



## INVESTOR IN PEOPLE

# ADP celebrates recognition as an Investor in People

ADP Security Systems has passed the Investors in People assessment with flying colours, and was recognised as an Investor in People on 22<sup>nd</sup> February 2006. The whole company from directors and management to all the security officers is extremely pleased about the news. Eight of the guarding force were selected at random for interview by the IIP assessor.

In tandem with the Investor in People assessment, ADP has been investing time and money in helping all of its security officers to pass the Security Industry Authority qualification, which will enable them to obtain their licence. From 20<sup>th</sup> March 2006, it will be illegal for any officer to work in the security industry without a licence. So far the pass rate is 100% giving the guards extra confidence and further improving customer service. The knowledge that the company is committed to future growth adds to the sense of motivation and job stability amongst the company's employees.

Dave Preston, director of ADP Security Systems, said: "Since we have been through the IIP assessment, we have improved communications in the company through more talking face-to-face with the guards and introducing a company newsletter. A simple thing, like saying 'Thank you' to a security officer for going the extra mile, is central to our management philosophy and we make a point of recognising our staff individually when they have a new idea to improve customer service."

Compared to a level of nearly 80% staff turnover encountered by some companies in the security industry, ADP has a very low comparable rate, which is a testament to the way that the organisation supports its staff. The company has plans to grow its business significantly in the South East of England; and the achievement of the Investor in People standard is central to staff retention and excellent customer service to achieve these objectives.