supporting people back to the workforce.

Through these invaluable partnerships, we have had the privilege of engaging with individuals eager to contribute their skills to the security industry. These collaborations have allowed us to fulfil our mission of providing inclusive employment opportunities and fostering a supportive work environment for all.

Thanks to these collaborative efforts we have successfully recruited individuals who are already making valuable contributions to our team.

We firmly believe in the power of collaboration and community engagement to drive positive change. We are grateful for the support and remain committed to furthering our efforts to build a diverse and inclusive workforce.

## Annual leave reminder

We are now fast approaching mid-year of our holiday year, being 1 January to 31 December.

Taking time off is important and we want you to be able to use your holiday. All leave must be taken by the end of the holiday year and no leave can be carried forward.

All annual leave must be authorised, and timings agreed by your Line Manager prior to taking it and must be requested with a minimum of 28 days' notice.

Holiday requests of more than two weeks or fourteen consecutive days will only be granted by exception and with the prior approval of a Senior Manager.

The Company reserves the right to refuse holidays if it conflicts with the operational delivery of the business. In extreme cases, if this occurs, annual leave may have to be postponed to meet the demands of the business. To manage business delivery the Company reserves the right to allocate periods of time that annual leave cannot be taken. You will be notified of these periods through your Line Manager as soon as we are aware.

If the location where you work shuts down for a period, the Company reserves the right to require you to use your annual holiday entitlement (or any part remaining) during such period.

## Wellbeing diversity and inclusion calendar

Visit the link below for a calendar of Wellbeing, Diversity and inclusion events on throughout the year:

<https://churchillcontractservices.sharepoint.com/sites/Wellbeing/SitePages/2023-Colleague-Activity-Plan.aspx>

The screenshot shows a webpage titled 'Wellbeing Private group' with a navigation menu including 'Home', 'Mental Health First Aider Team', 'Disability Confident Employer', '5 Pillars of Wellbeing', and 'Colleague Activity Plan'. Below the navigation is a banner image of several umbrellas in various colors (blue, orange, yellow) against a light background. The main heading reads 'Welcome to the wellbeing, diversity equity & inclusion colleague calendar for 2024'. The content area features a grid of events for the month of March. The events listed are: 'Women's History Month', 'Churchill Group live webinar series of 2024', 'Churchill WDE&I Line Manager courses 2024', 'Embracing neurodiversity: building an inclusive workplace. March 20 14:00', 'Men's mental health.', 'Neurodiversity awareness training for Line Managers', and 'Menopause awareness for...'. The Churchill Group logo is visible in the bottom right corner of the page.

# Churchill transforms into an Employee-Owned Trust

## A new era of empowerment and excellence

In a groundbreaking move, Churchill has transitioned to an employee-owned trust in the summer of 2023, marking a significant shift in our operational and ownership structure. This change create a myriad of benefits for all of us and moves us closer to becoming an employer of choice.

As an employee-owned trust it is our company and we are in control of our success. We are consistently winning new contracts but also retaining current customers – our retention rate being 98%. Our work will directly benefit us in the future and like me, it makes my work more rewarding.

The transition to an employee-owned trust brings several tangible benefits for the staff:

- 1. Financial Incentives:** Employees now have a direct stake in the company's profits, which can lead to significant financial rewards through profit-sharing schemes and bonuses.
- 2. Greater Job Security:** Employee ownership often leads to more stable employment as the focus shifts to sustainable growth and long-term planning rather than short-term profits.
- 3. Empowerment and Voice:** Staff members have a stronger voice in company decisions, fostering a culture of inclusivity and empowerment. This participatory approach ensures that the perspectives of those on the front lines are considered in strategic planning.
- 4. Professional Growth:** As stakeholders, employees are encouraged to continuously improve their skills and contribute more effectively, leading to enhanced professional development opportunities.

Churchill's transformation into an employee-owned trust is more than a change in ownership; it's a shift towards a more inclusive, motivated, and empowered workforce. By aligning the interests of the employees with those of the company, Churchill is set to not only enhance the well-being of its staff but also drive its success in the competitive market. This forward-thinking approach positions Churchill as a model for modern business practices, where the well-being of employees and sustainable growth go hand in hand.

For more information about the EOT please go to [www.churchillservices.com/employee-owned/](http://www.churchillservices.com/employee-owned/)

