



Welcome to our second issue and we are delighted with the feedback we have had so far. If you have any comments or would like to make suggestions about future content please let us know at BSSNews@bss.uk.com.

In this quarter's issue we take a look at Corporate Social Responsibility (CSR) which is a top priority for BSS and we update you on the Approved Contractor Scheme (ACS), recent industry events and a new In the Hot Seat interview with our Chairman, Brian Mein.

A TOP SCORE FOR BSS

In February 2010, BSS was evaluated for the fourth year running, for the Security Industry Authority's (SIA) Approved Contractor Scheme (ACS). BSS was already a high scorer, within the top 2% of all ACS companies nationwide. We are delighted, therefore, to improve once again and achieve a score of 112, which places us even higher.

As part of the ACS evaluation, the assessor used a range of methods to gather evidence which included visiting our head office, telephone calls to clients and site visits, and interviews with employees. In addition, the company's documents, records and electronic data was examined.

Of particular note, the assessor was keen to highlight BSS' ongoing training programme as an area of good practice. Our programme is of great benefit to our employees and enhances the level of service for our clients. The programme ensures that the officers we provide to our clients will have the required level of knowledge and training for the assignment.

Many thanks to our clients who took the time to meet with our assessor and talk to him on the telephone.

For more information on the Security Industry Authority and the Approved Contractor Scheme visit www.sia.homeoffice.gov.uk.

TOOLBOX TALKS

As an ACS as well as NSI Guarding Gold accredited company we are continuously reviewing and improving our processes so that we deliver outstanding expertise and service for our clients.

We take this very seriously: our company's ethos is Great People, Great Service, Great Performance. So, to ensure our standards never slip we routinely train our officers with new information or refresh their knowledge as well as monitor their understanding.

We call this Toolbox Talks and each module covers a topic such as Slips, Trips and Falls, Lone working, Incident reporting and so on. The subject is discussed with our officers and the correct process explained.

BSS AWARDED LINGFIELD PARK RACECOURSE

We are delighted to add Lingfield Park Racecourse, amongst others, into our portfolio of clients this month. Owned by Arena Leisure, BSS will be providing the Racecourse with our manned guarding services, including vehicle and personnel spot checks.



BSS WINS EMERGENT BIO SOLUTIONS CONTRACT

Bowles Security Services (UK) Ltd has been selected to provide its services to US company Emergent Biosolutions, a biopharmaceutical company based in Winnersh Triangle, Reading. Emergent Biosolutions is the only company in the world to have a vaccine approved by the FDA for the prevention of anthrax infection. BSS will be providing a building lock-down service every night and is working with Emergent BioSolutions to refurbish its current CCTV systems.

IN THE HOTSEAT BRIAN MEIN, CHAIRMAN



At BSS we believe in working in partnership with our clients and so to do this, we want to let you know more about our people. This is a new section that we've added to our newsletter and we hope you enjoy it!

Where did you work before you were Chairman at BSS?

I was Chairman of an international Defence Security Provider, mainly involved in the detection/prevention of terrorist threats and the principal supplier of x-ray/scanners/IED detection devices for the Sydney Olympics.

I was Group MD of Securiguard Group PLC, the largest security guarding company in the UK with extensive operations in the US. I helped develop the company from £400,000 to a £200 million international company.

What is the most fulfilling part of your job?

Developing the company, its people and the services it provides. Most importantly, it is about developing a team ethos, identifying the talent we have and fulfilling our potential.

What challenges do you face in your job?

Creating a balance between expectation and reality of fulfilment, to meet those expectations and still provide a viable company.

To become a substantial security provider in the UK renowned for integrity and value of performance.

What do you enjoy about working in the Security Industry?

People! Our own, our clients', our suppliers' - and making it gel. The challenge to succeed, operating outside of convention and being far better than our competitors.

CODE OF CONDUCT



Bowles Security Services (UK) Ltd has issued its new Code of Conduct and Business Ethics, which sets out the principles and standards that the company is required to adopt and apply in all business dealings.

For BSS, this means following the principles of the code in our dealings with our colleagues, our clients, and the wider community. It can encompass everything from offering the highest levels of service to our customers, to treating workmates with respect and dignity, as well as making efforts as a business to improve the quality of life in the communities we serve.

Great People, Great Service, Great Performance is our company ethos and the Code of Conduct helps us to build on this by setting standards for us to follow in the way we do business.

NEW APPOINTMENTS

This quarter has seen the appointment of **Holly Longmore**. Holly joins the team as Airside Assistant. We welcome her to BSS and wish her well in her new role.

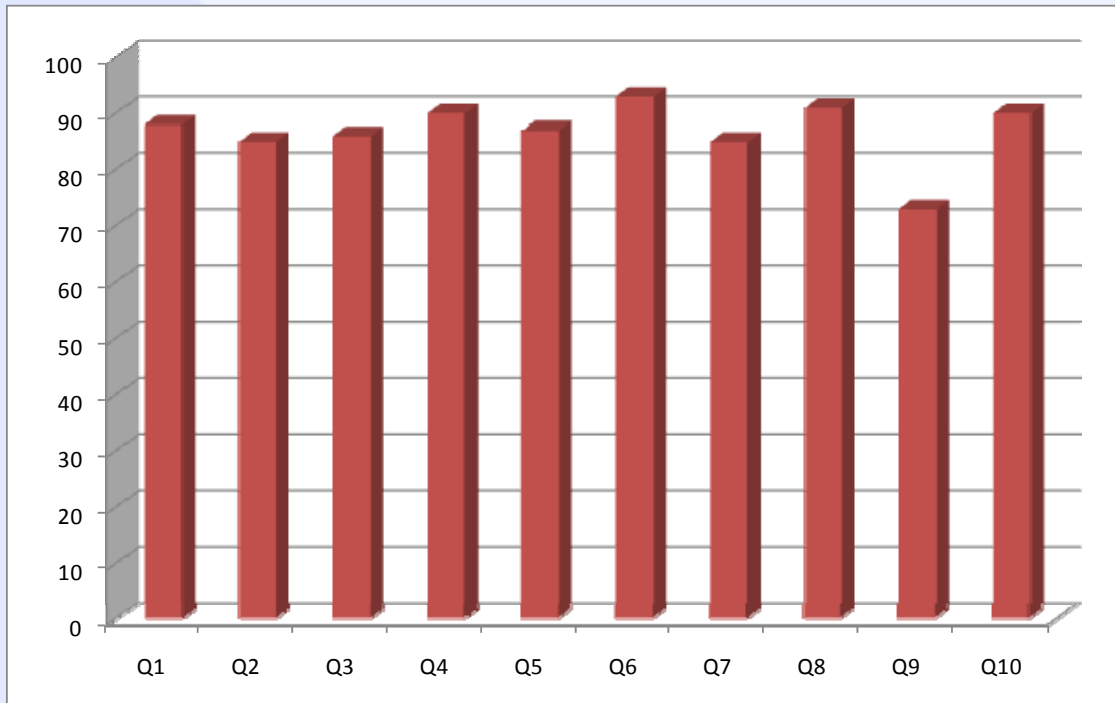
QUARTERLY OFFICER AWARD



Congratulations to Gam Prasad Gurung who was presented with the Quarterly Officer Award for the fourth quarter. Gam has worked at various sites including Winnersh Triangle, Reading, where feedback given shows he is always helpful and confident in his duties.

EMPLOYEE FEEDBACK RESULTS ARE IN!

At BSS, we are committed to ensuring the welfare of our employees and to monitor their satisfaction we regularly ask them to complete a satisfaction survey. We know our clients find it reassuring that when they choose BSS for a contract, they are selecting a security company that treats its employees with dignity and respect. This is what our employees think of BSS...



No.	Question	Maximum Score	Percentage
		513	
Q1	How confident are you that you will be paid the correct amount for the shift hours worked?	451	88
Q2	How satisfied are you with the amount of hours we provide you?	436	85
Q3	How satisfied are you with enough weekend hours?	441	86
Q4	How would you rate the professionalism and support of you management?	461	90
Q5	How would you rate the training you have received?	446	87
Q6	How would you rate your own Performance?	477	93
Q7	How would you rate the work conditions at your regular site?	436	85
Q8	How would you rate Bowles Security Services as an employer?	466	91
Q9	How satisfied are you with the equipment and/ or uniform we provide you?	374	73
Q10	How would you rate the communications between Bowles Security Services and yourself?	461	90
		Average	86.8

CORPORATE SOCIAL RESPONSIBILITY

Corporate Social Responsibility or CSR, is of ever increasing importance in today’s business world. Companies are required to operate in an ethical way, focusing on the environmental impact its operations may have as well as how it affects its colleagues, customers and the community in which it does business.

At BSS we are pleased to say that CSR is nothing new to us and when our clients ask us to tell them how we manage our CSR commitments we are happy to share our CSR strategy with them. This strategy was recently updated and reviewed as part of our ACS evaluation.

**Key Activity Area:
Community**

**Key Activity Area:
Environment**



**Key Activity Area:
Workplace**

**Key Activity Area:
Marketplace**

<p>COMMUNITY: BSS is committed to fully engaging in helping the communities in which we do business. The Company will continue to support local community charities, children’s charities and charities linked to our industry.</p>	<p>ENVIRONMENT: Managing our carbon emissions is one of our top priorities. We also closely monitor our waste and recycling and make energy saving measures across the business whenever and wherever possible.</p>
<p>WORKPLACE: The key to any successful business is a happy, motivated workforce. So we will be further focusing on training and development and employee wellbeing. Health and Safety of our colleagues is of paramount importance.</p>	<p>MARKETPLACE: It is crucial to our business that our clients value and have complete faith in us and our services. We are focusing on the relationships we build with our customers and suppliers and have introduced a Code of Conduct (See page 2).</p>

BSS has a dedicated, experienced CSR Manager so if you or your colleagues would like any further information or advice on Corporate Social Responsibility, please contact BSSNews@bss.uk.com.