

# The heart of...



Issue 2. Oct 24



## From the heart...

### Welcome to the Heart of Amulet:

In this edition:

- What a Night! Read our review of the Amulets 2024.
- Frontline Focus: Get to know more about the driving force behind the inspirational leadership of Bailey Ede from Borough Yards.
- Our very own Northern Light! A bright and insightful review of the exceptional Operational expertise of Margaret Rouse.
- The latest Community updates and so much more...



From the Heart:

# Goodbye Summer, Hello Autumn!



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

## Welcome to our Second Edition.. Doesn't time fly!

We were delighted with the response and feedback we received following the launch of our very first Heart of Amulet in July this year. 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 edition we focus again on the difference our people are making in their roles. There is no better platform to recognise day to day excellence alongside outstanding acts of bravery and courage than the Amulets Annual Awards. This year's ceremony took place at the Royal College of Physicians in London; we are delighted to include full details of the night including all the winners and finalists. Congratulations to you all. We have also had the privilege recently to talk with two of our exceptional colleagues. We learn more about the careers and experiences of Bailey Ede our contract manager from Savills Borough yards and Margaret Rouse who heads up Amulet's operations in the North of the country. We are delighted to introduce a new section to the Heart of Amulet as James Bagguley, our Technical Services Director, "talks Tech" and shares new ideas and products to help us all better protect our customers' sites. As the evenings draw in and daylight hours decrease, we are reminded of the need for vigilance. We have some wise words and personal safety advice from our specialist services team, Chris and Lauren. 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 the upcoming opportunities in the Community Calendar; please don't forget to enter our competition. You need to be in it to win it. A £200 voucher is up for grabs, and I am sure this will be very welcome in the run up to Christmas. We do hope you enjoy this edition. We look forward to your feedback and your input for the next Heart of Amulet.



## Contents:

- **Frontline Focus: Meet Bailey Ede from Savills Borough Yards.**
- **Get to know Margaret Rouse, our Regional Director for the Northeast**
- **"Tech Talk": James reviews the best in Technology solutions.**
- **A night full of Stars! Our review of the Amulets 2024**
- **Community Corner, A review of the past few months, a look at what's coming up and many ways and opportunities to support.**

And much, much more..



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

## Getting off on the right foot at Clarks!

We are delighted to have been chosen as Security providers at Clarks amazing Head Office in Street, Somerset. Not only is the site set in one of the most beautiful parts of the country, it is also the very same site where Cyrus and James Clark first started to make sheepskin slippers in 1825!

Business Development Director, David Riley was delighted with the opportunity to further develop the SW region. "Our existing relationship with CBRE and the success of our ambassador model made us a great fit for Clarks " Almost a "shoe in" David?

Congratulations! and a warm welcome to Clarks from us all at Amulet.



## We've got the Power!

We are delighted to welcome another new site onboard. Northern PowerGrid, which delivers power safely and reliably to 8 million customers across 3.9 million homes and businesses, has just moved into its brand-new office space, right in the heart of Sunderland. Riverside House is situated on the River Wear in Sunderland Enterprise Park. The building has been completely transformed into an exciting state-of-the-art office. It is a pleasure for us to provide Security provision here and further develop our strong partnership with NPG.

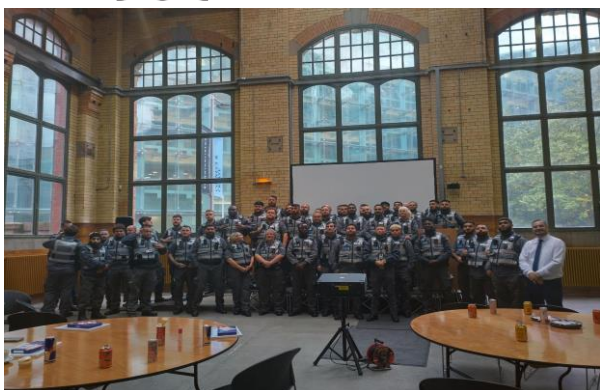


**We'd love to hear from you! Your feedback helps us create a newsletter that's truly valuable and engaging for you. Share your thoughts, ideas, and any topics you'd like us to cover in future issues.**

**[Newsandviews@amulet.co.uk](mailto:Newsandviews@amulet.co.uk)**

## A day of celebration

On the 24<sup>th</sup> September, Transport for Greater Manchester ( TfGM ) and Amulet met at the People's History Museum to mark one year since the launch of the Bee Network. The day was one of both celebration and thanks. Recognition of the great work of the TSEOs and appreciation for their excellent work in keeping everyone who uses the network safe. Well done and thank you!



## Further celebrations at Borough Yards Relaunch!

Looking forward to the next three years!  
Exciting times ahead!



## Welcome to Weston College

Amulet are delighted to be providing security across three campuses in Weston Super Mare. Great to welcome even more business to the SW region!



## Great news!

The University of Suffolk has extended its Cleaning and Security contract with the Churchill Group for another five years! A testament to the success of the partnership.







The heart of Amulet:

## “Leading with a Black and White heart”

### Meet our Geordie Magpie Margaret Rouse - Regional Director of the North East.

As a seasoned professional with deep roots in the North, Margaret has built an impressive career, now serving as Regional Director. Having navigated the challenges of both public and private sectors, Margaret brings a wealth of experience, passion, and leadership to the region.

Margaret’s professional saga kicked off at a tender age of 16, when she joined the Department of Health and Social Security (DHSS), following in her mother’s footsteps. It was one of those “finish school on Friday, start work on Monday” situations, and while it seemed the thing to do, she absolutely hated it. The only highlights? Long lunch breaks and those infamous Friday pub trips—hasten to add that she was 18 by then!

Soon enough, Margaret switched gears and took a job as a receptionist at an opticians. She loved it so much that she went on to become a dispensing optician, working at a charming practice on Gray Street in Newcastle. Life was great until the optician retired, and the new management just wasn’t the right vibe.

Luckily, Margaret stayed connected to one of her old friends from the Ministry (Carol). When Carol had her little girl and wanted to ease off the early mornings, she asked Margaret to train with her as someone who she could trust. She was in pub management working for Joe Robertson who was the founder of all the big pubs in Newcastle many years ago, helping put the Toon on the map for a destination city as a Hens and Stags!



Managing pubs and making sure everything ran smoothly; Margaret took it on and loved every minute of it—learning the ropes of the pub world, managing tills, holding the keys.

**“Fantastic. Absolutely fantastic part of my life. I loved it. Absolutely loved it.”**

Before long, she found herself working for Tetley Pub Company, eventually managing a few pubs of her own in town and becoming a training manager. But when alcopops hit the scene, and the pub culture shifted towards a younger crowd, she wasn’t loving it anymore. Plus, with her son getting older, the late nights managing a nightclub in Glasgow weren’t exactly fitting into her lifestyle.

So, Margaret left the pub life behind and joined Northern Electric and Gas doing clerical work (now Northern Powergrid)—a funny twist since Northern Powergrid would later become one of her biggest clients, Margaret’s career has been nothing short of an adventure!

Margaret’s journey into the world of security wasn’t exactly a planned career move—it was more of a delightful detour! She started in customer service at St James Security, but when the role turned mundane, she just wanted more. After talking to her manager about expanding her role, she soon became an Ops Manager, running the control room for a couple of years at St James Security. She even had the opportunity to catch a flight to Chicago to visit the Head Office! 6 months later Churchill acquired St James Security, and the rest is History.

**“Phil and Joel were really welcoming, everybody at Churchill was, to be honest. Had some training on cleaning but could never understand what the machines did, so I struggled with that!”**

Margaret has been with the company since the very beginning and has witnessed its incredible growth. Now part of Amulet, what started as a small operation has expanded into something much larger. Despite the challenges, Margaret loves her job and is proud of how far the company has come.

Anyone who knows Margaret will most definitely be aware that she's a MASSIVE Newcastle United fan! While most women might shy away from the football scene, Margaret dives right in. Whether it be a local pub or sipping an ice-cold beer abroad, Margaret will not miss a single game.

A day in the life of a Regional Director is anything but straightforward, and Margaret knows this all too well. Whilst the days during the week are usually meticulously planned out, come Saturday it's gone completely off rail. Early morning starts, being duty manager, making sure everybody is where they should and shouldn't be and writing reports only scratch the surface of where her time disappears. Admittedly, time management isn't her strong point; she sometimes thinks she has a Boeing 747 instead of a car when travelling to different sites!

Amidst the chaos, one of Margaret's proudest achievements has been client retention. She's maintained long-term relationships with key clients like Northern Power Grid and Ibstock Bricks since 2017. These aren't just business connections; they've grown into friendships built on trust and accountability. It's this foundation that ensures success, even when challenges arise.

**“I have regional success stories almost every week that make me proud of my teams.”**

After a bustling week, there's a cheeky red cockapoo named Jazz who has completely taken over Margaret and her husband's lives. If it's not the demands of work, it's little Jazz! Their weekends are filled with spoiling their ball of fur, nights out at the pub, and, most importantly, socialising with friends and family.

After all, through the hectic pace of her job, it's these moments that truly matter.

Every week brings a new regional success story that fills Margaret with pride for her teams. These moments might not be the kind that demand a shout-out from the rooftops, they're the little victories that truly make a difference. It's incredibly rewarding to witness officers who once approached their roles with nerves and uncertainty grow into their roles and truly find their groove. Many of them haven't been in the workforce for a while, so it's a joy to drop by week after week and see how much they've grown.

One of the most rewarding experiences in Margaret's role comes on day one of a mobilisation. The preparation leading up to it—whether it's a small-scale 60-hour operation or an intensive 350-hour endeavour— that involves a complex, collaborative effort. It's not something you can pull off solo; it takes a dedicated team. But when she walks in on that first morning, arms full of goodie bags for the officers, and everything falls into place, there's no feeling quite like that sense of achievement.

The perfect blend of professional accomplishments and personal joy has given Margaret a life that feels truly fulfilling. Whether she's celebrating team successes or unwinding with her cheeky cockapoo, Jazz, and loved ones, she's found that it's the small moments that make all the difference. Each day reminds her that balance is key, and she's carved out her sweet spot between career milestones and cherished time with family and friends.

We would like to round off this article by saying a massive thank you for all the hard work and dedication over the past years.

So, here's to Margaret—a true North East gem.



## Fun facts...

### **What is your favourite go to guilty pleasure snack?**

Right. Well. Snack would definitely be chocolate. I can't deny it - it's just that quick, satisfying fix. But if I had to pick, I'd say I'm a fan of dark chocolate.

### **If you could have any superpower, what would it be and why?**

I would like to be able to read people's minds. There are moments when I'm looking at someone and talking to them, and their expressions say so much. It's fascinating how much is conveyed through their faces, but sometimes I wish I could understand what they're really thinking beneath the surface.

### **If you could travel to any place in the world, where would it be?**

There's still a lot of places that I would like to go, but I suppose if I wanted to go anywhere, I would still go back to my happy place and that's where we've just come back from Andalusia/ Mijas, up in the mountains of Spain yeah, it's just such a different way of life. It's such a chilled-out place.

### **Dare I ask, who is your favourite football team and when did the love for them start?**

Newcastle United!!

My uncle took me to Newcastle games when I was younger, everybody who follows football will just laugh at this. But when we won the first cup, seeing them coming back to Newcastle on the open top bus and it was just absolutely the Best. Night. Ever. Since then, I'm just Newcastle mad. Everything to do with them, Eddie is my hero.

### **Finally, in our first newsletter, we asked Kieran to leave a question for the next interviewee - what piece of advice would you give to your younger self?**

I think I would tell my younger self to be kinder to myself and to have a bit more belief in what you can do because when you're younger, it's so easy to be put off or for people to put you down.





This year has been a fantastic year for us to showcase the important work that Amulet staff are doing to support their local communities.

With 2025 fast approaching we wanted to give you some ideas about events that you may want to get involved in.

## Sing your Heart out!

Don't forget to join us for carol singing under the Christmas Tree on Trafalgar Square on the 23<sup>rd</sup> December from 17:00 hrs . All are welcome.



All monies raised will be donated to the British Heart Foundation.

## Charity fundraising events 2025

### January

25<sup>th</sup> - Mind, 10k walk (London)

### February

27<sup>th</sup> - The railway children sleepout (Various stations)

### March

21<sup>st</sup> - Centre point sleep out, Shoreditch railway station.

21<sup>st</sup> - Red Nose Day / comic relief.

22<sup>nd</sup> - Diabetes UK Swim 22 Challenge.

30<sup>th</sup> - Ride Wessex downs.

### April

27<sup>th</sup> - TCS London Marathon.

27<sup>th</sup> - Ride the reservoir, Birmingham.

### May

16<sup>th</sup> - The Railway children,

Yorkshire three peaks challenge.

### June

15<sup>th</sup> - British Heart Foundation

London to Brighton Bike ride.

Did you know you too can raise money for a charity of your choice? Every Amulet employee is entitled to two paid days of volunteering per year.

Our social value calendar 2024/2025

Community *me*

<b>July</b> World Youth Skills Day 24/7 Samaritans Awareness Day The Big Listen	<b>August</b> National Opportunities Day National Dog Day	<b>September</b> Great British Beach Clean Macmillan Coffee Morning	<b>October</b> Stand Up To Cancer World Food Day	<b>November</b> Men's Health Awareness Month White Ribbon Day Children in Need	<b>December</b> International Volunteer Day Christmas Jumper Day Mission Christmas
<b>January</b> National Mentor Month Donate a coat	<b>February</b> National Apprenticeship Week Random Acts of Kindness Day	<b>March</b> Marie Curie Great Daffodil Appeal IWD Comic Relief	<b>April</b> National Pet Month International Micro Volunteering Day	<b>May</b> Dementia Action/Awareness Week World Hunger Day	<b>June</b> Volunteer Week UK Clothing Poverty Awareness Week Armed Forces Day

Please visit <https://churhillcontractservices.sharepoint.com/sites/CommunityMe> to find all resources.





## “A really cool experience..”

A great day was most definitely had by all at the Amulet volunteering Family Day kindly hosted by ZSL London Zoo.



Over 20 eager children and their even more eager parents arrived at the East Gate entrance to the World's oldest Zoo at 09:15 on the 12th October. Their mission, which they all gladly accepted, was to remove unwanted pebbles from Penguin Beach. One of those excitable adults was our very own Compliance and Risk Director, Barnaby Vallance.

As it was a Saturday morning Barney was not here to ascertain the risk the pebbles carried to the Penguins feet, no, he was here to make sure his daughter Alma and his two nieces had a day to remember.

**“We were continuing a project that Amulet had been helping with on previous volunteer days. It really is great fun as you are in the enclosure with the penguins, the public are there watching the feeding shows and you are actually inside. The penguins are there walking alongside us! “**

Armed with buckets, gloves and all fully briefed, the families made their way onto the beach and set to work amongst the inquisitive but grateful penguins.

The Children picked the pebbles and put them in the buckets leaving the heavy lifting to the adults. As the morning progressed many bags of pebbles were replaced with very welcome soft sand across the beach.



## “A really cool experience..”



After a busy morning, a break was well deserved. A change of scenery in the form of a trip to see the baby Gorillas was followed by lunch and a free afternoon to take a leisurely stroll around the rest of the Zoo.

Everyone had a great day, Barney reflected on the overall sense of satisfaction and enjoyment that they all felt.

**“Really enjoyed it, the kids loved it, they got a real sense of achievement out of doing it. They were able to look back and be really proud of what they had done. They loved the fact that they were allowed into areas where the public normally cannot go”**

If ever, there is a need to remove any more pebbles from the beach, there will be no shortage of volunteers as far as Barney is concerned.

**“We would all love to do it again, any opportunity to go to the Zoo and get involved is a privilege. We got to see a side of the Zoo that others don't get to see”**

As the sun set on a great day, the Children left holding on to cuddly penguin key rings and everlasting memories, Barney asked Alma what she thought of the whole day

“A really cool experience” was the reply and the families and Penguins alike did most certainly agree!



**Special thanks to Paul Rodriguez for arranging this amazing event and to Kelly Wessell of ZSL for making this such a special day for everyone.**



## Let's Talk Tech...

I am delighted to be able to share great technical opportunities with you in the Heart of Amulet.

Tech is here to improve our ability to protect our customer sites. It is here to make the role of Security Officer easier, to be better informed, providing better data upon which response decisions can be made. Our recent Innovation showcase at ZSL London Zoo has given me the perfect starting point for this new section. On 17th October we invited over one hundred of our customers to meet our selected partners, learn what they can provide and discuss the art of the possible. London Zoo provided an amazing backdrop that inspired many deep and insightful conversations.



## See tech. Do tech. Differently. Innovation Day 2024



I would like to share a summary of those who attended to give you an idea of the wide range of technical services and solutions that we can provide.

If you want more info on any of the below, please do not hesitate to contact me. I would be delighted to tell you more!

James

[James.bagguley@amulet.co.uk](mailto:James.bagguley@amulet.co.uk)



See tech. Do tech. Differently.  
Meet the suppliers...



**Automatic Systems-** Design and manufacture entrance control equipment.

**Birmingham City University-** Innovative use of Automated Tech in Security.

**Chrome Angel-** Specialise in the implementation of transformational technology for railways.

**CSE Crosscom-** A supplier of bespoke integrated two-way radio communication system and body worn video solutions.

**Defence Composites-** PPE body armour manufacturer.

**Everything Voice-** High-performance mobile and fixed line connectivity solutions.

**Hikvision-** Provide a broad range of physical security products, covering video security, access control, and alarm systems.

**Innaxys-** Deliver asset and training management, digital evidence management, and GIS/patrol management software solutions to the UK.

**Interconnective Security Products-** Security product suppliers; including stab vests, patrol systems, body cameras, knife arches.

**Loxal-** Design and manufacture a versatile range of remotely managed security products.

**Paxton-** Access design and manufacture of market-leading security solutions.

**Pinnacle-** Multi-site integration system in the electronic security market.

**Sensivic-** Specialist of smart audio detection for security.

**Sky Revolutions-** Multi sector time lapse, aerial imaging and surveying services.

**Smoke Screen-** High-powered fog cannons with a dense, harmless fog that challenges and repels intruders.

**Thinking Space-** Design and install bespoke control room furniture solutions.

**Wall to Wall-Rapid-** Deployment Security Solutions for Installers and Integrators.



From  
Apprentice to Ace

Learning, developing, Inspiring...

## Meet our technical services apprentice Jack Randall



If you really want to make something happen and you are prepared to work for it, anything is possible. That is the message loud and clear from our technical services apprentice Jack Randall.

Jack was working as a Security Officer on one of our leading sites that combines guarding and technical solutions. He was keen to learn more about how the tech on site worked, how it was used and how it could be developed.

When the opportunity arose to join the tech team as an apprentice, Jack didn't need to be asked twice. It has been a whirlwind seven months since Jack began his apprenticeship program earlier this year. Seven months that have taken Jack to many varied and interesting places.

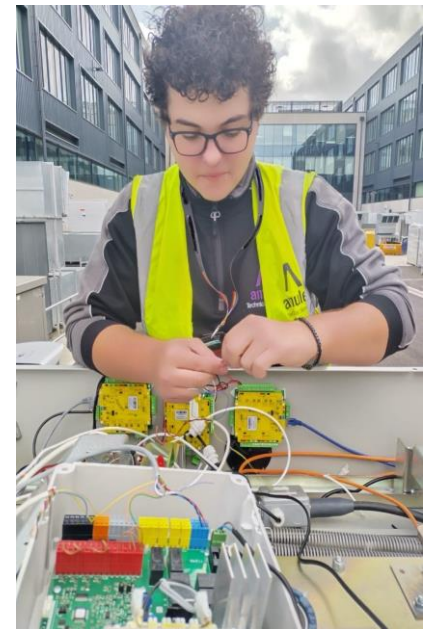
Whether Jack is installing CCTV in the public facing Gorilla enclosure at London Zoo, or deploying alarm units in vacant railway Arches, he does so with endless enthusiasm and a smile on his face. Danny Casey, Jack's supervisor, is very impressed with the ability Jack has to learn. "He is like a sponge, he just soaks up so much information, he is an absolute pleasure to work with".

Jack is clearly enjoying every minute of his journey " It still feels like I only just joined yesterday, I have learnt so much here and at College, I am looking to gain as much knowledge as I can, gain my qualifications in fire and security when College is done and be a great asset to the team."

Jack's enthusiasm is clear to see, as is his ambition. " I want to move up the ranks and one day I want to take over James' job". It is great to see such desire to succeed and we are delighted to be able to provide the support Jack needs to achieve it.

Watch out James! 😊

We are delighted to be working with Skills for Security, supporting Jack on his learning journey. Skills for Security play a key role in apprenticeship training across the Electronic Fire & Security sector.



*" Jack's journey is a shining example of how commitment and hard work in an apprenticeship program can lead to impressive growth and responsibility.*

*We look forward to seeing what he accomplishes next!"*

# Reward and recognition

## Just what the Doctor ordered! .



The World's oldest medical institution acted as our host this year for the Amulets annual awards ceremony of 2024. The Royal College of Physicians provided a unique setting for us to recognise and reward the great work of our Amulet colleagues across the Country.



Another record year of nominations meant that nearly 150 guests would grace the iconic Dorchester Library for welcome drinks before taking to the Osler room for dinner. As guests entered this magnificent arena, they were greeted with a larger than life four-minute video showcasing highlights from last year's awards ceremony. The projection was displayed externally on the façade of the William Harvey House.



As always, Aaron Copeland's Fanfare for the Common Man heralded the start of this year's awards ceremony. Guests listened as our presenters detailed the many acts of bravery and courage of our colleagues, learning of the dedication and passion they display in their roles each and every day. Guests appreciated the recognition shown for the introduction of new ideas and the desire of our teams to always seek better ways to deliver their service. We heard story after story of the amazing and extraordinary actions of our people. Yet, this year as every year, the message from those involved is that they were "just doing their job", that this is really not a big deal. The Amulets exist to remind us all that these acts are so much more than that. The Amulets afford us the opportunity to say thank you to all our teams. This is a big deal, and we will continue to highlight it, recognise it and to always thank you for it.





# Reward and recognition

## Amulets 2024 Continued..

Congratulations to all our finalists and winners this year!



### Everyday Hero:

#### Finalists

- Marie Jones – Avanti West Coast
- Mahad Hassan – Savills Borough Yards
- Adrian McKinney – Northern Trains
- Eugene Obeng – Northern Trains

Winner: Eugene Obeng – Northern Trains



### Transforming the Industry:

#### Finalists

- Kyle Mackness – Amulet Business Support
- Ray Moors – Amulet CCIC (Command, Control and Intelligence Centre)
- Daniel Smith and Danyel Williamson – CT, Northern Trains, Manchester Victoria

Winners: Daniel Smith and Danyel Williamson – CT, Northern Trains, Manchester Victoria

### Team of The Year 2024:

#### Finalists

- The Amulet Technical Services Team
- CBRE Alexander Dennis
- CT Team, Northern Trains
- Travel Safe Officers, Transport for Greater Manchester

Winner: The Amulet Technical Services Team

### Led By Intelligence Award:

#### Finalists

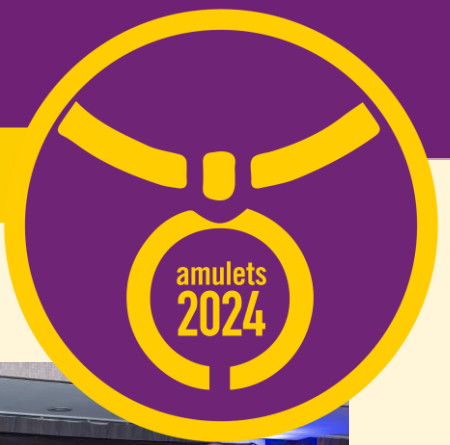
- Lauren Calow – Amulet Specialist Services
- Simon Notman – Avanti West Coast
- Northern Trains – Violence against Women and Girls Project

Winner: Northern Trains – Violence against Women and Girls Project



# Reward and recognition

## Amulets 2024 Continued..



Congratulations to all our finalists and winners this year!

### Doing the Right Thing

#### Finalists

- Tracey Perryman – Northern Trains, Manchester Victoria Station
- Zachary Algar-Harrison, Connor Schofield, Matthew Algar & Jake Beckett – Transport for Greater Manchester, Bolton
- Karl Cashmore and Saul Ashworth – Avanti West Coast and Northern Trains

Winners: Zachary Algar-Harrison, Connor Schofield, Matthew Algar & Jake Beckett – Transport for Greater Manchester, Bolton



Heart of Amulet

Special Thanks to:

Hannah Bridgman – Commercial Relationship Director

Paul Rodriguez - Regional Director – London Central

Winner: George Mitchell – Northern Trains, Bradford Interchange



### Leadership Award

#### Finalists

- Josh Gardner – Avanti West Coast
- Gavin Jackson – Sector Specialist
- Surakha Reid – The Glades Shopping Centre
- Richard Scotton - Northern Trains

Winner: Surakha Reid – The Glades Shopping Centre



### In Recognition

#### Winners

- Leonard Murraine
- Rachel Rodriguez
- Laura Waller-Brown





# Reward and recognition

## Amulets 2024 Continued..



Congratulations to all our finalists and winners this year!

### Outstanding Act -Our Finalists 2024

#### Mohammed Hussain – c2c Serrano Barking Station

Mohammed is nominated for the determination he showed in preventing a passenger taking their life. Outstanding vigilance, awareness and compassion combined with a dedication to preserve life and hope.

#### Matthew Clare, Danielle Macdonald, and Saul Stapley – Northern Trains, Manchester Victoria Station.

Matthew, Danielle, and Saul are nominated for the action they took following a serious incident at Manchester Victoria Station. Outstanding bravery and an unwavering desire to keeping everyone safe.

#### Jake Beckett – Transport for Greater Manchester

Jake is nominated for the assistance and support he gave to a female passenger and her baby who had been involved in a serious Road Traffic accident. Outstanding, decisive, and truly courageous actions in the face of such a challenging situation.

#### Lorae Alder, Sreedev Marar and Ans Shabbir – Transport for Greater Manchester, Rochdale

Lorae, Sreedev and Ans are nominated for the vital role they played in the arrest of a Murder suspect outside the Rochdale Interchange. Experience, teamwork and outstanding courage in the face of threat and intimidation.

### Outstanding Act Winner 2024

#### Mohammed Hussain – c2c Serrano, Barking Station



# Reward and recognition

## Amulets 2024 Continued..



### The Customer Recognition Award 2024:

We were delighted to be able to announce the winners of the 2024 Customer Recognition award as ZSL, London Zoo and Whipsnade. The award was judged by Byron Logue, Editor of Infologue Security news and Director at Interconnective Security products and Dennis Gotts of DG associates.

Congratulations ZSL on retaining the trophy for a second year!

Byron presented the award to Kelly Wessel.



### Proud to support GOSH

We were delighted to be able to raise funds on the night for the Great Ormond street Children's hospital. A silent Auction and a prize draw held on the night raised an amazing £1,500.00 for the charity. Thank you so much to all those who donated such fantastic prizes, and of course to those who bought the tickets and bid.





# Reward and recognition

## The Amulets 2025!



All Amulet employees can nominate or be nominated. Great performance needs to be recognised, so please take the time to send through your entries each quarter.

To cover the whole spectrum of performance we have made some changes to the criteria of our award categories. The below allow us to reward everyday excellence as well as outstanding acts; they allow us to highlight those who put people first, and those who seek to improve service delivery for our customers. The work of many of our colleagues in their communities will be recognised as will those who contribute to a more inclusive and respectful work and learning environment.

### **Everyday Excellence:**

This award recognises those employees who display Amulet's company values consistently day to day.

### **Always Seek Better:**

This award will reward those individuals or team that have driven change within their workplace environment.

### **Amulet EDI Champion 2025:**

This award is intended to recognise individuals and teams who have helped highlight the importance of Equality, Diversity, & Inclusion within their workplace

### **Team Award:**

This award recognises a team that has exceeded its targets and displayed collective excellence in the execution of its role throughout the year.

### **Intelligence Led:**

This award will recognise those individuals who have shared intelligence and/or data within their environment; used their initiative and security experience to use this information to great effect in securing a successful outcome.

### **Putting People First:**

This award will recognise the team or individual who has shown clear priority in offering protection to individuals within their workplace environment.

### **The Heart of Amulet:**

This award will recognise the individual or team that has taken the time to make a positive contribution within their own community.

### **Leadership:**

This award is presented to an individual that exhibits leadership skills by demonstrating their abilities of communication, decision making, leading by example, commitment and innovation.

### **Outstanding Act:**

This award will recognise the individual or team whose actions in the face of extreme and challenging situations are worthy of recognition.

### **Amulet Managers' Choice Award**

The votes will be cast by the Management team for the Colleague whose performance, in their opinion has exceeded expectation and is worthy of recognition

# Reward and recognition

## Amulet's Shining Stars

The Shining Star Awards 2024 were held at the stunning Institute of Directors in Pall Mall, London. The event brought together over 150 colleagues and clients, all gathered to honour the remarkable contributions, talent, and dedication that helps shape our team. The Shining Star Awards are our annual opportunity to shine a spotlight on the remarkable people within our business who go above and beyond.



We were delighted to have seven finalists and two of our own Amulet winners on the day.

Congratulations to you all!

Our finalists:

- Game Changer M&A – Lauren Calow**
- Game Changer Frontline – Aimee Partington**
- Everyday Hero – Mahad Hussain**
- The Inspirer – Wayne Gear**
- Impact Employee Award – Hannah Bridgman**
- Impact Employee Award – Eric Davies**
- Exceptional achievement – George Mitchell**



**Impact Employee  
Award Winner**

**Hannah  
Bridgman.**

**Exceptional  
Achievement Winner**

**George  
Mitchell**



## A focus on the Frontline..

The development of an amazing site and an outstanding Leader.  
Meet Bailey Ede, Contract Manager at Savills Borough Yards.

Borough Yards is one of the most exciting and unique places in London.

It is a vibrant London destination to shop, eat, work and play. Based in and around a series of restored and reconceived railway arches.



The development aim for Borough Yards from the outset saw the creation of numerous bespoke retail and fashion boutiques, an everyman cinema and flexible high specification office spaces. Amulet were selected by Savills as the security specialists best suited to oversee this amazing transformational project back in 2021.

Borough yards is now a bustling retail space boasting 50 uniquely converted arches which attracts 21.5 million visitors a year.

Amulet provide a 24hr security solution utilising a CCTV control room, access control, body worn cameras and a dedicated security team to ensure the safety of visitors to site.



Leading the team is our very own Bailey Eede. Bailey was brought in to support the site operations and his journey, as with the site, has been one of positive collaboration and personal development.

We caught up with Bailey to learn more about his role and his own very special journey.

**Tell me a little about yourself, what you wanted to be growing up/through school, and how you got here?**

I started in life, wanting to teach. I had a craving to pass on knowledge and to watch people grow as well as supporting and protecting others. I had never really put Security and Teaching together, as I doubt many would. But as I got older and hit 18, I started a part time role as Loss Prevention for Debenhams. The people I met on my way, had a great impact on the career path I began to see for myself. They taught me and showed that as I progressed from weekend cover to full time Loss Prevention Officer, and even acting supervisor in some instances, I can still make a difference in helping people, while also being a first line of support for the public. Protection dealt more with more than just stock levels, but people's lives. Eventually, I found myself teaching others and I found myself asking, rather than teaching or protecting, why not both?



## Borough Yards

# A focus on the Frontline continued..

I moved on as a fully licensed SIA officer to the local shopping centre, The Glades. After some years, I began to delve some more into junior management roles, picking up extra tasks, learning from Team Leaders and Supervisors alike. Amulet won the contract, and I was pleased (albeit a little surprised) that this new company and new management (Paul and Aram) actively sought out new potential and gave me all the tools and space I needed to progress further and faster than ever. Before I knew it, I found myself in the Team Leader and Supervisor positions too. Eventually, I was given a task which originally seemed insurmountable, Borough Yards. A brand-new site, a very small team, and a dream.

Now I find myself at Borough Yards as the Security Duty Manager, with a full team, a growing site with exponential potential, and I'm doing what I always wanted to do. I teach my team, I learn from them too, and I'm part of a company that prides itself on protection, support, and security.

## Why the security industry?

The security industry has an element of proactivity and positivity which I find other industries don't. The amity amongst a strong security team knows no bounds, where you can rely on each other for support and guidance. One of my favourite elements in the security industry is our interactions. The ability to liaise with the public and possibly make someone's day. Problem solving and creating solutions with customers and clients. Being able to effectively take steps to better your work environment as well as the local area. On many occasions, my team and I have helped members of the public with directions, recommendations, and some serious incidents. It's during these that the proficiency of the security industry shows. Assisting individuals who are going through a rough time or need first aid support, often leads you to finish the day fulfilled.

## Where do you see yourself in the next 5 years?

I don't think I'd ever like to stop learning and progressing. I'm eager to expand my knowledge consistently, and I like to think that within the next 5 years I could be moving into a more senior management/Ops management role.

## What do you like to do in your spare time?

I'm very much a family man. Whenever I have the chance, I enjoy taking my younger brothers out on day trips, looking after our dogs and, if I'm honest, I little too much time watching films. But I'm also a great lover of the outdoors. I often spend my annual leave travelling, finding a new mountain to hike and a new forest to explore.

## What is your proudest moment so far with the company?

I think out of the many, I'd be inclined to say receiving the Amulets Leadership award. A lot of hard work went into implementing new structure and systems at Borough Yards, developing the team into where it is today, and having that all recognised in front of the company will go down as one of my proudest achievements throughout my career.





# A focus on the Frontline continued..

## Who inspires you (Family member / Celebrity etc) and why?

I think I have to say my Mum. The opportunity, encouragement, and constant support she's given me throughout my life is one of the greatest inspirers and motivators I could ask for.

## What do you think makes Amulet unique?

As far as I'm aware, Amulet has a tuned skill at site support that I don't think another company has. The consistent and productive communication between management and the site teams has always been, in my opinion, one of the greatest attributes of Amulet.



# Fun facts with Bailey..

## Name your top 3 movies?

If anyone says anything other than my number 1, I'm afraid you're wrong:

- 1 – Avengers: Endgame
- 2 – Pulp Fiction
- 3 – Interstellar

## If you had a chance to sit down with 3 celebrities for a meal, who would you chose and why?

I think Ryan Reynolds goes without saying, purely because it's Ryan Reynolds...

Bert Kreischer, his laughter alone is contagious enough, let alone the stories he comes out with.

Bo Burnham, who is, I believe, one of the most underrated comedians of our time.

## What is one question that you would like to ask the next interviewee for our next special guest?

If you were stranded on a desert island, what 3 people and 3 items would you bring with you?

## In the Know...

Amulet's specialist services team are most definitely a very knowledgeable bunch. The department consists of Chris Mitchell and Lauren Calow. Chris is an ex-police officer with over 30 years' experience and Lauren has been an information analyst for 8 years within law enforcement, financial and Insurance sectors.



The team provide intelligence reports for clients and the business, interpreting crime figures to show trends across the country. They also provide training packages in security throughout Amulet and the wider business and tailored courses for clients. This includes practical advice and steps to employ that keeps everyone safe. Chris and Lauren will be sharing valuable advice and useful tips with us across the year.



## BLUEPRINT

The Specialist services team also demonstrate Project Blueprint to clients. This is a situational awareness platform application. It is the exact same system used by the emergency services every day in the UK and has the unique ability to link into these services when required. It really is a fantastic piece of technology that can assist any business with a myriad of different functions.

We are here to help you wherever we can. Feel free to contact us at [intelligence@amulet.co.uk](mailto:intelligence@amulet.co.uk)

## WINTER IS COMING!



Darker nights are rapidly approaching so people should be thinking about their safety travelling to and from work. It's highly unlikely you will experience problems, but you can reduce that possibility even further by following the below tips to keep yourself safe.

- Travelling by car – look to park in well-lit areas. Have your keys in your hand or pocket as you approach your car so you can get into your vehicle quickly. Lock doors and start the engine straight away.
- Public transport – ensure all zips on bags are shut. Know departure times. If you feel uncomfortable waiting then leave, try to stay in populated areas.
- Be aware of your surroundings – don't use headphones when walking, you won't hear what's happening around you. Where possible try not to make calls on mobile devices whilst on the street, can the call wait?
- Where possible don't travel alone, safety in numbers. If that's not possible tell someone that you're leaving and give an approximate time that you will be returning.
- Always remember property can be replaced you can't. Hopefully by having good situational awareness you can avoid conflict. If however, you can't, don't engage, get help, you are the most important thing, not your possessions.



## Refer a Friend: Help us Grow and Get Rewarded!

We are excited to relaunch the Amulet Refer a Friend Scheme! As we continue to grow and expand, we're looking for talented, dedicated individuals to join our team – and who better to help us find them than you? For every referral you make you will receive £150 (gross) in your pay once they have completed and passed their probationary review.

### How Does this Work?

- **Refer a Friend or Colleague:** If you know someone who would make a great addition to our security team, refer them to us! Simply request for a referral form from [recruitment@amulet.co.uk](mailto:recruitment@amulet.co.uk) complete and send back.
- **Successful Referral:** If your referral is hired and successfully completes and passes their probationary review, you will receive a referral bonus.

For more details contact [recruitment@amulet.co.uk](mailto:recruitment@amulet.co.uk)

## Grow a Mo, Save a Bro!

Growing a Mo is the most well-known way of supporting Movember.

But you don't actually need to grow to save a bro. Move. Host and Mo Your Own Way are options which may suit you better. You can chop, change and combine as you please.

### GROW:

It's the classic and simple approach. Can't grow one? Even better. The worse the Mo, the more conversations it'll inspire.

### MOVE:

Move this Movember by walking or running 60km over the month. That's 60km for the 60 men we lose to suicide each hour globally.

### HOST:

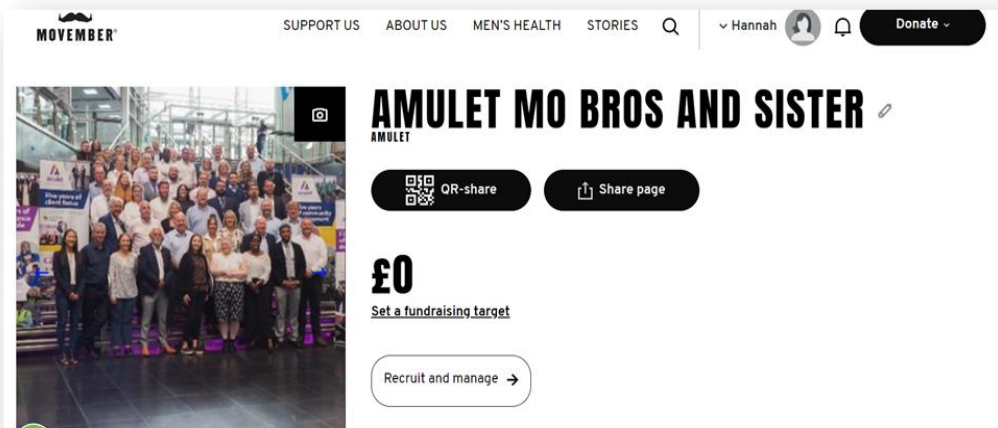
Rally a crew and host a trivia night or ping pong tournament. Anything close to yours or your company's heart can inspire an event.

### MO YOUR OWN WAY:

A choose-your-own-adventure challenge, epic in scope and scale.. Set your sights on breaking an obscure record. Do dares for donations. Kick a bad habit. Take on a physical challenge. Mo Your Own Way means you make the rules.



<https://movember.com/t/amulet-mo-bros-and-sister?mc=1>



Scan here to donate!!

# Celebrating faiths in our community

Our people are at the heart of Amulet, and it is important that we support each our colleagues and embrace what makes us all unique.

## Buddhist

Wesak (Buddha Day)  
12<sup>th</sup> May

## Christian

Good Friday 18<sup>th</sup> Apr  
Easter Sunday 20<sup>th</sup> Apr  
Christmas Day 25<sup>th</sup> Dec

## Hindu

Krishna Janmashtami 15<sup>th</sup> Aug  
Diwali (Divali, Deepavali) 20<sup>th</sup> Oct

## Jewish

Purim 13<sup>th</sup>-14<sup>th</sup> Mar  
Passover 12<sup>th</sup>-20<sup>th</sup> Apr  
Shavuot 1<sup>st</sup>-3<sup>rd</sup> Jun  
Rosh Hashanah 22<sup>nd</sup> -24<sup>th</sup> Sept  
Yom Kippur 1<sup>st</sup>-2<sup>nd</sup> Oct  
Sukkot 6<sup>th</sup>-13<sup>th</sup> Oct  
Shemini Atzeret 13<sup>th</sup>- 14<sup>th</sup> Oct  
Simchat Torah 14<sup>th</sup> - 15<sup>th</sup> Oct  
Chanukah 14<sup>th</sup> - 22<sup>nd</sup> Dec

## Muslim

Ramadan 28<sup>th</sup> Feb  
Eid-ul-fitr 30<sup>th</sup> Mar  
Eid-ul-Adha 6<sup>th</sup> Jun  
Ashura 5<sup>th</sup> Jul

## Sikh

Guru Gobind Singh's birthday 6<sup>th</sup> Jan & 27<sup>th</sup> Dec  
Vaisakhi/Baisakhi 14<sup>th</sup> Apr  
Martyrdom of Guru Arjan Dev 16<sup>th</sup> Jun  
Bhandi Chor Divas 20<sup>th</sup> Oct  
Birthday of Guru Nanak 5<sup>th</sup> Nov  
Martyrdom of Guru Tegh Bahadar 24<sup>th</sup> Nov  
Holla Mohala 14<sup>th</sup> - 16<sup>th</sup> Mar

Our wellbeing, diversity and inclusion programme 2024



## 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>



Powered by mosaic  
Please visit <https://churchillcontractservices.sharepoint.com/sites/Wellbeing> to find all resources.





# We're ONEOT



## Can you believe it? It's been ONE YEAR since we made the transition to an employee-owned business!

One year of owning our success, sharing our challenges, and celebrating our wins - together! We're proud of where we are today, and we're even more excited about where we're headed.

To mark this incredible milestone, we've been reflecting on some of our achievements over the past year. Check out the infographic below for a snapshot of where we are today and what we've accomplished together.

Thank you for being part of this amazing journey. We're excited to see where the next year takes us and what we can achieve together.

