



## Prevent identity fraud

With identity fraud costing the UK £1.7 billion, the British Security Industry Association has launched a new website to assist businesses in protecting themselves and their customers from becoming victims of identity fraud. The website – [www.preventidfraud.org.uk](http://www.preventidfraud.org.uk) – explains why businesses should be protecting themselves from identity fraud and provides advice on how to do so.

Anthony Pearlgood, BSIA Information Destruction Section Chairman, comments: "Identity fraud is an increasingly serious problem for UK businesses. Fraudsters will use confidential information obtained from your business to set up credit cards, bank accounts or credit with your suppliers using your business' or clients' details. On top of the financial implications, becoming a victim of identity fraud can bring further problems in terms of damage to your reputation and loss of customer confidence in your business. These issues can have serious and lasting consequences."

The new website provides essential advice on how to protect your business and its customers from identity fraud. Top tips for preventing identity fraud include:

- Dispose of confidential material using the services of a professional information destruction company that is inspected to British Standard 8470.
- If you're moving premises, use the Royal Mail's Business Redirection Service to direct

your mail from your old address to your new one for at least a year.

- Protect your business' details at Companies House and the personal information of your directors by using Companies House' three point plan.
- Make sure that your IT security systems are comprehensively secured. Firewalls, anti-virus and anti-phishing software are all vital to protecting your network and password protection is key.
- Old computer hard drives could contain significant amounts of confidential information. Make sure they are shredded or incinerated by a professional information destruction company.
- Make sure all your staff are aware of the importance of protecting confidential information, their obligations under the Data Protection Act and the risks of identity fraud.
- Ensure that not only you, but also the third party companies that you employ, comply with the requirements of the Data Protection Act.



With identify fraud a serious issue, make sure your business is protected. Image©istockphoto.com/cloudytrionics

Anthony Pearlgood continues: "By following the basic guidelines detailed on the website, you will go a long way to ensuring both that you comply with the Data Protection Act and that identity fraudsters cannot access and misappropriate your confidential data."

The website also contains useful downloadable documents and case studies highlighting improper disposal of confidential

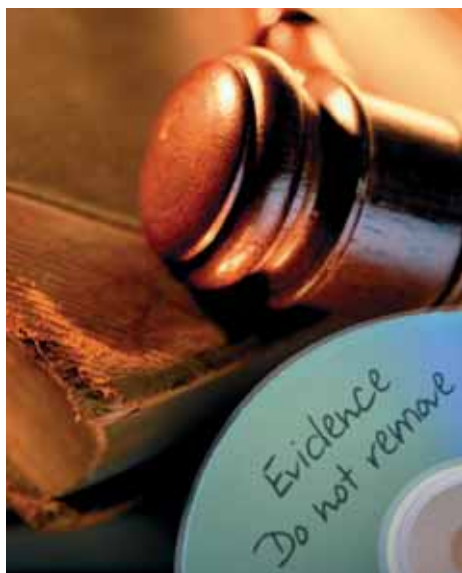
material. The site has been created by the BSIA and is endorsed by various members of the Identity Fraud Consumer Awareness Group: Call Credit, Card Watch, CIFAS, Equifax, Experian, Operation Sterling, Retailers Against Crime, Royal Mail and the Scottish Business Crime Centre.

- For more advice, visit the new website at [www.preventidfraud.org.uk](http://www.preventidfraud.org.uk)

## Evidential CCTV

BSIA members are once more leading the way in raising standards within the security industry. A BSIA code of practice has now been developed into a new British Standard for digital CCTV recording systems for the purpose of exported image data to be used as evidence.

BSIA CCTV Section Chairman, Pauline Norstrom, comments: "BSIA CCTV section members are delighted to have made such a



significant contribution to the development of this new British Standard – BS 8495:2007. Ensuring that digital CCTV footage carries sufficient weight in court is of paramount importance and is dependent upon a number of factors including: image quality and authenticity; storage; the method used to export images; playback; operator/owner awareness; and a comprehensive audit trail."

"The new standard should be seen as an independent benchmark for customers to look for when choosing a digital CCTV system. Ultimately, we want to see the same confidence in the validity of digital media in the criminal justice system as there is in VHS tape from a traditional VCR and this new standard is a significant step towards this."

The development of this BSIA code of practice into a British Standard is yet another example of BSIA members raising the bar when it comes to standards within the CCTV sector. In this case, the new standard will have very real benefits for victims of crime, the Police service and the judiciary in ensuring that digital CCTV evidence can be of genuine value in court.

- For more information on BS 8495:2007 or to find details of BSIA CCTV section members, visit the website [www.bsia.co.uk/cctv](http://www.bsia.co.uk/cctv)

## CIT crime turns a corner?

Figures from 2007 released by the BSIA show a 28% drop in cash-in-transit attacks since the implementation of a proactive partnership initiative between the Police, the GMB trade union, and the banking, retail and security industries, which has been strongly supported by Government Ministers.

BSIA Chief Executive, David Dickinson, comments: "For a number of years attacks against cash-in-transit couriers have blighted our industry with extremely serious consequences for those who are performing this valuable public service. This is now beginning to change. The latest figures show that our partnership initiative has already made a real impact in combating this crime. The last six months of 2007 have witnessed a 28% decrease in attacks compared to the first six months of the year."

"The initiative has involved complex overt and covert Police operations in police forces across the country; considerable investment by the security industry in the introduction of new technologies to deter and detect attacks; the increasing implementation of best practice when dealing with CIT deliveries amongst the banking industry; and significantly increased communication and intelligence sharing



between all the stakeholders. This has resulted in significant numbers of arrests of late and exemplary sentences have been passed on those convicted."

"These actions have already achieved results over the past six months, but the battle against cash-in-transit attacks has yet to be won. All the stakeholders are determined to do everything they can to achieve a further significant reduction in attacks during 2008, offering continuing innovation and the deployment of significant resources. This work will be done for the benefit of the couriers, their families and the general public."

- For more information on the BSIA Cash and Valuables in Transit Section visit the website at [www.bsia.co.uk/cvit](http://www.bsia.co.uk/cvit)

## Illegal working

**Illegal working has been an issue that has dogged the security guarding industry over the past few months, resulting in much media speculation. But what is the truth behind the headlines? And can customers be confident of their security guarding services in the wake of the furore? BSIA Chief Executive, David Dickinson, addresses the issues.**

The incidence of illegal working within the security guarding industry has of course been a major concern. As a result of the problem, 7000 Security Industry Authority licences were revoked. Despite this, the number of licences revoked by the SIA does not automatically mean that there were exactly that number of illegal workers employed within the industry. We believe that a significant number of licence holders had their licences revoked, whilst still having the right to work.

In short, the failure of an individual to demonstrate their right to work or to respond to a letter sent to them by the SIA for whatever reason meant that their licence may have been consequently revoked. Employers were not in any position to influence or affect this process, because they are outside the communication process between the SIA and the licence holder. Consequently, we may never know the final number of illegal workers that have been employed within the industry.

Our own research has shown that due to our members' robust employment practices, BSIA members have been less affected by the issue than the rest of the industry. Only just over 1% of our members' employees had their licences revoked, demonstrating that the vast majority of licence revocations applied to employees of non-members.

Regardless of the extent of our members' involvement, the illegal working issue has inevitably led to a comprehensive review of employment procedures by guarding companies to ensure that their systems are robust. BSIA members have been at the forefront of this review, with the Association working closely with the Borders and Immigration Agency and the SIA to exchange best practice.

A joint BSIA and SIA seminar on the illegal working issue was held to ensure our members had the latest information. An issue raised during the seminar, and one about which our members have been particularly concerned, is the prevalence of high quality forged documents in use by individuals. We will continue to work with the BIA to ensure that they are equipped to identify such forgeries in the future.

So can customers now rest assured that the issue is resolved? The comprehensive review undertaken by BSIA members and the subsequent licence revocations by the SIA should provide peace of mind that illegal working has been tackled and will continue to be prevented. New civil penalties for knowingly employing an illegal migrant worker will carry a maximum sentence of two years in prison, and will enable the BIA to crack down on businesses that purposely break the rules. Thus, bringing further peace of mind that the industry has every incentive to remain above board when it comes to illegal working.

# Protecting the NHS



Image © istockphoto.com/cokacoka

**With so many security challenges facing an ever-more under pressure NHS, Susan Frith, Deputy Head of the NHS Security Management Service, examines the organisation's role.**

The NHS, like any organisation today that serves the public, faces a risk that its staff may be assaulted and abused. The NHS in particular deals with people who are stressed and anxious, people who may have been involved in violence, or people who are under the influence of drugs or alcohol. All these factors contribute to the risks that health staff face. In fact, any staff who might come into direct contact with the public may be at risk. This does not just mean clinical staff – it can include support staff such as security officers, receptionists and cleaners.

The majority of the 1.2 million people who work across the health service in England do

not face violence and abuse in the general course of their work. The level of physical assaults has been decreasing, and there were nearly five thousand fewer assaults in 2006-7 than two years previously. Nevertheless, there were over 55,000 physical assaults against NHS staff in England in 2006-7. The effects of this can be significant. Staff can become harder to retain and recruit, sick leave may increase, and productivity may fall.

The problems stemming from violence were one of the key reasons the Government set up the NHS Security Management Service (NHS SMS). The new team was established in 2003 and became part of the NHS Counter Fraud and Security Management Service. The NHS SMS set about creating the conditions for a real improvement in the working lives of NHS staff, and a situation where vital NHS property and assets could be protected against theft and vandalism.

The experience gained from counter fraud work showed that to engender a real change throughout the whole NHS, it was necessary to address the problem at every level. The NHS SMS developed a strategy in which every health body's security would be overseen by a trained and accredited local security management specialist (LSMS). The advantage of this approach is that LSMSs have support from the NHS SMS, access to national best practice and they are also ideally placed to make decisions about the issues that affect NHS staff in individual trusts and PCTs.

Another element of this approach was the development of conflict resolution training for frontline NHS staff. This means that for the first time in NHS history, all NHS staff that come

into contact with patients and the public have access to a common, high standard of training. The syllabus covers communicating with patients in ways that make confrontation less likely, recognising the triggers of abuse, de-escalating potentially violent situations, and avoiding physical attacks in situations that cannot be de-escalated. There are now specific syllabuses for ambulance crews and mental health and learning disability staff. People who have been through the training report that they feel safer and better able to cope with abuse.

Another issue that the NHS SMS has tackled, is the low number of prosecutions against people who assault NHS staff. The NHS SMS's legal protection unit provides legal advice to NHS health bodies on taking forward prosecutions against offenders, whilst LSMSs are trained in protecting crime scenes and interviewing witnesses. In addition, the NHS SMS has signed agreements with the Association of Chief Police Officers and the Crown Prosecution Service, committing all parties to investigating and prosecuting offenders wherever appropriate. This has helped achieve a 17-fold increase in the number of criminal sanctions against offenders since 2003.

There is still a great deal of work to do to tackle security issues in the NHS, but the progress that has been made is cause to be optimistic that NHS staff will be able to work increasingly free of violence and abuse.

● For more information, visit the website at [www.cfsms.nhs.uk](http://www.cfsms.nhs.uk)

## Watch your cash

**Cash is the lifeblood of many businesses. However, how aware are you of the risk of accepting stolen banknotes? Banknote Watch is a national crime prevention initiative, supported by the BSIA, which deals with this very subject. Banknote Watch Chairman, Alan Townsend, uncovers the issues.**

What would you do faced with a customer paying for goods with £20 notes, some of which appear to have purple staining around the edge? Would you consider that the notes may be stolen? Or would you assume that the staining is just accidental and nothing out of the ordinary for notes that have been in circulation for some time? Most people may well think the latter and innocently pass on such notes to the next customer. Little do they know that by doing so they are assisting criminals in profiting from the proceeds of crime and encouraging a criminal to rob a commercial premises again.

As a crime prevention initiative, Banknote Watch serves to promote the fact that a stained note is probably a stolen note. It aims both to prevent criminals profiting from the proceeds of crime and to reduce the risk of businesses becoming the victims of commercial robbery. If a criminal cannot spend the stained notes he has stolen, he will not have the incentive to try again. This reduces the incidence of robbery on other businesses.

Notes become stained when a cash degradation system has been activated during a robbery. These systems are used in tills (by banks, post offices, building societies and retail outlets), ATMs and in cash boxes used by cash-in-transit companies who deliver and



By accepting stained notes, you are assisting criminals in profiting from the proceeds of crime.

collect cash. When activated, cash degradation systems will emit either smoke which will draw attention to the perpetrator and stain the notes, or will activate a liquid dye which will stain the cash and any skin or clothing that it comes into contact with. Some cash degradation systems also include a unique taggant which means that the stolen cash can be easily traced back by the Police to the robbery that has taken place.

So what can businesses do to ensure that they do not play into the criminal's hands and accept stained and stolen notes? Firstly, encourage your staff to be aware of the risk of accepting stained notes. Notes can be stained with various different colours depending on the systems used to stain the note when it is stolen – red, purple, blue and green stains are all used in various cash degradation systems.

If a member of the public offers you a stained note, treat it as you would a mutilated or damaged note and do not accept it. Advise the

customer to take the note to a Post Office or bank and obtain a form BEMN for the repayment of damaged notes. By filling in this form and going through the proper channels, providing the note is genuine, they will be reimbursed for the note they have handed in.

If you feel intimidated by the person trying to give you a stained note, stay calm and do not confront them. Make sure you take a full description of the person concerned and report the incident to the Police. Just like your customers, you will be reimbursed if you hand in a stained note via the proper channels, just contact your bank to obtain the right form.

Banknote Watch has a lot of information available on its website to assist with identifying stained notes and the procedures you should follow when faced with a stained note. It also includes a section on identifying counterfeit notes.

● Visit [www.banknotewatch.org](http://www.banknotewatch.org) for more information.

## Layered security

Security planning often begins with an appreciation of the role of physical protection. If access is to be controlled, the adoption of a layered approach to security can act as a meaningful deterrent by greatly increasing the amount of physical barriers an intruder has to pass through before reaching its desired target.

Physical security equipment should be viewed as a series of measures that can complement each other, starting with a perimeter fence or barrier with controlled entry points. The site perimeter can be linked to an intruder alarm or CCTV system if necessary. Bollards can also provide a further barrier at entrances and exits as can high quality gates.

The next layer of security may be on the building itself which will also control entry with a combination of doors and locks together with various forms of window protection. A high quality door should be appropriate for the building structure with the right number and grade of hinge.

Once in the building there may be a need for areas of higher physical security, for example a room with a safe that contains high value items like cash. Protecting property within the building is a way of constructing an additional layer of security.

This combination of layers shows just how effective physical security can be.

● BSIA Physical Security Equipment Section members can advise on all forms of physical security, visit [www.bsia.co.uk/physical](http://www.bsia.co.uk/physical)

## Connecting criminals to crimes



Property marking can assist the Police link criminals to crime. Image © istockphoto.com/pidjoe

**Business crime can lead to huge losses that often require the replacement of much needed equipment. The BSIA is advising businesses that this need not be the case if items can not only be traced back to their owners, but can also connect the criminal to the crime through the use of property marking. BSIA Cash and Property Marking Section Chairman, Mike Hinchliffe, reports.**

We all want to protect our property and our premises from burglary, but despite our best efforts we do run the risk of becoming victims of crime. If the worst should happen and our property is stolen, how do we ensure that any property that is recovered is returned to us and avoid running the risk of it being passed back to a criminal that would then get away without any blame or recrimination?

Property marking involves the permanent marking and registration of items through overt or covert security marking, creating a powerful deterrent to thieves. Stolen goods are rendered useless by enabling police to effectively link

criminals to crimes by easily identifying items as being stolen. It also reduces the chances of criminals gaining from stolen items as marking means they are less likely to be passed on. Approved forms of security marking system include: stencil etching, forensic coding, microscopic dots, electronic transponders and security labels.

Police recovery centres hold a vast amount of recovered stolen items which cannot be returned to their rightful owners. Should the items be marked using professional property marking methods including registering marked items to a secure database, there is more chance that items can be traced back and returned successfully following theft.

Thanks to the progression and development of new technologies, security marking now also includes intruder-activated marking of criminals, confirming the adaptability and wide-ranging use of this powerful deterrent.

The following examples show just how successful property marking can be:

- One BSIA member received a message of thanks from Hampshire Constabulary in Portsmouth regarding the recovery of a number of pedal cycles believed stolen. As a result of the cycles being marked and registered through the member's database, the bikes were identified and the owners contacted. The cycles were identified through a UV mark, which forms part of the cycle marking process. Without the positive identification, the cycles would have had to be returned to the suspects.
- The Three Crowns Pub in Walsall, West Midlands was a repeat victim of burglary, having suffered four break-ins in just four weeks. Consequently, a BSIA member's marking system was covertly installed in a fruit machine. Within 48 hours of installation, the system was activated, covering the intruder with forensic solution. The perpetrator was consequently arrested and sentenced to 4 ½ years in prison.

Such evidence speaks for itself as to the value that marking systems can bring and such examples of success reflect a picture we are seeing UK-wide. Advances in marking systems and increasing awareness of their value are giving a new focus to crime prevention, protecting not only places where property is kept, but also rendering the property itself identifiable in court and therefore dangerous for thieves to possess. Businesses are encouraged to take advantage of these developments and to protect their possessions and clampdown on crime by installing professional property marking systems.

● For more information on how you can protect your business, visit [www.bsia.co.uk/propertymarking](http://www.bsia.co.uk/propertymarking)

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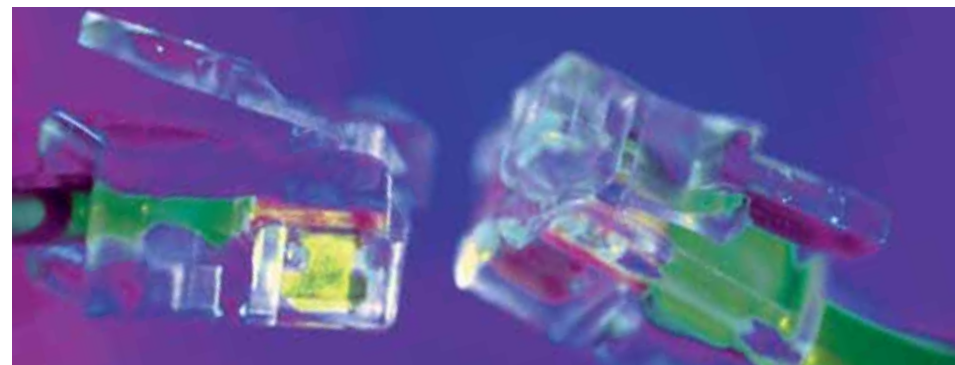
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## 21 CN update



In the last edition of *Spectrum*, BSIA Technical Director, Alex Carmichael, outlined the impact of the introduction of BT's 21st Century Network on end-users. In this issue, he looks at how the security industry is working with BT to solve the potential problems that may affect the industry's customers.

People say, "No news is good news". However, where BT's upgrade of the telecommunications network to its 21st Century Network (21CN) is concerned, this does not seem true. Rumour, conjecture and myths abound and, perhaps understandably, everybody expects to hear answers yesterday.

The truth of the matter is that the 21CN specification is still not complete and the BSIA is still evolving its test plan for security systems and for trialling such systems on 21CN in conjunction with BT. This involves a lot of testing at the BT test facilities utilising prototype test equipment and requires the participation of communication device manufacturers, receiver manufacturers and Alarm Receiving Centres.

What we believe is going to happen next is that the current Broadband lines will be

migrated over the next couple of years with the main migration of the majority of Public Switched Telephone Network (PSTN) lines around 2010. However, it is expected that around 75,000 PSTN lines will be migrated in the Cardiff area over the next 12 months in a controlled trial.

To safeguard security industry customers during this trial, those PSTN lines with security equipment on them will be 'groomed out' which means the security equipment will be transferred back to 20CN (the current communications network) until the testing is complete and we fully understand the impact 21CN may have on security equipment.

The good news is that the hard work that the BSIA is undertaking with BT is making significant progress. The technical teams have now highlighted the main concerns and are investigating possible solutions to these issues. This means that once this process is complete, security communications equipment will be suitable for operation on the 21CN network and the issues with the legacy communication devices should be minimised or clarified.

● Keep an eye on the BSIA website for the latest update on 21CN [www.bsia.co.uk](http://www.bsia.co.uk)

## Designing-in security

For those involved in the design and construction of buildings, the range of risk-related challenges has been rising in recent years. This, coupled with the importance of running an efficient business once the construction is complete, means that designing-in access control at an early stage is imperative.

Controls over access arrangements are one of the key measures that should be included in any building design. Decisions on the implementation of different technology depend upon the available budget and risk levels. Designing in a system at the beginning of a build is cost-effective and has aesthetic advantages as running cables and drilling is much easier to do before the finishing touches have been applied to a building.

There are many options available when designing-in access control. PIN code keypads used to activate electro-magnetic door locks, for example, are a common type of access control, but they are now rivalled by easier to operate alternatives such as proximity readers, smart card readers or even biometric readers. Hands-free radio frequency identification cards or tags mean there is no need to swipe an access card through a terminal, which makes access inconvenient for those carrying bulky/heavy items.

Turnstiles are gradually becoming more architecturally friendly, protecting a premise without imposing on the building itself. Speedgates, for example, are a flexible solution in architectural terms due to their use of materials like glass and stainless steel to help them blend in with building designs, whilst their presence controls and restricts access to the building.



To comply with the Disability Discrimination Act, access reader units should be located at a height suitable for wheelchair users. There are also potential considerations with regard to audio door entry systems posing a barrier for those with limited or no hearing, as well as a keypad access system that may be impossible to use if a visitor is sight impaired or has limited hand mobility. All these concerns should be thought about at the design stage.

Another issue to bear in mind is that most premises will have a variety of visitors who could pose a risk. Administrative arrangements for recording visitors should be combined with security controls that restrict access and enable the tracking of visitor movements, addressing health and safety requirements. The available solutions range from paper-based recording systems through to computerised visitor management.

With such a variety of access control systems available, designing-in systems to meet both the risk faced by the site and the requirements of the user is clearly an essential and cost-effective move.

● For more information, visit the website at [www.bsia.co.uk/accesscontrol](http://www.bsia.co.uk/accesscontrol)



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# Cashless society?



Is the UK ready to throw cash away and move on to a cashless society?

**Consumers have a huge choice in how they pay for goods and services. But with the majority of shops now accepting electronic payments and credit card companies claiming we'll be cash-free by 2012, is cash on its way out? Or is our relationship with cash too strong to be broken?**

Cash was first used in the form of coins as payment for goods around 2500 years ago. Since then, payment has evolved and consumers have a plethora of methods to choose from, ranging from the humble banknote, to credit and debit cards, direct debits and even mobile phone payments.

The Chief Executive of Visa Europe recently claimed that we will be living in a cashless society by 2012. His comments came at a briefing for the British Retail Consortium about new 'contactless' cards that can be waved in front of a scanner to make lower value payments. With the advent of this technology

and the apparent success of the Oyster card on the public transport network in London, there are claims that cash has had its day.

However, the British Retail Consortium has concerns that this is the case. Cash continues to be the most cost-effective means for retailers to accept payment. A £20 cash payment costs the retailer 3.8p or less to process, compared to a £20 credit card payment which costs 17.4p.

For an e-payment system to replace cash, there needs to be a strong level of consumer confidence in the scheme. A survey from

YouGov last year showed that 70% of consumers believed it likely that fraud would be increased following the introduction of contactless cards. Fraud is also a problem for credit card use, costing £428 million in 2006. With these issues a real concern for the public, can we really ever give up on cash?

Figures from APACS, the UK payments association, certainly demonstrate the continuing validity of cash in our society. 300 years after the first Bank of England banknote was issued, cash remains the most common payment method with 25 billion payments made in cash during 2004, accounting for two-thirds of all payments. Although APACS expects cash payments to decline slowly, it still projects that cash use will account for 52% of all payments in ten years' time.

Ian Nisbet, Chairman of the BSIA's Cash and Valuables in Transit Section, comments: "Cash is undoubtedly vital to the UK's infrastructure and without the regular delivery of cash by our industry, the UK economy would very quickly grind to a halt. Despite claims from the credit card industry to the contrary, the move to a cashless society is a long way off due to a number of factors. Our nation has a long-term relationship with cash and fraud is a genuine concern for so many. People feel that cash is a method of payment they can trust. Any form of electronic payment that is to rival cash for smaller transactions must ultimately have the faith of the consumer and payment statistics show that the very strong relationship the British consumer has with cash is set to continue."

● For more information on the BSIA's Cash and Valuables in Transit companies, visit [www.bsia.co.uk/cvit](http://www.bsia.co.uk/cvit)

## Custodial care

**With the private sector increasingly playing a part in the 'wider policing family', the Police and Public Services Section of the BSIA continues to maintain positive links between the private and public sectors. This case study shows the positive results of this work.**

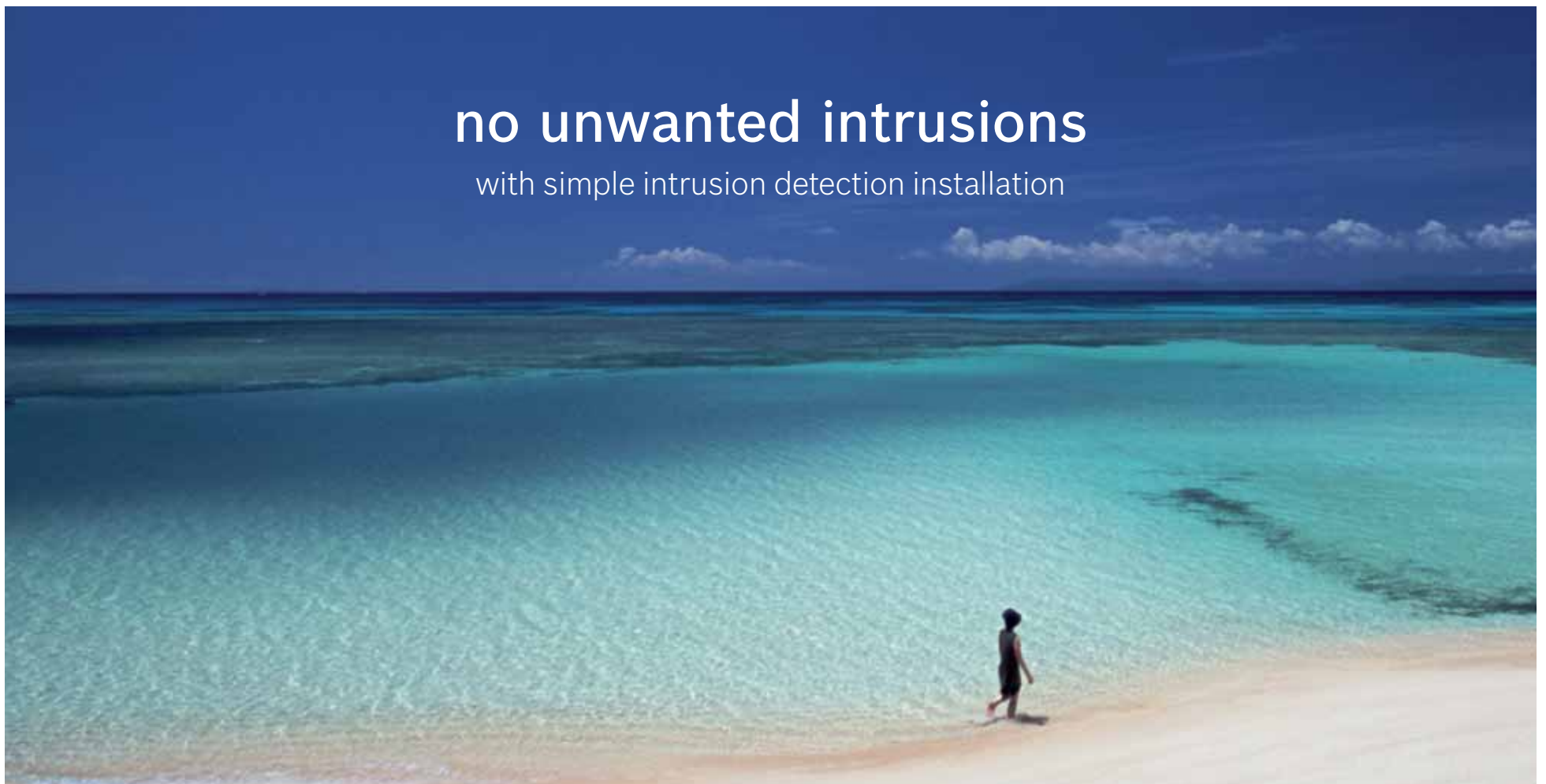
One BSIA member works with Thames Valley Police on an initiative that frees police officers' time so that they are more visible to the local community. With an emphasis on neighbourhood policing, it was evident that to achieve this a significant shift in resources would be required.

A wide geographic area is covered by 12 centres across Oxfordshire, Buckinghamshire, and Berkshire. Each Basic Command Unit is responsible for its own custody centres and was given the opportunity to release valuable police resources back to the front line by working with a BSIA member experienced in providing custody services. The BSIA member's management structure, mirroring that of the police, ensured effective local delivery of the service and enhanced communications between the police force and the member.

With the BSIA member providing vital support services to Thames Valley Police, 133 police officers have returned to front-line operational duties. Additional responsibility in other areas has also reduced the administrative workload of the police officers.

● For more information on the work of the Police and Public Services Section, visit [www.bsia.co.uk/pps](http://www.bsia.co.uk/pps).

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## Keep updated

Since the launch of the Association's new corporate identity, the BSIA website has gone from strength to strength, as is evident in its 25% increase in unique visitors. But what's the latest on the site? And how can visitors keep updated?

Visitors to the website can not only benefit from the range of new content on the site, but can now also sign up to receive a new email newsletter from the BSIA, Securit-E-Update. The e-newsletter is produced on a monthly basis and is a useful tool in keeping up-to-date with the latest security industry issues. It also highlights the work of the Association, ensuring readers can make informed decisions in relation to their security requirements.

Subjects covered by recent issues of Securit-E-Update include identity theft, protecting vacant property, security industry licensing and changes to aviation security.

The BSIA website provides visitors with information on the different sections of membership and the high standards that members adhere to, as well as the latest industry news, forthcoming events and a company finder.

The site also provides several specialist advice pages following a successful Back to Basics campaign, promoting the use of fundamental, quality security solutions in businesses. There is also the opportunity to download the latest BSIA publications.

● To sign up to receive Securit-E-Update, visit [www.bsia.co.uk/register](http://www.bsia.co.uk/register). For more information on the work of the BSIA and its members, visit [www.bsia.co.uk](http://www.bsia.co.uk).

# Passenger profiling

Controversy has long dogged the practice of passenger profiling. However in a society increasingly concerned by the threat of terrorist attacks at aviation sites, is this a practice that airport operators and the security industry should be considering more seriously? Martin Aggar, Chairman of the BSIA's Civil Aviation Security Section, looks at the myths and realities of passenger profiling.

Any detailed examination of an individual's behaviour or personal details is bound to elicit fears from certain quarters about that individual's right to privacy being violated. Concerns have certainly been raised that passenger profiling unfairly targets minorities, bringing up issues with regard to discrimination and abuse of human rights. However, to what extent are these concerns justified? And how can the professional security industry ensure that they are eliminated?

Passenger profiling involves a short risk analysis interview of a passenger to determine whether he or she is a threat to the flight they may be intending to board. The interview takes place in the airport and is based on any suspicious signs in the passenger's documentation, itinerary, appearance and behaviour. These come from analysis of previous attacks, known terrorist modus operandi and through observing uncontrolled physical responses to random questions under a condition of heightened stress.

The aim of passenger profiling is to identify anyone who may pose a threat to the flight and then to prevent them from boarding the airline. This does not necessarily equate with

proving that they are definitely a terrorist. A risk to a flight may be a hijacker, bomber, or a person who has unknowingly accepted an explosive device from a terrorist. The key to effective and professional passenger profiling is the fact that a highly trained passenger profiler will be able to spot indications that the passenger is telling lies such as lack of eye contact or other nervous physical responses.

Passenger profiling very much relies on the assertion that prevention is better than cure. If you manage to stop people that would threaten the flight from getting onto the plane, then danger is averted. Passenger profiling is a well-used methodology overseas where it has on a number of occasions proved extremely successful in detecting and preventing potential terrorist activity.

In Orlando recently, the FBI arrested a man trying to board a plane with pipe bomb components and instructions in his luggage. He was singled out as a result of effective passenger profiling.

Technology is also playing its part in profiling. There is scope for the profiling to work in tandem with video analytics technology which also can analyse unusual behaviour in such an environment. Handheld computer devices now mean that the profiler can use the airport's database when analysing documentation, with the database highlighting suspicious signs, removing the risk of human error. The technology also means that the profiler doesn't have to be located in one area and can be on patrol looking for suspicious behaviour in any area of the airport, allowing them to interview someone immediately.



Image © istockphoto.com/Karimala

Such benefits speak for themselves. The key to effective passenger profiling is ensuring that profilers are well-trained and that the interview techniques and other analysis is performed correctly. If this is achieved, then passenger profiling can make a real difference in preventing a terrorist attack before the perpetrator even gets on the plane.

● For more information on the work of the BSIA's Civil Aviation Security Section, visit [www.bsia.co.uk/aviation](http://www.bsia.co.uk/aviation)

## Meet the buyers



The UK security industry has long been seen to develop quality, innovative and cost-effective security solutions which overseas markets are increasingly embracing. The BSIA supports UK companies to export overseas through its Export Council, whose varied work includes a successful initiative known as 'Meet the Buyers'.

Many UK companies are embracing the challenges and opportunities arising from fast-changing markets and technologies and have extended their local successes to overseas markets. The BSIA Export Council aids these companies by providing information on export issues as well as working in close partnership with UK Trade & Investment (UKTI). The section also has regular contact with commercial officers at UK embassies, and organises trade missions and attendance at overseas events.

In recognition of the contribution that the security sector makes to British industry and the importance of exporting quality products overseas, UKTI has recently established a

new Defence and Security Organisation (UKTI DSO). The BSIA Export Council will work to maximise any benefits derived from the new Security Directorate, allowing it to expand on the extensive activities it already undertakes to promote the British security industry to overseas buyers.

Such activities include hosting the International Visitors Lounge at IFSEC (the annual security exhibition) and running a successful 'Meet the Buyers' event. The event provides overseas visitors with the chance to meet with potential suppliers through a series of face-to-face private sales meetings, providing an excellent opportunity for UK security providers to market themselves. Last year saw a hugely successful Meet the Buyers event with almost 500 one-to-one meetings being booked. This year's Meet the Buyers will see visitors from countries as diverse as the Czech Republic, Sweden, South Africa and the United Arab Emirates.

● For more information on the work of the BSIA Export Council, visit the website at [www.bsia.co.uk/exporting](http://www.bsia.co.uk/exporting)



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# Exceptional officers applauded



North East winners – the Eldon Garden Shopping Centre Team of G4S Security Services (UK) Ltd.

The BSIA Annual Security Officer Awards, sponsored by Camberford Law plc, are held every year and recognise the outstanding work performed by the security guarding industry in the UK. This year's regional awards were again of an incredibly high standard and the winners highlight the exceptional talent of security officers across an ever-changing range of scenarios.

David Dickinson, Chief Executive of the BSIA, comments: "Once again the remarkably high standard of entrants for our Annual Security Officer Awards has made it hard to select the winners. Each nomination was outstanding and demonstrated the high levels of commitment and professionalism which exist within the private security industry."

"Security officers perform across a variety of diverse and challenging environments. This year's winners have excelled in outstanding acts, shown a high level of customer service

and demonstrated an innovative use of technology indicative of the significant capabilities security officers bring to the private security industry."

The BSIA's Security Officer Awards are presented regionally throughout the UK and the regional winners will now go forward to the national judging phase. The national winners will be presented with their awards by Home Office Minister, Vernon Coaker MP, at the Association's annual luncheon on 16th July at the London Hilton, Park Lane.

The regional winners are:

#### London

Mohamed Saadi, Lynx Security Services Ltd – Service to the Customer.  
Natallia Klepatska, PCL Whitehall Security Group – Outstanding Act.  
Phillip Ike, Lynx Security Services Ltd – Best Newcomer.  
Lloyds TSB, G4S Security Services (UK) Ltd – Best Team.

#### Midlands

Gary Lake, Reliance Security Services Ltd – Service to the Customer.  
Craig Miller, Wilson James Ltd – Outstanding Act.  
Jana Platkova, Wilson James Ltd – Best Newcomer.  
Northampton CCTV Team, Reliance Security Services Ltd – Best Use of Technology.  
Boots Team, Wilson James Ltd – Best Team.

#### North East

Colin Ferry, Chubb Security Personnel Ltd – Service to the Customer.  
Eldon Garden Shopping Centre Team, G4S Security Services (UK) Ltd – Best Team.

#### Northern Ireland

Connor McGivern, Chubb Security Personnel Ltd – Service to the Customer.  
Thomas Higgins, Reliance Security Services Ltd – Best Newcomer.  
Diamond Shopping Centre Team, G4S Security Services (UK) Ltd – Best Team.

#### North West

Terry Venning, Reliance Security Services Ltd – Service to the Customer.  
Mark Taylor, Securitas Security Services Ltd – Outstanding Act.  
Sharon Lloyd, Reliance Security Services Ltd – Best Newcomer.  
The Forum Shopping Centre Team, Wilson James Ltd – Best Team.

#### Scotland

David Head, Legion Group plc – Service to the Customer.  
David Young, Chubb Security Personnel Ltd – Outstanding Act.  
Alexander Munro, Wilson James Ltd – Best Newcomer.  
BBC Scotland Team, MITIE Security Ltd – Best Team.

#### South East

Khuram Nazir, CIS Security Ltd – Service to the Customer.  
Michael Benham, VSG – Outstanding Act.  
Kim Blunt, VSG – Best Newcomer.  
Gunwharf Quays Team, MITIE Security Ltd – Best Use of Technology.  
High Chelmer Shopping Centre Team, VSG – Best Team.

#### South West

Tracy Hearn, Reliance Security Services Ltd – Service to Customer.  
Paul Kelly, G4S Security Services (UK) Ltd – Outstanding Act.  
Suzanna Bruce-Smith, Advance Security UK Ltd – Best Newcomer.  
Ritchie Payne, Reliance Security Services Ltd – Best Use of Technology.  
Operation Outlook Team, Reliance Security Services Ltd – Best Team.

#### Yorkshire

Ray Batley, Wilson James Ltd – Service to the Customer.  
David Fletcher, MITIE Security Ltd – Outstanding Act.  
Khumbahadur Ale, Constant Security Services Ltd – Best Newcomer.  
Qadim Hussain, VSG – Best Use of Technology.  
Wellington Place Team, Reliance Security Services Ltd – Best Team.

The BSIA would like to thank the sponsors, Camberford Law plc, for their continued support of the Annual Security Officer Awards over the past ten years.



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## New BSIA members

The BSIA would like to welcome the following new members:

### Access Control

Absolute Security (Surrey)  
(Additional Section)  
Security Design Centre Ltd  
(Additional Section)

### Associates – Overseas

Hangzhou Hikvision Digital Technology Co. Ltd  
Protection and Security JSC

### Associates – UK

Afex Ltd  
Kingfisher Leisurewear Ltd  
Regton Ltd  
Skyguard Technologies Ltd

### CCTV Section

Absolute Security (Surrey)  
(Additional Section)

### Information Destruction Section

Data Shred Ltd

### Security Consultancies Section

Faber Maunsell Ltd  
White Young Green Plc

### Security Equipment Manufacturers Section

Bold Communications Ltd

### Security Guarding Section

4 Forces Security Ltd

To find a BSIA member, visit  
[www.bsia.co.uk/companyfinder](http://www.bsia.co.uk/companyfinder)

# Risky business

In an interview with *Spectrum*, Ian Johnson, BSIA Security Consultancies Section Chairman, covers the importance of the risk assessment and how businesses can benefit from a basic security audit.

### Why is a risk assessment important?

If an effective assessment is not conducted then any business is just guessing at what risks are likely to impact upon it. This results in situations where either many threats/risks are not covered or where there is a massive overspend to provide mitigation against all risks, including some that are not faced or that would have little effect on business operation.

Understanding the threats and risk that the business faces is the primary requirement in developing an effective security strategy; one that protects staff, complements the business operation, aids profitability and reflects the ethos of the organisation.

Where there has been no effective risk assessment, most businesses anticipate that they are at risk from crime, i.e. burglars and opportunist thieves, but in many cases that is where their risk mitigation planning stops. This only takes into account financial losses, but should cover risks to image, profitability or business continuity. Defining the actual cost as opposed to just financial cost will naturally have a bearing on the amount of money that should be devoted to, and the priority for addressing, such risks.

### What should a basic risk assessment cover?

The 'assessor' needs to identify all threats that could possibly impact on the business through knowledge of both the business and of current



Businesses can benefit from a professional risk assessment.

threats, risks, and crime figures. Each type of business will attract different forms of threat. Food manufacturers/retailers will suffer product theft, but some may also attract extortionists and even activist attention; whereas corporate offices may face low risk of asset theft, but high impact if financial information is compromised.

Risk assessment requires broad thinking, beyond the 'basics' of crime and terrorism and into the fields of people safety and protection of information. Prevalent crime in the area and against similar businesses should obviously be assessed, as should threats targeting the brand and those determined by location.

### What are the common risks that most businesses face?

Firstly, crime both from external sources, e.g. burglary, opportunist theft, vandalism etc, and

from internal sources such as employee theft, fraud or sabotage. Terrorist or activist attention if you happen to have the profile or customer base that fits their publicity needs. Espionage if your information will provide someone with a profit opportunity either through market advantage or through insider trading. Lastly, those risks that will impact on the business' ability to trade, e.g. fire, flood, extreme weather conditions and loss of utilities or failure of transport infrastructure.

### Where can I turn to for more advice?

Members of the BSIA Security Consultancies Section are experienced in conducting security risk assessments and audits. Their details can be obtained through the BSIA website.

● For more information, visit the website at [www.bsia.co.uk/consultancies](http://www.bsia.co.uk/consultancies)

  
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