



# Back to basics

Research has shown that 75% of organisations are seriously worried about crime and the effect it has on their businesses and it is estimated that crime costs businesses £19 billion annually. With this in mind, the British Security Industry Association has been running a campaign to ensure that businesses have basic security measures in place.

"There is much to be gained from getting back to basics when it comes to security," says Alex Carmichael, BSIA Technical and Membership Services Director. "By ensuring that core security functions are in place, businesses can rest assured that they have a comprehensive first layer of security protecting their premises and people. This can then be built upon if the level of risk that a business faces changes or if budgets allow for further layers of security to be added."

Physical security measures such as quality locks, doors, safes and fencing are the very backbone of a business' security and should be prioritised as the first key layer of a holistic approach to security. Electronic solutions such as a basic, monitored intruder alarm can make a further impact in deterring a criminal from entering a premises and will alert a monitoring centre if an alarm is triggered.

Simple access control and CCTV systems should not be overlooked as an affordable means to prevent loss, deter crime and detect

incidents. For many businesses, a simple CCTV system of one or two cameras may be sufficient, and basic access control may, for example, purely be used to prevent access by the public to unauthorised areas. Using a security guarding patrol to check a premises on a regular basis could also be an option for some businesses, and the service could potentially be shared with neighbouring organisations.

Ensuring your equipment is marked with a property marking system and registered on a secure database will mean that if a burglary does take place and possessions are recovered, they can be returned to the owner. By displaying signs to show that such a system is in place, criminals will also be deterred.

Finally, an awareness of the risk of identity theft is an important issue that businesses should bear in mind. By using a professional information destruction company to dispose of any confidential material, both the business and its customers will be protected against the



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risk of identity theft and the business' legal obligations under the Data Protection Act will be fulfilled.

One of the most important factors when considering a business' security is ensuring that all security measures have been sourced from professional companies that provide quality products and services. Such companies should be inspected to relevant industry

standards, providing peace of mind to customers that their business' security is in safe hands. The BSIA website provides details of member companies that comply with such standards. Search for a member in your area by visiting [www.bsia.co.uk/companyfinder](http://www.bsia.co.uk/companyfinder).

● For more information and advice on all aspects of business security, visit [www.bsia.co.uk/backtobasics](http://www.bsia.co.uk/backtobasics)

## Community service

Security guarding companies are increasingly playing an important role in our communities by supporting the authorities in what were previously traditional policing roles. The latest research from the BSIA shows where their efforts are focused.

A survey of the BSIA's Police and Public Services Section has revealed that 90% of respondents supply services to educational establishments and local authorities, with 70% of those that responded providing services to health authorities. Half supplied services to retail partnerships and 40% provided services to town centre management schemes. One fifth of respondents supplied such services to the Police.



Of the types of services offered by BSIA members, 60% supplied street patrols to local authorities and another 60% provide public sector CCTV schemes. 40% of respondents provide warden schemes, with one fifth supplying services to the immigration service. Other activities that respondents undertake include: the supply of community support officers, custody services, drug testing services, evidential property management, prisoner escort and scenes of crime protection.

BSIA Police and Public Services Section Chairman, Mick Lee, comments: "The research has revealed that the public sector has embraced the use of private security services in what were previously traditional policing roles. However, there is still more work to be done in encouraging police forces to make use of the private security industry as a valuable resource."

"There are many examples of best practice where police forces have successfully entered into partnership with the private sector. A significant aim of the BSIA Police and Public Services Section is to further links with police forces in order to promote the valuable services that security guarding companies can provide."

● For more information on PPS services, visit [www.bsia.co.uk/pps](http://www.bsia.co.uk/pps)

## Identity protected?

Identity theft is one of the fastest growing forms of fraud and is becoming a significant concern to businesses. The 2006/07 British Crime Survey reports that 2% of adults have had their personal details used without their knowledge in the last twelve months and government statistics have identified that identity fraud costs the UK economy £1.7 billion.

Identity theft involves fraudsters obtaining sufficient information about a person or company to be able to assume their identity and obtain goods, credit or services, in a false name. If fraudsters get hold of confidential information, they can change the registered office and directors of a company – effectively stealing a company's identity – simply by lodging forged forms at Companies House.

Following an Information Commissioner's Office investigation it was found that 11 high street banks were in breach of the Data Protection Act. Security procedures had been contravened by customers' personal information being put in the banks normal rubbish bins where it is easily accessible.



In order to ensure that they are protected from identity theft, businesses must take preventative measures to protect their confidential information. By using a professional information destruction company, businesses can rest assured that their confidential material will not fall into the wrong hands. BSIA information destruction companies are inspected to the British Standard for the sector – BS8470. They will also ensure that your confidential information is dealt with in accordance with the Data Protection Act.

● For more information on information destruction, visit [www.bsia.co.uk/shredding](http://www.bsia.co.uk/shredding)

## Making progress

Government, the Police, the GMB trade union and the banking and private security industries have made further steps forward in their quest to reduce cash-in-transit attacks.

Following a successful cash-in-transit (CIT) conference hosted by the Home Office and the signing of a Cash & Valuables in Transit Crime Reduction Charter, the stakeholders have now put together a delivery plan for reducing CIT attacks, which is set to have a real impact.

BSIA Chief Executive, David Dickinson, comments: "With all the key stakeholders working together, and with the support and contribution of the Home Office, we will be making a significant impact on this extremely serious crime."

"The implementation of the delivery plan will be backed up by regular meetings of all the stakeholders with Home Office Ministers to ensure that progress is being made and that all stakeholders are consulted on all aspects of the plan. I am extremely optimistic that through such cooperation, we can achieve real results in reducing CIT crime."

The Association's work to reduce cash-in-transit attacks has particular resonance in light of the actions of five cash-in-transit couriers that the BSIA recently recognised with Special Awards for Outstanding Service, sponsored by the Security Industry Authority.

- Two Loomis couriers were recognised for their calm and professional actions during a ram raid attack on their vehicle. They were able to contact the emergency services and maintained a clear line of communication which greatly assisted the Police and fire service.
- A G4S Cash Services (UK) courier was rewarded for his brave actions when threatened with a gun by a man attempting to steal a cash box which he was delivering. Following a struggle, the courier's prompt action resulted in the assailant's firearm and hat being recovered, leading to crucial DNA evidence being obtained by the Police.
- Another G4S Cash Services (UK) courier was recognised for his professional approach in a life-threatening situation, when he was threatened by a gun during the attempted theft of a cash box. His brave actions prevented a significant loss of cash.
- A courier from G4S Cash Services (UK) was shot in the leg during a violent attack whilst he was making delivery to a supermarket. Despite his injuries, he remained calm and professional in an extremely frightening situation.
- For more information on the Association's work reducing CIT attacks, visit [www.bsia.co.uk/citcrime](http://www.bsia.co.uk/citcrime)

# Combating retail crime



**Maxine Fraser, National Co-ordinator for Retailers Against Crime in Scotland and Northern Ireland, looks at how the organisations are making strides in preventing crime in shops and shopping centres across the regions.**

In 1997, several retailers saw the potential to develop a national information-sharing scheme in Scotland to detect and deter criminals impacting on their stores' profitability. Retailers Against Crime in Scotland (RACS) was launched with 27 stores and now operates in 15 towns and cities in Scotland from Wick to Dumfries, circulating information to over 500 stores and 20 police intelligence offices.

RACS is also closely linked to Safer City and Town Centre Initiatives in Scotland and the Scottish Retail Consortium, and exchanges information with retail crime partnerships and Police throughout the UK. Due to the success of RACS, retailers in Northern Ireland saw the

potential of operating a similar scheme and in July 2007, Retailers Against Crime in Northern Ireland (RACNI) was launched to 258 stores throughout the country.

The schemes are registered under the Data Protection Act and comprise a database collecting information from members on people committing crime in the retail environment. The information received is then analysed and target lists detailing the most active offenders' images are circulated to all members.

The success of RACS is founded on the basis of a security network involving retailers, Police and security professionals throughout the retail sector. It is acknowledged by RACS that both individual retail businesses and shopping centres employ security professionals within their premises to deter theft and aid loss prevention. It is through this integration of intelligence and on site personnel that the effects of the network are most successful.

In today's commercial climate, not only are security and loss prevention personnel faced with local criminals, but they are also challenged by professional, travelling criminals which are proving to be prolific throughout the UK. They are frequently involved in other criminal activities including drugs, robbery, housebreaking and fraud. It is only through the intelligence provided by RACS that such individuals and groups can be detected and activities prevented. Some examples of this include:

- Members of well-known Glasgow criminal gangs identified from footage and images who were responsible for bulk thefts in Newcastle, York and Stockport.

- A male identified in Glasgow who had been involved in various bulk thefts in England.
- Male and female fraudsters recognised from a RACS bulletin and subsequently arrested in Carlisle.

With the advent of the Safer Cities and Safer Towns initiatives, the opportunity has arisen and been embraced for RACS to further develop and expand the network. Designated personnel are inducted as responsible members of RACS and hence, able to process information on a wider geographic area than previously possible on a premises by premises basis. Whilst this is a welcome advance, due diligence maintains that each participating 'centre' performs with the same security and data control as any other member.

Moving into the future, the enhanced RACS Board of Management (founded in 2006) is continually looking to future projects and further refinements. A number of these involve further integration with the security sector – working on the principal of preventing criminal activity before it occurs. Some examples of this include the development of an enhanced database which, through a secure connection, would allow instant transmission of information to member sites – including the possible investment in technology to allow individual security personnel handheld information receivers possibly based on Airwave or Blackberry technology.

Like any network, the development of success is closely linked to development of member participants. In this sense, RACS welcomes any enquiries to join or sponsor – please email [racs@sbc.org.uk](mailto:racs@sbc.org.uk) or telephone 01786 471451.

## Forging new relationships

**A recent collaboration between the BSIA and the Fire Industry Association will mean that their respective industries will reap real rewards. Martin Duggan, General Manager of the FIA, looks at this new relationship and gives an overview of the work of the Association.**

The Fire Industry Association officially came into being in April 2007, created from the amalgamation of the British Fire Protection Systems Association (BFPSA) and the Fire Extinguishing Trades Association (FETA). There were several drivers for delivering a single association. These included the recognition that there are many political, legislative and regulatory issues as well as some technical and commercial factors common to both associations.

The principal purpose in forming the FIA was to deliver a stronger and more influential voice for the Association's members to industry stakeholders which in turn will influence the evolution of the fire industry. In creating this stronger voice, the FIA has actively sought to develop relationships with like-minded organisations. One such development is the launch of a joint Fire and Security Strategic Committee by the FIA and the BSIA to look at common issues.

One of the first initiatives of the committee was the drafting of a 'Memorandum of Understanding on cooperation in the development of competency assessment and professional recognition for the fire and security industries' which was signed recently. The committee was formed as both organisations have a commitment to raising

standards and fostering professionalism. By sharing resources and information on issues which affect the fire and security sectors, the new relationship should bring real benefits to our members. The first project for the committee is to support the Skills for Security review of the National Occupational Standards for the sectors with a view to revising the existing NVQs as a step in achieving professional recognition.

The FIA will continue to work to increase its brand equity and influence. It will focus on membership growth, promulgation of market positions for quality fire protection products, systems and services, and on maintaining a clearly defined communications strategy. BFPSA and FETA had taken a lead in promoting third party certification; the FIA endorses these positions, and is actively pursuing one-stop testing and a transportable certification regime across the EU. Other primary objectives include contributions to new and revised standards, continuing development of the highly-successful training dimension, liaison with governmental and other stakeholder bodies and, last but not least, working with BSIA through Euralarm in establishing a European Quality Mark.

Research is another key area in which the FIA is involved and a new piece of research undertaken by the Association has calculated the value of the total UK fire protection industry at just under £3 billion. The research document, entitled 'Survey of the UK Active and Passive Fire Protection Market 2007 to 2009', was produced in conjunction with the Association for Specialist Fire Protection – another example of the FIA working with other industry bodies - and provides an invaluable



FIA Chairman, Dr Peter Moore, with BSIA Chief Executive, David Dickinson.

insight into both the active and passive sectors of the industry.

The £2,965 million value for 2006 represents an annual growth rate of some 4% a year over the last five years (£2,151 million in 2001), with the passive sector representing 62% of the total and the active sector 38%. Other interesting headline figures include a market breakdown of 42% represented by products, 46% by installations and the remaining 12% attributed to maintenance contracts.

There has long been an element of crossover between the fire and security industries, a point that the recent research has only confirmed even more conclusively. The relationship between the FIA and the BSIA makes real sense and I am certain will deliver benefits not only to the Associations themselves, but more importantly to the members that we represent.

- For more information on the FIA, visit [www.fia.uk.com](http://www.fia.uk.com)

## Internet protocol

One of the new ways to achieve integration of security systems and to maximise efficiency is to allow systems to 'talk' to each other through the use of Internet Protocol (IP). A new BSIA user guide provides independent advice on the use of this technology which should be invaluable for customers considering new security systems.

As technology changes at an escalating pace, cost effective security is best achieved by ensuring that different elements work together to create a holistic approach. This will extract the most potential from systems such as CCTV surveillance cameras, access control equipment and intruder alarms.

One of the new ways to achieve integration is by adopting the use of Internet Protocol (IP), a method of transmitting data over the Internet that is being increasingly used in the electronic security sectors.

In light of these advancements, the BSIA has developed a guide to provide advice on the use of IP technology in the security industry. The BSIA user guide provides basic information on what IP is, how it can be used effectively in a security system, and the benefits that the innovative use of IP can bring.

The guide forms part of a series of BSIA publications on IP to aid end-users, IT managers and installers at both a basic and a more technical level.

● To download the IP user guide, visit [www.bsia.co.uk/publications](http://www.bsia.co.uk/publications)

# Surveillance society?

**CCTV has been hitting the headlines amongst claims that we now live in a surveillance society. Are these claims justified and can CCTV bounce back from 'Big Brother' accusations? Pauline Norstrom, BSIA CCTV Section Chairman, examines these complex issues.**

The use of CCTV seems to have been under fire from many quarters recently – the Information Commissioner, privacy groups, academics – all claiming that the UK is sleepwalking into a surveillance society. The accusations focus on the sheer number of CCTV cameras to be found in this country, asserting that the British public has no choice but to be monitored by these cameras.

The CCTV industry cannot fail to ignore these accusations. It is our responsibility to inform the public of the many benefits of using a CCTV system and the layers of protection in place to protect privacy.

Let's put the issue of a surveillance society into context. Of the estimated 4.25 million CCTV cameras installed in the UK, many of them are in private space – office blocks, industrial land, warehouses. As such, the concept of millions of CCTV cameras monitoring us walking down the street is a myth.

But what about our privacy? This is an issue that the CCTV industry takes extremely seriously. The privacy of those that are monitored by CCTV is protected by the fact that CCTV is governed by standards in the UK. These standards include the Data Protection and Human Rights Acts which both protect people from misuse of CCTV. Operators that

monitor CCTV in public spaces now have to hold a Security Industry Authority licence. Finally, the industry imposes its own standards through membership of the BSIA and independent inspection. We proactively work on guidelines to protect personal information such as the BSIA's guide to privacy masking.

In fact, there is much to be gained by members of the public and by businesses from the effective use of CCTV technology. CCTV certainly plays a significant role in reducing fear of crime amongst members of the public. Research has shown that in areas where CCTV has been installed, public support for it is high – an important benefit of the technology.

The technology has also become an essential tool for the Police and the security services. It played a vital part in identifying the London bombers following the terror attacks of the 7th July 2005. It is also regularly used to secure convictions and improvements in picture quality thanks to digital technology mean that this is increasingly the case. Such images provide crucial evidence without which a criminal could be let off for lack of evidence.

Consequently, it is clear that there is much to be gained from the use of CCTV. The media will inevitably sensationalise the use of surveillance technology, but the truth is that CCTV systems are providing essential protection to people and premises across the UK and that privacy is being safeguarded during its use. CCTV may never escape from 'Big Brother' accusations, but its role is vital to the protection of society.

● To download the BSIA's privacy masking guide, visit [www.bsia.co.uk/publications](http://www.bsia.co.uk/publications)



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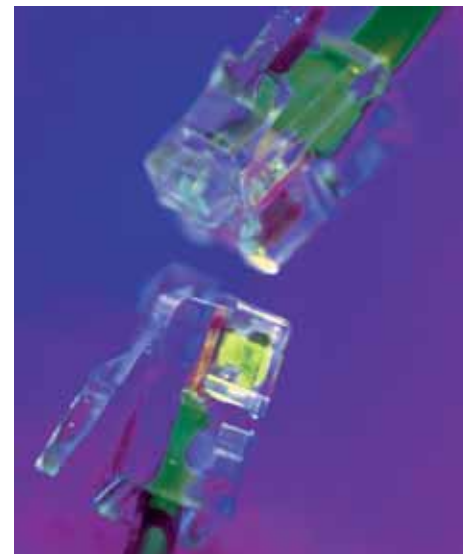
# Communication evolution

BT's new 21st Century Network is set to have a significant impact on the security industry. The BSIA's Technical and Membership Services Director, Alex Carmichael, looks at how this evolution in communication will affect the end-user.

Over the next few years British Telecom is upgrading the BT network from the current analogue system to a digital system known as the 21st Century Network or 21CN. This means that normal landline telephones will no longer rely on a fixed line method of connecting one telephone to another. Instead, your connection will occur via an Internet Protocol (IP) network.

The way BT will carry out the upgrade to the new network is to change the equipment infrastructure in telephone exchanges across the country over the next few years. To do this, they turn the power off to the exchange equipment in phases whilst the changeover takes place. This may affect your business' security system or the signals sent to the Alarm Receiving Centre (ARC) that monitors your system.

On the night of the 21CN upgrade, you may receive a call from your ARC or your panel may show that your system has a line fault. Your security system provider will, where possible, be informed of when exchanges are to be upgraded so that appropriate action can be taken. It is recommended that your system is tested after the 21CN upgrade takes place. This will ensure that the system



functions correctly and that any issues that occur are highlighted immediately.

An evaluation of monitored security systems on the upgraded network is being undertaken by the BSIA in conjunction with BT to highlight any compatibility concerns.

The BSIA believes it is important that you are informed of any possible issues that may cause a problem with your security system, so that you can take action to resolve the issues with your installer. The BSIA will post regular information on its website and members will be issuing briefing notes, offering support and advice to customers.

- For more information on 21CN, visit the BSIA website at [www.bsia.co.uk](http://www.bsia.co.uk) or BT's website at [www.btplc.com/21cn](http://www.btplc.com/21cn)

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# Mark your property



company providing these products meets relevant standards.

Advances in marking systems and increasing awareness of their value are giving a new focus to crime prevention, protecting places where property is kept and rendering the property itself identifiable in court, and therefore dangerous for thieves to possess. Its use has been shown to have a significant impact, such as through police campaigns to protect high risk burglary victims by the blanket use of property marking techniques.

The following example shows the advances in property marking and its success:

- As part of a scheme to protect schools, one BSIA member used a colourless, odourless liquid to mark property such as laptops, projectors and digital cameras. The liquid is invisible to the naked eye but glows brightly under ultraviolet light. The fluid puts burglars off as it contains a unique code which, similar to DNA profiling, links a criminal to a crime scene and can be vital evidence in court. The extremely successful scheme saw a 79% drop in the value of insurance claims for theft.

Property marking is demonstrating wide-ranging applications. Through development of permanent marking technology and the maintenance of databases with easy access for the police, property marking can render the widest possible range of stolen goods useless. Importantly, the link back to the owner acts as a potent deterrent by attacking the criminal's fear of getting caught.

- For more information on property marking visit [www.bsia.co.uk/propertymarking](http://www.bsia.co.uk/propertymarking)

The concept of property marking, the permanent identification of items to deter thieves, has been around for a long time. With the progression and development of new technologies, which now also includes intruder-activated marking of criminals, this simple cost-effective security solution has become an even more powerful deterrent.

Property marking involves uniquely marking items using permanent marking which can be registered on a secure database, enabling stolen property to be returned to its rightful owner. For example, one BSIA member has established a secure police approved database for bikes which are visibly marked with a permanent serial number, meaning they can be easily traced back to their owners. Premises that use property marking can also bear a warning to potential criminals that the item is registered.

Approved forms of security marking include: stencil etching; forensic coding; microscopic dots; electronic transponders and security labels. The BSIA advises checking that the

# Aviation protection



**The security of the UK's airports has once more been brought under the spotlight following the terrorist attack on Glasgow airport at the end of June 2007. What role can the private security industry play in ensuring that incidents like these are not repeated and in protecting our airports and airlines from such threats?**

The terror attack on Glasgow airport was yet another stark reminder that the UK continues to remain vulnerable to the terrorist threat. Whilst the Police and security services clearly must lead the way in protecting our society from such a threat, the private security industry inevitably has a partnership role to play. The use of our security officers and technologies can play a significant role in the prevention and detection of such attacks. But how should these best be harnessed?

Martin Aggar, BSIA Civil Aviation Security Section Chairman, comments: "The use of security technology and manpower is already extensive across all of Britain's airports. However, we are more than aware that the level of risk varies and the means that terrorists will use to target an airport or aeroplane will change to exploit any vulnerability in security."

The House of Commons Transport Select Committee has expressed concerns that queues stemming from thorough security checking at airports were in themselves a new security threat. Martin Aggar comments: "It is evident that professional and all-embracing security procedures are a necessity at all British airports. We support any inquiry into how to improve airport security measures and cut down the length of queues that now occur at the security screening positions. Further research and development is necessary as part of the long-term solution to security checks, but extra funding should also be available to increase the amount of security checkpoints and thereby reduce the time it currently takes to process passengers."

"Clearly funding is a contentious issue as airport operators feel that they should not have to bear the costs of responding to the

terrorism threat. Costs are continuing to increase and this is having a dramatic effect on the commercial viability of some UK airports. The funding of aviation security needs to be reviewed to ensure a consistent approach, so that no airline or airport is disadvantaged commercially, compared to its competitor."

Keeping abreast of technology and a regular assessment of risk is of course imperative in protecting any airport. BSIA Security Consultancies Section Chairman, Ian Johnson, says: "Regular security risk reviews are an essential element in ensuring that suitable security methods are being used to protect both airports and airlines. Risk levels inevitably change with any premises. With airports this is particularly true due to their transient population, their many hundreds of staff and the vast geographic areas that airports cover."

"Security consultants can be instrumental in providing such risk assessments and can provide an overview of how security officers can work with the electronic security systems available, making the most of the technologies. We can also advise on how the latest developments in technology can be harnessed to best effect."

As the UK continues to face a terrorist threat, the private security industry will need to work even more closely with the Police, security services and aviation authorities to ensure that the safety of travellers and airport staff is comprehensively protected.

● For more information on the work of both the Civil Aviation Security Section and the Security Consultancies Section, visit [www.bsia.co.uk](http://www.bsia.co.uk)

# Indian research

**The BSIA recently commissioned an extensive research project into the Indian security market to advise the Association and its members of trends, informing decisions about future trade links.**

The research was undertaken by IQ Research and was targeted at specifiers, distributors, value added resellers, systems integrators, insurers, government, industry observers and end-user organisations.

It was found that greatest demand in the Indian market for electronic security lies in the defence and information technology sectors. Opportunities also lie in the hospitality and industrial sectors, with niche opportunities in infrastructure projects, such as airports and retail, where large foreign operators often plan major expansions or market entry.

"India's security market has been estimated to be worth more than \$190 million, offering a wealth of opportunity for BSIA members," says BSIA Export Services Manager, Chris Pinder. "Since 2002, the market for security products has increased by 21% and industry members predict an overall market growth of around 25% each year over the next few years. UK companies looking for export opportunities will need to plan for the long term and will certainly need to forge good relationships with an Indian partner."

The research will also help to shape IFSEC India, which takes place from 25-27 October 2007 in New Delhi.

● For more information on BSIA exporters, visit [www.bsia.co.uk/exporting](http://www.bsia.co.uk/exporting)



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# Talent and experience

# Skills pledge



BSIA Chairman, Adam Wiseberg, presents former BSIA Company Secretary, George Cross, with his award.

This year's BSIA Annual Lunch celebrated the achievements of industry stalwarts and recognised the accomplishments of young apprentice installers.

### Chairman's Awards

The Chairman's Awards reward individuals that have made an outstanding contribution to the industry over the past year, and were presented by BSIA Chairman, Adam Wiseberg.

The winners were as follows:

**Contribution to Training:** Linda Sharpe, Chief Executive for Skills for Security, for her commitment to improving and enhancing training provision in the security industry.

**Contribution to the Community:** DC Colin Davies of West Mercia Constabulary, for his contribution to Operation SaferCash, which is dedicated to the reduction of cash-in-transit crime across the UK.

**Services to Exporting:** Michelle Harris of UK Trade & Investment, for her solid support and

encouragement for UK security export activities.

**Promoting the Industry:** John Taylor, who has played a vital role in enhancing the profile of the BSIA and its members in Scotland.

**Contribution to Standards:** Tony Weeks, Technical Manager for National Security Inspectorate, for his commitment to the development and raising of standards within the electronic sectors of the industry.

Two unique awards were also presented to key industry figures:

**Outstanding Contribution to the Life and Work of the BSIA:** Jim Harrower, for his long-term commitment, serving as both the Chairman and Vice-Chairman of the BSIA.

**Outstanding Contribution to the Growth and Prosperity of the BSIA:** George Cross, who until recently was the Association's Company Secretary and was key to securing the financial and legal base of the BSIA.

### Apprentice Installer Awards

The Apprentice Installer Awards, sponsored by Dedicated Micros, recognise the incredible talent of young apprentices who have shown huge commitment and potential in their work. Sir Ronnie Flanagan GBE MA, HM Chief Inspector of Constabulary presented the awards, which went to:

**Ewan Lindsay**, the overall winner from SIM Ltd, who has demonstrated maturity beyond his years, excelling in all areas of work and has consistently received positive customer feedback.

**Kasar Mahmood**, a national winner from Abel Alarm Co Ltd, who has a keen interest in electronics and who has worked incredibly hard to achieve his current status as a great engineer in the making.

**Chris Johnson**, a national winner from ADT Fire and Security Ltd, who goes that little bit further to ensure a customer's needs are met and who is an integral part of his team.



Investing in people is central to the ethos of the BSIA and its members. Consequently, the Association's members are committing to the Government's Skills Pledge as a public declaration of their ongoing commitment to staff development.

The Skills Pledge is a voluntary, public commitment by an organisation to support employees to develop their basic skills and to work towards relevant qualifications. The Pledge aims to enhance basic levels of literacy and numeracy and to encourage all employees to reach at least a Level 2 qualification.

As a means of formalising and building on the good work already being done by the industry in this area, the BSIA is encouraging its members to sign up to the Government's Skills Pledge. The Association will endeavour to ensure that its members have the support and opportunity necessary to maximise the possibilities on offer.

Such a commitment to training will lead to significant rewards for customers who will benefit from the increased professionalism and knowledge that such training can bring.



Sir Ronnie Flanagan with overall winner Ewan Lindsay.

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## People plus

Congratulations to all the winners of the **2007 BSIA Security Officer of the Year Awards**. MITIE is proud to support these awards and in turn help raise standards throughout the security industry.

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service with passion

# Making a difference



Proud winners – the Aberafan Shopping Centre Team from OCS Resolution Security.

Every year the BSIA recognises the outstanding work performed by the security guarding sector in the UK through the BSIA Annual Security Officer Awards, sponsored by Camberford Law plc.

This year the awards highlighted the very real difference security officers make through excellent customer service, crime prevention and the use of the latest technologies. The awards were presented by Sir Ronnie Flanagan GBE MA, HM Chief Inspector of Constabulary. The winners were as follows:

### Outstanding Act

**Sajid Hussain of Regent Group**, based at the Brent House office block in Wembley, was nominated for the courage shown when he intervened after a man armed with a machete had poured petrol around the site and was threatening to set it alight. Sajid's quick thinking ensured the man was subsequently handed over to the police.

**Susan Porter of Federal Security Services** was nominated for her life-saving actions when she tackled an armed man who forced his way into the building in Northern Ireland



Danny Bradford of VSG.

where she works, putting the safety of her team and the public before her own.

**Karen Potter of G4S Security Services (UK)** is based at the Jobcentre Plus site in Leeds, part of the LStrillium contract. Karen demonstrated life-saving actions when a man covered himself in petrol and threatened to set himself alight.

### Service to the Customer

**Andrew Beaver of VSG** works at Carlsberg's UK brewery in Leeds. Andrew took it upon himself to produce a useful research report into the increasing incidence of false fire alarms at the brewery, which led to a 30% reduction in fire alarm activation.

**Kenneth Ellis of Reliance Security Services** works as a front-of-house security officer in a prestigious building in London's Shaftesbury Avenue, managed by Arlington Property Services. He is praised for always going above and beyond the call of duty.

**John Scott of MITIE Security** has demonstrated commitment to delivering outstanding customer service on the company's Tower of London contract. John has proactively built up a rapport with the local community, delivering presentations to local schools and clubs in his own time.

### Best Newcomer

**Wendy Andrew of OCS Resolution Security** works at the Xscape leisure facility in Braehead. Wendy's natural potential was soon recognised being promoted to senior supervisor and then to security manager.

**Danny Bradford of VSG** was nominated for his work on their B&Q contract. A talented security officer with potential, Danny was promoted to B&Q National Training Officer and recently again to B&Q Retail Area Manager.

**Laurence King of VSG** was also nominated for his work on the company's B&Q contract. Despite being a new recruit, Laurence was quickly promoted to Senior Retail Officer and also went on to volunteer to serve as acting Area Manager.

### Best Use of Technology

**The BAE Systems Submarines Team from Reliance Security Services**, based at the BAE Systems Submarines site in Barrow, has used technology to improve security by developing an interactive map of the site. The map assists in training, planning new security operations and developing health and safety strategies.

**David Evett of Reliance Security Services** was nominated for his work at the Salisbury city centre CCTV control room, where he has used his technical knowledge to excel in his role as a CCTV operative, ensuring quick police intervention to incidents.

**The Slough CCTV Control Room Team from Reliance Security Services** has been commended for developing procedures to link CCTV technology with security patrols and the police service in the area. Thanks to the CCTV operators' timely identification of suspicious activity, the number of incidents have dropped.

### Best Team

**Aberafan Shopping Centre Team from OCS Resolution Security** has shown dedication and enthusiastic teamwork, with the winning officers instrumental in the largest single haul of drugs found on a person in the South Wales area. As they have won this award for the third



Karen Potter of G4S Security Services (UK).

year running, the team was also recognised with a Special Award in recognition of Outstanding Achievement.

**The Halifax Bank of Scotland Belfast Team from Reliance Security Services** is based at the HBOS Gasworks and Dundonald sites in Belfast. The 26-strong team was nominated for being consistently motivated and always supplying the best possible standard of customer service.

**The High Chelmer Shopping Centre Team from VSG** was nominated for the professionalism shown when it acted swiftly and calmly when dealing with a potential suicide case. Officers managed to talk a woman down from the edge of the top floor of the shopping centre's multi-storey car park.



Service to the Customer – Andrew Beaver



Best Newcomer – Danny Bradford



Best Newcomer – Laurence King



Best Team – High Chelmer Shopping Centre Team, represented by Mark Arnold

Congratulation and Well Done to  
**Andrew, Danny, Laurence and High Chelmer Shopping Centre Team**  
our winners at the BSIA Awards



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## BSIA welcomes new members

The BSIA would like to welcome the following new members:

### Access Control

AFA Fire and Security Ltd (Additional Section)  
Clarion Loss Prevention Ltd

### Associates – Overseas

Anglo Arab Insurance Brokers

### Cash & Property Marking Section

IBP Group Ltd

### Cash & Valuables in Transit Section

BDI Securities UK Ltd  
Lion Security

### CCTV Section

AFA Fire and Security Ltd (Additional Section)  
Clarion Loss Prevention Ltd (Additional Section)

### Civil Aviation Security Section

Knight Security Ltd (Additional Section)  
Northern Security Ltd (Additional Section)  
Reliance Security Services Ltd (Additional Section)

### Export Council

Castle Care-Tech Ltd (Additional Section)  
Guardforce Security Services Ltd (Additional Section)

### Physical Security Equipment Section

ATG Access Ltd

### Police & Public Services Section

Carlisle Security (Additional Section)

### Security Consultancies Section

Hart Security UK Ltd

### Security Equipment Manufacturers Section

Connexion 2 Ltd

### Security Guarding Section

Fusion Security Ltd  
Manpower Direct (UK) Ltd  
Olympus Security Ltd

### Security Systems Section

AFA Fire and Security Ltd  
Alert Security Systems Ltd  
Clarion Loss Prevention Ltd (Additional Section)  
CTAC Ltd

● For a full list of BSIA members and to search for a member in your area, visit [www.bsia.co.uk/companyfinder](http://www.bsia.co.uk/companyfinder)

## Get physical!

Clive Baker, BSIA Physical Security Equipment Section Chairman, looks at the importance of an integrated approach to the specification of physical security equipment.

Of all elements of security, physical security is perhaps one of the most diverse and important in protecting people, property and businesses. The products can range from security grilles on windows, to cash safes, security counters, fencing, barriers, bollards, and locks and doors. Although there are many sophisticated electronic security systems available which often have to be integrated together, this level of integration is often not so apparent when it



Clive Baker, Physical Security Equipment Section Chairman.

comes to the specification of physical security solutions.

An example of this is a security light next to a perimeter fence; the mounting pole for the light offering an excellent aid to climbing the fence. Physical security products are like links in a chain and the overall protection is only as good as the weakest link. A typical example is matching a lock to a door. If a high performance security lock is fitted to a 44mm hollow core door, the door will splinter long before the lock fails. If the above scenario was reversed with a 54mm solid core hardwood door fitted with a light weight internal lock, the security of the door would also be compromised, but this time by the lock failing. All of this is before looking at the strength of the hinges, whether the correct hinge bolts are specified, and how the door is to be used. It now becomes clear how difficult it can be to write a specification that initially may seem fairly simple for a security door and lock.

Within the BSIA Physical Security Equipment Section, we all have a broad knowledge of each others products and are all striving to meet the latest European standards. We are all committed to ensuring a joined up and integrated security solution to meet our customers' requirements and budgets. We are only too happy to talk to our customers to ensure we can work together to guarantee the most efficient specifications are professionally written so that people, property and businesses are properly protected.

● For more information on BSIA Physical Security Equipment companies, visit [www.bsia.co.uk/pses](http://www.bsia.co.uk/pses)

## Are you responsible for selecting security contractors?

An 'Open to Tender' announcement service is available from the BSIA. We can source quality companies for you, avoiding the cost normally associated with advertising and ensuring only reputable companies respond. For more information contact Christine Brooks on 0845 3890743.



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## News round-up

### South Africa visit

The Security Industry Alliance (SIA) of South Africa were so impressed by the BSIA's business model that they invited the Association to present at their strategy meeting held in Johannesburg.

The strategic seminar included representatives from the twelve South African trade associations that the SIA represents. Daren Wood, Northern Regional General Manager, attended and delivered a presentation, after which delegates formed working groups to devise the new business plan for the future South African Security Industry Association (SASIA), which hopes to emulate all that the BSIA has achieved.

### Scottish licensing

From the 1st November 2007 it will be illegal to work in certain designated security roles in Scotland without a license. This includes working as a contract security officer or a cash-in-transit courier.

The adoption of the Private Security Industry Act 2001 brings Scotland in line with England and Wales, where licensing has already been successfully introduced. It means that security professionals will have been trained and subject to a Criminal Record Bureau check before they are allowed to work.

● For more information on licensing, visit [www.the-sia.org.uk](http://www.the-sia.org.uk)

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Spectrum has received praise from security end-users for its informative and lively style. If you are impressed with Spectrum and would like to advertise your products or services to our end-user database of over 8000 named decision makers, please call Christine Brooks at the BSIA on 0845 3890743 or send an email to [c.brooks@bsia.co.uk](mailto:c.brooks@bsia.co.uk)



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