

Quarter 4 Newsletter

Monday 10th November 2025

Vol. 1

Update To SIA Licence Criteria

Effective 1st December 2025, the SIA will be implementing stricter “fit and proper” tests for all new and renewing licences. The aim of this change is to enhance the professionalism of all officers and address criminality within the sector. Please ensure that you stay up to date by regularly checking the SIA website for any updates or changes to their licences.

Martyn's Law

Martyn's Law is a new UK legislation introduced in memory of Martyn Hett, one of the 22 victims of the 2017 Manchester Arena bombing.

For full details, we recommend visiting the Gov.uk page on Martyn's Law to stay informed as the law is enacted. We will also provide updates to ensure that you are aware of any changes as they occur.

Staff Training Courses

We provide a range of professional development courses for all of our staff members. These cover a range of important subjects from Equipment and Operations to Health and Safety.

You can view the full list of available training courses via your Sage HR app through the announcements page.

Carbon Plan

This quarter, we will be introducing our very first fully electric mobile patrol vehicle. This will be our first step towards going fully electric, ensuring that we are lessening all carbon emissions but most importantly of all, protecting our environment!

Welcome To Our First Quarterly Newsletter

At Impact Services, our people are at the heart of everything we do. That's why we are thrilled to launch this newsletter as a new way to keep you connected with all the latest news, stories, and updates. We would love for this to be a space where you can share your own news, achievements, and insights about your work and

experiences with us. If you are taking part in a sponsored run or celebrating a team milestone, let us know along with your own ideas for future editions through Jordan via email below:

bd-team@impactservices.org.uk

Let's make this newsletter a valuable and engaging hub for everyone!



Catch Up With The Boss

Our CEO, Stuart McBride, has introduced a unique initiative! 'Catch Up With The Boss' is a new, direct link to the top dog himself, offering a safe space where any member at Impact Services can book a 20 minute call with him once a month via Teams. With no set agenda, it is simply your opportunity to bring forward your ideas, concerns and feedback directly to the man in charge.

This is your chance to be heard! Our first session received fantastic responses and we will be hosting our second on Tuesday 25th November, between 13:00 - 17:00.

To book your call, email: Yasmin@impactservices.org.uk.

Message From Our Leadership

Dear Colleagues, as we continue our journey together, I wanted to thank you for the dedication and teamwork that you bring to Impact Services. Every success we achieve is built on your commitment and belief in what we do. Each day brings new challenges and opportunities, and I am confident that with our shared vision, resilience, and unity, we will continue to push

beyond expectations.

Remember, success isn't just about reaching the destination, it's about the growth, passion, and strength that we show along the way. We are here to help you to achieve your goals.

Thank you for your hard work, energy, and commitment. Let's keep moving forward, stronger, more inspired than ever.

Alex Platt | Managing Director



STAFF SPOTLIGHT

In this section, we will be highlighting a special achievement or milestone from one of our staff members. Be sure to share your news with us so that we can feature it here!



Pat Regan’s Retirement

One of our Security Officers, Pat Regan, retired from Brakes Dundee this September. Pat has been with us since we acquired the site in 2021 but he served the site for more years before that. We wish you a happy retirement, Pat, you deserve it!

EMPLOYEES OF THE MONTH



Image: Basit Ali receiving the award from Midlands Operations Manager, Samir Nasir.

* August - Basit Ali

For going above and beyond by putting himself in harms way to prevent aggressors from harming a family!

* September - Kathryn Lea

Recognising her efforts in building the HR department to what it is today!

* October - Samir Nasir

Recognising his efforts in aiding Impact Services’ continual growth!

Company News and Updates

National Provider

Impact Services has continued its growth with Booker DC by being rewarded with another distribution centre in the London area. Booker are a large wholesale distributor within the UK and the new DC now makes us national providers for them.

A Trusted Partner

We have become a trusted partner of Global Securiforce. They are a global network and alliance of private security companies that provide high-performance security solutions across borders.

Dual-Service Contracts

As Impact Services continue to grow, we are transforming many of our current security contracts into dual-service agreements as well as securing new ones too. These integrate our Security, Cleaning, Electrical/CCTV divisions to deliver comprehensive solutions for our clients. We have currently rolled this out across a variety of sites in areas such as London, Bristol, Manchester, Leicester, and Northern Ireland!

Grassroots Football Sponsorship

We are officially sponsoring Hayle FC’s U13 Youth team for the 2025/26 season. Supporting the next up-and-coming generation is an important part of our commitment to investing in local communities and future talent.



Front Of House Training Scheme

Our Operations Manager, William Tracy, has introduced a new training and management programme to boost professionalism, consistency, and service quality across all sites. Required for all new site staff, this initiative is already improving team performance and integrating front-of-house, cleaning, and housekeeping services for greater efficiency and client value.



Waking Watch

Impact Services have recently taken on various waking watch sites across Bristol, London and the Midlands. Their priorities are to patrol the premises, detect fires, raise the alarm, and to manage evacuations.

Garden Maintenance

We have expanded our Garden Maintenance division after securing a major industrial site in Luton, where we received excellent feedback. It is great to see the success that we are achieving within this division.

Accreditation Renewed

The company continues to deliver certified security solutions across industrial facilities and FM sites, by extending its accreditations with Constructionline. Impact Services provide 24/7 protection through our trained security personnel, ensuring full compliance and peace of mind for our clients.

EVENT TEAM

Impact Services event management continues to provide security and cleaning to events across the UK.

Most recently the company has worked at the Four Oaks TradeShow, Cheshire Oaks' 30th anniversary gig and The Trafford Centre with a number of events including the opening of the world's biggest JD store, Pop Mart, and Gym Shark.

FUTURE EVENTS



The Met Quarter

This month, we will be handling security for a special event in the Met Quarter in Liverpool!



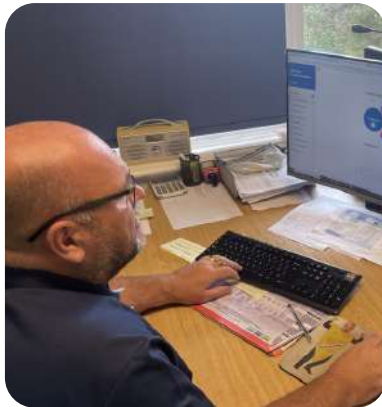
The Trafford Centre

We are providing security personnel and event management for two events at The Trafford Centre. For Sephora and their character parade.

FOLLOW US ON SOCIAL MEDIA

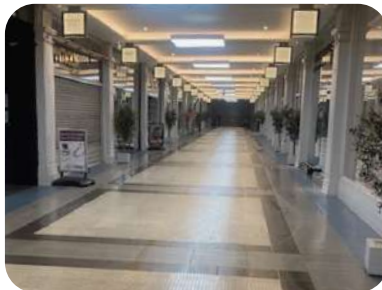


Team News and Updates



Control Room Growth

Gordon, our Control Room Assistant Manager, and the team have been continuing to grow with further refresher training modules. These cover a range of topics such as Cyber Security, Effective Communication, Instant Reporting and more! We pride ourselves at Impact Services to aim for continual growth with our teams and ensuring they are prepared for all situations that may face them.



Cleaning Success

Our Cleaning Division continues to grow and expand. Most recently we have delivered various deep cleans with shopping centres, Manchester Royal Exchange and more to great results. Always receiving positive feedback about our team and their handwork.



Electronic Solutions

Our Electrical and CCTV Division, led by our Maintenance Service Director, Dave Littlemore, continues to grow alongside our other departments. The CCTV team provides fully tailored, in-house integrated solutions designed to meet each client's specific needs, offering added peace of mind and full support from our Mobile Response team.

In addition, our electrical team delivers a wide range of services across commercial sites and is an accredited installer of electric vehicle charging points.

Festive and New Year Message

As we approach the festive period, we would like to say thank you to all of our staff who have worked with us over the last year. You have helped meet our clients needs everyday and have work hard to help Impact Services grow.

Finally, we would also like to thank all those who are working over the festive period, we appreciate the work you do for us!

Current Vacancies

- Cleaning Operative - Leicester
 - Control Room Operative - St Helens
 - Gatehouse Security Officer - Hemel Hempstead
 - Mobile Response Officer - St Helens
 - Security Officer- Bristol
 - Security Officer- Cil-y-Coed
 - Site Security Supervisor - Fareham
- You can apply via our website or GuardPass!**