

UNDER THE
SPOTLIGHT

- EML and the credit crunch.
- Service Delivery.

EVENSURE NEWS

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EVENSURE RIDES THE CREDIT CRUNCH WAVE!!!

The last 18 months has been tough throughout Britain as a result of the economic down turn, however, it seems as if there are flashes of hope as consumer confidence returns slowly.

Twelve months ago the company decided, after looking at the current market and economic trends that it would be wiser and more economical to move premises. This would give Evensure Management the opportunity to offer its clients the best value for money in maintaining competitive hourly rates for all company employees.

The finalisation of the sale of Premier House in Guildford took place on the 14th of October 2008. This meant there was an enormous task ahead to clear out Premier House and move into the new HQ situated in Loseley Park just outside Guildford. It took the best part of a month for the move to be completed, taking into account that normal duties and work in the office had to continue. Nonetheless moving office went smoothly and a year later we are established and settled.

Since relocating Evensure Management has

been successful in winning several contracts. The main reason for this has been the fact that we are able to offer competitive rates to our buyers, without compromising on the quality of our service.

May I remind you that there is still the incentive of earning commission for each new contract you bring to the company. Business growth does not only stop with salesmen, but all of us can reap the benefits of contributing to positive business growth.



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Sound business and service delivery ethics - a recipe to success!!

Evensure Management has always believed that the satisfaction of our clients is a result of the quality of the services we deliver and the way in which we deliver those services. This has its foundation through the establishing of good service and business ethics that starts at grassroots level, and the company is only as good as the people it employs to deliver that service. May I take

the opportunity to highlight some of the points of our Code of Conduct, which makes our service a cut above the rest: We will treat others with the respect they deserve or as I would like to be treated myself. We will demonstrate good manners and considerate behaviour at all times. We will ensure that we attend our agreed duties and will always arrive on duty in time for a full briefing. We

will remain alert and vigilant at all times when on duty ensuring that we carry out all the required duties especially all aspects of security and access control etc. in a professional and polite manner. We will accept responsibility for our actions, and tasks delegated to us, and have concern for the actions of others. We will never leave our place of duty without being relieved properly.

Evensure's hilarious and bizarre moments...

The characters mentioned in the following article shall remain nameless for data protection purposes and to avoid being endlessly ridiculed by their colleagues and whom ever else might be privileged to read this news letter. Therefore the character in each story shall be known as, ...“A man...

“...was told that the car park tokens used at a car park of a site the company patrols can be, for Evensure employees only, exchanged for soft drinks at the service station across the road. Not believing his sudden fortune he decided it was time to cash in! The man took this token to the garage across the road and demanded his prize. Needless to

say, slightly or highly amused, the service attendant turned him away. The man, now very disgruntled made his feeling about the standard of that particular garage's service delivery known and decided to try another service station further down the road. Guess what happened next...

There once was a hungry communications officer who ordered a take-away to still his hunger. As his food arrived the now very hungry comms officer rushed down to collect his grub. Once satisfied that all was there he turned to take up his post once more, BUT, found that he locked himself out of the entire building. Like any good communications

officer should; he had his telephone with him with which he called the Duty Manager who was near by.

Slightly sheepish he was assisted by the manager on duty who helped him regain access to the building and take up his post.

A different man was supervising contractors laying a new cement floor. All went well until the time came when he had to lock-up after the contractors left. “Now,...is the backdoor locked?” he thinks to himself. Yes it was but the floor had to be relayed because of the footprints now leading from the front to the back!

A WISE GUY ONCE

SAJD:

“It is better to stay silent and look a fool, rather than speak and remove all doubt.”

~Mark Twain~

Excuses, excuses!!! ...“I can't come in tonight, because....” or, “I'm going to be late because...”

To follow on from the previous newsletter. Over the years we have all had times when we could not come to work for various reasons, but because we at Evensure are all people with the highest integrity, we never make excuses that are not true. However, I have heard of the employees of other Companies come up with more very innovative ideas, like:

“I cannot work tonight because... my

plans have changed; my arm is paralyzed; I am having a funny turn; the old one...I am lost or I am feeling dizzy.

Some of these excuses are not so straight forward like...“I missed my airplane.” Which company would employ someone living so far away that he or she has to commute by plane?! Some are more of a domestic nature, but was it the same

house? ...” my girlfriend left the tap on or my car keys are locked in the washing machine or I can't come in as I have not had my dinner! Classic!



Are you sure you are the only one patrolling?? Spooky!

Evensure Management has many buildings it protects and safeguards against all sorts of security and natural threats, and many of them are empty.

One evening not too long ago a call was taken by an Evensure communications officer. The security officer who called told him that he had just finished a patrol in the building he guards and upon his return to the reception area where he was based

he found a trail of wet tracks leading from the main entrance to the reception desk. It was a clear dry night, there are perimeter alarms and sensors that would have picked up any activity outside. Strange.

Another night, the same building, the duty manager visited this officer. They made some coffee and decided to go for a short patrol before drinking it. Thus they left it at the coffee machine. Returning from the patrol they found

their cups gone! Not a trace!

If you know of any strange, funny or bizarre stories whilst you were on duty, do phone the office and tell us all about it!!!

