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QUARTERLY NEWSLETTER

MAST

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AUTUMN 2026 EDITION



DUBAI VISIT

MAST CEO Visits Dubai to Meet Maritime Associates

Above: MAST CEO Phillip Cable (centre) with the team in Dubai. From left: Yahya, Operations Head; Rouem, Key Account Manager; Mohammad, Business Development Manager; Phillip Cable; Chipper, Operations Manager; Ms Mayeth, Office Manager; Anne Rae, Accounts; and China.

MAST CEO Phillip Cable recently travelled to Dubai to meet with our associates and spend time with the team, providing an opportunity to strengthen existing professional relationships and discuss developments within the maritime security sector.

During his visit, Phill met with the team at their Dubai offices, where discussions provided an opportunity to exchange industry knowledge, share updates and explore areas of mutual interest.

The visit also reinforced the importance of maintaining strong international relationships and working closely with trusted associates to support MAST's ongoing activities within the global maritime security sector.

MAST values its established international relationships and looks forward to continuing to build on these connections through ongoing engagement and collaboration.

NEW PARTNERSHIP

MAST Explores New Maritime Partnership with Yuehang Shipping

THE PROPOSED NETWORK



MAST is exploring an exciting new business opportunity with Yuehang Shipping, a newly established company focused on developing opportunities within the offshore and shipping sectors.

The proposed partnership will bring together MAST's established experience in maritime security, specialist response services and industry network. Whilst Yuehang Shipping's ambition is to develop new business opportunities and introduce innovative Chinese technologies to the maritime market.

Yuehang Shipping's initial focus will include the introduction of robotic underwater hull-cleaning solutions, alongside developing relationships with Chinese shipping companies and other potential clients within the international maritime sector.

An important element of the proposed collaboration will be the development of a wider network of maritime security, salvage and response capabilities, drawing on specialist expertise across a number of strategic locations.

The longer-term vision is to explore opportunities connecting London, Dubai, Thailand and the Philippines, supporting the delivery of coordinated specialist services across different regions and time zones.

Both organisations are enthusiastic about the potential of this collaboration and will now look to explore a practical framework for developing the partnership, identifying opportunities and establishing a roadmap for future growth.

This proposed venture represents an exciting opportunity for MAST to further develop its international maritime offering and expand the specialist services available to clients operating across the global shipping and offshore sectors.



An EU naval patrol keeps watch during Operation Atalanta's response to a hijacking off Somalia, April 2026. Photo: © European Union Naval Force – Operation Atalanta

INDIAN OCEAN SECURITY

The Indian Ocean is no longer low risk

By **Erika Finch** and **Peter Astbury**

6	At least six commercial ships seized since 30 April	4	Remaining in pirate hands	60+	Seafarers held with them

Erika Finch · Director of Maritime Security

Following a period of relative calm that saw the Indian Ocean removed from the High Risk Area (HRA) designation in 2023, the security environment has deteriorated sharply since April 2026. The UK Maritime Trade Operations (UKMTO) escalated its regional threat assessment to "severe" on 30 April, reflecting a rapid increase in successful hijackings of commercial vessels. Since then, at least six commercial ships have been seized, with four remaining in pirate hands along with more than 60 seafarers. This resurgence is characterised by the reactivation of "mothership" operations, allowing pirates to launch attacks hundreds of nautical miles offshore, a tactical shift not seen in over a decade.

Several factors have converged to create this new wave of risk. One significant contributor is the reduction in the presence of international war ships due to the War with Iran and the war ship's relocation to assist in the Strait of Hormuz. Additionally, the rise in commercial traffic being rerouted past the Somali Coast has inadvertently increased the volume of potential targets. Analysts have also noted that unusually calm sea conditions in 2026 have facilitated pirate boarding attempts, while the high global price of oil has made tankers, four of the six vessels taken this year, particularly lucrative targets. For shipowners, this signals that the "low-risk" perception of the Indian Ocean corridor is no longer valid, and robust, pre-planned response strategies are now essential rather than optional.

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Peter Astbury · Contingency Response Consultant

The best strategy of course is prevention, and MAST was a pioneer in this field. We were providing security for super yacht transits from the Mediterranean to the Indian Ocean Islands and the Gulf years before organised piracy exploded in the early 2000s, and so it was an easy step for us to be amongst a handful of early pioneers that created the logistics and operating infrastructure and procedures that underpinned commercial counter piracy protection in the years that followed up to present day.

Effective contingency planning is not just necessary but will give decisive advantage.

MAST's hostage negotiation team were also pioneers in developing organised and effective response procedures for situations in the Indian Ocean (and later the Gulf of Guinea) where prevention strategies were not taken and ships and crew were captured.

This gruelling experience informs our strong view today that hijack response is an area where effective contingency planning is not just necessary but will give decisive advantage in what are always sudden impact events that will literally turn a shipowner's world upside down in a moment. This is not rocket science, but MAST's hostage negotiation team can give holistic and deep-experienced-honed briefings about set-up, stakeholder and negotiation management and other fundamentals.

ABOUT THE AUTHORS



Erika Finch

DIRECTOR OF MARITIME SECURITY

Erika has extensive experience in the maritime security industry having been with MAST for over ten years demonstrating sound knowledge of the operational and legal intricacies of providing armed security on the High Seas.



Peter Astbury

CONTINGENCY RESPONSE CONSULTANT

Peter was a claims director for the UK P&I Club before establishing himself as a specialist advisor and intermediary for the shipping and insurance industry, dealing with threats, difficult asset and personnel detentions, and other disputes in complex environments.

MARTYN'S LAW

Supporting Schools with Martyn's Law Preparation

As part of our ongoing work to share our security expertise beyond our traditional client base, MAST has recently been reaching out to independent schools across the UK regarding the implications of Martyn's Law.



The dedicated two-page briefing for schools. (Click above to download)

We have developed a dedicated two-page briefing for schools, highlighting the practical steps they can be taking to prepare for the legislation and, importantly, how the requirements can sit alongside existing fire safety, safeguarding, lockdown and emergency planning arrangements.

The initiative is a good example of how we can use our experience and expertise to support organisations that may not traditionally think of MAST as a security partner. For schools, the introduction of Martyn's Law presents an opportunity to review existing arrangements, identify any gaps and ensure that staff know what to do in the event of an incident.

Our approach is deliberately practical. Rather than simply focusing on compliance, we want to help organisations understand what the requirements could mean for them in real-world terms, and where appropriate, how MAST can support them with reviewing and developing their security and emergency preparedness arrangements.

We are currently sharing the briefing with a number of independent schools and school groups and will continue to explore opportunities to support the education sector as preparations for Martyn's Law progress.

OVER TO YOU

This is also an important reminder to our colleagues of the breadth of expertise within MAST and the range of organisations we can potentially support. If you are aware of a client, contact or organisation that may benefit from our advice or specialist security services, please speak to the MAST team at **info@mast-security.com**.

OUR PEOPLE

How MAST Security Shaped My Leadership Journey

By **Erika Finch**
DIRECTOR OF MARITIME SECURITY



2013
Joined MAST in an administrative role

13 years
to become the Director of Maritime Security

When I joined Maritime Asset Security & Training (MAST) Ltd in 2013, I started in an administrative role. I didn't know then that this would be where I truly found my feet, but looking back, it has been the foundation for everything I've achieved since. Over the past 13 years, I have worked my way up the ladder to become the Director of Maritime Security.

My rise within MAST hasn't just been a professional milestone; it's been a lesson in resilience and growth. I credit much of this success to the company culture itself. MAST takes genuine care of its employees, nurturing us, encouraging us, and offering positive reinforcement. That kind of support goes a long way toward helping people succeed not just in their careers, but in other areas of life, well outside the boardroom.

The focus and determination I developed at work have translated directly into my voluntary work. As Treasurer for the 1st Rayne Scout Group and Beaver Leader for the 1st Rayne Beaver group, I find myself relying on the same organisational skills, clear communication, and leadership confidence that I honed in my executive role. Leading young scouts requires patience and clarity, traits that are just as vital when managing corporate security strategies.

Beyond volunteering, that same drive has pushed me physically. I regularly take part in strength training and have completed multiple half marathons, discovering that the mental fortitude required to lead a team is surprisingly similar to the discipline needed to push through a race.

Ultimately, working at MAST has given me the confidence to step into new challenges with assurance. Whether I'm guiding a group of Beavers or navigating complex maritime risks, I carry the belief that true professional development is holistic, and that the right environment can empower you to make a difference in every aspect of your life.

OUTSIDE THE BOARDROOM

Treasurer, 1st Rayne Scout Group
Beaver Leader, 1st Rayne Beaver group
Multiple half marathons completed

Developing the Next Generation of Leaders

Essex Army Cadet Force (ACF) & King George VI Leadership Course (KGVI)

By **Stephen Elliott** · Site Security Manager, Purfleet



Following the recent National Cadet Week, which celebrated the achievements, opportunities and positive impact of the Cadet Forces across the UK, it is important to recognise the adult volunteers whose commitment makes these experiences possible. Through their time, dedication and leadership, they help develop confidence, discipline, teamwork and leadership in young people, while continuing to develop their own skills and experience. The King George VI Leadership Course (KGVI) plays an important role in this journey, preparing adult volunteers to take on greater responsibility within the Cadet Forces.

Alongside his professional role with Maritime Asset Security & Training (MAST) Ltd and his appointment as Staff Officer in D Company, Essex ACF, Stephen serves as an instructor on the King George VI Leadership Course (KGVI), a key leadership and management course within the Army Cadet Force (ACF) and Combined Cadet Force (CCF).

The KGVI course is a significant milestone for adult volunteers aspiring to promote to Warrant Officer Class 2 (WO2) and Captain. It requires candidates to demonstrate the knowledge, skills, understanding and leadership qualities necessary to take on greater responsibility within the Cadet Forces.

The course encompasses the many aspects of leadership and management that underpin effective delivery across the organisation. This includes leading and developing adult volunteers, inspiring and mentoring cadets, managing teams, making sound decisions, communicating effectively, maintaining standards and ensuring that the welfare and development of cadets remain central to everything the organisation does.

Leadership within the Cadet Forces is about far more than rank or appointment. It is about setting the example, earning the trust of others, taking responsibility and creating an environment in which both adults and cadets can develop, learn and succeed.

As an instructor, Stephen contributes to the development of individuals preparing to take on these leadership responsibilities. The course gives candidates the opportunity to reflect on their leadership styles, challenge their thinking, learn from the experiences of others and build the confidence to lead effectively within an organisation that plays such an important role in young people's lives.

The skills and attributes developed through the KGVI course extend well beyond the Cadet Forces and have direct relevance to Stephen's professional role as a Security Manager with MAST.

In security management, leadership, communication, accountability and decision-making are equally important. Managing security operations in a busy environment requires the ability to lead a diverse team, maintain operational standards, manage performance, resolve issues professionally and make considered decisions, often under pressure. It also demands sound judgement, the confidence to address challenges and the ability to build effective working relationships with colleagues and clients.

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Many of these responsibilities mirror the principles taught and reinforced through the KGVI course. Whether developing cadets and leading adult volunteers or managing security officers and overseeing security operations, the fundamentals remain the same: leading by example, communicating clearly, maintaining standards, taking responsibility and investing in people.

Effective leadership is not simply about directing others; it is about understanding people, recognising their potential, setting clear expectations and providing the support and guidance they need to succeed. The ability to adapt leadership styles to different individuals and situations is essential, whether working within a volunteer organisation or a commercial security environment.

The standards expected of leaders are rightly high. Those who progress to WO2 and Captain must be prepared to lead by example, support their fellow volunteers, uphold the values and standards of the Cadet Forces, and help shape the future of the organisation.

The contribution of adult volunteers to the ACF and CCF is supported not only by the individuals who give their time, but also by employers who recognise the wider value of their service. MAST demonstrates this commitment through its support for the Armed Forces Covenant, including providing additional paid annual leave to enable Stephen to fulfil his responsibilities within the Cadet Forces.

This practical support allows Stephen to undertake important training and instructional commitments with Essex ACF, including his role on the national KGVI course, without having to use his full annual leave entitlement. It demonstrates how employers can actively support adult volunteers, helping them balance professional responsibilities with voluntary service. Such support also reflects the important relationship between employers and the Reserve Forces' and Cadets' Associations (RFCAs), which play a key role in promoting engagement between employers and the Cadet Forces community.

Through this support, MAST enables experienced professionals to bring their leadership, management and organisational skills into the Cadet Forces, contributing to the development of future leaders and the wider benefit of young people. In turn, the experience gained through cadet service can complement and strengthen leadership practice within the workplace.

Leadership within the Cadet Forces is about far more than rank or appointment.

The connection between these two environments demonstrates the mutual benefits of employer-supported volunteering: developing capable leaders, strengthening teams and investing in people who make a positive difference both professionally and within their communities.

Ultimately, the success of the Cadet Forces depends on committed volunteers, effective leadership and the support of organisations that recognise the value of their contribution. By investing in Cadet Force Adult Volunteers (CFAVs) and supporting their development, the Cadet Forces and their employers help build stronger teams, create opportunities for young people and develop the next generation of leaders.

Captain Stephen Elliott ACF

ESSEX ARMY CADET FORCE



MAST Mediation

MAST's maritime dispute resolution team's leader Peter Astbury, has recently obtained formal accreditation as a civil and commercial mediator, meaning that he can now offer formal mediation as a preliminary settlement opportunity to parties who may be in dispute and heading towards the open-ended costs of litigation.



By Peter Astbury

CONTINGENCY RESPONSE CONSULTANT

Peter was a claims director for the UK P&I Club before establishing himself as a specialist advisor and intermediary for the shipping and insurance industry, dealing with threats, difficult asset and personnel detentions, and other disputes in complex environments.

01

Mediation is an interesting tool. Firstly, it is (or can be made to be) a strictly confidential process so that parties can explore settlement safely and without prejudice to legal liability should an amicable settlement subsequently prove unreachable.

02

Secondly, mediation extends to dispute resolution, the idea of the useful intermediary, that is familiar across the maritime industry, where shipowners use shipbrokers, bunker brokers, ship agents and so on to make contracts that very often they could negotiate direct with the counter parties, if they wanted to. Shipowners do this not just because of the skills of the specialist intermediaries but because it also sets up a framework (in case of need) for dealing with awkward issues of disagreement and dispute at 'arm's length' and in ways that thus will not get in the way of an underlying and ongoing commercial relationship between the principals.

This idea also informs the informal mediation work of MAST's maritime dispute resolution team, which is to help principals resolve front line situations before they escalate, break deadlock when ships or crews get detained or arrested for indefinite periods of time, and deal with situations where ships' crews are being unreasonably intimidated in one way or another.

Resolve front line situations before they escalate, break deadlock when ships or crews get detained or arrested for indefinite periods of time.



SITE UPDATE

Purfleet Update



By **Stephen Elliott**
SITE SECURITY MANAGER, PURFLEET

5 new colleagues welcomed to the PFT team: Omair Shakoor, Mohammad Jabbar, Bodunrin Oyewunmi, Muhammad Owais and Claudia Roman

3 strands of training and testing: ISPS exercises, cross-post training and external penetration testing

The team at Purfleet have continued to make excellent progress over recent months, with a strong focus on training & maintaining high standards of service delivery.

We have undertaken a series of ISPS training and testing exercises which have not only further upskilled the team but also highlighted the strong level of ISPS understanding already within the operation. We are continuing this development through further cross-post training, alongside a programme of external penetration testing. These exercises will allow us to assess our current security posture, identify any areas for improvement and capture lessons learned, helping us to continually strengthen our security delivery.

Despite a particularly busy period, the team have continued to deliver an excellent service, with performance and customer satisfaction remaining consistently strong. The positive results reflected in the monthly performance reviews are a real testament to the hard work, professionalism and commitment of everyone across the PFT team.

We have also welcomed a number of new employees to the PFT team, who have settled in well and are already making a positive contribution to the operation. It has been great to see the existing team supporting our new colleagues and helping them become part of the PFT team.

There has been a significant amount of work taking place behind the scenes, with the team continuing to adapt to changes and new ways of working, while maintaining the high level of service expected by the customer.

Overall, PFT is in a very positive position. The continued hard work, professionalism and dedication of the team is helping us to build on the strong foundations already established, while continuing to develop and strengthen our service delivery as we look ahead.

YOUR RIGHTS AT WORK

Employment Law Changes – What Do They Mean for You?

By **Abbie Maynard** · HR Assistant

You may have heard about some recent changes to UK employment law, particularly following the introduction of the Employment Rights Act 2025. With several changes already in place and more expected over the coming months, we wanted to explain what these mean for you in simple terms. The changes aim to improve workplace rights, provide greater job security and ensure employees are treated fairly. Here are some of the key updates worth knowing about.



Sick Pay – No More Waiting Three Days

Since 6 April 2026, eligible employees can receive Statutory Sick Pay (SSP) from their first full day of sickness absence, rather than waiting until the fourth day. The previous minimum earnings requirement has also been removed, meaning employees working fewer hours may now qualify for SSP when they previously would not have.

WHAT DOES THIS MEAN FOR YOU?

If you're unable to work due to illness, you may now receive sick pay from the first day you would normally have worked, provided you meet the eligibility requirements. You must still follow the Company's usual sickness reporting procedures.

Paternity and Parental Leave – Rights from Day One

Previously, employees needed to have worked for their employer for a certain period before qualifying for statutory paternity leave or unpaid parental leave. Since April 2026, these types of leave have become available from the first day of employment, subject to the relevant eligibility and notice requirements.

WHAT DOES THIS MEAN FOR YOU?

Whether you're welcoming a new baby or need time away from work to care for your child, you no longer need to complete a qualifying period of employment before becoming eligible for these types of leave. Statutory paternity pay remains subject to separate eligibility requirements.

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Workplace Harassment – Stronger Protection

Since 30 October 2026, employers have had additional legal responsibilities to protect employees against harassment, including harassment by third parties such as customers, clients and members of the public. The law also strengthens employers' responsibilities to take steps to prevent sexual harassment in the workplace.

WHAT DOES THIS MEAN FOR YOU?

Everyone deserves to feel safe and respected at work, regardless of their role or location. These changes reinforce the importance of addressing inappropriate behaviour, whether it comes from a colleague or someone outside the Company. If you experience or witness harassment, please raise your concerns with your manager or the HR Department.

Unfair Dismissal – Greater Job Security

From 1 January 2027, the qualifying period for ordinary unfair dismissal protection will reduce from two years to six months.

WHAT DOES THIS MEAN FOR YOU?

Employees will gain protection against unfair dismissal earlier in their employment. This does not mean an employee cannot be dismissed after six months, but employers must have a fair reason for dismissal and follow a fair process. Certain protections against unfair dismissal already apply from the first day of employment, regardless of length of service.

Zero-Hours Contracts – Changes Ahead

Further changes to zero-hours and low-hours contracts are planned for 2027, aimed at providing greater predictability around working hours and shift arrangements. The proposed measures include guaranteed-hours offers for qualifying workers, improved notice of shifts and compensation for certain short-notice cancellations.

WHAT DOES THIS MEAN FOR YOU?

These changes have not yet come into effect and will not automatically mean that everyone on a zero-hours contract is entitled to guaranteed hours. Eligibility will depend on specific legal criteria, including working patterns and other requirements that are still being finalised. Zero-hours contracts will continue to be permitted, and employees will still be able to work flexibly under these arrangements.

Everyone deserves to feel safe and respected at work, regardless of their role or location.

A FINAL WORD

Employment law is continually evolving, and we understand that keeping up with the changes isn't always straightforward. Our aim is to keep everyone informed about their workplace rights and what changes mean in practice, without the complicated legal terminology. We'll continue to share updates as new legislation comes into effect, helping everyone understand their rights and responsibilities.

Accreditations

RENEWED THIS YEAR

SSIP

MAST Successfully Renews SSIP Accreditation

We are pleased to confirm that MAST has successfully renewed its SSIP (Safety Schemes in Procurement) accreditation, further demonstrating our ongoing commitment to maintaining high standards of health and safety across our business.

SSIP accreditation provides independent assurance that a company has robust health and safety arrangements in place and meets recognised standards for managing health and safety within its operations. For MAST, this is particularly important given the nature of the security services we provide and the varied environments in which our colleagues operate.

Successfully maintaining our accreditation reflects the work undertaken across the business to ensure that health and safety remains an integral part of how we operate, rather than simply a compliance requirement.

It also provides reassurance to our clients and partners that MAST continues to operate to recognised industry standards and has appropriate systems in place to manage health and safety risks effectively.

We would like to thank everyone involved in the renewal process, particularly those who contribute to maintaining our standards on a day-to-day basis. Maintaining accreditations such as SSIP is a collective effort and forms an important part of our commitment to professionalism, compliance and continual improvement.

The renewal process involves a detailed assessment of our policies, procedures and working practices, including areas such as:

- ✔ Health and safety management systems
- ✔ Risk assessment and safe systems of work
- ✔ Competence, training and supervision
- ✔ Incident reporting and monitoring
- ✔ Management responsibilities and continual improvement

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CONSTRUCTIONLINE GOLD

MAST Successfully Renews Constructionline Gold Accreditation

We are pleased to confirm that MAST has successfully renewed its Constructionline Gold accreditation, reinforcing our commitment to maintaining robust standards across our business and supporting our continued work with clients and contractors within the built environment.

Constructionline Gold is a recognised procurement standard that involves a more detailed assessment of a company's policies, procedures and supporting evidence than the standard Constructionline membership. The assessment covers key areas including health and safety, quality management, environmental practices and corporate social responsibility.

For MAST, maintaining Constructionline Gold provides clients and partners with additional assurance that we have the appropriate systems and processes in place to manage our operations effectively and responsibly.

The accreditation is particularly valuable when working within construction and associated environments, where clients increasingly require evidence of robust governance, compliance and professional standards as part of their procurement and supply-chain requirements.

Successfully renewing our Gold accreditation demonstrates that MAST continues to meet the required standards and remains committed to continual improvement across the business.

We would like to thank everyone involved in maintaining the policies, procedures and standards that underpin the accreditation. It is another positive reflection of the professionalism and commitment demonstrated across MAST.

CYBER SECURITY

Keeping MAST Secure: Cyber Security Accreditation Renewed

In an increasingly connected world, protecting information is just as important as protecting people and assets. We are therefore pleased to confirm that MAST has successfully renewed its Cyber Security Accreditation.

Cyber security is an important part of our day-to-day operations. We hold and manage information relating to our colleagues, clients, contractors and business activities, and it is essential that this information is handled securely and responsibly.

The renewal process provides an opportunity to review the measures we have in place to protect our systems and information against common cyber threats. This includes areas such as secure configuration, access controls, software and device security, user awareness and the protection of company data.

For our clients, this accreditation provides additional reassurance that cyber security is being actively considered as part of our wider approach to risk management and business resilience.

However, cyber security is not simply about achieving an accreditation once a year. It is an ongoing responsibility, and the actions of everyone within the business play an important role in keeping MAST secure. From recognising suspicious emails and using strong passwords to following our internal procedures, good cyber security starts with good everyday habits.

The successful renewal is a positive reflection of the systems we have in place and our continued commitment to protecting MAST, our colleagues and the clients we work with.



MEET THE TEAM

Asika Ogbonna

HEAD DOORMAN · THE COCKTAIL CLUB, MONUMENT

Recognising the people behind MAST's security services

At MAST, we know that the strength of our business lies in the professionalism, dedication and commitment of our people. Our frontline security personnel play a vital role in representing MAST, delivering high standards of service and maintaining safe, welcoming environments for our clients and their customers.

In this edition, we're pleased to shine the spotlight on Asika Ogbonna, Head Doorman at The Cocktail Club, Monument, London.

Working within the fast-paced hospitality sector, Asika's role extends far beyond traditional security responsibilities. As one of the first points of contact for guests, a Head Doorman plays an important part in creating a positive first impression, balancing a friendly and approachable manner with the vigilance, confidence and professionalism required to maintain a safe and enjoyable environment.

Hospitality security presents its own unique challenges, requiring excellent communication skills, sound judgement and the ability to respond calmly and effectively to a variety of situations.

Asika's role highlights the important contribution our frontline teams make every day, not only in protecting people and premises but also in supporting our clients' operations and upholding MAST's professional reputation.

Thank you to Asika and all our frontline colleagues for the valuable work you do and for representing MAST with professionalism and pride.

A WORD FROM OUR OPERATIONS MANAGER

"Although Asika has only been with MAST for around six months, I have had the pleasure of working with him throughout my entire career of over 10 years, so I can speak from extensive experience of his professionalism and ability. Asika has a wealth of experience in the hospitality security sector, and his approach, experience and understanding of the role make him a real asset to the team. He understands the importance of balancing a welcoming and approachable manner with the confidence, awareness and professionalism needed to manage a busy venue effectively."

Billy Hedge
OPERATIONS MANAGER

RECOGNITION

Going Above and Beyond

OFFICER

MD Hasan
Security Officer

SITE

Hallsville Quarter

DATE

27 July

By **Ahmed Monsor** · Security Manager, Hallsville Quarter

On 27 July, a quick response, determination, and a strong sense of responsibility helped prevent a bicycle theft and, importantly, ensured the bicycle was eventually returned safely to its rightful owner.

While carrying out his usual security duties, Hasan noticed an attempted bicycle theft. He immediately stepped in and took the appropriate action, helping to prevent the bicycle from being taken.

He didn't just do what was expected of him – he went the extra mile.

However, Hasan didn't simply consider the job done once the immediate situation was under control.

He followed up on the incident, liaising with the police and helping to make sure the recovered bicycle could be returned to its owner. His persistence and willingness to see the matter through meant that the bicycle was eventually handed back to the rightful owner, providing a positive outcome to what could have been a very frustrating and upsetting experience.

What stands out about Hasan's actions is that he didn't just do what was expected of him – he went the extra mile.

Good security is not only about protecting buildings and property. It is also about being observant, taking ownership and helping people when something goes wrong. Hasan showed all of these qualities through the way he handled the situation from start to finish.

His actions are a great example of the difference that one person can make by simply staying alert, taking responsibility, and caring about the outcome.

We are very pleased to recognise MD Hasan for his professionalism, dedication, and initiative. His actions reflect the kind of commitment and teamwork that we value across our organisation.

Thank you, Hasan, for going above and beyond and for demonstrating what it means to take pride in your role. Your efforts are greatly appreciated.

MAST

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