

the mag

Your input, your news, your mag...



Issue 28 | Summer 2010

MICK MEETS HIS ATTACKER

G4S 'backs the bid'
by delivering it

How Project Orion
will transform
our business

LSE Yellow
Belt awards

Win an **iPhone**



A MESSAGE FROM JULIAN DUXFIELD, HR DIRECTOR

As we get into the summer holiday period and half-way through our financial year it's a good time to take a step back and reflect how things are going across the business. The economic background is certainly difficult and many fear that we will slip back into recession but we have laid some good foundations for coping with testing times ahead.

This issue of 'the mag' highlights some of the things that we have put in place, including the Continuous Improvement NVQ (Yellow Belt) training and the start of Project Orion - the implementation of a new IT system across the whole business.

In addition a significant majority of operational employees who are GMB members have voted to accept the Company's pay offer, which gives everyone a bit much needed stability.

Our previous Chief Executive, Ian Nisbet, who now heads up the G4S business across Africa, sent his best wishes to all employees in a number of leaving speeches across the Company. An announcement will be made as soon as a new Managing Director is appointed, in the meantime the six functional directors who comprise the Cash Executive team continue to work closely together to ensure that the business remains on an even keel.



FLYING SQUAD RUGBY EVENT

A charity rugby match took place on the 29th April between the North Flying Squad and South Flying Squad. The event was sponsored by the G4S Cash Solutions Risk department and a cheque for £3,000 was presented by Kevin O'Connor, Risk Director (left) to Martin Hewitt, Metropolitan Police Commander.



G4S operates in 115 countries worldwide; we employ over 560,000 people and have a turnover of over £4.5 billion. So, we are the largest security provider on earth and happily sit in the top FTSE 100, but what do we do around the world?

Each issue 'the mag' will focus on one country and highlight an interesting service we provide there.

For the first 'Around the World' we start at home, at Wimbledon, London.

Wimbledon is one of the biggest sporting events in the British calendar, attracting around 42,500 tennis nuts each day – and for 23 years it has been secured by G4S.

We spoke to William Cuxton, Cash in Transit Driver and a big fan of tennis:

"We arrive at between 7pm to 9pm and collect all the caterers and on-site bank's takings for the day, ensuring that there is no money left inside the ground. There's a good 100-plus tents selling food and drinks, so as you can imagine there is a fair amount to collect, hence the two people on board," said William.

"I worked the whole fortnight with Nick Henley, and we take turns leaving the van to collect the money, while the other stays inside and keeps an eye out.

"We have to wait for the public to clear the site, which is normally around 10.30pm, as we drive down the public walkway, and from there we take the money to the depot."

COME TOGETHER

WHAT THE NEW COALITION GOVERNMENT MEANS TO G4S

We all witnessed the initial media frenzy surrounding 6th May but surprisingly we have now had a coalition government in place for just over two months. Most will say that so far little has changed but we all know that there will be some radical changes being implemented over the coming months.



Within days of the Conservative Party Leader David Cameron being elected as Prime Minister and the Liberal Democrat Leader Nick Clegg being elected as Deputy Prime Minister, policies of both parties had to be reconsidered and tough negotiations took place before the new government could be sure they were to stand any chance of success.

It wasn't long before the new government published its vision for the next five years in 'The Coalition: our programme for government', where **Freedom, Fairness and Responsibility** are to prevail under their leadership. The document homed in on a few areas that will have a direct effect on G4S.

Banking

Whilst the reforms being made by the coalition government to address the country's financial crisis do not have specific implications to our Cash in Transit business, we will be monitoring developments being made within the banking sector. Any financial investments that need to be made by our customers to comply with the Government's requirements may mean there is less money in the pot to spend on security which could have implications for our crews.

Business

The Government believes that business is the driver of economic growth and innovation. They are committed to end the culture of 'tick-box' regulation, and instead target

inspections on high-risk organisations through co-regulation and improving professional standards. The government is to impose 'sunset clauses' on regulations and regulators to ensure that the need for each regulation is regularly reviewed. They also say that they will give the public the opportunity to challenge the worst regulations.

Crime and Policing

The Government believes that we need radical action to reform our criminal justice system giving police forces greater freedom from Ministerial control to better deal with the crime. They are also seeking to spread information on which policing techniques and sentences are most effective at cutting crime across the criminal justice system.

Justice

The Government believes that more needs to be done to ensure fairness in the justice system. This means introducing more effective sentencing policies, as well as overhauling the system of rehabilitation to reduce reoffending and provide greater support and protection for the victims of crime. They are to introduce a 'rehabilitation revolution' that will pay independent providers to reduce reoffending, paid for by the savings this new approach will generate within the criminal justice system.

They will conduct a full review of sentencing policy to ensure that it is effective in deterring

crime, protecting the public, punishing offenders and reduce reoffending. In particular, they will ensure that sentencing for drug use helps offenders come off drugs.

Transport

The Government recognise that they need to make the transport sector greener and more sustainable, with tougher emission standards and support for new transport technologies. They are to work towards the introduction of a new system of HGV road user charging to ensure a fairer arrangement for UK hauliers.

Budget

The first coalition budget was dominated by our economic situation where George Osborne, Chancellor of the Exchequer made it clear his overall objective was to reduce the national debt and he would do this using a number of different measures. For G4S one of his main announcements was that of an increase in VAT levels from 17.5% to 20% on 4th January 2011. Good news for the business came when he announced that there would be a staggered 4% cut in the headline rate of corporation tax.

The Labour Parliamentary Under Secretary of State Alan Campbell MP was a great supporter of G4S and the Cash in Transit industry and we do not see this support wavering with his successor James Brokenshire MP. Key members of G4S have known James for a number of years and in fact earlier this year Kevin O'Connor, Risk Director and Natalie Whatford, Public Affairs Manager met him to provide an update of CIT crime and the work being done to reduce it. James reiterated his support at that time and more recently following his appointment as Parliamentary Under Secretary of State for Crime Prevention. G4S will continue to offer its expertise and provide real leadership to both the Minister and his department in order to continue with this extremely productive partnership approach.



James Brokenshire MP

DAVE LYONS AWARD



Dave Lyons, NNC Chair and Rep for London & South East region sadly passed away in January 2010, after a short battle with cancer (issue 26).

Since his untimely passing, many of Dave's colleagues and fellow activists have made it known that they would like to see the GMB honour Dave's memory with a permanent tribute. After consultation and consideration of how best to achieve a fitting legacy, a Commercial

Services Section award has been established in honour of the great man.

The award will serve to both commemorate the memory of Dave and recognise the contribution that the annual recipient will have made towards supporting and improving the lives of fellow GMB members.

The inaugural award was given to Simon Forrester, employee at G4S Secure Solutions for his outstanding level of support and assistance to another Security Officer after a vicious attack.

MORRISONS CONTRACT WIN

We have successfully secured a three year contract extension with WM Morrison plc, the UK's fourth largest food retailer. The contract will see us providing Cash In Transit services to all 425 Morrisons stores throughout the UK, consolidating our position as the leading provider of cash services to the UK retail industry with clients including Tesco and Marks & Spencer.

The contract extension, encompasses CIT services, ATM replenishment and specialist services to Morrisons' entire estate. G4S has provided CIT services to Morrisons since 2004, a period which has seen the number of Morrisons stores in the UK increase from 134 to 425.

Cat Hiley, Morrisons Stores Cash Control Manager, said, "G4S has provided a consistently high level of service as our business has grown and as our national expansion plan will see us increase selling space by one million square feet over two years; having partners like G4S who have the size and expertise to scale their services up to match our growth will be of huge importance."

Phil Shingler, Sales and Marketing Director, G4S Cash Solutions (UK) Ltd said, "We are delighted to have secured a three year extension on this prestigious contract. As one of the country's leading retailers Morrisons needs partners it can rely on. G4S has both the logistical expertise and national infrastructure to ensure that customers like Morrisons experience consistently high level of services throughout the UK. I would also like to thank David McLaren for all his hard work in retaining this contract."



David McLaren

David McLaren, National Account Manager, G4S Cash Solutions (UK) Ltd said, "G4S and our customers are feeling the pressure of the current climate. We all are continually focussing on any way to reduce costs while still providing quality service. "We are delighted that Morrisons has chosen to retain G4S as its supplier of choice and we will continue to provide great service to them as we always have done."

Well done to David and the team for their hard work and dedication to securing this vital contract.



REMEMBERING THE PAST

G4S is celebrating its 75th anniversary in 2010, securing the UK since 1935. Help us write the G4S memory book and have a chance to go down in history!



How to get involved

We would like to invite you to tell us about your most memorable day working for G4S, when you felt proud to be an employee. For instance it could be about the day:

- You witnessed a historical event
- Someone went out of their way to thank you for doing a great job
- You were able to help someone in need
- The day you remember was a funny anecdote

Please try to keep it as short as possible and if you have any photographs in relation to the day or of yourself then that would be great to include too.

How to send in your memories

Post: Send in your memories, photographs and completed form to:

Gary Burch, Sutton Park House, 15 Carshalton Road, Sutton, Surrey, SM1 4LD

Email: Email your G4S memory and photographs to: themag@g4s.com

Please complete form details onto the email. We will try to publish as many memories as we can and ensure all photo's are returned. Please note that by sending in your submission you are agreeing to having your name, memory and photo published in the book.



Name

Contact Number

Email Address

Location

Job role now

Job role at the time of your memory

Year of your memory

DON'T FORGET TO ATTACH YOUR MEMORY AND ANY PHOTOGRAPHS



Early days meant early starts

Retired Assistant Crew Commander Jeff Cope joined Securicor in 1968. He now helps run the Old Comrades Association. Jeff recalls his first few months with the company.

I joined Securicor on 17th February and one of my first recollections was being asked to attend a six-week training course in Flood Street in London. Our training consisted of class work until 5pm Monday to Friday, not before we had risen at 4am and shipped to Swan House where we formed a human chain from the vaults to the street level passing cash boxes and bags for Nine Elms and Hackney.

If we were taken to Nine Elms we would invariably see Mr Keith Erskine (the founder of Securicor) in his duffle coat waiting to get in the back of a van to do his cash in transit duties.

We had a little Italian chap called Luigi at the training centre looking after us. He gave us sandwiches for breakfast consisting of very fatty ham. After around two weeks we asked Luigi if we could have something different for breakfast such as marmalade or jam. The next morning we had very fatty ham sandwiches smothered in marmalade!

YOUR VIEWS ANSWERED

LETTERS

From: Anonymous, Coulsdon

In response to the article on Shabu Abdul Kareem (Page 8 - Issue 27)

Although the article was interesting and well written I would like to point out that Shabu's reason for continuing to work on the day of his attack was for personal reasons. The assumption that all crews at Coulsdon are of the attitude that they would all continue working after an attack is absolute rubbish. Shabu continued working on the day of his attack and all the crews at Coulsdon and I am sure across the country respect him for that.

The mag says: The management team understands that under no circumstances should an employee be made to feel that they must continue with their trip following an attack. Going 'above and beyond the call of duty', like Shabu is to be admired, but we understand that not everyone would react in this way. When an employee does this they should be acknowledged and thanked in appreciation of their efforts.

Do you have something to say about anything in 'the mag' or would you like to ask a question to the Exec? If so, please send your letters and questions into 'the mag' team via post (address on back page) or email – themag@g4s.com

QUESTIONS TO THE EXEC

A sample of questions received following the exec roadshows

Q. Why are the exec roadshows only once a year, couldn't we have more regular communication of company information?

A. The annual roadshows are an important opportunity for the Company Directors to communicate face-to-face with as many employees as possible, but they are very time-consuming. We feel that an annual presentation is about the right balance. However, we also expect management teams across the business to provide more regular briefings for employees, which should include how the business is performing against targets.

Q. Can the roadshow also be set out in email form?

A. We believe it is important that the roadshows are primarily face-to-face events, this allows a real dialogue between the Director presenting and any employee who wants to ask a question on any issue.

Q. Where can I find more information about what's going on in G4S?

A. We expect managers to communicate information to employees about what's happening across the Company. In addition we have 'the mag', noticeboards and the intranet to communicate more detailed information. In addition we are exploring how we could use the Securi-TV screens that some branches have to communicate information to employees.

IDEAS AND RECOGNITION PILOT SCHEME

Everyone has their own ideas about how G4S can do things differently. Maybe you do not have an idea but you would like to thank or nominate another employee for going above and beyond the call of duty?

The Small Changes Big Difference Ideas & Recognition (SCBD I&R) scheme bids to not only track down the most inspired ideas from around the business and make them a reality but also, to provide an outlet to recognise some great work done by an employee or team.

The new scheme which is being piloted in five branches (Bradford, Bristol CC, Cardiff, Coulsdon and Northampton) will soon be hitting your branch. It has evolved partly from the old 'ignite' scheme which had some fundamental problems in its process. We hope, by using the pilot scheme make the process easier and get any of the good ideas implemented.

Ideas

During the pilot, suggestions are delivered to the branch ideas box and reviewed locally by a multi skilled review board. If your idea is good you will be given the opportunity to be involved in the implementation from start to finish (where practically possible).

Recognition

Similarly, nominations are delivered into the same box and will be reviewed locally before being past to regional then national teams for review. The pilot trials are currently taking place and will hopefully iron out any problems with the process and workflow issues. The next edition of the mag will provide further coverage of this new and exciting scheme.

"This is a fantastic chance for all employees to have a direct say in improving the business and recognising some of the great work they have already done," said Charlie Dixon, CI Manager and SBCD I&R Project Leader



Kris Price

Colleagues in Fleet Management and across the business were devastated by the news of the death of Kris Price, Mobile Technician, in April.

Kris worked out of a number of branches in the North and Central Regions, but primarily out of Bradford and Manchester. Kris was employed by G4S for the last two years and was a fantastic employee, with deep knowledge of our vehicles and security systems, and who worked tirelessly for the business, always willing to go the extra mile for the branch transport teams. Kris died in a tragic accident and will be sorely missed by his colleagues and everyone who knew him. Our deep condolences go to his family and loved ones.



LONDON & SOUTH EAST YELLOW BELT AWARDS

On 1st June 2010, nine very nervous pilot candidates met at Nine Elms to present their completed NVQ projects to a range of Cash UK senior managers.



Back row (left to right)
Roger Hughes CI Manager
John Matyszuk Maidstone
Roger Bowery Coulsdon
Darren Rolfe Chelmsford
Will Reddaway CI Engineer
Phil Scovell Maidstone Coin
Derek Meier CI Manager.
 Front row
Kerry Grant Coulsdon
Deborah Hagger Enfield
Jo Boylett Harlow
Denise Mason Basingstoke



Phil Scovell presenting his Yellow Belt project to Senior Managers

Each of the candidates volunteered to present their projects on behalf of the teams they had worked with over the previous year to show the results of all their hard work. The presentations included improving replacement slips through DP balancing, cash sales productivity improvements, mis-routes, improved archiving, ATM store room, bulk cash improvements, vehicle downtime reductions to coin store control improvements.

Each project has delivered a quantifiable improvement to the Cash UK business as well as highlighting the new skills learnt by all the pilot candidates. Via these projects, problems have been fixed at the root in 10 separate centres in the London and South East Region. These projects were really well received by the management on the day. Hopefully has given all the newly qualified Yellow Belts that feeling of success and achievement they all deserve for putting in the effort and putting themselves forwards as candidates on this pilot wave.

Each of the NVQ candidates trained so far will have a similar opportunity in the near future to present on the improvements they have made happen in Cash UK.

We hope all candidates will follow the lead of these nine candidates and take the opportunity to tell the regional managers just what improvements they have made to Cash UK.

"It is a lot more noticeable to see employees working with a smile on their face within CI enhanced branches and cash centres. The Yellow Belt candidates will push this further to obtain and sustain a better working environment," said **Andy Cruickshank, Director of Cash Centres.**

"It is important to realise output of the Yellow Belt project and how the candidates can and will benefit each branch/Cash Centre and G4S as a whole."

"Awards like these are just the beginning, it is in the workplace that candidates can make a real difference to the business," said **Neville Prentice, Operations Director.**

"All credit to the individuals and the projects they have been working on to shift the cultural behaviour at each branch," said **Matthew Bibb, Branch**

"All the Yellow Belt projects have added value to real business problems," said **Chris Rowe, Regional Operations Director – London & South East.**

"Getting out there and putting things into practise really helped with the Yellow Belt project," said **Darren Rolfe, Chelmsford**



Will Reddaway receives his Yellow Belt Certificate from Neville Prentice, Operations Director

SHINING STARS



Three employees working at the Chester branch have been earmarked by management for successful careers at G4S.



(Left to right): Andrew Kelly, Ceri Jones, Kevin Walker, and Ashley Wood

They all have passion and drive in their respective roles and make a positive impact on the business.

The Chester branch has a young management team, keen and hungry for success. Andrew Kelly, the new Branch Manager mentions, "Chester has a successful and well established team with a broad spectrum of skills and experience. The potential for some of the younger members of the team to grow into senior roles will be realised by the knowledge transfer and experience from the longer standing team members. We can complement this with the opportunity to work on exciting and challenging new business objectives both at Chester and further afield. Harnessing the team's energy and applying some solid steer could lead to massive gains for both the individuals and branch as a whole."

All three have been nominated to go on the Business Improvement Techniques (Ceri & Ashley Yellow Belt, Kevin Green Belt) training course and have already had potential projects within the branch primed for opportunity.

Ceri Jones, Branch Admin Assistant

Ceri has worked at G4S for twelve months and hopes to become a Section Manager.

"I would like to move up the ladder and learn more parts of the business, whether local or national."

What do you like about working at Chester?

"I like the people and the management team. It is an interesting job with lots of variety."

Ashley Wood, Senior Cashier

Ashley has worked at Chester for three years and hopes to be a Section Manager in the next few years. He will do anything to improve the business and his career.

What has been the biggest challenge at G4S so far?

"5S, trying to put in place so many improvements and we need to get some middle ground. A challenge or possibly an opportunity is to get buy in from such a young team to make all the changes count."

Kevin Walker, ATM Section Manager

Kevin has worked at G4S for five years and is always looking to improve things at work. He has aspirations to work abroad with G4S.

What can you improve at G4S, either in your team, branch or nationally?

"We need to focus on improving our pricing for services. How can we stop customers going to competitors whilst still retaining our superior service levels."



LEEDS GO ABOVE AND BEYOND

Leeds Cash Centre is located in the heart of the bustling city and all cash vehicles are transported down two floors into the loading bay via a hoist from Ground level.

Due to an issue with pumping equipment failing, the pit into which the hoist retracts filled up with water and dirt to a level of about six feet. The hoist had to be taken out of operation which could have effectively closed the Cash Centre down. However, for the two days of no hoist, there were no service issues to the customer. Apart from a small amount of work being transferred to Manchester the majority was still processed in Leeds using a fork lift, brute strength, ingenuity, planning, excellent team work and good communication between all areas of G4S & Lloyds TSB.

Well done to all the team at Leeds.



IT EXPECTATIONS

Have there been times when you feel you have an IT issue but do not know whether it really is an issue that should be logged, or have you logged a ticket without really knowing when to expect a response? Que Tran (IT Infrastructure & Operations Manager) is here to change all this and improve the level of IT service delivered to staff.



Que Tran

Que has created the IT Expectation Guidelines as a simple guide for staff expectations regarding IT service.

The guideline should be used to help staff identify what IT services are being delivered, when there is an issue which needs to be logged with the IT Helpdesk and helpful information on hardware, applications, projects, networks, email and much more.

"This document should help towards ensuring that staff have a clearer understanding on when they should be logging issues with the helpdesk and what the expected response times should be" mentioned Que.

The full document can be found on the intranet by following this link: https://www.g4sgroup.net/global/it_expectations_guideline_-_final.pdf

Included in the guide is a useful reference to the IT Helpdesk priority response levels as shown in the table - these service levels are monitored and managed on a regular basis:

Priority	Definition	Response	Notification	Resolution
P1	Problems affecting multiple users on Critical Applications	<10 Mins	30 Min intervals	<1 Hour
P2	Problems affecting small group of users or VIP's	1 Hour	Every 2 hours	4 Hours
P3	Problems affecting a single-user	4 Hours	Daily	24 Hours
P4	Problems affecting peripheral user activity	Same Day	Daily	48 Hours
P5	General Service Requests	*Normal	As required daily	Agreed with customer
P6	Account Deletion	*Normal	N/A	2 Hours
P7	Account Creation	*Normal	N/A	8 Hours
P8	New Equipment request - Standard Build	*Normal	N/A	48 hours (after delivery of hardware from the supplier)
P9	New Equipment request - Non-Standard Build	*Normal	N/A	96 hours (after delivery of hardware from the supplier)

In the next issue there will be further details on the measure of service for key systems and also an introduction to the IT Service Desk team.

SUPPORTING YOUR CAREER

As part of our commitment to developing our Best People, G4S launched a mentoring initiative in October 2009. The aim of the initiative is to provide support and guidance from senior managers to paired employees who have aspirations to progress at G4S. We have piloted the mentoring scheme with 15 paired relationships.

Feedback from mentees (those being mentored) have told us that, amongst others, the individuals feel more confident, have gained a greater understanding of the business, have raised their profile in G4S and have benefited from the opportunity to gain a different perspective. They are not the only ones who benefit; the benefit is two-fold. Mentors feel satisfied because they are helping someone, are expanding their perspectives, feel reconnected with the business in a different way and have built a meaningful relationship whilst at the same time reaffirming their approaches through sharing their insight.

It takes several years to ramp up a quality mentoring program with an adequate stable of capable mentors. This cannot be done overnight but, what a great start!

"The mentoring initiative has enabled senior managers in operations to work with colleagues with potential, residing in a management position which has not got a national profile. It is hoped that this initiative will give these individuals a higher profile and in addition will help develop their skills and raise their awareness of G4S outside their daily job remit."

Personally I have enjoyed the sessions and hope that by investing a little time in an individual, the individual can become more valuable to themselves and G4S."

Neville Prentice, Operations Director and Mentor

"Neville has encouraged me to be more focused in key aspects of the G4S business, giving me more confidence in my analytical and decision making abilities. The mentoring sessions have demonstrated to me that any level of employee in G4S can have some influence on the outcome of success."

Craig Fearn, Operations Manager and Mentee - Edinburgh

"As Craig's line manager, I have witnessed him benefit from the opportunity to view the company from a larger perspective. He always looks forward to his mentoring sessions with Neville and returns to branch motivated and with a greater understanding of local and national issues. It has also focused Craig's personal strengths and weaknesses to allow him to develop his management abilities to a higher level."

Ross Simpson, Branch General Manager - Edinburgh

An additional benefit of the mentoring initiative is the positive promotion of our company values:

Teamwork & Collaboration - sharing responsibility

Best People - creating openness to learning and developing

Integrity - maintaining honesty and reliability

Performance - striving for continuous improvement

Expertise - taking personal responsibility for developing our own skills

Customer Focus - The ultimate benefit of the mentoring process.

NEW UNIFORMS

Over the last twelve months we have been developing a revised range of uniforms for employees to wear. Representatives from Procurement, Operations and HR functions have joined together to manage this transition. The changes have been triggered by feedback from employees about the current uniform, the roll-out of body armour and the need to remove the 'Group 4 Securicor' strapline from uniform because of the Group's re-branding. All of the changes have been tested, with positive results received from the users and the unions.



CIT & ATM drivers who already wear body armour will see little change to their uniform. During the early stages of 2011 we will start to issue cargo pants in replacement of the existing trousers. CIT & ATM crew who do not presently have body armour will, towards the end of this year, receive polo shirts - like those illustrated - to replace the current white shirt and tie, and 'zip' polos. All those who have trialled the revised uniform agree that it is more practical and looks smart. These changes will mean that all employees, whether wearing body-armour or not, will have a similar look on the high street.

We have developed a new high-viz polo shirt for those who work in areas such as coin stores where it is necessary to wear a hi-viz vest. The high viz polo will mean that the wearer will have one item of clothing on

rather than two (a blue polo plus a high viz vest will be replaced with a high viz polo).

There will be a revised choice of fleece items and for employees who need to work outside the choice of a high-viz coat or raincoat.

Any other employees wearing a uniform with the 'Group 4 Securicor' strapline still on it will receive replacement items.

Branch and cash centre management teams will be communicating the full details of the changes after the summer.

A communication will be distributed in Q3 to let you know when the garments will be ready to order.



TRANSFORMING OUR BUSINESS



Key staff from G4S Cash Solutions have spent the past 16 weeks away from their day jobs, working on a project to overhaul how the company manages its finance, billing and customer relations.

Project Orion is all about designing and implementing an Enterprise Resource Planning (ERP) system across the business. The project will integrate key departments and functions onto a single computer system and G4S has chosen ERP software from IT supplier, SAP to make that happen.

But Project Orion is much more than an IT project. The G4S project team sees the IT system as the backbone of a new approach to doing business. The key to getting it right is to concentrate on the information you have and need; the service you want to offer to customers; and how all this relates to how you operate day-to-day.

Chief Financial Officer and executive sponsor for the project, Margaret Ryan says G4S launched the project due to feedback from customers and because our systems were not up to the company's vision of delivering Total Cash Management Solutions backed with world class service. G4S' back office systems are up to 15 years old and were designed to meet the needs of a business dominated by Cash in Transit. Since then G4S has doubled in size and other products and services have created new and significant demands.

Customers want accurate, up-to-date information on what services they have received and when. However G4S currently uses nine different systems to bill customers and this presents significant challenges.

Project Orion is set to put this right and will touch every part of the business as it replaces current finance, sales and ordering systems. The new system will handle all information from straightforward data entered by drivers into their hand-held terminals through to detailed corporate accounts.

Implementing an ERP system in a complex business like G4S is notoriously difficult and the project team has been careful to learn lessons from past projects across the group. An experienced external project director Stephen Clifford has been recruited to oversee the project backed by a team of over 20 G4S staff seconded full-time to the project to work along-

side external ERP consultants, Atos Origin. Stephen mentioned, "The project is about business transformation – getting the business to devise and then use new systems. The bulk of the project is about managing change in people, jobs and processes."

The project is being run in two phases. The first planning phase of 16 weeks is now complete and involved 70 workshops with people from across the business. The idea was to capture exactly how the business operates.

The end product is a very detailed plan that has been put together both bottom up, with detailed input of everything that happens daily; and top down, with input on strategy and where the business wants to be.

"The first phase has gone brilliantly. The blueprint stands at over 1,000 pages and we are very confident that we know exactly what to do. It will transform how the business runs and the services we will be able to offer to our customers," said Margaret.

Investment in the project is three or four times larger than any other IT development that has been done in the company in the last five years.

"We have and continue to invest significantly in operations and now its time to look at the back office and get that right. The business will be a very different place in a year's time," Margaret added.

Before the implementation stage begins, Group board approval is needed to ensure the plans are exactly right. That's when the plans turn into action and work begins to configure and test the SAP system. At the same time staff will be trained ready to go live in the middle of 2011.

Steve Cheema, IT Project Manager is busy making sure all the key actions are complete before the implementation work begins. This includes getting the IT infrastructure such as servers, communication links and other hardware in place; and ensuring that work on legacy systems are all completed in time.

The key to success said Steve "Is to look at the planned technical work, change management, training, and project management and get them to work in parallel and at the same speed. Training will be key to make sure everyone is ready for new job roles and rigorous testing important to make sure that there are no major failings. There are also significant interfaces with old systems that need to be built and tested."

Dick Watson

Branch General Manager
at Teesside

Dick Watson has been involved on an ad hoc basis, attending workshops to feed in exactly what needs to happen at branch level, how customer contacts are managed, and how branch managers interact and deal with information collected by crews.

"We were trying to sense check the system from the perspective of the operation on the ground. The biggest impact for us in the short term is making sure all our base data is correct and that is a significant job," said Dick.

Local managers will be able to see when drivers complete a service and are back on the road. Managers at a branch will be able to tap into live information, see at a glance what is happening and decide if they need to make changes. It will fundamentally change the way that they work with their teams.

The new system will mean that once data is entered it will be used as the single source of what service has been supplied.

Mark Whelan

CIT Support Manager

The Cash in Transit team is trying to standardise how it works nationally, both internally and in the way it deals with customers.

"We have involved people from the branches in the blueprinting to make sure we draw out best practice. We want to capture the best of what goes on at local level," said Mark.

The HHTs used by drivers will be improved. Drivers have doubts over the current system of codes and this is handled differently from branch to branch.

"We want the data captured to be accurate and validated so that it can be used with confidence in the rest of the business," he added.

In the future drivers will receive any changes made to their services live on the screen. All branches will operate in the same way and have the same systems to do this.

Debbie Humm

Head of Customer Services

The introduction of a Customer Portal will transform the way that the customer services team interacts with customers, with as much as possible done online.

Debbie Humm says she expects most customers to embrace the portal as a way of contacting the team and to make requests for services. They will also be able to use it to order bulk cash on an ad hoc basis; reducing some of the work done by branches.

The customer service team currently handles around 80,000 requests for changes to services a month and the team puts into action whatever the customer asks, without query. The number of requests is expected to dramatically reduce as the new system will include prompts to suggest better long-term solutions to customers where necessary. The team will also be able to see that requests have been carried out via live data direct from the drivers and branches.

"The big change is away from manual processing and more about supporting the customer and supporting the business," said Debbie.

"The biggest benefit is streamlining. The team will be working on one system rather than four or five and it will give G4S an end-to-end customer view from sales through to operations," she added.

James Alston

Financial Controller

The finance department knew it needed to completely renovate and modernise the billing system and that has been one of the key drivers for the project.

"Getting the base data right is critical. With SAP there will be one source of the truth and we will be confident about what we bill," said James.

The ERP system offers huge opportunity for the finance department to change what it does. Optical character reading and scanning will offer improvements to accounts payable with much less data entry; purchase orders will become the standard basis for accounts and will link through a supplier portal to businesses; and branches will match receipts against purchase orders and invoice more easily.

The Customer Portal will offer Biller Direct – allowing customers the facility to pull off invoices and let G4S know what they are paying.

He added, "It is an opportunity to revisit everything. We will be refreshing general ledger codes; looking at how we set up our charter of accounts and looking at better ways for group reporting. It will also offer tools to control internal project costs."

Look out for more information on Project Orion in future editions of 'the mag'.

Pictured below, Left to right: **Zoe Lazard, Dave Jackson, James Wickerson, David Harris, Stephen Clifford, Derek Cowan, Garth Coleman, Gill Lloyd, Steve Cheema, Matt Bickell, Debbie Humm, Tim Roscoe, Maxine Smith, James Alston, Nick Lloyd, Caroline Wilkinson, Mark Whelan and Paul Rice**



RAIDERS REMORSE

On 15th September 2006, Mick Heathcote, ATM Courier at Rotherham was out on his rounds with co-worker Leigh Rudkin. At 5.30pm they arrived in the Intake area of Doncaster, South Yorkshire to service a Spar shop.

On the second run Mick was returning to the ATM machine with the second full cassette and he knelt down to finish of the service. Mick unlocked the machine and hearing some shouting looked up, only to be confronted by two attackers dressed in Asda fleeces. One of the attackers, who we now know was Mark Buckley, was pointing a handgun at Mick, who was then punched and beaten and fell to the floor. Mick tried to get back up again but was kicked back down to the floor. One of the attackers told Mick to "Stay f****g down".

Once the attackers had the two cassettes from the machine, they ran off to a getaway vehicle in which a third accomplice was waiting.

This was just one of many violent attacks which sparked a massive police investigation. Mark Buckley was tracked down by Detective Constable Ron Day and the South Yorkshire Police, Buckley was held in custody pending his trial at Sheffield Crown Court. He pleaded guilty to three armed robberies and three counts of possession of a firearm with intent to commit a crime, receiving a 15 year jail term for each offence, to run concurrently.

In 2008, Steve Roberts, Branch Manager at Rotherham received a letter from Mark Buckley, expressing remorse for his crimes.

"This has been fantastic exercise of teamwork and collaboration between G4S and South Yorkshire Police. We received useful information from Buckley, especially the message that the smarter your appearance, the safer you are likely to be out on the road"

Mel Harrison

Led by DC Ron Day an inquest took place in which Mark Buckley admitted being part of an organised crime network and admitted several more attacks on CIT/ATM crews around Cleveland, Lancashire, Merseyside and Yorkshire, totaling £867,400.

Through the inquest Mark Buckley not only admitted further robberies but also wanted to come clean and help prevent any future attacks on CIT/ATM crews. This included planning of an attack, the attack and leaving the scene.



"Mick has been a great worker at the branch and is extremely brave to face a criminal after this vicious attack"

Steve Roberts

On the commission of an attack Mark stated that he would be more likely to proceed if the guard was scruffy in appearance, he felt that a courier who was smarter would be more likely to struggle and take note of his facial features.

In 2009 Mark Buckley contacted DC Ron Day to request a meeting with him. Whilst there he admitted to several more crimes against G4S and other CIT carriers, he wanted to come clean about all offences he had carried out but most

of all the criminal wanted to pass on his apologies again to Mick. It was at this point that Mark asked DC Day if there was any way a meeting could be arranged between Mick and himself.

DC Day visited the Rotherham branch to meet with Steve Roberts and Mel Harrison, Branch Risk Manager, to see whether or not this request could be carried out. This proposal was put to Mick who was brave enough to immediately say yes. A lot of planning and hard work was carried out by DC Day to get the meeting arranged and Mick along with DC Day visited Mark at HMP Dovegate on 29th March 2010.

"I would like to thank Ron, Steve and Mel for all the support I have received throughout"

Mick Heathcote

"I originally thought Mark may have sent the letter to try and get some time off his sentence. I was nervous before the meeting but I wanted to get some closure on the whole incident. My wife Wendy and daughter Amanda were a little frightened and upset thinking Mark was seeking some form of retribution," explained Mick.

"When I met with Mark in the prison I knew straight away he was genuinely sorry for his actions. Mark held out his hand and said 'sorry'. I feel that we are all human beings, he had taken the bad path and I had taken the good one, so I shook his hand," he added.

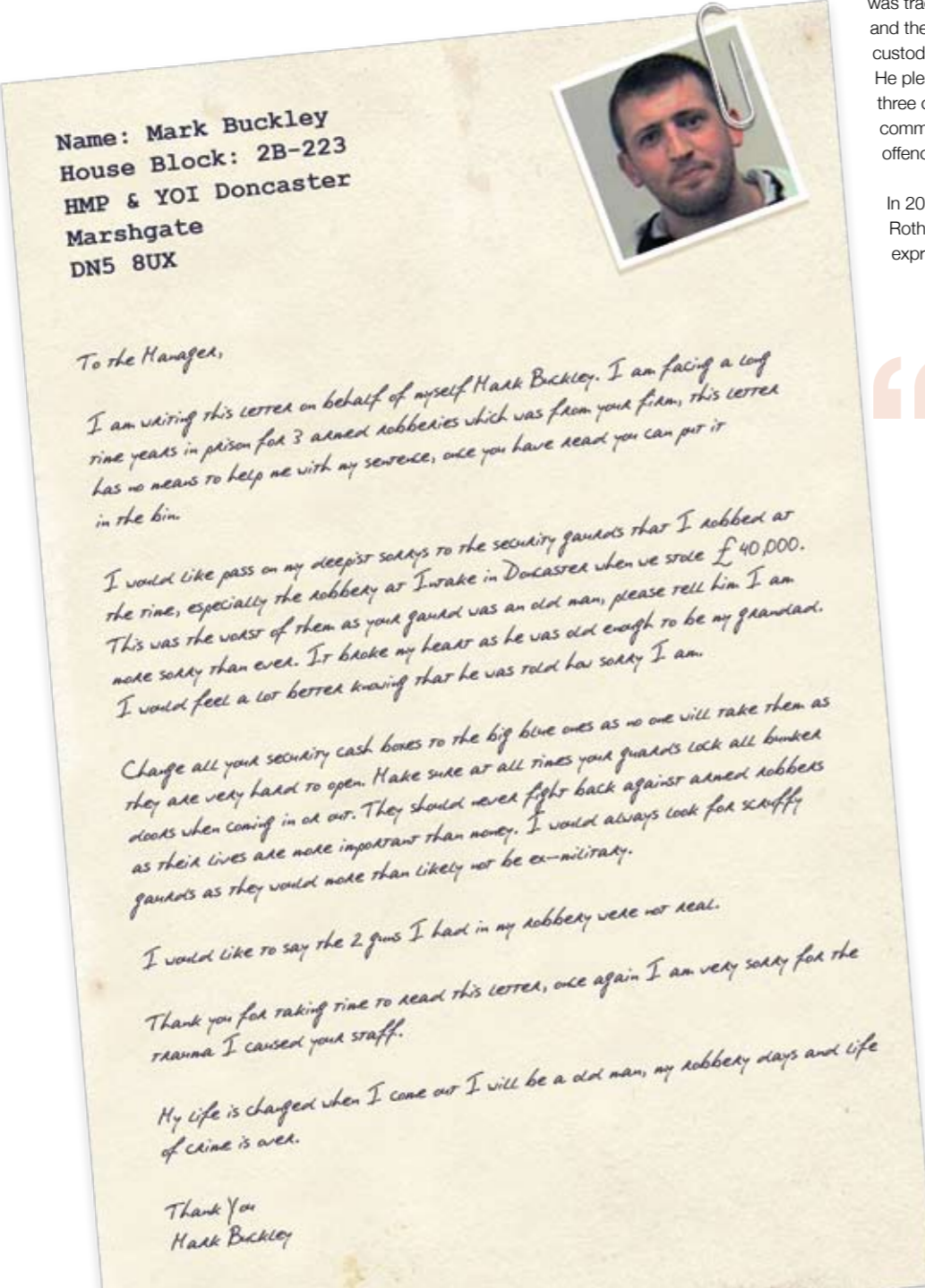
Mick started with G4S in 2003, he now works as a BSO at Rotherham but is retiring this month.

Mick hopes that this exercise may help other crew members who are still on the road and those who have faced attacks in the past. If you would like to do something similar or have any comments about this article, please contact the mag (address on back page).

G4S would like to thank Mick not only for his service to the Company, but for his unique bravery in meeting a ruthless criminal face to face. We wish him a long and happy retirement.



Mick at work in the Control Room



Name: Mark Buckley
House Block: 2B-223
HMP & YOI Doncaster
Marshgate
DN5 8UX



To the Manager,
I am writing this letter on behalf of myself Mark Buckley. I am facing a long nine years in prison for 3 armed robberies which was from your firm, this letter has no means to help me with my sentence, once you have read you can put it in the bin.
I would like pass on my deepest sorries to the security guards that I robbed at the time, especially the robbery at Intake in Doncaster when we stole £40,000. This was the worst of them as your guard was an old man, please tell him I am none sarry than ever. It broke my heart as he was old enough to be my granddad. I would feel a lot better knowing that he was told how sorry I am.
Change all your security cash boxes to the big blue ones as no one will take them as they are very hard to open. Make sure at all times your guards lock all bunker doors when coming in or out. They should never fight back against armed robbers as their lives are more important than money. I would always look for scruffy guards as they would more than likely not be ex-military.
I would like to say the 2 gus I had in my robbery were not real.
Thank you for taking time to read this letter, once again I am very sorry for the trauma I caused your staff.
My life is changed when I come out I will be a old man, my robbery days and life of crime is over.
Thank You
Mark Buckley

TAKING INTERNAL THEFT SERIOUSLY

G4S has always taken internal theft and other workplace wrongdoings very seriously. The new Integrity Line was launched in June this year. The 'safeline' is outsourced, run by the Crimestoppers organisation and is a separate body to G4S which guarantees confidence in its use.

The Integrity Line is a place where you the employee can report any wrongdoing anonymously (bribery, cheating, corruption, fraud, misconduct and theft). The call will be dealt with sensitively and will be investigated as a matter of fact.

The Integrity Line is just one way of breaking through criminal activity in the workplace and consequently a reduction of internal loss. The Risk department have created a variety of measures designed to help prevent such loss but, if these measures are breached, process are subsequently reviewed and amended.

Regrettably, a proportion of the losses experienced by G4S each year can be attributed to theft. The Risk department, with its network of Risk Managers, is working hard, in conjunction with Operations, to help reduce the opportunities that might exist for any employee to steal. These ongoing measures have resulted in a decrease in the amount lost. We can, however, do more to reduce this further.

What does it mean to an employee who is caught stealing?

G4S would have no option but to dismiss any employee found stealing, however, it would not end there.



The courts in the UK look upon theft by any employee as a serious breach of trust. Judges tend to pass stiff sentences of imprisonment for employees who are convicted of theft.

Such convictions can have a damaging and long lasting impact on the individual and their family.

A criminal record would seriously harm the ability to secure future employment. Not only that but assets, be it equity in property, savings, or perhaps a Company pension would be taken into account by the Court during confiscation proceedings.

What does it mean to you and your branch? G4S' policy of recovery is designed to give comfort to all of our employees who conduct themselves in an honest and law abiding way.

It has been evident from investigations carried out by Risk that many employees are often left upset or annoyed that they have unknowingly worked alongside a criminal. Such events can have a damaging impact on a team and branch morale.

Caught Red Handed

Over the course of the last few months, G4S Cash Solutions has been awarded compensation after three former employees were convicted, separately, of theft and money laundering. Two of the three received lengthy custodial sentences with the remaining being handed a suspended sentence.

The Court in each case considered a breach of trust as extremely serious.

One of the employees was based formerly at the company's Leicester branch and the other two were based at the Cash Centres at Harlow and Nine Elms.

Following their convictions, the legislation governing the Proceeds of Crime allowed the prosecuting authority to seek



confiscation on any income acquired over the past six years that was not earned lawfully.

As a result, each of those now faced with having to satisfy the orders have little option but to dispose of most of their assets in order to meet their financial obligations. All three have been given a strict deadline by the courts in which to pay or face having prison default sentences imposed against them.

In one of the cases, an employee notified the company that they had suspicions which then led to an arrest. With the launch of the new Integrity Line, the company hope that staff will take the opportunity to report similar incidents through this route.

On 16th July, Mr Gyau, a former employee based at Enfield was sentenced to a total of 13 years for his part in a series of robberies on G4S over an 18 month period. With two accomplices, who were not employed by G4S, the group were handed a total of 45 years imprisonment. Mr Gyau passed on secure information used to commit the robberies. In sentencing the group, the Judge said that "Robbery of cash custodians is a lucrative activity. They make our lives normal by servicing the numerous cash machines in banks and building societies on the streets of London in the hours of darkness".

The Detective Chief Inspector of the Flying Squad who oversaw the investigation said, "These individuals were well-motivated criminals willing to use firearms to reinforce their demands and place the public at risk. Today's lengthy sentences are a reflection of the danger they posed."

DON'T LET ONE BAD APPLE SPOIL YOUR CART

If you have any concerns please do not hesitate to contact the Integrity Line.



LEAVER'S LEAVING

John started with G4S as a driver at Maidstone on the 11th April 1988; Kylie should have been so lucky, Rain Man flooded the cinemas and Crossroads was broadcast on television for the very last time.



After doing a stint as a driver, John then became a Cash Processing Manager and after a while joined the area Audit team in the South East, this was the start of his auditing life. 22 years later John has decided to retire from a successful and rewarding career with G4S and hit the good life.



Rob Perry, Regional Branch Risk Manager said, "I only began working closely with John when he became a Branch Risk Manager a couple of years ago, it took a while to get used to his very dry sense of humour. There were occasions when he would say things and I would be unsure whether he was serious or just messing about. He would give me a real serious look and then break out into a broad grin!

"I know from recent T Card audits carried out with John at a number of branches around the country, how well liked and appreciated he is. A number of people who John wouldn't have seen for a number of years were clearly pleased to see him and recalled tales from years gone by.

"He has been a pleasure to work with and the department will be losing a hard working and extremely knowledgeable member

of the team. I will certainly miss being able to bounce ideas off of him and tapping into his wealth of experience."

Within the Southern Risk Team John became known as 'The Locker Box Checker' as he used to get great delight out of turning up at a branch early in the morning and heading straight for the vehicle traps, to catch those branches who recorded that all checks had been completed

100%, yet he could find no evidence of them being done, John was never the same after Graham Hand removed that requirement about a year ago!

Hugh Gilmour, Regional Risk Director said, "In my four and a half years in Cash UK I have never heard anyone say anything other than positive things about John, no mean feat when you spent a significant part of your career as an auditor! In more recent years John has brought his sensible and good natured manner to the role of Branch Risk Manager, where his approach has meant he has been able to engage with both internal and external stakeholders with ease. John's retirement will leave a gap within the team, not only in terms of his nature and personal contribution, but in terms of knowledge of procedures, an area where John had built up a wealth of experience."

We all wish John nothing but good fortune as he embarks on a long and full retirement.

Milestones

Congratulations to everyone who celebrated their long service anniversary from June 1st to August 31st 2011.

40 Years

Terence Cartlidge

Bloxwich

35 Years

Kenny Crawford
Teresa Conroy
Sheila Lewis
David Bell
James Wilson

Glasgow
Nine Elms
Enfield
Belfast
Sutton

30 Years

Andrew Randall
Charles Hay
Wayne Spencer
David Pitcher
Jeff Burkett
Christine Booth
Martyn Neale
Agnes McCormick
Anne Day
David Wilkinson
Irene Deacon
Richard Gibbons

Exeter
Liverpool
Sutton
Birmingham
Birmingham
York
Birmingham
Glasgow
Leeds
Newcastle
Glasgow
Sutton

25 Years

Graham Laidlaw
Paul Harvey
Brian Kelleher

Newcastle
Maidstone
Ipswich

David Giles
Adrian Moss
David Southern
Stuart Lane
Stephen Bick
Keith Blankley
Stuart McDermott
Allen Hodgson
Paul Bubear
Nigel Fisher
Jane O'Donnell
Neil Paxton
Steven Buckley

20 Years

Richard Stubber
Steven Clutton
David Sandell
Kenneth Mann
Robert Kendall
Julian Timms
Susan Dearden
David Roberts
Tracy Lumsden
Robert Perry
Angela Harris
Sheila Taylor
Jean Dugdale
Dudley Cox
Stephen Tooth
Colin Baker
Stephen Maxwell
Caroline Sapsworth
Michael Hilton
Robert Richmond
Clive Heppollette
Helen Carter

Maidstone
Leeds
Bloxwich
Teeside
Gloucester
Droitwich
Chelmsford
Newcastle
Swansea
Chelmsford
Glasgow
Northampton
Rotherham

Belfast
Nine Elms
Norwich
Edinburgh
Southampton
Watford
Rotherham
Bristol
Glasgow
Bristol
Coventry
Birmingham
Manchester
Birmingham
Stoke
Birmingham
Belfast
Aberdeen
York
Belfast
Nine Elms
Sutton

15 Years

Ross Bowditch
Kim Sutton
Gary Wilcockson
Sandra Kennelly
Paul Joseph Doyle
Jean Hanslip
Keith Broadbent Easom-Taylor
Richard Denham
Amrik Virdee
Brian McCracken
Terrence Kelly
Vincent Doyle
Gareth Daunter
Ian Graham
Stewart Macpherson
Michael Wallace
Frederick Wilks
Kay Cairns
Kenneth Lindman
Edward Bradford
Gary Allen
Sean McGinty
Christopher Mann
Gary Kirkwood
Charles Currie
John Gillies
Paul Hogarth
Paul McGowan
Brian Earl Sword
Derek Gollightly
Sheen Roe
Arthur Owen
Jane Coe
John Hughes
Ronald Preece
Barry Heath
John Wark
Carol Bryant
James Sheddin Parvin

Sutton
Harlow
Derby
Sutton
Sutton
Southampton
Southampton
York
Southampton
Glasgow
Glasgow
Cardiff
Cardiff
Edinburgh
Glasgow
Leicester
Chelmsford
Glasgow
ATME North
Lincoln
Northampton
Northampton
Liverpool
Derby
ATME North
Glasgow
Swansea
Glasgow
Newcastle
Teeside
Derby
Glasgow
Chelmsford
Chester
Enfield
Sutton
Glasgow
Sutton
Glasgow

Moonwalk

Walk the Walk is a charity that raises money for various projects and campaigns that are involved with breast cancer.



Having recently lost a brother to lung cancer, **Terri Morris**, Senior Exec PA based in Sutton decided, together with her daughter to participate in the annual Moonwalk.

On one cold night in May, they donned their decorated bras and hit the streets of London!

In just over one week, Terri raised a fantastic £1,220, mostly from colleagues within G4S.

Terri said, "I was absolutely staggered with people's generosity and managed to complete the half marathon without any training! My daughter Michaela inspired me to keep going and that they had a great time whilst raising money for such a worthy cause."



Barry helps out in Kenya

Barry Brown, HGV Driver at Bradford has been involved in charity work for Reach International. He collected £185 in donations which, along with other sponsor money from his colleagues at the same church, was put towards helping a Leprosy village in Kenya. Barry took a weeks holiday to go to Kenya along with other members of Reach International to work in the village in Mombasa.

Well done to Barry for his hard work and caring attitude, going the extra mile and putting a smile on people less fortunate.

Bromley by Bow

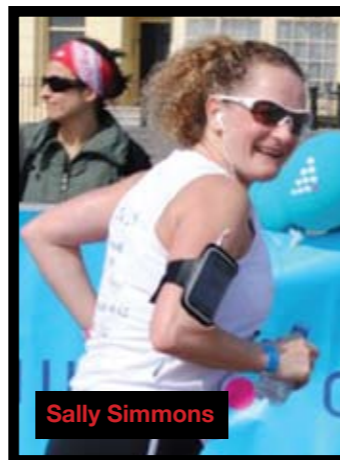
As mentioned in issue 26, **Zoe Assirati, Sally Simmons, Shelly Parr, Leon Hogarth, Kelly Drummond, Julius Jayasekaran** and **Chris Biggers** ran the Brighton marathon in April.

Between they managed to raise £6740.70 for the Bromley by Bow Centre; helping some of the poorest communities in the UK.

Well done to all seven of them for raising such a grand total for a very worthy cause.



Leon Hogarth



Sally Simmons

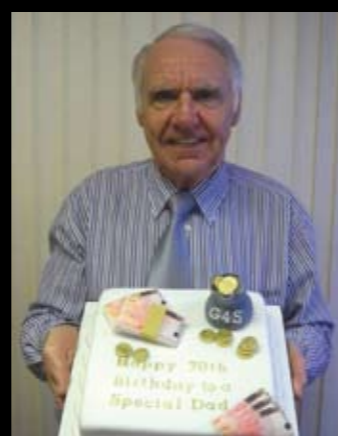
Eric Goes On and On!!!

Eric Fordyce Regional Claims Advisor had a special birthday last week, his 70th. A friend of his daughters made him a G4S cake which was quite spectacular.

Eric joined G4S on 1st February 1992 as Security Investigator based at Glasgow Branch. He spent some time in the Audit Department then returned to the position of Internal Security Investigator, still all based at Glasgow.

He retired at the age of 65 on 9th March 2005 but stayed on until a replacement started in October that year. He was then asked to stay on, on a part-time consultancy basis, as our Regional Claims Advisor which he does to this day covering the North Region branches.

He plans to retire once again this year.



Money for Old Rope

On Friday 25th June, G4S Gurkha Services raised over £2,000 for the Gurkha Welfare Trust.

An army contingent from the Coldstream Guards laid on a traditional Gurkha lunch to strengthen the ten competing G4S teams. Large crowds cheered them on as they battled it out for the second annual Gurkha tug of war competition at Manor Park in Sutton.

John Whitwam, Managing Director of G4S Gurkha Services presented the victorious PDT Team (a team of Gurkhas from its Pre-Deployment Training contract) with their hard won tug of war shield and bottles of champagne. John Whitwam said, "It's really fantastic to see so many of our employees getting involved. It's always an enjoyable way to get together and raise money for a worthy cause."



sgl sponsorship & grant initiative SGI Winners

As part of a commitment to Corporate Social Responsibility, G4S Cash Solutions (UK) runs the Sponsorship and Grants Initiative (SGI). SGI allows any of its employees to raise funds for their local community, national charities or projects, by requesting support from the company in terms of a donation. The following people all applied to the SGI fund to receive donations for their supported charities and projects and 'the mag' is pleased to announce that all five cases below each received £300.

If you have any questions or would like to apply, contact 'the mag' team or your Branch Manager. Information packs are available on request.

Intranet: Cash UK - CSR - Community Engagement

Amir Williamson in the Customer Service Centre Finance Team is the current British U23 Hammer Champion, currently looking to qualify for the GB squad for the Commonwealth Games. Away from his training, Amir devotes much of his spare time volunteering to help underprivileged children and young offenders through the Met-Track scheme. The scheme aims to offer sport as the healthy alternative in life to young people who might not otherwise necessarily get the opportunity and provides them with a chance to do something positive with their lives.



Ruth Martin at Harlow Cash Centre has been raising money for Saint Clare Hospice in Harlow. Ruth's best friend sadly died of cancer last year at the age of 51 and Ruth wanted to raise as much money for them as possible. Having already done various charity events including sponsored walks and quiz nights, Ruth and friends recently held a fun day in Ruth's friends' memory on the 6th June 2010. They have raised £5144 so far!



Caroline Brassington at Coventry has two sons, Mark and Kyle who are both in the armed forces. Mark is with the Irish Guards and is waiting to find out his departure date for Afghanistan and Kyle is with the Royal Air Force, currently finishing his training in preparation for being deployed at some time during the next year. Kyle, and a few of his friends have recently ran a half marathon for Help for Heroes, who do so much great work to support our servicemen and women. The marathon was a success, with Kyle completing the run in a fantastic time of 1hr 40 m!



Pam Fry is a Portage Coordinator at the Sutton Portage Service. This charity is a home visiting, educational service for pre-school children with disabilities and their families. They visit families weekly in their own homes, working together with parents and carers, supporting them in meeting the needs of their child. To continue the fantastic work that they do, they are currently fundraising to increase their resource base of specialist toys and sensory equipment used to facilitate the child's learning and development.



Simon Amos and **Steve Wright** from Droitwich are currently helping to fundraise for Worcestershire and Herefordshire Air Ambulance. The Air Ambulance provides a vital and swift response to a wide variety of emergencies, saves lives, and reduces suffering to those in need on a daily basis. Simon and Steve recently helped to persuade a local pub to donate the kitchen and restaurant for a bistro evening in April. Over 60 guests enjoyed the evening and they raised a brilliant £850 in the process.



DELIVERING THE BID

Back in May, G4S secured and delivered the official 'Back the bid' document book for England's 2018 World Cup bid. It was not only secured and delivered to Zurich via specialised armoured G4S vans (and a certain David Beckham) but also distributed to the twelve prospective host cities in England.

On Wednesday 12 May, G4S delivered copies of the Bid Book and supporting materials to the headquarters of the Fédération Internationale de Football Association (FIFA) in Zurich, Switzerland on behalf of the Football Association (FA). The transportation and safe delivery of the Bid Book drew upon the combined expertise, operational network and ability to provide secure logistics services worldwide of G4S's UK-based Secure Solutions, Cash Solutions and International Logistics businesses.

On Friday 14th May G4S delivered the 2018 World Cup Bid Book documents to England's potential host cities of Birmingham, Bristol, Leeds, Liverpool, London, Manchester, Milton Keynes, Newcastle, Nottingham, Plymouth,

Sheffield and Sunderland; where it was presented to the local bid ambassador at the cities venue or famous landmark.

The mag followed the London bid where Tony Lynch, CIT Driver at Nine Elms proudly presented the bid book to Boris Johnson, Mayor of London and Ian Wright.

London's bid book was safely secured at the Nine Elms branch where at 8am on the Friday, it was transported into a armoured van for delivery to Boris Johnson at the Mayors office, opposite Tower Bridge by the River Thames.

Tony arrived with Andy Isbell, Branch Manager, Dartford with bid book safely in hand at 9.15am and waited to deliver the book personally to Boris and Ian.

As we waited for the Mayor and the ex-England star to arrive the excitement built up as the media scrum grew larger with each passing minute.



Children from Chelsea FC and Charlton Athletic youth teams turned up and they all put on a football league shirt to correspond with each team from London and her boroughs, a nice touch. For a chance to win £50 of High Street Vouchers see competition box below.

Boris and Ian then arrived and it was up to Tony to officially hand over the bid book with a crash of flash cameras and a laugh from Boris.

Television cameras were also present with Mark Bright from the BBC on the mic. Tony, dressed smartly as ever was able to watch himself on the BBC evening news the very same day.

"I was very proud to not only be representing G4S but also being part of 'Back the bid' for England. After seeing such a great World Cup unfold in South Africa last month, I know if England can get 2018 they will provide a World Cup that is second to none," said Tony.

Ken Niven, CEO Cash Division commented, *"We are delighted to be an official 'Back the bid' supporter for England 2018. We transport millions of pounds worth of valuable cargo every day and we have unparalleled expertise ensuring that precious items are delivered securely and on time. We welcome the opportunity to make use of our experience to transport these valuable documents."*



David Beckham backs the bid in Zurich



G4S get ready for trip to Zurich from Wembley Stadium



It's back!!!!

Without a crumb of content for our only home nation in South Africa, a display of such 'magnificent nothing' was a disappointment and I am sure most of you (in England) will have felt cheated. However, the World Cup was a success in South Africa and the Matadores of Spain proved to be notable and worthy winners. Still, with the new football season kicking off it is back to the domestic bliss of 'normal' day to day footy. Therefore, preparations are underway for the annual G4S Five-a-side football Championship.

So, if you think you can score like Rooney (!), cross like Giggs, tackle like Malpas or dive like Jennings, then it's time once again to dig out your shin pads and spruce up your kits. With Manchester Cash Centre vying to keep their hands on the trophy, can any of you put one more past them? Maybe Glasgow, just maybe...

If you are interested in entering a team in this year's five-a-side football tournament - a 'winner takes all' day to be held on Sunday 12th September at Powerleague in Nottingham, please contact 'the mag' team. Please ensure your team is entered by Friday 20th August. Once entered information, timings and rules will be sent out to the branch team captain/manager.

themag@g4s.com



Win £50 High Street Vouchers!

Question: What are the 15 football league clubs of London?

Hint - You are allowed Wycombe Wanderers!

Use the space provided on the back page for your answers.



Ian Wright, Boris Johnson and Tony Lynch



Tony places the bid book into the van



Sunderland - Mick Jones, CIT Driver hands over the bid book to Niall Quinn at the Stadium of Light in Sunderland

Questions:

1. Name the two corners/bends at Silverstone that are named after other race tracks.

2. How many planets are in our solar system?

3. What is the fastest breed of dog in the world?

4. Name the landlocked countries bordering the River Danube.

5. Name the total years that all the King Henry's have been on the throne.



World Cup bid competition entry form (see page 19)

Question: What are the 15 football league clubs of London?

COVENTRY COIN IS THE FIRST FOR 5S



Coventry Coin Centre is a stand alone dedicated coin store employing twenty seven staff including a small management team of one Centre Manager, Kevin Taylor, one Section Manager, Paul Holliwell and two Senior Cashiers Lisa Kimball and Dan Carroll. The centre operates a deposit processing department, coin sales department and a coin sachet machine that covers the bulk of the coin sachet requirements.

Sixteen months ago the centre embarked on the journey of work place organisation (5S). With a lot of hard work and dedication from all the team in Coventry they have become the first location in Cash Solutions UK (and G4S globally?) to be awarded with 5S status.

Well done to Coventry coin. We hope this is just the tip of the iceberg for G4S cash locations receiving this distinction.

The autumn edition of 'The mag' will include an in-depth feature on Coventry Coin Centre and how it got to 5S.



(Right) Some of the Coventry Coin Centre Team

Competitions Entry Form

Full Name:

Branch:

Contact Tel:

Fill out the answers and your details above, then send to Gary Burch at the address below to be entered into the competition.

Terms and conditions apply.

- Only one entry per employee.
- No cash alternative to be given.
- The winner will be drawn at random after the closing date.

Closing date for Beat the Boffin issue 28 is **Friday 17th September**

Last Issue's Winners (Issue 27)

Beat the Boffin Paula Braithwaite, Rotherham

Beat the Boffin Issue 27 answers

1. Mark Webber
2. Blackburn Rovers, Barnsley FC, Burnley FC and Bury FC
3. Herb Ellis
4. Ushuaia, Argentina
5. George Armstrong Custer

For further information

email 'the mag' team at themag@g4s.com call on 020 8722 2319

or write to Communications, G4S Cash Solutions (UK), Sutton Park House, 15 Carshalton Road, Sutton, SM1 4LD

The editorial opinions expressed in 'the mag' are not necessarily those of G4S Cash Solutions (UK). Every care has been taken to ensure accuracy, but G4S Cash Solutions (UK) takes no responsibility for omissions or errors.

