

IMS Wired

**The Spring
Issue**

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Christmas Jumper Day Results

There was lots of efforts made in particularly with the winning jumpers / outfits....

Drum Roll...

Most industry related winner who had a serious message 'behind' her jumper goes to:
Chloe Cunningham.

Most humorous efforts was a plenty with our winner really putting himself out there
Michael Cass.

The brightest star came flashing with gifts, a halo and our logo in tinsel! Great effort by
Katie Boness.



Christmas Decoration Competition

Results

Probably the closest competition we have ever had....

In reverse order...

4th Place - downstairs in unit 6, they had by far the best tree but not much else. Winning a wooden spoon

3rd Place – Emma Calver, sorry I mean downstairs in unit 11, I think you will all agree that given the sparse assistance that Emma got she did a great job... Winning a tub of chocolates

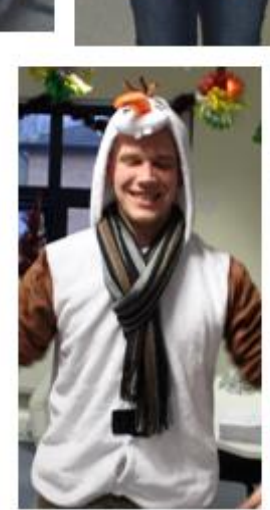
2nd Place – Upstairs in unit 11, again special praise to Marine and some very nice touches... Winning a tub of chocolates

1st Place – Upstairs in unit 6, an amazing effort and display of teamwork that has left us all gobsmacked... So much thought has gone into it that even Santa himself would be amazed... Winning a tub of chocolates and a Dominos lunch.

A brilliant effort by everyone adding some fun to this great time of year... Well done...

If any of you would like to see some of the pictures they are saved in the shared folder





A peek at our new website....

We are pleased to be able to give you a preview of our new website. Having it designed off site means it has taken a little longer than anticipated. We had decided to start from scratch, having a heavy influence on the design and drafting all the content ourselves, it really has been a project and a half. We hope it conveys that we are dynamic, friendly and smart. It will describe what we do here at IMS and is designed to be team, public and client friendly. We have also created an intranet which will host our newsletters, policy updates and handbook for a one stop shop for employee help and updates. We will be working on communicating our 'SMART' values alongside the launch anticipated to happen very soon...



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Join Us

"Find your drive with Incident Management Solutions"



We are always on the lookout for talent to add to our pool of growing expertise here at Incident Management Solutions.

We believe in celebrating the uniqueness and diverse membership of our people and pride ourselves on our driving values.

We know that our team members are important to our enjoyment, our success and our growth here at IMS therefore;

'We understand that there may be twists and turns on the way to success but our ethos here at IMS is that the bumps on the road provide us with necessary lessons for us to evolve and to get to wherever it is we need be. It is the twists and turns that often lead to all the most amazing places that are best shared together!'

Our current vacancies are listed below, click the link to apply, our HR Department will be in touch within 14 days if you are shortlisted.

[VIEW OUR JOB VACANCIES](#)

People Profile...

Customer Service Executive

Asharan Sehmbi

When did you start working for IMS?

From what I remember, October 2014.

What does your day to day consist of?

Listening to customers complain all day, liaising with repairers and then updating ERAC accordingly.

What is your most memorable moment at IMS?

Winning the bonus ball rollover in October 2016.

What is your new years resolution?

Start my driving lessons and pass my test (need to stop being lazy).

Top 5 Favourite things?

Shopping, American TV shows, hip hop gigs, my nieces/nephews and meat/drinks.

15 minutes of fame?

Meeting Neil from the Inbetweeners on a night out back in Uni and taking a photo with him. Evidence of this can be found on my Facebook page.

Top tips for working smart?

Double check your written correspondence before sending it out, take notes whilst on a long call and prioritise your workload.

I would also like to take this opportunity to set the record straight further to the Newsletter released in October 2016. Andrew Hale does not make hot drinks for upstairs in no6 – he never leaves his seat! He has however introduced me to new foods which I am grateful for.



News
flash

People Profile...

Supplier Accounts / Finance Administrator Caroline Franklin

When did you start working for IMS?

January 4th 2016, just over a year!

What does your day to day consist of?

Reviewing invoice packs and finance work.

What is your most memorable moment at IMS?

Winning the bonus ball twice within 3 weeks of each other

What is your new year's resolution?

To go to the gym more!

Top 5 favourite things?

My horse Indie, my dogs, shopping, family and my boyfriend Alex.

15 minutes of fame?

Keith Lemon and Jamie Oliver have both been to my farm to film their T.V. shows!

Top tips for working smart?

Set goals to reach by the end of the day, so that you can concentrate on achieving them.



People Profile...

Repair Monitoring Claim Handler (coach)

Marine Dufлот



When did you start working for IMS?

I started working at IMS on the 3d November 2014

What does your day to day consist of?

Calling repairer and agreeing rates with them, nagging at my colleagues 😊

What is your most memorable moment at IMS?

Not sure where to start ... I have the incredible chance to work in a good team where we all get on well and with whom you can have a good laugh (as well as working) but I think Christmas party 2015 is on top of my list

What is your new year's resolution?

5 more kg (plus the extra from Christmas and New Year's haha) to loose before the wedding!!

Top 5 favourite things?

Online shopping, going on holiday abroad, just one more tattoo, cooking French food, dancing

15 minutes of fame?

Dated someone "kinda" famous

Top tips for working smart?

Be polite and smile... Always try and rise above negativity 😊

People Profile...

Total Loss Claim Administrator

Janet Harbord

When did you start working for IMS?

I joined IMS in January 2008, so this month I have been here 9 years.

What does your day to day consist of?

On a daily basis I record Pre Accident Value payments made by the TPI, either by cheque here to IMS or sent directly to the client. I also issue the Salvage Value by cheque to the client and take any clearance action with the Salvage Agent.

What is your most memorable moment at IMS?

I have many memorable and happy moments here at IMS but am reminded on occasion of the time I hid in a cupboard with a candlelit Birthday cake to surprise one of my colleagues! Also memorable was the time that some of us took part in 10k Rock Solid (tough mudder type) race. It was hard work but we made it round with good team spirit – and lots of help from the men!

What is your new year's resolution?

I haven't made any as such but I have rescued a baby hedgehog, who I plan to release after the winter – rather than keep as a pet, even though it is quite tempting as he is so cute!

Top 5 favourite things?

My daughter Georgina, my family, my friends, watching Rugby, food – eating and cooking

15 minutes of fame?

Mine must be coming later in life!

Top tips for working smart?

Know where you fit into the process - what is expected and what you can achieve, be mindful of your actions on others and their workload, keep in mind why we are here and always do your best



*Getting up close
and personal with*

Our In-House Beautician Katie Boness

What is it you do?

I do beauty after work during the week and on Saturdays in Luton

What products / services do you provide?

Individual eyelashes, gels on hand & toes, waxing, waxing and tinting eyebrows and currently learning paraffin wax baths. Next course I'll be doing will be spray tanning in the new year. I am currently in training for men's barbering.

Do you have any qualifications regarding this?

Always been in hairdressing even if it wasn't my main job, I've done 2 years of hair and beauty at college when I left school. Have qualifications for individual eyelashes, gels, waxing and barbering and going on more course so I can get all the qualifications

How long have you been doing it?

Ermmmm, been doing hairdressing since I left school but started doing all the beauty stuff about 9 months ago.

What has been your best moments so far?

Don't really have a best moment, I just enjoy making someone feel good about themselves and it makes me happy to see how happy they are after they have had their service done.

What are your top beauty tips?

Smile! Everyone look's more beautiful when they're smiling 😊

How do we get booked in?

For appointments (I can do home visits) enquire in person or contact me on 07557346168.



Gaining a Qualification with IMS...

We are happy to announce we currently have 15 team members working towards gaining a qualification in one of the following courses:

- Customer Service Level 2 (City and Guilds)
- Customer Service Level 3 (City and Guilds)
- Business Administration Level 2 (City and Guilds)
- Business Administration Level 3 (City and Guilds)
- Team Leading Level 2 (Institute of Leading and Management)
- Management Level 3 (Institute of Leading and Management)

We are extremely proud of all team members that have taken the leap to embark on personal development. Gaining a qualification takes determination, effort and professionalism, but as we look to recognise self-development at IMS we hope it will be very rewarding when completing.

We would like to encourage our team members to participate. If you would like certificate your skills used at IMS and aid your progression please register interest with Kerri McDonald. The next page gives a brief description to each qualification.

Customer Service L2 / L3

Providing a variety of progression routes, these qualifications are aimed at those keen to develop their understanding of customer service through to those who set and implement the customer service strategy for an organisation.

Level 2 aims to develop the learner's knowledge of and practical skills for effective customer service in any industry.

Level 3 learners will focus on developing their understanding of how customer service delivery affects customer expectations and how the customer service process can be improved through customer feedback and effective teamwork.

Business Administration L2 / L3

Designed to reflect the current and future needs of employers, these qualification will benefit people with minimal experience of providing administrative assistance through to those who implement business support services and organisational change.

Level 2 focuses on enhanced skills requiring some professional responsibility such as event support.

Level 3 learners develop a more comprehensive range of business skills, including team supervision and project management.

Team Leading

This combined knowledge and competency based qualification is ideal for new team leaders who want to develop themselves as leaders and managers. It provides learners with the opportunity to learn and implement the core skills needed in today's dynamic business environment.

Management

The ILM Level 3 Diploma in Management (Combined Qualification) is ideal for individuals looking to take their first step into line management and for those who already have some management responsibilities. This combined knowledge and competency based qualification will build and develop new skills to enhance their management career.



Awareness days

Book Week

27th February - 3rd March

Book Swap

- Bring in a book to swap with someone else, this could open you up to a new genre you have never explored before.

Book Club

- Start a book club. Share the adventure you went on together.

Dress up

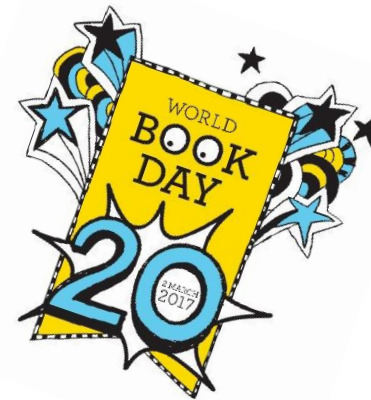
- **Friday 3rd March 2017 have some fun, come to work in costume as one of your favourite characters from a book.**
- **It's not just for children**

Donate

- Donate the books you have read.

10 Benefits of reading

1. Mental stimulation
2. Stress reduction
3. Knowledge
4. Vocabulary expansion
5. Memory improvement
6. Stronger analytical thinking skills
7. Improved focus and concentration
8. Better writing skills
9. Tranquillity
10. Free entertainment



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National No Smoking day

Thursday 8th March

No Smoking Day encourages you to 'take the leap' and give up on cigarettes and smoking.

We will not:

- Try to force smokers to stop
- Harass smokers – it's not about banning smoking, or picking on those who smoke.
- Leave quitters high and dry – we will continue to offer support to those who are trying to/have quit smoking.

For those who are looking to stop smoking, we realise that it isn't easy, but there are things you can do to improve your chances of success. The British Heart Foundation have 9 steps to stop smoking. Use National No Smoking Day as your quit date and 'take the first step'.

1. Pick a quit date - Before this date get rid of ashtrays, lighters and matches and any remaining cigarettes
2. Make a List – write down all the reason you want to quit. Keep the list handy and read it when the craving starts.
3. Support Network – pair up with someone else who's looking to give up smoking and support each other.
4. Stop Smoking Services – Contact your local NHS Stop Smoking Service for support from trained specialists.
5. Nicotine Replacement Therapy – Consider using nicotine replacement therapy, which can more than double your chances of stopping smoking.
6. Start Moving – Scientific studies have proven that exercise, as little as a five minute walk or stretch, cuts the urge to smoke and may even help your brain produce anti-craving chemicals.
7. Avoid Trigger Situations – anticipate stressful or trigger situation. So, if you smoke after a meal, go for a short walk instead.
8. Practice Saying No – Don't be tempted by just one cigarette; it often leads to another.
9. Treat Yourself – Put away some, or all, of the money you would have spent on cigarettes and but something special.

Take the **first step**
No Smoking day

Nutrition and Hydration Week

Monday 13th March

As it's the New Year there is no better time to start to venture out and try new healthier foods.

Below is a nutrition pyramid to help get a balanced diet and on the next page there is a diagram of the benefits of staying hydrated and how to calculate the amount of water intake you should be having.



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BENEFITS OF STAYING HYDRATED



BODY WATER

— Health & Medical —
INFOGRAPHICS



HOW MUCH DO YOU REALLY NEED?

BODY WATER
70%
WATER



BRAIN
75%
WATER

LUNGS
90%
WATER

BONES
24%
WATER

HELPS CONVERT FOOD INTO ENERGY

BLOOD
85%
WATER

SKIN
80%
WATER

MUSCLE
75%
WATER

HELPS BODY ABSORB NUTRIENTS



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We are celebrating ...Red Nose Day

Friday 24th March

What is Red Nose Day?

Since its launch in 1988, Red Nose Day had become something of a British institution.

It's the day, every two years when people across the land can get together and do something funny for money at home, school and work.

There's a fantastic night of TV on the BBC. With comedy and entertainment to inspire the nation to give generously.

Comic relief spends all the money raised by Red Nose Day to help people living tough lives across the UK and Africa.

There are some incredible projects, in the UK and Africa that have found effective ways to tackle poverty and injustice.

Since the last Red Nose Day (2015) the money raised has helped ...

- Over 860,000 children in Africa to be given life-saving vaccines
- Over 43,000 people with a mental health condition in the UK to get the support they need.
- Over 310,000 children, young people and their families, at risk of abuse, violence and exploitation internationally, to lead safer lives.

If you have any ideas for fundraising please tell us!!

The sooner we start making preparations the better.



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IMS Company Structure

