

# NEWSLETTER

SEPTEMBER, 2022



Kings Unique  
Security



## THE RIDE IN 3RD QUARTER, 2022

I am pleased to release the third edition of our quarterly newsletter. The newsletter aims to provide you with an update/recap of all activities and happenings in the company in the last quarter. Along with other valuable information, inspirational texts et al. I hope you will find it useful, informative and interesting.

Your feedback is extremely welcome. If you have any comments on this publication or inputs for future publication, kindly send an email to [e.abere@kingsuniquesecurity.com.ng](mailto:e.abere@kingsuniquesecurity.com.ng)

## KUS QUALITY POLICY (ABRIDGED)

Kings Unique is a security and safety service provider covering residential, commercial, institutional, retail, FMCG industry etc. It is our policy to provide clients with services that conform to requirements, meet client needs, exceed client expectations, and are delivered timely in a cost-effective manner.



*Making our World Safer...*

# OUR WINS

**Our ride this quarter was great, it yielded a few wins.**

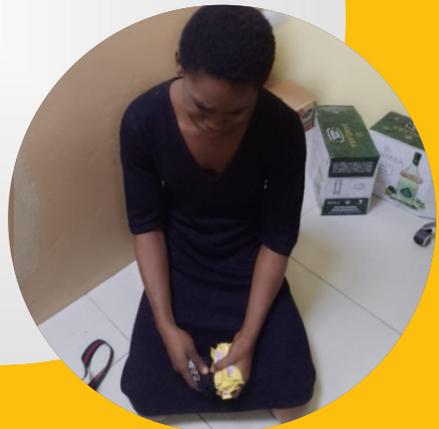
A few shoplifters were caught in different locations; we are impressed with the pro-activeness of our guards and will not relent in training/coaching them for greater productivity.



She shoplifted Surati oil perfume valued 16,250 Naira



She shoplifted Qx5 Vitamin -C Facial Cream valued 6,500 Naira



She shoplifted Twenty (20) pieces of Alpenliebe Sweet valued 500 Naira

# EVENTS - Birthday Anniversary

During the quarter under review, we celebrated the birthdays of our Corporate Staff

*Happy  
Birthday*



**Nonye Ulor (Admin Officer) - 15th August**



**Elvera Abere (HRM) - 26th September**

# HR CORNER – NUGGETS FOR THE 3RD QUARTER

## WORK CULTURE

Moving away from the topic of discuss from the past two editions Professionalism in Workplace, I would want to consider a new topic that is more or less a follow up discuss in this edition, which is Work Culture.

Work culture is a collection of attitudes, beliefs and behaviors that make up the regular atmosphere in a work environment. Healthy workplace cultures align employee behaviors and company policies with the overall goals of the company, while also considering the well-being of individuals. The attitude, work-life balance, growth opportunities and job satisfaction of employees all depend on the culture of their workplace.



Workplace culture can form naturally but certainly would not give an organization what it really desires hence it is very important that the work culture of an organization is well defined, implemented and maintained. The factors that impact work culture then should be carefully considered to create a healthy workplace culture.

### What Impacts Work Culture?

A multitude of factors play a role in developing workplace culture, including:

#### Leadership

The way leaders communicate and interact with employees, what they communicate and emphasize, their vision for the future, what they celebrate and recognize, what they expect, the stories they tell, how they make decisions, the extent to which they are trusted, and the beliefs and perceptions they reinforce.

#### Management

How an organization is managed—its systems, procedures, structure, hierarchy, controls, and goals. The degree to which managers empower employees to make decisions, support and interact with them, and act consistently.

# Still on What Impacts Work Culture?

## Workplace Practices

Practices related to recruiting, selection, onboarding, compensation and benefits, rewards and recognition, training and development, advancement/promotion, performance management, wellness, and work/life balance (paid time off, leave, etc.), as well as workplace traditions.

## Policies and Philosophies

Employment policies including, but not limited to, attendance, dress code, code of conduct, and scheduling, in addition to organizational philosophies such as hiring, compensation, pay for performance, and internal transfer and promotion.

## People

The people hired – their personalities, beliefs, values, diverse skills and experiences, and everyday behaviors. The types of interactions that occur between employees (collaborative versus confrontational, supportive versus non-supportive, social versus task-oriented, etc.).

## Mission, Vision, and Values

Clarity of mission, vision, and values and whether they honestly reflect the beliefs and philosophies of the organization, how inspiring they are to the employees, and the extent to which the mission, vision, and values are stable, widely communicated, and continuously emphasized.

## Work Environment

Objects, artifacts, and other physical signs in the workplace. These include what people place on their desks, what the organization hangs on its walls, how it allocates space and offices, what the offices look like (color, furniture, etc.), and how common areas are used.

## Communications

The manner in which communication occurs in the workplace. Importantly, the degree, type, and frequency of interaction and communication between leaders and employees, and managers and employees, including the extent of transparency in sharing information and making decisions. All these impacts significantly the workplace culture to either be healthy or toxic. Whilst both managers and employees desire a healthy workplace culture, I want talk on the elements and importance of a healthy work culture.

# Elements of a Healthy Work Culture

Culture is a complex concept that constantly evolves in the workplace based on many elements. While some people may value a more traditional work culture and others want something more modern and fun, all healthy work cultures have many traits in common.

- Accountability
- Equity
- Expression
- Communication
- Recognition

## ACCOUNTABILITY

1

When each person who works at a company is accountable for their behavior, that indicates a healthy work environment. A balanced workplace enables people to feel comfortable enough to take credit for their ideas and their mistakes. Open accountability allows each employee to learn from challenges instead of avoiding them. Accountability fosters a work culture based on teamwork, open communication, trustworthiness and responsibility.

## EQUITY

2

When all employees in a company are treated equally, it often signifies a healthy workplace culture. Every position within an organization has value, and giving everyone opportunities boost employee morale. Favoritism in the workplace is a sign of a toxic work culture and can cause feelings of distrust and resentment between coworkers, making an equitable workplace environment essential for any positive work culture.

## EXPRESSION

3

People are generally happier, more productive and more focused when they feel able to express themselves in the workplace. If employees have some freedom in their personal style and how they decorate their workspace, that indicates a level of comfort within their work culture.

## COMMUNICATION

4

Open communication is critical for a productive workplace environment. Everyone within an organization must understand how to give and receive feedback, share ideas, collaborate and solve problems. All teams will have interpersonal conflicts sometimes, but a functional work culture will allow them speak up about conflicts or concerns to resolve the issues and work as a team despite any challenges.

## RECOGNITION

Thriving work cultures recognize employee successes and reward people when they do well. Management in a healthy workplace environment will look for positive attributes of everyone on the team and encourage use of their talents. Employee recognition ranging from regular verbal praise to competitive salaries can build a work culture of appreciation and mutual respect.

People need healthy environments to thrive, and this is especially true in the workplace. The attitudes and behaviors that you interact with every day have an impact on how you feel both in the workplace and at home. A flourishing work culture influences all aspects of a business and the people within it.

Here are reasons why a healthy workplace culture is important:

### BETTER HIRING CHOICES **1**

Managers at an organization with a successful work culture know how to attract and select new employees who share their vision. Healthy work cultures have like-minded professionals who are compatible with each other and work together toward shared goals.

### EMPLOYEE HAPPINESS **2**

Satisfaction with the culture at work directly impacts the happiness with the job. Thriving workplace cultures help everyone find meaning and pride in their work, while a toxic workplace culture could make even the most passionate employee unhappy at work.

### EMPLOYEE RETENTION **3**

Good work cultures provide stability for talented employees and allow them to grow within a company, instead of limiting them to a particular role or success level. Happy employees typically want to stay at their jobs, making work culture the key to reducing employee turnover and connecting qualified candidates with long-term careers.

### PERFORMANCE QUALITY **4**

Employees who enjoy coming to work due to a positive culture will generally be more productive and produce high-quality work. The work atmosphere is a great motivator that encourages everyone to invest in their work, especially because prospering workplace environments recognize and celebrate hard work and success.

### **5** REPUTATION

Having a healthy workplace culture creates a positive, prestigious reputation for a company and the people who work there. An enjoyable workplace environment is an important asset for attracting talented people. The healthy work culture experienced by the employees would be a selling point for the company and create a great community relationship through them.

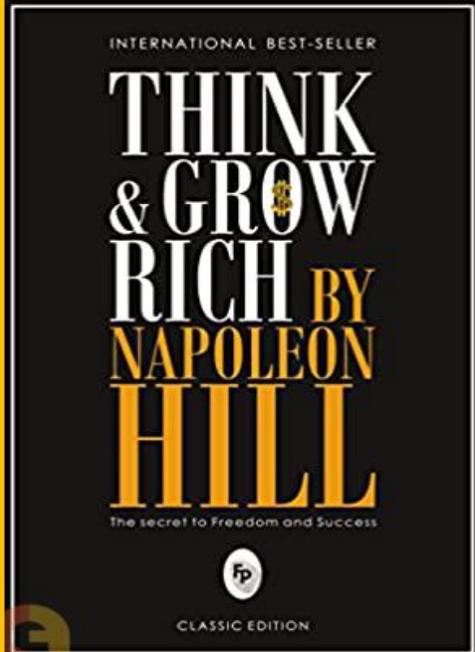
## LET'S REMINISCE



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A recap of the pep talk during one of the staff weekly meeting to ensure continuous self-improvement and development is presented thus; 10 Lessons of Book "Think & Grow Rich" -Napoleon Hill

- 1 DESIRE:** Desire is the one stage that links thoughts and actions together. Thoughts - Commitment (or Desire) - Action. "Whatever the mind can conceive and believe, the mind can achieve." And this is regardless of how many times you have failed in the past.
- 2 FAITH:** You have to have a positive attitude about whatever it is you want to achieve. When you believe in yourself and in your dreams, you can achieve anything.
- 3 AUTO SUGGESTION:** This is the ability to focus your mind on your burning desire so much that your subconscious mind accepts it as fact..
- 4 SPECIALIZED KNOWLEDGE:** Never stop acquiring specialized skill related to your major purpose, business, or profession. You need to keep on learning and improving your knowledge and action plan to achieve your desire. that your subconscious mind accepts it as fact..
- 5 IMAGINATION:** You have to develop the power of self-motivation and the best way to do that is through imagination. Imagination gives clarity and self-motivation of the action towards your plan.
- 6 ORGANIZED PLANNING:** To achieve your goal you have to be organized and plan your activities in a way that leads you to success.
- 7 DECISION:** Procrastination is the opposite of a decision and is the enemy of everyone desiring success. All successful people make decisions very fast, but they change them very slowly. And all unsuccessful people make decisions very slowly and change them fast and often.





**8 PERSISTENCE:** It is the main part of a person's character that separates those who do not achieve from the achievers. So many of us give up right before success. But when you learn persistence and the concepts of decision, you can push forward to the award of victory.

**9 POWER OF THE MASTERMIND:** A mastermind group is a group of two people who support one another in attaining their goals, plans, and dreams. It is a group of people who are sympathetic to your desire. They can help you to excite your mind for new thoughts and keep pushing.

**10 THE SUBCONSCIOUS MIND:** Your brain is the most marvelous, miraculous, and powerful force the world has ever known. The mind is designed to help you to bring to you everything that you want. Use it for what it was intended for.

*Cheers to your success as you imbibe these!!!*

### QUOTE OF THE QUARTER

“At the end of the day, the goals are simple: Safety and security.”

– Jodi Rell

Our next edition promises to be a more interesting one as it's the last quarter and full of eventful activities. Anticipate.

## CLIENT FEEDBACK ANALYSIS



Feedbacks from our clients are very important to us, it helps us improve our quality and service delivery. The information gathered from the feedbacks will be reviewed by Management in order to make improvements where necessary. We welcome only responses that border on our service delivery.

You can help us to serve you better by giving us feedback through our online feedback form -

<https://forms.gle/yBtRp1zoDRhNPuMg8>

## TAKING CARE OF YOUR SECURITY NEEDS



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