

SUPREME GUARDING & FACILITIES'
NEWSLETTER**Quick Insights: Business News in a Glimpse**

We're pleased to bring you a round-up of highlights from the first quarter of 2026, along with some important reminders about company processes and key contacts to support you in your role.

It's our pleasure to introduce new employee benefits with a Life insurance policy and Employee Assistance Programme. With employee wellbeing a key priority, we have also appointed trained Mental Health First Aiders and will be launching a wellbeing app to encourage and reward healthy habits.

Thank you to everyone who has taken the time to recognise a colleague through our awards programme. We've had some truly exceptional nominations this quarter and we are delighted to announce our winners on Page 2!

Please continue to share your appreciation and recognise outstanding contributions.

Read further to learn more...

We are proud to share that Supreme has formally signed the Armed Forces Covenant.

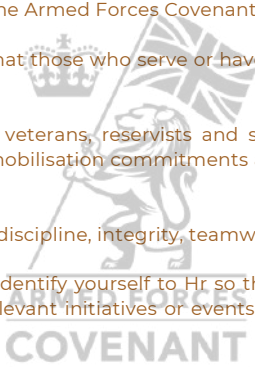
The Armed Forces Covenant is a commitment to ensure that those who serve or have served in the Armed Forces, and their families, are treated fairly and not disadvantaged in civilian life.

As part of our pledge we are committed to supporting veterans, reservists and service families in our workforce, promoting Armed Forces-friendly recruitment practices, offering flexibility for training and mobilisation commitments and recognising the valuable skills and experience the Armed Forces community brings to our business.

We know that many of the qualities we value at Supreme; discipline, integrity, teamwork and resilience, strongly align with the Armed Forces experience.

If you are a veteran or reservist, we warmly invite you to identify yourself to Hr so that we can ensure you are aware of the additional support available under our Armed Forces policy and include you in any relevant initiatives or events. Ashley Horsley, Regional Manager, has kindly agreed to act as our Armed Forces Champion.

We are proud to stand alongside the Armed Forces community and play our part in supporting those who serve.



www.supremeguarding.com
www.supremefacilities.co.uk



020 4532 0300 - 0121 238 2554

GET IN TOUCH

If you have any rota issues or need to call in sick, please stay in touch with the Control Room

controlroom@supremefacilities.co.uk
or call **020 4532 0300 / 0121 238 2554**

For any concerns or complaints, you can reach out to HR

hr@supremeguarding.com or hr@supremefacilities.co.uk

PEOPLE UPDATE

Thank you to everyone who took the time to send a nomination for our employee recognition programme this quarter. We are delighted to announce our award winners for Q1 of 2026, each recognised for exceptional performance, professionalism, and commitment to Supreme values. You can submit a nomination at any time; simply complete the [Nomination Form](#).

Q1 AWARD WINNERS

During a serious incident at the Brighton site, the manager and his team demonstrated exemplary performance. The team maintained calm, dignity and reassurance to safely evacuate and support service users during a challenging incident. Thank you to the following team members for their valuable contribution.

Ahtsam Ghaffar, Amar Turai, Charulatha Kumar, Kameswari Pothabathula, Kinza, Muhammad Younus, Naveen Nelavalli, Nikita Bhairi, Niktha Yaddla, Param Veer, Sana Tabassum, Shahid Naseem, Veena Dara

In a similar incident at the Crawley site, **Naveen Babu** took swift and courageous action to seamlessly evacuate residents. We thank you for your decisive action.

Last, but by no means least, we are incredibly humbled by **Mohammed Ali Wahid** and **Ryne Mascarenhas** who were involved in life-saving intervention to help a resident in a distressing and traumatic event. Their immediate action prevented a fatality and we are very grateful for the bravery and courage they have shown.



EMPLOYEE BENEFIT

We are absolutely delighted to announce the launch of our new employee benefit for all team members – Life Cover, provided by MetLife, effective from 1 April.

This means that in the unfortunate event of an employee's death, their nominated beneficiaries would receive a lump sum payment to help support them financially. It's an important step for us as a business, and one that reflects our commitment to supporting you and your families beyond the workplace.

Further details will be shared by email shortly, including information about the level of cover and how to nominate your beneficiary.

Please ensure your contact details are up to date – if you have recently changed your address, email or phone number, inform the Admin Team as soon as possible.

We're incredibly proud to be introducing this benefit and look forward to continuing to build on our employee offering

IT: PHISHING AWARENESS & DEVICE SECURITY



Cyber crime is on the rise, and phishing remains one of the most common ways organisations are targeted. Phishing is when criminals try to trick you into clicking a link, sharing information, or approving something that gives them access to systems or money.

These scams are becoming more sophisticated and can look very convincing; even appearing to come from trusted colleagues or suppliers.

What's Happening Right Now?

We're seeing an increase in:

- Emails written using AI that look like genuine company communications
- Urgent payment or bank detail requests pretending to be from senior leaders or clients
- QR codes that take you to fake login pages
- Repeated Multi-Factor Authentication (MFA) pop-ups hoping you'll press "approve" without thinking

Remember: urgency is often a red flag!

What You Should Do

To protect yourself and the business:

- Pause before you click – check email addresses carefully and be cautious with links or attachments
- Double-check urgent requests – contact the person directly using a known phone number or email (not the one in the suspicious message)
- Reject and report unexpected MFA prompts immediately
- Report anything suspicious to IT Support straight away – even if you're unsure

It's always better to report something that turns out to be harmless than ignore something that isn't.

Keeping Your Devices Secure

Security isn't just about emails. Keeping your laptop, desktop and mobile phone updated is just as important.

Please:

- Check for system and software updates at least once a week
- Install updates when prompted
- Restart your device when required

Updates fix security gaps that criminals actively look for. They also keep your antivirus and firewall protections working properly.

We're All Responsible

Cyber security isn't just an IT issue — it's everyone's responsibility. Your awareness, caution and quick reporting help protect our systems, our data, and each other.

A final reminder: when sending or receiving company information or sensitive personal data you must only use a company email address!

Meet Our MHFAs



At Supreme, we are committed to supporting the wellbeing of our colleagues. Our trained Mental Health First Aiders (MHFAs) are here to provide a supportive listening ear if you ever need someone to talk to.

Below is a list of our qualified MHFAs:

Abbie Roberts, Derek Barnard, Georgiana Danila, Emma Sullivan, Jeremy Hill, Owais Hussain, Paul Robinson, Rabia Ghaffar, Richard Gomes, Stephen Evans, Tariq Khan, Umer Fayyaz.

Please reach out to them directly if you need support, or email right.line@supremeguarding.com.

OUR CLIMATE IMPACT JOURNEY BEGINS

We're pleased to share that Supreme has partnered with Seedling.earth to begin measuring our carbon footprint and taking meaningful action on climate change.

As a first step, we'll be building a full-scope carbon footprint, covering emissions from our operations, travel, purchased goods and services, and elements of our supply chain. This will give us a clear, data-led baseline so we can understand where our impact sits and where we need to focus.

We're at the start of our journey. That means measuring first, then setting science-aligned reduction targets and creating a practical plan to reduce emissions over time.

We'll keep you updated as we progress, and if you have ideas on how we can reduce waste or energy use in your area, we'd love to hear them.

REPORTING ABSENCE

We would like to remind all employees of the correct process for reporting any unplanned absence from work.

If you are unable to attend work due to illness or another unforeseen reason, you must contact your line manager and the Control Room by telephone no later than one hour before your shift start time. Text messages or emails are not acceptable.

When reporting your absence, please provide a brief reason for your absence, an indication of how long you expect to be absent, and whether you have sought medical advice. If you are absent for more than 7 calendar days you will require a Fit Note from a UK medical practitioner.

Your manager or HR may stay in contact with you during your absence to check on your wellbeing and to confirm your expected return date. On your first day back at work, your manager will hold a short Return to Work discussion with you and complete the Return to Work form to ensure you are fit to return and to identify any support you may need.

Following this process helps us support colleagues, maintain safe staffing levels and ensure we comply with company procedures. If you have any questions about reporting absence, please speak with your line manager or contact HR.



Yulife is almost here! YuLife, a gamified app designed to inspire healthy habits by rewarding you with YuCoin for things like walking, cycling, meditating and brain training will soon be launched. You can redeem YuCoin for gift cards and discounts to some of your favourite brands including Amazon and ASOS.

Through the Yulife app you will also be able to access our new Employee Assistance Programme. The EAP will enable you to speak confidentially to a qualified counsellor 24 hours a day, 7 days a week.

Watch out for an email from Yulife arriving in your inbox soon. Further details to follow!

HEALTH & SAFETY

H&S RESPONSIBILITY

Congratulations to **Virasat Ali**, Control Room Manager, on completing his recent IOSH qualification. Virasat will assume responsibility for health and safety, including managing risk and preventing incidents.

RIGHT LINE

Right Line is our a dedicated wellbeing support service for all colleagues at Supreme. Please don't hesitate to use this service — your wellbeing matters, and help is always available.

right.line@supremeguarding.com

ACCIDENTS & INCIDENTS

If you are unfortunate to be involved in an incident on site or there has been an accident of any sort you should make sure you record all details in your log book and then escalate the incident to the Control room. You can reach the control room on **0121 238 2554** or **020 4532 0300**.

GIVING SOMETHING BACK

On 26 March, members of our team took part in the Great Tommy Sleep Out, braving a night outdoors to raise awareness and funds for veterans experiencing homelessness. The challenge encourages participants to give up the comfort of their bed for a night to highlight the reality faced by many former service personnel and to raise funds that help provide housing, mental health support and employment opportunities for veterans.

We are incredibly proud of Andy, Paul, Derek, Zeeshan and Jamie, who stepped up to take on this challenge on behalf of the company. Spending the night outside is no small feat, and their commitment to supporting such an important cause is truly commendable.

Thanks to their efforts – and the generosity of those who supported them – the team has already raised over £300, with donations still coming in. Every contribution helps support vital services for veterans who may be facing homelessness or other challenges after leaving the Armed Forces.

OPERATIONAL FOCUS

Current national threat level: SUBSTANTIAL - an attack is likely.

Please plan your schedules accordingly to ensure smooth running operations.

Additionally, please refrain from discussing or engaging with the media, both at work and, outside regarding your duties.

For those of you on LinkedIn, don't forget to follow our pages for regular updates on what's happening...

[Supreme Guarding](#)
[Supreme Facilities](#)



Jamie Bruce, Derek Barnard, Zeeshan Khan, Andy Lane, Paul Robinson

Message from the CEO & MD

Thank you to you all who have contributed to this quarters news letter. Its great to see so many of our colleagues going above and beyond to deliver great service and support their teams and colleagues. I hope you will appreciate and enjoy the new YUlife app thats coming very soon! Can I also take this opportunity to remind you to complete your training tasks that are due for renewal as this is key in ensuring we remain compliant.

Regards

Mo Khan & Andy Lane
Chief Executive Officer & Managing Director