

## Foreword from Group Managing Director, Jonathan Parker

As we commence our second quarter of the financial year I am pleased to confirm that EDSB had a strong start in the first 3 months with some amazing new clients turning to EDSB for their Fire & Security requirements, as well as many loyal clients renewing their compliance maintenance with EDSB once again which is testament to the hard work we all provide to ensure that our clients site compliance is paramount. Increasingly we are recognised as the right partner to protect our clients and their properties which is something we should all be very proud about.

Since the last newsletter was released, EDSB has grown its employee numbers by 30% which has seen almost every department grow in size. It is very pleasing to see that everyone has settled in and become part of the EDSB family.

As we approach the summer, we begin to see the holiday season impact not just our business but our clients' business too. At EDSB we make sure this doesn't affect our ability to deliver compliance whether this is preventative or reactive maintenance ensuring we always have the right number of engineers in the right areas.

I hope you all enjoy reading this edition of Team News, we have some fantastic projects happening throughout the summer which I hope to share with you in the autumn edition.

Jonathan

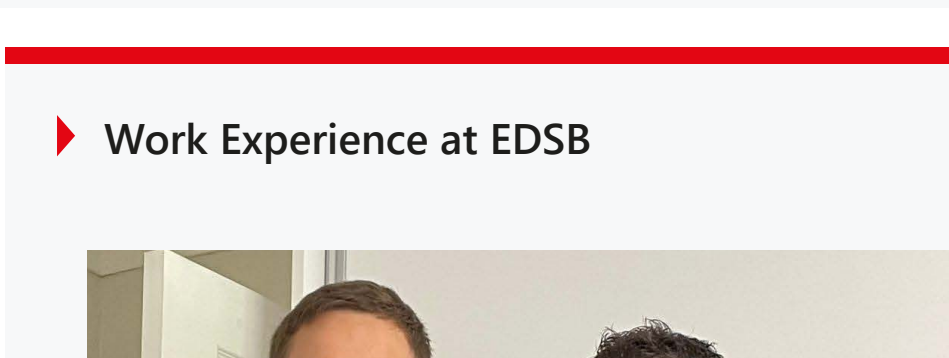
## EDSB Q2 Sales Meeting - Celebrating 15 Years

On July 20<sup>th</sup> EDSB held their quarter 2 Sales meeting at the Leeds Marriott Hotel with over 40 people in attendance. Following a fantastic quarter 1 from the Sales team, the standards have been set very high for the next 3 months.

As well as the usual Sales reports presented by the heads of departments, the team were presented to by the suppliers: DVS & the Asset Protection Group who showcased their latest products and services to the Sales team.

In addition to the Sales activity, the EDSB Special Achievement Award this quarter was won by Stephen Kerr who collected his bottle of champagne and applause from his colleagues for a terrific 3 months in his Design role.

EDSB Compliance Solutions have now reached their 15<sup>th</sup> year in business which is a great excuse to celebrate with some cake and a night out in Leeds, which we truly did in EDSB style.



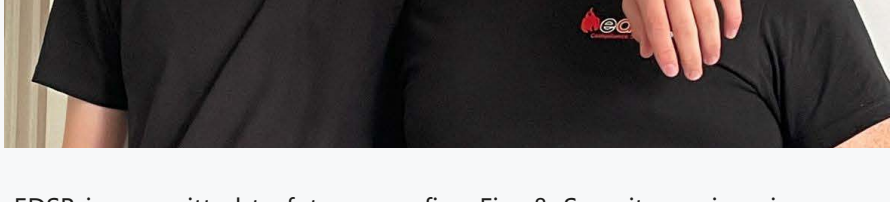
## Service Director, Simon Glew Celebrates 10 Years with EDSB



Simon Glew has been an integral part of the EDSB family for a delightful decade and counting. As the leader of the largest team within the company, Simon's invaluable contributions have played a crucial role in driving EDSB's remarkable growth. In an ever-evolving company, the Service team holds immense significance, requiring a resilient and devoted leader to navigate its complexities. Simon embodies precisely these qualities. His unwavering commitment and tireless efforts have yielded fruitful results, showcasing the significance of determination and diligence.

To express our heartfelt gratitude for his unwavering commitment, EDSB has presented Simon with a beautifully engraved pocket watch, symbolising our deep appreciation for his remarkable contributions. Well done, Simon, you deserve it!

## Work Experience at EDSB



EDSB is committed to future-proofing Fire & Security engineering as we continue to grow including our hugely successful Mentor & Apprenticeship scheme. However, on this occasion, it was slightly different, work experience! Andy Gibson, one of EDSB's Northeast Service engineers arranged for his son, Jack aged 15, to spend the week with him to learn and understand how to maintain Fire & Security Systems.

Jack had an eye-opening experience understanding the complexities of the various systems which we maintain, driving to new locations all over the Northeast and not surprisingly having to do a 40+ hour working week!

Both Andy and Jack were incredibly grateful to EDSB's HR department for arranging this experience and Jack is very open-minded to a career at EDSB in the future once he has completed his education.

## EDSB goes the Extra Mile for the Getaway Girls - DIY SOS

Back in November 2022 EDSB Compliance Solutions participated in the BBC 1 Children in Need programme DIY SOS in aid of the Getaway Girls based in Leeds. EDSB and their supply chain kindly supplied and installed a compliant fire detection system as well as a state-of-the-art CCTV system for the charity's brand new building. The programme was a big success and many EDSB employees enjoyed watching our good work.

However, during the following weeks EDSB felt that they could do more. Commercial Director, Mark Solomon and Central Support Director, Paula Sacares decided to visit the Getaway Girls premises and meet their CEO, Flavia Docherty.

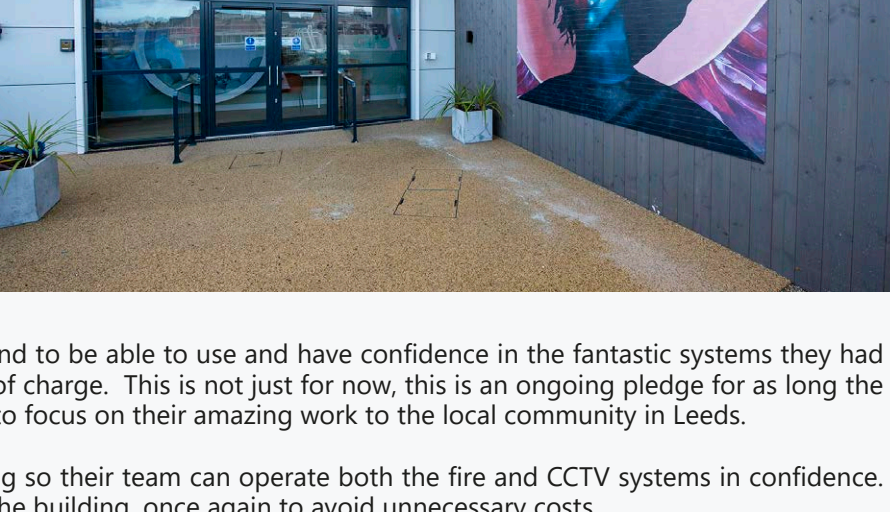
It was a bit of a surprise, however, to see that although there had been extremely generous input from Children in Need and all the suppliers, providers and individuals who had given up their time for this project, there were, shall we say, a few loose ends that the charity needed a bit of support on and we really wanted to help.

It was clear that the Getaway Girls required some aid to be able to operate compliantly and to be able to use and have confidence in the fantastic systems they had installed. The first promise EDSB made was to maintain their fire and CCTV systems free of charge. This is not just for now, this is an ongoing pledge for as long as the Getaway Girls needs us. EDSB hopes that this gesture will assist the charity in being able to focus on their amazing work to the local community in Leeds.

In addition to this, EDSB has returned to the Getaway Girls premises and provided training so their team can operate both the fire and CCTV systems in confidence. One final gift from EDSB was to supply their premises with fire extinguishers throughout the building, once again to avoid unnecessary costs.

**"A massive thank you to Mark and everyone at EDSB for all your support as part of DIY SOS and beyond. Thank you for the donation of equipment, fitting and ongoing support. All the staff from EDSB who installed the Fire Safety and CCTV systems were very professional. We really appreciate your commitment to Getaway Girls as part of our ongoing partnership with EDSB." - Getaway Girls CEO, Flavia Docherty**

EDSB Compliance Solutions is extremely proud to have supported the Getaway Girls in the original build but also for our after-care service and we wish them every success in their own project.



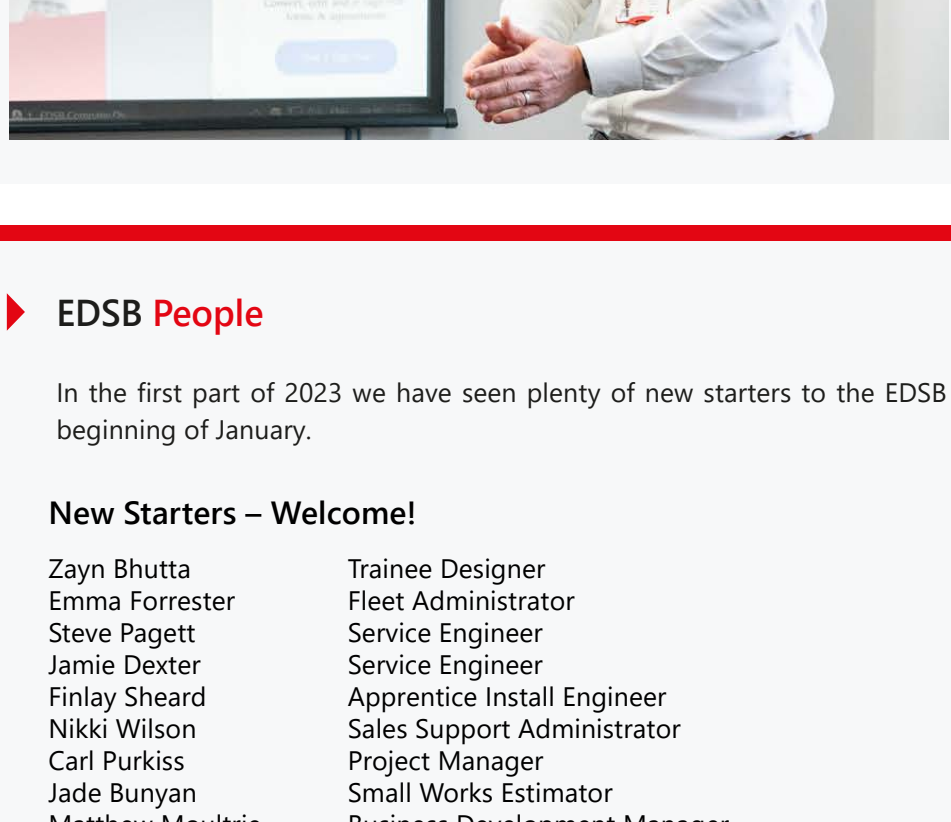
## New Business Director, Adam Cramp

EDSB is delighted to announce that Adam Cramp has been promoted to the role of New Business Director, with immediate effect.

Adam joined EDSB in 2016 and has been a driving force in the sales team, bringing an amazing amount of new clients and work to EDSB with his hard work, commitment, and incredible energy and enthusiasm.

This is a new position for EDSB and it's a big role – Adam will continue to drive the new business programme for EDSB as well as managing the newly created New Business team.

Congratulations in your new role, Adam. It is very well deserved.



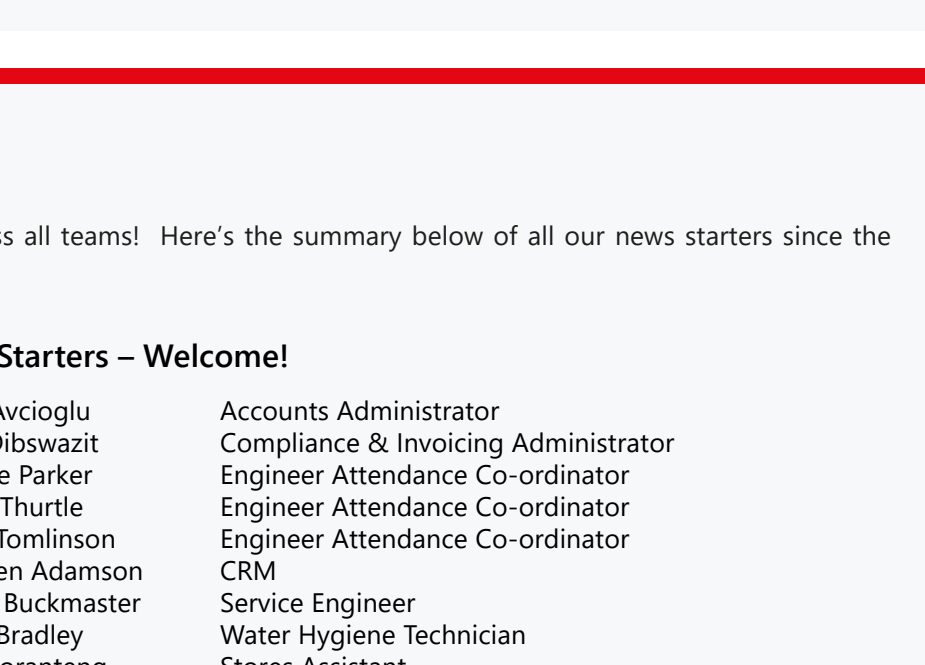
## Central Support Director, Paula Sacares

Congratulations to Paula Sacares who has been promoted to Central Support Director from 1<sup>st</sup> July 2023.

In the early days Paula was not only responsible for Central Support, but also also Vetting, Health and Safety, Fleet and HR. She has been responsible for creating and building a lot of the systems and processes that still operate within EDSB and her attention to detail, objective viewpoint and logical thought process makes her an incredibly valuable member of the EDSB team.

Paula's new role will see her looking after a larger team, with additional emphasis on Health & Safety, Quality Assurance and Auditing, as well as Compliance, the submission of PQQs and overseeing the training throughout the business.

Congratulations Paula!



## EDSB People

In the first part of 2023 we have seen plenty of new starters to the EDSB team, across all teams! Here's the summary below of all our news starters since the beginning of January.

### New Starters – Welcome!

Zayn Bhutta  
Emma Forrester  
Steve Pagett  
Jamie Dexter  
Finlay Sheard  
Nikki Wilson  
Carl Purkiss  
Jade Bunyan  
Matthew Moultrie  
Ryan Richmond  
Ed Barrow  
Stephen Kerr  
Kacper Radomski  
Lee Tyler  
Georgia Glew  
Kian Stevenson  
David Caskie  
Stephen Bowyer  
Matthew Kay  
Graham Hunt

Trainee Designer  
Fleet Administrator  
Service Engineer  
Service Engineer  
Apprentice Install Engineer  
Sales Support Administrator  
Project Manager  
Small Works Estimator  
Business Development Manager  
Service Engineer  
Apprentice Install Engineer  
Passive Fire Estimator  
Client Care & Portals Administrator  
Fire Door Inspector  
Business Support Administrator  
Apprentice Service Engineer  
Extinguisher Engineer  
Extinguisher Engineer  
Fire Door Inspector  
Fire Door Technical Surveyor

### New Starters – Welcome!

Tracy Avcioglu  
Tariq Dibswazit  
Phoebe Parker  
Liam Thurtell  
Sarah Tomlinson  
Sharleen Adamson  
Daniel Buckmaster  
Jamie Bradley  
John Koranteng  
Craig Howard  
Corey Lomas  
Ashley Moorehouse  
Aaron Williams  
Stuart Hartley  
Morgan Johnston  
Neil Anstee  
Alan Turner  
Daniel Jones  
Liz Jackson  
Dan Murphy

Accounts Administrator  
Compliance & Invoicing Administrator  
Engineer Attendance Co-ordinator  
Engineer Attendance Co-ordinator  
Engineer Attendance Co-ordinator  
CRM  
Service Engineer  
Water Hygiene Technician  
Stores Assistant  
Service Engineer  
Passive Fire Engineer  
Service Engineer  
Water Hygiene Technical Manager  
CRM  
Stores Driver  
Install Engineer  
SHEQ Manager  
Service Engineer  
Fire Dampener Engineer  
Engineer Attendance Co-ordinator  
Install Apprentice

### Promotions – Congratulations!

Adam Cramp  
Alex Thomson  
Jonathan Moulds  
Mark Shelley  
Dudley Gray  
Ryan Lorryman  
Ben Hague  
Alistair Lyon  
Jason Bunyan

New Business Director  
Group Client Relationship Manager  
Client Relationship Manager  
Client Relationship Manager  
Designer  
Head of Passive Fire Design  
Acting Engineer Attendance Team Leader  
Install Team Leader  
Install Team Leader

### Promotions – Congratulations!

Elliott Higginson  
Adam Atkinson  
Andy Allen  
Mikela Read  
Duncan Zealand  
Colin Lansdowne  
Paula Sacares  
Richard Skevington

Install Engineer  
Install Engineer  
Service Engineer  
Marketing Co-ordinator  
Group Logistics and Stores Manager  
Northern Stores Manager  
Central Support Director  
Head of Central Planning

## Current Vacancies

### Service Engineers (Midlands/London/South Coast)

We are looking for Service Engineers to carry out the routine maintenance of Fire alarms, Intruder alarms, CCTV, Access control, Portable Extinguishers, Disabled refuge and Cally/toilet systems, Smoke vents, Dampers, Emergency Lighting, in accordance with the current Standards and Codes of Practice. We have positions across the South of England and in the Midlands.

### Engineer Attendance Co-ordinators (Leeds)

We have a vacancy for an Engineer Attendance Co-ordinator based in the Leeds DTC. This role involves liaising with customers, being a point of contact for engineers, booking in works with customers and dispatching engineers to cover callouts.

### Extinguisher Engineer (South)

We have an opportunity for a Fire Extinguisher Engineer in the South of England. The role will be responsible for installing, servicing and maintaining Fire Extinguishers across a range of clients. No experience is necessary, as full training will be provided for the successful candidate. Applications are welcomed from field based Technicians or experienced Extinguisher Technicians currently working within the Fire Protection and Service industry.

### Passive Fire Engineers (Midlands/South)

We have roles for Passive Fire Engineers in the Midlands and South, who will be responsible travelling regionally to a variety of sites to carry out the installation of fire stopping systems. Applications are welcomed from experienced Fire Stopping Engineers currently working within the Passive Fire, Fire Protection and Service industry.

### Fire Door Inspectors/Joiners (North/Midlands/South)

We are looking to recruit Fire Door Inspectors/Joiners throughout the UK, who will be responsible travelling regionally to a variety of sites to inspect fire doors and carry out joinery work. Applications are welcomed from experienced Fire Door Inspectors currently working within the Fire Protection and Service industry.

### Trainee Fire Door Designer

We are looking to recruit Fire Door Inspectors/Joiners throughout the UK, who will be responsible travelling regionally to a variety of sites to inspect fire doors and carry out joinery work. Applications are welcomed from experienced Fire Door Inspectors currently working within the Fire Protection and Service industry.

### Fire & Security Installation Engineers (Yorkshire/Midlands)

We have vacancies in the Yorkshire, Midlands and South areas for Install Engineers. This role will involve multiple system type installation to pre-commissioning of Fire, Intruder Alarm, CCTV, Access Control and DDA systems in accordance with the current standards and Codes of Practice.

### Client Relationship Manager

We have a new opportunity for a Client Relationship Manager, managing a range of clients to ensure retention and increase of their fire and security spend.

### Passive Fire Business Development Manager

We are looking to recruit a Passive Fire Business Development Manager to identify new business opportunities and generate leads via sales development.

If you would like any more details on the above vacancies, or would like to apply, please contact [edsbcareers@edsb.co.uk](mailto:edsbcareers@edsb.co.uk)

**Don't forget the Recruitment Recommendation scheme – if you recommend someone to come and work at EDSB, you could earn £500 as a thank you!**

## EDSB Supporting Veterans Football, Westbury Vets

EDSB Compliance Solutions are supporting grassroots football once again this year with many teams wearing the EDSB logo on their shirts and training tops.

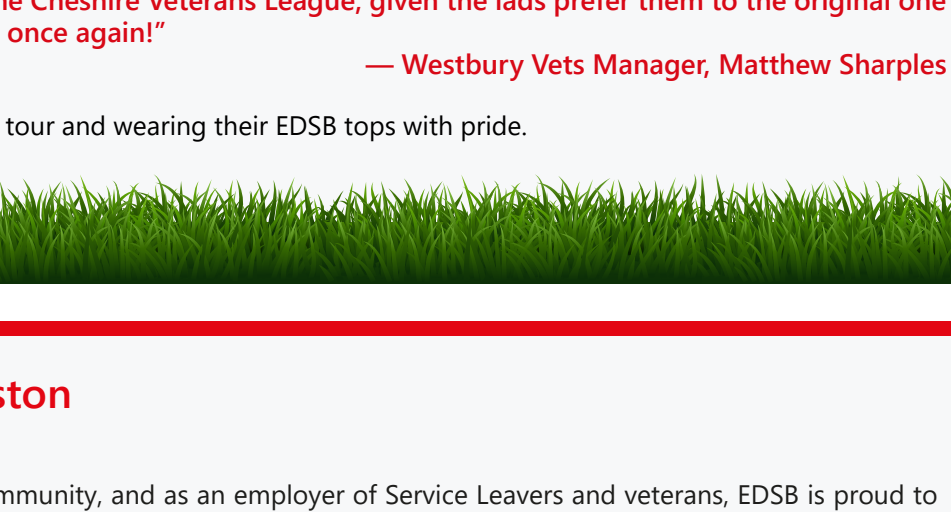
However on this occasion we have sponsored the Westbury Veterans, based in Bury with their first ever tour into Europe.

EDSB's very own Technical Surveyor Paul Ridgley, who has been with the business for many years, approached EDSB to sponsor his team for this amazing event and we were excited to support them as they headed to Belgium for 4 games. The event itself is over 30 years old and is based in the town of Riemst, in the province of Limburg. Therefore, when the team were invited to come over and take part in the tournament, there was no hesitation to make their European debut!

The Vets had a hugely successful tournament winning 3 out of their 4 games, only narrowly missing out to an open age French team with many 20 year olds, so no real complaints.

EDSB provided the funding for their travel journey as they proudly wore throughout the tour and will also use them this year as they contend in the Cheshire Veterans League.

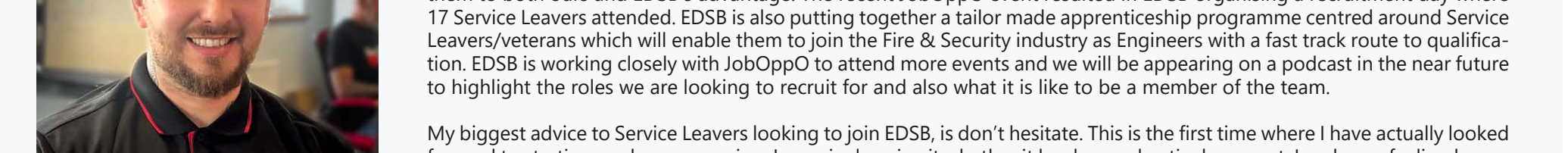
**"Can I just say a massive thank you for the sponsorship, we were one of the main English clubs in the competition that seemed to put each team to the sword, which is why we ended up facing an open age side in the end, to bring us back down to earth. However to face each team kitted in the hoodies all matching with your company logo on show and then also have them worn at night, showed the unity and professionalism of the team but also the commitment to represent your company with pride day and night."**



**We plan to wear them for the upcoming season where we will be appearing in the Cheshire Veterans League, given the lads prefer them to the original one we have, so we can continue to represent going into the new season. Thank you once again!"**

— Westbury Vets Manager, Matthew Sharples

From everyone at EDSB we would like to congratulate the team on having a successful tour and wearing their EDSB tops with pride.

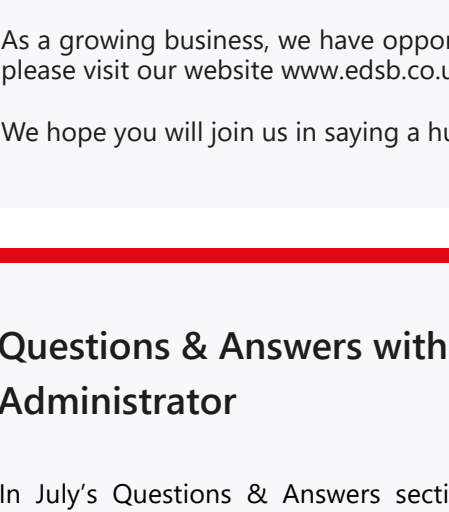


## Armed Forces Day with Ben Hague & Morgan Johnston

Armed Forces Day is a chance to show support for everyone in the Armed Forces community, and as an employer of Service Leavers and veterans, EDSB is proud to celebrate the day.

As a business we want to recognise the hard work, dedication and efforts of those that keep us safe in the UK, and across the world. This extends from serving troops, service families, veterans and cadets.

We are committed to employing Service Leavers and helping those that leave the military, transition into a new career in civilian life. This year we have had, and are due to welcome, Service Leavers into our Install team, our Fire Protection and our Passive Fire team. You can hear some of their stories here:



"My name is Ben Hague. I was a Lance Corporal in the Coldstream Guards and spent 7 years in her Majesty's service until my medical discharge.

Since joining EDSB, I have seen how committed they are to Service Leavers in a multitude of ways. They genuinely see a way to give Service Leavers a good career in civvy street by taking the transferable skills that we don't think we have, and turning them into both ours and EDSB's advantage. The recent JobOppO event resulted in EDSB organising a recruitment day where 17 Service Leavers attended. EDSB is also putting together a tailor made apprenticeship programme centred around Service Leavers/veterans which will enable them to join the Fire & Security industry as Engineers with a fast track route to qualification. EDSB is working closely with JobOppO to attend more events and we will be appearing on a podcast in the near future to highlight the roles we are looking to recruit for and also what it is like to be a member of the team.

My biggest advice to Service Leavers looking to join EDSB, is don't hesitate. This is the first time where I have actually looked forward to starting work on a morning. I genuinely enjoy it. I wouldn't think it has been a hectic day or not. I go home feeling happy and satisfied. Since leaving the Forces I have struggled massively and was constantly searching for somewhere to replicate the way I felt about my career in the Army and I know I have found it here. Their culture is just what I need, and I know that things like the opportunities for progression and money will come here and there's nowhere else I want that to happen. If anyone does want to take the step and would like a chat about this then I am happy to give just as honest an opinion over a coffee any time, mine is a flat white with brown sugar please."

"My name is Morgan Johnston and I joined the Army in 2018. Whilst serving I was deployed to North Macedonia and I also did an operational tour of Iraq in March 2022.

I decided to leave the Army in October 2022 and was out to find a new beginning, but I was adamant on making sure it was the correct choice for me.

I met with EDSB on their open day for fellow service leavers and I instantly had a good feeling and was made to feel at ease. Throughout the whole resettlement period of leaving the Army not once did anyone from EDSB put any pressure on me with dates of employment or deadlines, they worked with me making it a stress-free process.

Since starting at EDSB I've been made to feel at home, I am grateful to have this opportunity where I've been constantly supported throughout and can't wait to now work my way up learning my trade.

I'm proud to work for this company and even more so that I know they have also really bought into helping and supporting fellow service leavers into potential employment in various different roles."

As a growing business, we have opportunities across all teams. We would love to help more Service Leavers transition out of the Forces and into a career at EDSB, so please visit our website [www.edsb.co.uk](http://www.edsb.co.uk) for further details or simply email [edsbcareers@edsb.co.uk](mailto:edsbcareers@edsb.co.uk)

We hope you will join us in saying a huge thank you to our Armed Forces and the men and women who have served our nation **#armedforcesday**

From everyone at EDSB we would like to congratulate the team on having a successful tour and wearing their EDSB tops with pride.

## Questions & Answers with Tariq Dibswazit, Compliance & Invoicing Administrator

In July's Questions & Answers section we speak to Tariq Dibswazit, a new addition to the Compliance & Invoicing team. In the few months since Tariq joined the business he has proven to be a hugely popular member of the team. Therefore Team News asked him to tell us more...

### What is your role at EDSB?

My role here at EDSB is a Compliance & Invoicing Administrator. The job entails checking that the engineer's visit has been completed successfully, identifying any queries related and then when necessary processing the invoice on the various client portals.

### How long have you been in your role now?

I joined EDSB in this role on the 21<sup>st</sup> of February 2023, which brings it to roughly 5 months.

### How would you describe working at EDSB?

Working here is great! Everyone was welcoming and made me feel comfortable when I first joined. This helped me ease into my role very quickly and made my days here more enjoyable. I cannot emphasise anymore on how teamwork here at EDSB made me overcome some challenges within the role. As every role interlinks with each other department, it's great having a team that shares the same mindset in helping others achieve what EDSB and our clients require.

### What challenges do you face in your role?

I face a few challenges whether it's daily, weekly or monthly. These can be related to client queries about missing invoices or just processing the invoices on the various client platforms. Another challenge would possibly be identifying potential faults via the engineers' feedback on sites and clarifying these issues to get them resolved before we invoice a client.

### Please tell us what you find rewarding in your role?

I find that being able to achieve my daily deadlines on time is rewarding to me personally. For which I can only thank the great team I work alongside with at EDSB.

### What do you think makes EDSB stand out from other companies?

I believe that everyone here is treated fairly and all hard work is recognised. Having everyone know your name from day 1 allows you to integrate into the team and excel within your role. I would say it's the complete opposite of when you are just a number within a company.

### Outside of EDSB, what do you like to do in your spare time?

I enjoy going on long walks and trails in the countryside discovering hidden beauty spots. I also enjoy spending time with my family and friends especially when I get the chance to cook a big feast for everyone.

Thanks Tariq, we appreciate your participation in Team News.



#OneTeam