

# Spectrum



The magazine of the British Security Industry Association • Special Issue Summer 2019

A photograph of two security guards in light blue uniforms and dark ties. The guard on the right is a woman with brown hair tied back, looking down at a black handheld radio she is holding. The guard on the left is a man with short brown hair, looking towards the camera with a serious expression. Both have a 'SECURITY' patch with a star on their left chest.

## Security: a career of choice

How the industry is taking radical steps to redefine the role of security in the 21st century

### **Securing a better place for young people**

Exploring the changes in demand for more skills from future talent

### **Apprenticeships in the sector: missed opportunities?**

Highlighting the important changes to apprenticeships and training within the industry

### **The future of security**

What the industry can do to encourage recruitment and education of the next generation to match the advances in technology



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## Editorial

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# Foreword

## *Spectrum IFSEC special foreword*

Welcome to the IFSEC International special edition of *Spectrum*. We are pleased to present to you a bespoke publication dedicated to one of the most important events in the security calendar which, as the voice of the professional security industry, we are proud to continue to play a prominent role in.

IFSEC International is the only stage committed to co-creating the future of integrated security. It is the critical, measured response to a world of ever-evolving threats, inviting every vertical of the security industry to forge the global agenda.

Threats to security continue to be some of the world's greatest challenges, and IFSEC provides a unique opportunity for leading experts and technologies to be seen and tested in an environment focused on keeping people and assets safe. Everybody with a professional dedication to the security sector has a role to play; whether installing physical security equipment, delivering a security service, managing a facility or manufacturing a solution, each one is part of the answer.

The security sector continually requires systems and technologies that are trustworthy and IFSEC is a tangible example of where the best technologies and services thrive under one roof. Security professionals visiting IFSEC can be safe in the knowledge that not only are they exploring first-hand the most innovative and trailblazing technologies, they are also meeting with the world's leading experts and innovators in the security field.

Promoting best practice and high quality standards is a key focus of the UK's security industry, and the BSIA has led the way in educating buyers about the importance of considering more than just the initial purchase price when making procurement decisions. Representing hundreds of the UK's quality security providers, the BSIA's stand is an ideal port of call for buyers seeking a reputable and reliable security provider. Our members adhere to strict standards and enjoy an enviable reputation for producing high quality goods and services.

In this special issue of *Spectrum* we highlight some of the most pressing issues in our industry that we need to tackle head on; that is of the need to recruit and retain the next generation of security professionals, and to recognise, embrace and manage the rapid changes in technology whilst maintaining the highest of standards.

IFSEC International 2019 is set to be another impressive event, with an extensive seminar programme and a wide range of security products and services on show. We hope you have a productive three days and look forward to welcoming you on the BSIA stand.



**Mike Reddington**  
Chief Executive  
British Security Industry Association

# Industry brief

## *Latest news from the industry*

### Graham Bolton joins CSL as International Director



CSL, the market leading providers of Secure Connectivity for M2M/IoT devices, are delighted to announce the appointment of Graham Bolton as International Director.

Graham joins CSL from RISCO where he was responsible for managing the Sales and Marketing operations of the Group's subsidiaries in the UK, Benelux, France, Spain, Italy and Poland alongside partner markets throughout the rest of Europe. During his time at the company, he succeeded in increasing sales performance

across these regions as well as the Group's profitability overall. Graham's other previous roles have taken him across the world, including mainland Europe, South Africa, Latin America and the USA.

Graham commented: "CSL have proven themselves to be the leader in the secure communications market and I am excited to be joining at such a pivotal time in the company's evolution. The company have made a significant level of investment in their technology estate, via the combination of recent acquisitions and network upgrades to build more resilience."

Ed Heale, CSL's CEO, commented: "Further European growth is a big part of our strategy. Graham has a huge amount of experience of the European markets and will be pivotal in delivering CSL's portfolio to a wider international customer base."

### SIA to make changes to ID requirements



Security Industry Authority

The Security Industry Authority (SIA) has made changes to the way that people need to prove their identity when applying for a licence. This means that applicants will need to visit the Post Office with their identity documents.

The SIA is obliged to follow the identity document requirements of the Disclosure and Barring Service (DBS), which are set by the Home Office. These changes will bring us into line with evolving central government guidelines. These new rules came into effect on 15 February 2019.

Until now, people renewing their licence or applying for a licence in an additional sector have only been asked to submit identity documents in certain circumstances, e.g. if they have changed their address since their previous application. From 15 February the full document requirements will apply to everyone, regardless of whether they are applying for a new licence, renewing their existing licence or applying for a licence in an additional sector.

This will mean that people who previously would not have been asked to complete their application at the Post Office will now be required to do so. Businesses using the *Licence Management* service will not be able to accept two Group A documents as they have in the past.



## Guidelines to minimise exposure to digital sabotage published

The BSIA has published Cyber secure it - a summary of current guidelines to minimise the exposure to digital sabotage of network connected equipment, software and systems used in electronic security systems.

These guidelines are designed to assist organisations and stakeholders involved in the manufacture, supply, installation, commissioning, maintenance, and inspection of such systems and also end users and those involved in remotely monitoring such systems.

It will provide confidence throughout the supply chain promoting secure connection of products and services, instilling end user confidence in connected security solutions.

These guidelines are based on international industry best practice and refer to recognised international guidance and standards.

Cyber secure it was developed by the BSIA Cyber Security Product Assurance Group (CySPAG) and the following companies: Bosch Security Systems, Eaton, Horizon Two Six Ltd., ID Cyber Solutions, Securitas, Synetics plc, Tavcom, Thorn Security, UTC Fire & Security UK Ltd, VSG and Webwayne.

To get a copy of Cyber secure it email the BSIA at [info@bsia.co.uk](mailto:info@bsia.co.uk)



## New counting software launched by Nortech

Access control experts Nortech has released a new Windows-based level counting and parking guidance system that provides centralised count management, monitoring and guidance control for parking facilities that have multiple entry and exit points.

NorParc includes a comprehensive range of high-intensity RGB variable message signs (VMS) that use low profile LED matrices offering bright, clear messages indicating available spaces and status messages.

Each VMS display panel can display count values of up to 5 digits and, depending upon the sign variant there are options to display 'FULL', 'OPEN' or 'SPACE' and direction arrows. The range includes single level internal and external signs plus self-contained multilevel information signs.

Further information is available from Nortech on 01633 485533 or by emailing [sales@nortechcontrol.com](mailto:sales@nortechcontrol.com) or by visiting the company's website at [www.nortechcontrol.com](http://www.nortechcontrol.com)



## Full list of national finalists announced for British Security Awards

The BSIA has announced the full list of national finalists of their annual awards scheme.

The finalists now all go forward to the national stage at the British Security Awards held in London on 10 July at the Marriott Hotel, Grosvenor Square.

The BSIA holds its annual awards to celebrate excellence in security both



regionally and nationally in some of the truly outstanding acts of bravery, customer service, team work, innovation and dedication to the industry, recognising those who have gone above and beyond the call of duty in their everyday work.

With over 150 entries the shortlist has been whittled down to 64 finalists over 13 categories.

The British Security Awards will be hosted and presented by journalist and broadcaster Jane Moore, with the Bravery Awards presented by Assistant Chief Constable Sarah Boycott of the West Midlands Police. There will also be a Bravery Award presented to a member of the public and a special Chairman's Award, presented by current incumbent Simon Banks of CSL Group.

Tickets for the event are now available and these can be purchased by contacting the events team on [comms@bsia.co.uk](mailto:comms@bsia.co.uk)

The British Security Awards is sponsored by the following: Camberford Underwriting, NSI, Securitas UK, TrackTik, Innovise, SaferCash, Intersec and IFSEC International.

## Securitas UK achieves Superbrand status for second year running



Securitas UK has been awarded Business Superbrands status for 2019.

The Business Superbrands survey tracks the perception of a wide-range of UK business brands, evaluating almost 1,600 brands across 63 categories this year alone.

2,500 UK business professionals, supplemented by an expert council of senior business-to-business marketing leaders, judge the business brands against the three core Superbrand factors: quality, reliability and distinction.

Brand perception, marketing activities and new product and service developments, are also considered by the judges and only the most highly-regarded brands from each category are awarded Superbrand status.

Visit [www.securitas.uk.com](http://www.securitas.uk.com) for more information

## IFSEC International and Security & Counter Terror Expo to co-locate at ExCeL London, May 2020

The BSIA welcomes the announcement that in 2020 IFSEC will move to a brand new dateline of 19-21 May and welcome three prestigious events alongside it at ExCeL London; Security & Counter Terror Expo (SCTX), Ambition and Forensics Europe Expo.

Building on a rich history of the two exhibitions - IFSEC steeped in the trade and commercial security world and Security & Counter Terror Expo immersed in national security - the collaboration of these key events has been designed to meet the strength of demand for a central focal point for the security industry.

The additional synergies between the first responder focused, Ambition and Forensics Europe Expo, which currently run alongside SCTX, and FIREX

International as well as the wider security community, also lend additional diversity and strength to this new alliance.

To discuss with either the IFSEC team or Security & Counter Terror Expo team about pre-booking a stand space on this highly anticipated 2020 floorplan, please Contact IFSEC.

# Future proofing the industry



**Rick Mounfield, Chief Executive of The Security Institute**

*The Security Institute recently launched a new initiative. 'NextGen Security', that aims to inspire and attract young people into considering a career within the security industry. It's been designed to change perceptions that it's just not the reserve for the 'ex-military pale, male and stale', but a profession for all.*

For as long as I can remember, there has been a debate around vocational experience provided by second career police and military and the academic abilities of those that never served in either. Many security professionals engage in post graduate qualifications to balance that out somewhat, but the truth is, this imbalance cannot be addressed properly in the short term.

The less than flattering connotations of 'pale, male and stale' are not lost on me. Our industry is one that is predominantly male, middle aged and white European; cast from a mould that is generally bureaucratic and inflexible. Now, that having been said, many brilliant security professionals fit that description and have adapted to the new technical threats and are indeed innovative in their mitigation advice; but it's still true that gender and ethnic imbalances are extant. The question is how do we ensure we future proof our safety and security whilst addressing these shortfalls?



In a financial climate that is uncertain, with Brexit impacts unknown, what options do our young people have for job security? Ironically, one thing is certain...security will be a high priority for the foreseeable future and therefore careers in security will offer job security.

The security industry is one that is deemed to be the sole remit of the ex-police/military sorts. The general public, by and large, only recognise frontline security, not realising that there are hundreds of security focused employment roles within every trade. Teenagers are not encouraged to consider security as a life long career path; one secondary school career advisor recently summed it up by stating that "we like our kids to aim a little higher". Well, The Security

Institute aims to address this misconception.

At a Step Change Summit earlier this year, I was approached Paul Barnard of Ward Security with an idea on how to address these negative perceptions. Together we formulated an aspiration to educate GCSE aged children that whether they were Science, Technology, Engineering and Mathematics (STEM) capable or not, there is a role in security for them. The NextGen Security initiative was conceived.

*"if you have an idea of a trade path, there is something in security for you."*

Over the past seven months, the Security Institute has built a stakeholder list of over 60 companies and government agencies that are willing to back this initiative and it all starts with a trade show. The first one being 19 Events' own International Security Expo at Olympia in November. The target audience will be invited initially, from within the excellent Volunteer Police Cadets. As it grows, the audience will diversify.

The programme begins with a VIP tour of the show to demonstrate that there is more employment roles in security than any of us could list. From IT & cyber security to multiple engineering pathways, textiles to loss prevention - if you have an idea of a trade path, there is something in security for you. We will show them drones, armoured vehicles, defensive architecture, cyber, manned security, policing, disaster relief, medical, CCTV and all things tech so that they will depart with a new perspective on what the industry provides as a service to the safety of the public.

Phase two is the reinforcement through work experience and mentoring on educational pathways to achieve their dream job. The Security Institute is gathering work experience opportunities from a wide variety of security businesses weekly. We have support from NCSC and Cyber First for children with those aspirations. Secondary Engineer Institute for teens will assist with engineering pathways, National Counter Terrorism Policing HQ, The National Business Crime Centre and other policing departments will provide support that also reinforces initiatives like Action Counters

Terrorism, (ACT) reinforcing Run, Hide Tell amongst others. The BSIA's own security engineering inspired initiatives will be introduced to the children that also wish to explore those routes. At least a dozen companies are offering awareness of the variety of security officer careers with real promotional pathways that would rival a



military or policing career. The list is endless.

When we complete the shows in the next 12 months, there will be another cohort of children ready to start year 11 and we will do it all again. Hopefully, each year will be better than the previous one. So, if you are reading this and believe that your company could offer a work taster to inspire a teenager, please get in touch at [info@security-institute.org](mailto:info@security-institute.org).

In ten years' time, we hope that the industry will be more balanced, home grown talent blended with the second career talent, well prepared to counter the security challenges that are coming.

For more information visit [www.security-institute.org](http://www.security-institute.org)



THE SECURITY  
INSTITUTE



# The future of security



Experts in the industry are rallying to improve the public perception of careers in security. **Simon Banks**, the new Chairman of the BSIA, discusses what the industry can do to encourage recruitment and education of the next generation to match the advances in technology.



Almost everyone in our industry arrived here by accident. It's unlikely that anybody sat in front of their Careers Advisor and spoke about their aspiration to join the security industry. The European security industry is worth upwards of €26 billion and is set to double over the next eight years with close verticals IoT/M2M/comms and cyber growing exponentially. Engineering is a noble profession and as a service industry we have many engineers – but nowhere near enough to sustain this growth. To be blunt, we need 30,000 additional skilled engineers.

I've often said that innovating new ideas and setting growth initiatives is futile without the skilled labour to install our advanced products. There is a lot of change on the table and many opportunities for the Security Sector to grow in-line with the best technology available. Our sector is the natural home for when technology meets security, automation and advanced analytics. The BSIA has two unique strengths relevant to this growth strategy. Firstly, its ability to develop, produce and regulate industry standards. Secondly, to deliver skills to our sector through its very own training academy, Skills for Security. The BSIA is at the forefront of ensuring our industry stays relevant and in control.

New innovations are set to link our sector even more closely with the emergency services. This includes ECHO (Electronic Call Handling Operation) designed to reduce the pressure on the emergency services and Alarm Receiving Centres by reducing call handling times and

errors that can occur from manual processes. In effect, it aims to deliver centralised, fully automated electronic call handling services.

The role of the Insurance companies has changed with the 'new risks' such as climate, notably flooding, being top of their risk agenda. Second to this is Fire, leaving Security in third place. This shift in risk ownership means that our industry must take responsibility for Security to ensure that any negative impact is minimised through technology, skills and services. This presents a major growth opportunity for the people that currently trade within our sector.

The future of the security industry lies in the hands of those who truly understand it, not Amazon, Apple or Google. These companies provide great resources but are on the periphery of our ecosystem. It's up to us to gather the best of their services and provide our customers with a holistic security solution that keeps pace with technology but has the wisdom of our experience. Additionally, young people are well suited to a career in a fast growing, technological sector. It's a win-win for all concerned if we recruit for tomorrow's world. The security industry can offer a diverse range of career paths including engineering, IT, product design, marketing, sales and many more. An apprenticeship in fire and security offers a credible route into a solid future career with many diverse electro-technical pathways and the opportunity to earn while you learn.

As chairman of the BSIA, I intend to position the

association to benefit from all the opportunities available to make sure we own the future, not anybody else! I urge all 15 sections of the BSIA, from guarding to lone worker and cyber to security installers, to support the BSIA in helping our industry move forward. We need your support and cooperation to provide the very best early warnings, Government lobbying, training and the best standards that help protect the security sector's professionals.



DRIVING APPRENTICES  
FORWARD TO CLOSE THE  
SKILLS GAP



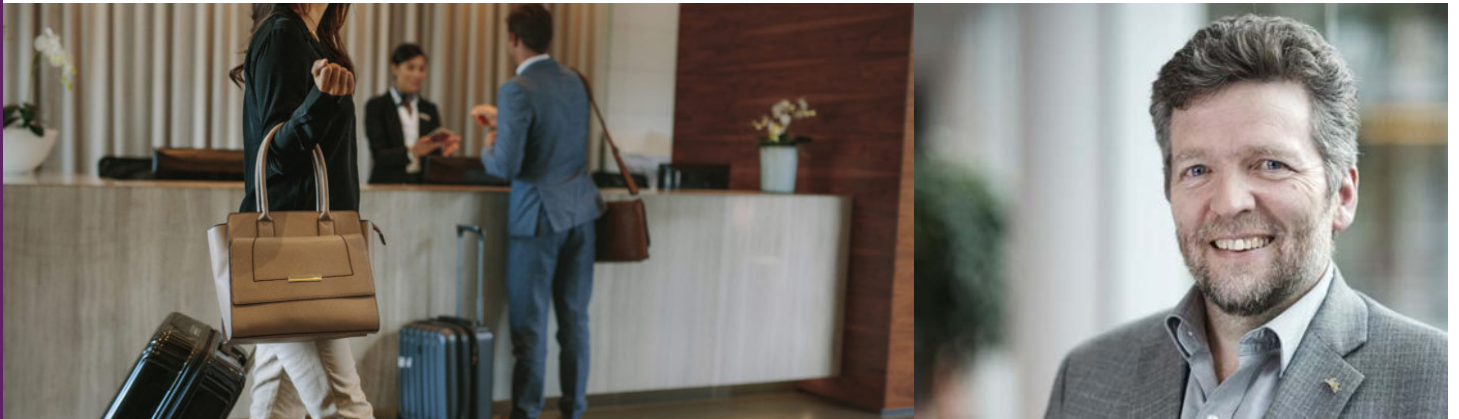
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# Paul Moxness on winning respect and changing mindsets in hotel security

**Adam Bannister**, Editor IFSEC Global meets Paul Moxness, who has won the security community's respect over a career spanning 30 years.



It's safe to say they respect him now – and then some: Moxness topped the security executives category in our security & fire influencers 2018, based on nominations from industry peers.

The Canadian has spent much of his career in the European hotel sector but returned to his homeland to co-found the Always Care Consulting Company, a strategic consultancy that develops bespoke programmes that improve security, safety and resilience, specialising in the hospitality sector.

We spoke to Moxness about winning the respect of his peers, the challenges of protecting people and property in the hospitality sector and the most notable changes he's witnessed in the sector over the years.

## Could you give me a brief summary of your career so far?

**Paul Moxness:** "I started as a night security guard in a hotel in Oslo, Norway.

They didn't want to hire me [at first] because I knew nothing about hotels or security and had a university education. They just wanted a kid straight out the military. But there were only two applicants and the other person withdrew their application – so they were stuck!

So 30 years later I retired from the same company as VP of Global Safety and Security for the Radisson Hotel Group.

The company has gone through some changes

on the way, but they just kept promoting me.

*"It was a challenge for me to be accepted because I had a different background"*

So when we aligned with Carlson Companies, I became the first person in a global role for Carlson Rezidor, now the Radisson Hotel Group.

I globalised the safety and security programme for all the brands and other companies Carlson owned at the time. So yeah, it's been quite a ride.

I retired last June and relocated back to Canada. So I left Canada when I was 18 to spend a year in Europe and it took me four decades to get back."

**Your background is unusual insofar as most security professionals seem to have a military or law enforcement background...**

**Paul Moxness:** "Yeah. I had to learn the security part on the fly. When I started in Oslo, Norway was heavily involved in trying to broker a peace deal between the Israelis and Palestinians, so we had a lot of high level delegations stay at our hotels.

We had the first official trip Yasser Arafat took. He was living in exile in Libya I think at the time.

So I learned a lot about security, about collaboration with law enforcement, security services, and the diplomatic side of things.

But after I was promoted to my corporate role in the early 90s, it was a big challenge, for many years, for me to be accepted into the security community because I had a different background.

Neither Canada nor Norway would give government security clearance to me. And at ISMA and other industry events the first question you got was "what's your background?" The most common one I get is "what agency did you come from?" The only answer I could provide was "manpower" or "Kelly Services" or something like that...

It took a long time to get really accepted into the security community. I can understand that to a certain extent but there's now a need for more diversity – culturally, intellectually, academically. It's important that we learn to open up without compromising the integrity of the community, which is really close-knit."

**So how did you win them round? You clearly have – and then some – given you topped our security executives influencers category....**

**Paul Moxness:** "Number one, I wasn't trying to win them round. It wasn't about manipulating people to like me; it was about contributing what I could, where I could.



So having a different background, having operational experience from a high and broad level, in hotels [helped]. There was more and more focus on duty of care for company employees who were travelling.

In 2005 Marriott wanted to set up a hotel security working group where we could collaborate between global hotel groups to share information, best practice, threat assessments, help each other going into new markets. And so I hosted the first meeting of that group in Brussels in 2005.

### ***"We were held up as an example to other industries"***

After the attacks in Delhi we gathered all security directors from different hotel groups together and gave them high level training, where each global hotel group contributed trainers and training materials. With the support of OSAC and the State Department, we could provide really high level training at a really low cost.

That's been going on for 10 years now and was really recognised by other industries. Since then OSAC has probably about eight or 10 common interest councils for different industry groups and we were held up as an example of how this could happen.

So that helped people understand that I wasn't just a hippy who couldn't get another job when he finished university! I was accepted over time."

### **What are the security challenges you find in the hotel sector?**

**Paul Moxness:** "Two things: number one is the hotel sector has no industry-regulated and recognised standards. Aviation and transport and a lot of manufacturing sectors have an industry body that pretty much regulates a lot of their security standards.

So it's really hard for companies that want to do due diligence on hotels to compare. Any company will say "we have our brand standards, they're proprietary, but we audit them so trust us."

So companies send out checklists to the hotels. Hotels check the right boxes so they can get the contract and send the forms back. That's not necessarily a great verification process for duty of care.

At Radisson we were the first company that signed an agreement with a certification company that did independent audits of hotels towards an independent standard. Safehotels would audit the hotel and work with them until they fulfilled the standard.

Then they publish that on their website and some companies have agreements with Safehotels ensuring that hotels are prioritised in their company booking systems for employee travel.

But it's a challenge to get acceptance for that in the hotel world because safety and security

is still not the highest priority for some companies. There's still a fear that if we talk too much about it, people will stop staying with us. But I think in today's world it has to be completely different.

When I started I was told straight up: "You will never have a positive interaction with a customer." Security is only involved when something bad happens.

But safety and security are actually good things if you look them up in the dictionary, so we need to change that mindset."

### **What are the biggest changes you've seen in the industry during your career?**

**Paul Moxness:** "Everyone involved in hotels and travel is more security-aware than they were before. There's much more focus on what everyone calls 'duty of care'.

I'm not sure if it's because we see so much security now, or it's talked about so much, but there's a huge expectation.

We first did training for the OSAC Hotel Security Working Group in 2009 in Mumbai. When we returned, to New Delhi – I think between 2015-2016 – the difference in the quality of security managers that came to the training was like night and day.

### ***"Sometimes people think that a good CCTV system means they won't have a security problem anymore"***

They were more aware, more open, more tuned in to everything, from technology to training. I think that's true generally, but especially in the hotel industry. People are much more aware of safety and security issues and how they can contribute.

And then there's a lot of new technology, which is really helpful. The only danger is that sometimes people think that if they just buy a good CCTV system, they won't have a security problem anymore."

### **How can a young security professional progress their career?**

**Paul Moxness:** "The more you know about the business you're working in – whether you're an accountant, security guard, or cleaner – the better you can be at your job.

Back when I was a security manager in the hotel, we did a test – I have a psychology degree, which is probably why I think like I do. We asked staff members: "If you're at a social function and someone asks what you do, what do you say?" And my opinion was that people who said "I work in sales" or "I'm an accountant" were not the right people for the job. They should first say: "I work for Radisson and I'm in the accounting department".

So in security, we were taking care of guests staying in the hotel. You're not the police or

law enforcement – your main focus is that everyone working or staying in the hotel should be taken care of.

Which is why we developed our slogan, 'always care'. We would say to all employees that if you care about people, if you care about property, if you care about the world around you, you can take better care of it. So it has to start there.

That's a much easier way to explain the safety and security function and the need for it, rather than trying to say: 'These are the rules and we have to follow them'."

### **What have you been doing since retiring?**

**Paul Moxness:** "After I retired from Radisson, they retained me as a strategic consultant.

And so I set up The Always Care Consulting Company, but mainly I've been continuing to support the Radisson hotel group around the implementation of a five-year strategic plan.

I have also supported the European hotel industry to contribute to their role in the EU action plan for improved protection of public spaces. I want to show them this is not something scary and expensive. There is so much publicly available material produced by governments that can be put into direct use in hotels. The only problem is it sits dormant on websites or gets published in folders and brochures that nobody reads.

So we're trying to push that more proactively out to hotel organisations so they can share with their members and build awareness.

It will be better for everyone: from guests staying in hotels to the company that has to sign a contract for traveling staff, to the hotels themselves. The hotels probably want to do it, know they are supposed to be doing something, but don't have the internal resources to do it and don't know where to look for the free resources out there.

Surprisingly, the EU has been very pragmatic in their approach, saying they don't want to have a thousand meetings. They want to make some positive, practical changes to share with both the public and the private sector."

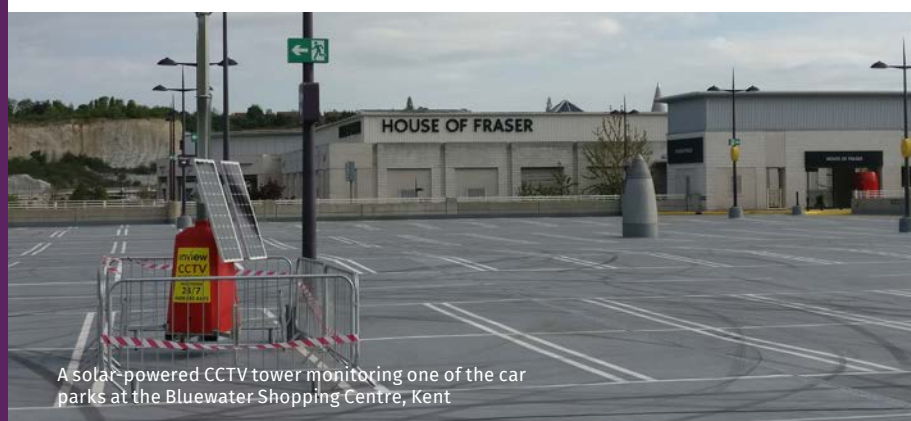
### **How did it feel to be nominated by your peers and ranked as our #1 influencer in our security executives category?**

**Paul Moxness:** "Being selected as a global influencer last year was quite a shock and surprise. Unexpected, but I really was grateful to get that just as I was retiring from a company I worked in for 30 years."

# GDPR : One year on and it's a compliance mess



**Andrew Crowne-Spencer MIET**, UK CCTV & Technical Manager at Clearway Services, Dartford looks back over the last year since the General Data Protection Regulation legislation became law and discusses the next steps in order to avoid a 'compliance mess'.



It's exactly a year since the General Data Protection Regulation became another piece of red tape on our radar with which we need to comply, not that I don't think it's very necessary to maintain an individual's right to a certain level of privacy. However, a recent investigation by Clearway across our database has revealed alarming levels of non-compliance, in particular where the use of CCTV is concerned. The reasons for this worrying discovery were multiple, but appeared mainly to be because the management responsible hadn't bothered to read all the regulations in enough detail, don't think they apply to them, are too lazy to comply with it all or simply don't understand them. It's a very sorry state of affairs.

First invented and used in 1942 during WW2 by the Germans to monitor their rocket testing, and then rolled out commercially in the USA in 1949, it wasn't until 1968 in New York that CCTV first appeared on a public street. However, CCTV cameras are now a fact of life and surround us. Six years ago, the BSIA estimated there were nearly 6m in the country, including 750,000 in "sensitive locations" such as schools, hospitals and care homes, and there are some 15,600 on the London Underground network alone. Other estimates put the national tally far lower at 1.85m but it's virtually impossible to clarify the figures with any degree of accuracy without checking every single property and street from Scotland to Cornwall as they are literally everywhere.

Whichever figure is nearer the truth, that's still a lot of cameras, which may persuade some people we live in a 'surveillance society', anathema to those who champion our right in the UK to privacy, freedom of speech and movement.

However, there is no doubt CCTV protects businesses, homes and public property while providing police forces and security organisations with a vital tool for both deterring and solving crime. Given the increasing current paranoia about terrorism, especially in high profile buildings and travel hubs, and the development of more refined technology, one wonders just how many cameras there are watching us anywhere and everywhere.

Lack of mains power is no issue as CCTV on inView Towers and mobile

units have full solar capability. We supply them to clients for everything from construction sites and car parks, to agricultural locations and events and festivals. No doubt critical situations are also quietly observed from a satellite in space although we don't yet offer that service! In this day and age there is definitely nowhere CCTV can't go.

Since our streets and buildings bristle with CCTV cameras everywhere, inside and outside, recording details and images of our comings and goings (it's estimated that the average Briton is captured on CCTV around 70 times per day) most people believe this is a small compromise to privacy necessary for improved protection from crime. However, facilities, building and security managers or property owners really need to check their compliance to GDP Regulation is up to scratch before someone complains and they face a hefty fine and all the attendant negative publicity.

One year on from the introduction of the new legislation, it is reported that EU GDPR fines totalled €56m, with more than 200,000 investigations, 64,000 of which were upheld. Admittedly, €50m of the €56m total was a single fine against Google in France, but the figures on investigations can't be denied. The Austrian data commission was the first to act after only 4 months of the new regulations coming into force, fining a sports betting cafe owner who had installed a CCTV camera on the front of his property that also recorded a large part of the pavement where the public were walking past. The commissioner found this to be in violation of the regulations as monitoring of public spaces is not permitted. In addition, a further offence committed was lack of signage about the presence of a camera conducting video surveillance.

When you think about it, as you are out and about yourself, do you really see or notice advisory signs about CCTV, as much as you should, given how widespread it is? Furthermore, have you any idea where all these CCTV images are stored, or if they're deleted after a short time, or perhaps shared with other parties? Who really knows where you are going or what you are doing?

I believe the answer is a resounding no. The whole point of CCTV is security, and its deterrent factor in part, as well as recording the criminal





activity to assist law enforcement bodies in detecting the perpetrators. Therefore, if trespassers or criminals don't even realise they're on camera, as is what we suspect in a lot of cases, what sort of useless deterrent is that? Also, just how good are the images the cameras are supplying? If they're grainy or blurred due to old or faulty equipment, or not set up correctly, that doesn't help anyone except would-be trespassers or criminals. Ten years ago it was reported that 95% of murder cases investigated by Scotland Yard used CCTV footage as evidence, yet latest data suggests 80% of footage now available is of such poor quality it's almost worthless.

That apart, I find it staggering that so many companies or organisations, even public sector ones, don't seem to realise that if they're not properly complying with GDPR they can be penalised financially because of it.

The following example was found on one site recently. It's a great illustration of common compliance failings.

The DVR from the security CCTV feeds was sitting on the organisation's reception desk in the building foyer with the monitor on top showing the images. No one was on regular duty at reception and while we watched, someone leaned over the desktop to look at the monitor to see if their taxi was at the front door and was busily watching the feed from all the cameras. Moreover, the username and password for the system was on a sticker attached to the monitor (we've redacted it on our image). Then, when we walked outside, we discovered all of the CCTV signage was so worn and old that the contact details had faded away and were illegible.

The message from all this is simple. Check the CCTV systems you are responsible for are doing what they should, and you are complying with the GDP Regulations. Because someone, somewhere will be watching what you're doing sooner or later.

#### Some key failures we came across in our nationwide investigation of CCTV and GDPR, in no particular order:

- Failure to fit signage or keep the information on it accurate
- Failure to carry out a GDPR risk assessment prior to CCTV deployment
- Leaving DVRs (digital video recorders) unlocked or unsecured so anyone, not just designated security personnel, have access to footage
- Failure to ensure the lenses of CCTV cameras are appropriately directed or are masked so that inappropriate footage is not recorded, and, if the data is shared with other parties, for example to monitor specific individuals, then innocent people are blurred out, a simple matter to deal with using readily available modern software
- Having CCTV monitors which are viewable by the public
- Failure to have trained staff monitoring the CCTV
- Leaving usernames and passwords as default settings or noted next to the equipment
- If the images are to be shared with other organisations, for example the police, Transport for London, or other security service providers, failure to manage this appropriately to conform to GDP Regulation.

# An Interview with Mike Reddington, Chief Executive BSIA



Mike has spent the first six months of this role visiting BSIA members and sharing our key messages with them. Here's a reflection of his first Q&A after joining the Association.

**The BSIA is well established and respected within the industry. What is your proposition as incoming Chief Executive to continue to add value to the BSIA for both established and potential members?**

**MR:** "To ensure the BSIA remains the leading voice of the professional security industry and membership of the association is clearly recognised as the kite-mark for quality and professionalism in the sector. This will be achieved through our continued participation within relevant standards and approval organisations coupled with close working relationships with insurers and police authorities."

**What makes the BSIA important and necessary for the security firms it represents?**

**MR:** "The BSIA provides its members with a vehicle to collectively provide input and feedback on standards and potential enhancements within the security sector. It also enables its members to develop and share best practice that develops, enhances and progresses the services the private security industry delivers."

**What are the challenges within the security sector that the Association can address?**

**MR:** "Ensuring a high level of quality and professionalism is maintained in the private security industry through appropriate standards and best practice. With changing attitudes and fast approaching tech disruptors, it has never been a better time for the entire sector to work together to ensure the professional companies stay one step ahead."

**Training is a key component of the BSIA offer. How will Skills for Security reach out to the engineers of**

**tomorrow and plug a much needed skills gap?**

**MR:** "The BSIA has a training section with a number of leading industry training members and also has its own, wholly owned subsidiary, Skills for Security (SfS) which specifically focuses on apprenticeships. SfS and the Training Section members are continuing to develop specific industry related training programmes in order to make these more accessible to companies and individual candidates who want to operate in the private security industry. These initiatives will ensure the industry has the appropriate trained and skilled employees to meet the requirements of the industry in the future and support our growing market."

**What changes do you feel are necessary in the security industry at the present time?**

**MR:** "Given the increased pressure on our police force and the increase in recorded crime rates, it's critically important that the general public recognise the role that the private security sector can provide to support and protect them. Through developing increased partnerships between the Police and the private security industry, members will help reduce crime rates and make people feel safer and more secure in their homes and businesses."

**How do you feel the traditional notion of security is changing and why?**

**MR:** "Technology is developing at a rapid pace and with that the solutions available to protect people, property and their possessions has significantly improved. It is therefore important that both the private and public sectors are aware of these developments. All stakeholders should embrace them and work with recognised quality companies to deliver the latest solution to meet their security needs. BSIA members are ideally positioned and capable of doing this."

**Do you have any plans you would like to share for the BSIA members/**

**industry and the journey ahead?**

**MR:** "I would actively encourage all existing members to engage with the BSIA and their fellow members to continue to develop standards and best practice. These initiatives deliver quality and professionalism to the private security industry and meet the 21st century market requirements. I would also encourage companies that are operating in the private security industry - that are not currently members of the BSIA - to join the Association so you may have an input into the positive development of the industry you are operating in."

**What will be your primary focus in the role of Chief Executive of the BSIA?**

**MR:** "To increase active engagement of existing members and recruit new members which will ensure enhanced development of the private security industry in terms of standards, quality and best practice. The BSIA will continue to be recognised as the leading voice of the professional security industry through active engagement of its staff and members with governing bodies, Police, Insurers, press and the general public."

**We are told we never stop learning. How has what you have learnt in your past experience prepared you for success in this role?**

**MR:** "I have been fortunate to work with many quality organisations and some very talented colleagues and learnt many things from them. I feel this has enabled me to develop a deep knowledge base and a large tool kit of skills that I can draw upon no matter what business situation I am faced with."

**What would your ideal work day look like?**

**MR:** "Actively working with BSIA colleagues and members of the Association to deliver clear value and positive results to our members and the overall private security industry; and by doing so, demonstrating quality and professionalism."



# BSIA welcomes new forensic science compliance and drive for increased quality



From October 2017, it is mandatory that law enforcement agencies disclose to the Courts if forensic evidence they're relying on in a prosecution is compliant with the Forensic Science Regulator's Codes of Practice (Codes), the risk being that non-compliant products or services will be ruled inadmissible.

This has serious implications not just for the police service but the security industry also, whether users, buyers or suppliers of forensic products and services. For example, a company that contracts with a supplier of forensic spray systems that is not compliant with the codes, could find that any resultant forensic evidence is ruled inadmissible in Court, reducing their deterrent value.

In 2012, the Government abolished the Forensic Science Service, which was the main provider of forensic services to the Courts, leaving it open for commercial companies to fill the resultant void. However, following the collapse of several high-profile Court cases, including the Radox Laboratory, which is now subject to a criminal investigation, the Regulator is seeking statutory powers to be able to ban sub-standard providers.

In her annual report, the Forensic Science Regulator, Gillian Tully, said: "Without statutory backing for my role, a number of small and microbusinesses have chosen, for financial reasons, not to move towards gaining accreditation and those that have met the quality standards have not yet been fully rewarded through the contracting process.

"Those not moving towards compliance should be in no doubt that their products and services will gradually receive fewer commissions and

their Practitioners will face more challenges in Court."

The Asset and Property Marking Section of the BSIA welcomes the drive for increased quality. It is absolutely right that suppliers of forensic products and services have to be independently accredited as being compliant, to prevent and reduce the risk miscarriages of justice, wasting police time and public money, resulting in the reduced credibility and reputation of the forensic security sector.

Mike Reddington, Chief Executive, BSIA, said: "Our role is not only to promote our members' products and services but also encourage them to operate to the highest possible standards. Consequently, we applaud the Forensic Science Regulator's drive for quality and confirm where relevant, all members of the BSIA are compliant, or are working toward compliance with the code for sound commercial reasons."

Contact the BSIA at [info@bsia.co.uk](mailto:info@bsia.co.uk) to find out which companies comply with this Code of Practice.



# Securing a better place for young people to work



**Laura-Jane Rawlings**, CEO Youth Employment UK

*With uncertainty around the impact Brexit will have on the workforce, an increasing demand for skills and labour and of course an aging population, businesses must turn to future talent as a way of shoring up their future staff demands.*



Whilst every sector has their own challenges in tackling future demands security hasn't had the history of established apprenticeship programmes or accessible entry level points that other sectors including engineering or hospitality have had. The security sector is starting to change the traditional image but there is still plenty to do to ensure that young people know about and are inspired by the sector and its varied career choices.

Despite what you may have heard young people are eager, enthusiastic and ready to learn about the world of work. With the right training in place and a better understanding of the youth landscape there are benefits and returns for both employers and young people.

Designing processes, pathways and campaigns to attract young people in to the industry is difficult, especially when you have to start from scratch. Young people seek work in different ways and employers can unintentionally put barriers and challenges in place because they don't have the experience of attracting and recruiting a diverse young talent pool.

One of the most common barriers we see is employers expectations of school leavers, many expecting young people to have work experience or demonstrable "employability skills". However, not all schools provide work

experience and access to early work experience opportunities and 'saturday jobs' is greatly diminishing. Therefore many young people leave education with little work experience or work based skills.

Employers expecting high levels of work experience (when very few organisations offer it themselves) will set young people up for failure. We would question whether it is really needed; most entry level roles require enthusiasm, communication skills and a desire to work - the rest can be taught on the job and through good training.

Think about the processes you have in place for young people to apply for work - do they encourage young people to show off their potential or do they focus on an expectation of work experience which is outdated?

These issues are not insurmountable and with support and guidance employers soon see the advantages of being a Youth Friendly Employer. Not only can working on your youth engagement strategy meet business's long term strategic aims but young people add huge value to an organisation, bringing innovation, enthusiasm, workplace diversity and loyalty.

Our Youth Friendly Employer Award encourages employers to support young people in three ways -

**Explore:** engage with local schools or community groups so you can provide an insight into your sector and world of work. This engagement will also help you to better understand the experiences young people are having today.

**Experience:** look to offer work experience; this could include work shadowing, mentoring and other types of experiences so young people can build the skills and confidence they need.

**Employment:** understand the range of routes into your business that young people can come through and how they can develop once they are employed by you.

The guidance we provide as part of our Youth Friendly Employer Award gives you a practical, step by step guide to assess your processes and to support you in building best practice around your youth employment strategy. You can find out much more and read some top tips and advice on our website.

For more information visit  
[www.youthemployment.org.uk](http://www.youthemployment.org.uk)



# Diverse, dynamic and dedicated



**Ed Sherry**, Programme Director, Volunteer Police Cadets.

Since 2012, a quiet revolution has been underway in how police across the UK interact with young people, with the introduction of a nationally recognised Volunteer Police Cadets (VPC) programme. There are now over 12,500 young people in the VPC, who during 2017, volunteered over 400,000 hours in support of their communities.



The Volunteer Police Cadets is no longer a recruiting ground for the police, but instead aims to open up policing to young people from all communities, including those from challenging backgrounds. It aims to give them a better understanding of policing and inspire them to play an active part in their community. Every effort is made to ensure that youngsters who have had a challenging start in life are offered a second chance to succeed, as the quote from a London cadet describes: "I noticed other talents I had and I'm going into studying for GCSEs instead...my behaviour has changed. I used to do a lot of crime, robberies and then I stopped".

*"Every effort is made to ensure that youngsters who have had a challenging start in life are offered a second chance to succeed."*

A key aspect of the VPC is that the local units should represent the diversity of their local community and this is reflected in the make-up of the young members:

- **50% split between boys and girls**
- **30% identify as black or another ethnic minority background (this rises to 98% in areas of London)**
- **27% are identified as coming from a background where they have been identified as vulnerable to crime or social exclusion**

It is a reality that for many of the young people in the VPC, a career in the police may not be their first or the most appropriate

career choice for them. However at 18 years old, this diverse group of young people have a wide range of transferable skills; they are used to working in teams, solving problems and committed to values of British policing, thereby making them 'employment ready'.



The partnership with the Security Institute is extremely exciting as we see a real potential for the VPC to create opportunities not only for our young people, but also a great opportunity for the security sector to engage with and offer opportunities to a diverse and dynamic group of young people who will better reflect the communities we serve and protect.

For more information email [ed.sherry@vpc.police.uk](mailto:ed.sherry@vpc.police.uk)

# Working together to fight crime

**Angela Singleton**, SelectaDNA discusses the latest hi-tech weapon that has been developed in the fight against lawless moped gangs and is one of the new, innovative tactics helping to increase collaboration between police and the security industry.

Drive-by thefts carried out by moped-riding attackers on stolen mopeds and scooters has increased in recent years. The attacks have been a scourge of cities like London and Edinburgh, but the Police may finally have found the answer to the problem.

By arming officers with synthetic SelectaDNA spray that tags offenders with a unique forensic ID code, it gives them a valuable weapon that can help track down suspects and link them directly to a crime scene.



Police figures have shown it has reduced moped-related crimes by 60% in both London and Edinburgh, and it also appears to be acting as an effective deterrent.

James Brown, Managing Director of Selectamark Security Systems, which produces the SelectaDNA range of technology, said: "It makes criminals really assess the risk they're willing to take and what lengths they will go to in order to ensure they aren't traceable. DNA solutions provide a link back to a location or a crime – and that's a criminal's worst nightmare."

The formula uses synthetically-manufactured DNA particles to create a unique identifier that can be carried in substances such as sprays, adhesives, gels or liquids and applied to items like IT equipment, machinery, vehicles and tools. It can also be used to protect items like antiques and jewellery.

However, it's not just in London and Edinburgh where the Tagging Spray has been a success. Police in the West Midlands, West Yorkshire, Merseyside, Cheshire and Surrey are among the many other forces now on board with this highly effective method to identify a DNA-tagged suspect.

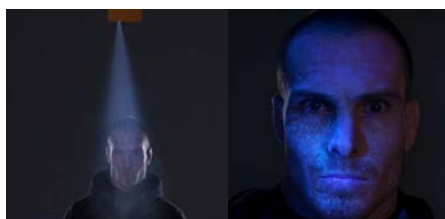
The Tagging Spray technology also has applications in the sports and retail sectors, with security teams at Liverpool FC carrying it to deter unrest on match days at Anfield stadium, while Harrods and JD Sports are also customers.



In Staffordshire, the Defence Spray is being carried by specially trained officers from a BID in Lichfield who have been using it to protect jewellery stores as part of a new shop security scheme.

Brendon Stewart, Supervising BID Support Officer, Lichfield BID, said: "We have had a very positive reception from our jewellery store members during the ShopSafe rollout. Stores are definitely feeling more confident now they have the added protection of the Defence Sprays."

SelectaDNA has also developed an Intruder Spray System that helps protect buildings from burglaries and robberies. A canister system is placed above doors and windows that, when triggered by a break-in, sprays the offender as they enter. It contains an ultraviolet tracer and a unique DNA solution that police can swab to take evidence in any prosecution.



It's being used by organisations including Tesco, McDonald's, the Post Office, Shell and Balfour Beatty, which also display deterrent warning signs on their premises about the spray being used to act as a deterrent.

Operation Guard, which used the Intruder Spray to deter commercial burglaries, was launched by Greater Manchester Police (GMP) after a successful scheme in 2018 saw a 24.6% reduction compared to the same period the previous year.

James Brown said: "While CCTV is very useful, if the offender is wearing a hood or balaclava, they can't be identified very easily. But the police will often have a good idea of who it is in a local area so it then gives them the ability to apprehend that person and take a sample of the solution from their skin.

"If the analysis matches it with the property, it proves the individual was at the crime scene at the time the offence took place – and that gives the police the necessary evidence to convict that person."

The deterrent factor has also been highly effective at Network Rail, which uses DNA marking to mark copper cabling on the railways and puts signage up by the tracks saying it's DNA-protected.

"On the HS1 route, it's helped to completely eliminate cable theft, and that's without actually catching someone doing it," said James.

And although the SelectaDNA Intruder Spray and Tagging Spray products have helped to increase police crime fighting efforts, property marking remains a trusted crime prevention solution resulting in an up to 83% reduction in household burglaries.



In another great example of collaborative working with the police, Selectamark was recently appointed the 'official supplier of forensic property marking product to the Metropolitan Police mobile technology'.

The Met and Selectamark are now working together to mark and protect 35,000 mobile and laptop devices being issued to MPS officers.

The devices are being DNA-marked so that in the event that a mobile device or laptop is lost or stolen, it can be traced back to the MPS if recovered, and can also incriminate an offender if they are found with stolen goods on them.

James Brown concluded: "Crime really does have a big and long-lasting effect on victims, whether it's a residential burglary, street robbery or a petrol station employee being confronted by armed robbers.

"Even things like copper wire theft could result in bringing down electricity networks in residential areas or a hospital, or it could be people stealing lead from the roof of a church and causing thousands of pounds worth of damage.

"These are all a big deal, so there's an element of pride in what we're doing by helping police to drive down these crimes."





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24/7 Reporting





# Apprenticeships in the security sector: missed opportunities?



**Peter Sherry**, Managing Director of Skills for Security

*Apprenticeships are back, yet many employers aren't up to speed with recent changes that have the potential to revolutionize the industry.*



Apprenticeships have been with us since the Middle Ages – when upper-class parents would send children to live with other families, to learn. In 1563, these often informal but respected arrangements were standardised within a national apprenticeship scheme – ensuring that masters could have no more than three apprentices at any one time, and that apprenticeships couldn't exceed seven years.

As the industrial revolution took hold, apprenticeships gained a reputation for exploitation, leading to the repeal of the national act, a little over 250 years since its inception. Apprenticeships, however, didn't lose their popularity. Indeed, training for certain trades, such as engineering or plumbing, became firmly apprentice-driven. At the start of the 1900s, it's estimated that as many as 340,000 apprentices were learning a trade – and by the 1960s, over 30% of boys became apprentices upon leaving school.

## A slow decline

That's a long pedigree, but apprenticeships fell out of favour after the 1960s, declining slowly but steadily. This was caused by the reduction of the UK's manufacturing base, declining trade unions, lack of funding, removal of

legislation and the subsequent increase in post-16 education. By the early 1980s, there were half the number of apprentices there had been just fifteen years before.

## The rise of the modern apprenticeship

Apprenticeships were rebooted in 1993, as 'Modern Apprenticeships' – after which NVQs were introduced and the apprenticeship evolved to embrace new trades, new ways of working and new generations of learners. But although apprenticeships have changed, it seems that – for many – our view of them hasn't.

## We assume we know what an apprenticeship is

Ask most people to describe an apprentice, they'll talk of non-academic, working-class 16-year-olds, perhaps a little older, embarking on their first post-school learning by enrolling in a September-term apprenticeship. It's often taken for granted that an apprenticeship is a youth's introduction to an employer. Many think of apprentices as young. They believe

that only manual trades offer apprenticeships. They guess that employers fund most of the learning – and believe that apprenticeships are just for a company's core skills. In the security sector, for example, this is likely to be the fire, emergency and security systems apprenticeship.

Yet, just as change has come to business, so change has come to apprenticeships – particularly in the last set of government overhauls. Many businesses in many sectors have yet to fully get to grips with significant changes which, in many ways, upend our understanding of what an apprenticeship is, or can be.

## Today's apprentices are different – way different

Let's start with funding. There's substantial financial help for organisations, with many apprenticeships being up to 90% funded. This definitely makes apprenticeships fall into the 'why would you not?' category of business investment. Organisations with a pay bill of more than £3 million (less than 2% of UK employers) are subject to the apprenticeship levy of 0.5% of their pay bill. Introduced to encourage larger businesses to invest in





apprenticeships, the levy fund is flexible – employers can choose, broadly speaking, how it is spent. It's even possible for an organisation to establish its own academy and control its learning.

Next, on to age. Today's apprentices can be any age – well, generally any age over 16 and below retirement age. No longer just for school leavers, apprenticeships can help the long-term unemployed into work, enable those made redundant from one role into work in another – and also help organisations take on people with greater life experience. Companies can even reskill people from within their own business, to be apprentices for roles where they can be more effective.

September terms? Also gone. Apprenticeships now start all year round – and why wouldn't they? New employees are needed all year round.

## Apprentices outside of the key trade

Finally, there's the apprenticeship subject matter. Yes, it's likely that the majority of an organisation's apprentices will learn the company's core trade – but organisations need

many skills. In the security sector these could be – for example – customer service or team leadership. Every company should offer great service, to outshine the competition and win the hearts and minds of customers, while polished team leadership goes a long way towards smoother operation and greater profitability. So yes, the security sector's 'beating heart' apprenticeship is Fire, Emergency and Security Systems, but companies wanting the benefits of apprenticed learners across the whole business can place people onto Team Leader/Supervisor apprenticeships and Customer Service apprenticeships.

## Apprenticeships are at record levels

Almost half a million learners (491,300) started an apprenticeship in the 2016–2017 academic year and amazingly, just 24.6% (121,250) were under 19. Apprenticeships are successful; within the same time-range, 92% of learners said their career prospects had improved and over 90% either went into work or further training.

The benefits aren't just for learners. Employers find that apprentices deliver exactly the skills

they need and create a more loyal workforce. They discover that apprenticeships are a highly cost-effective form of training.

Apprenticeships are back – with a bang. Yet many employers, and some entire sectors, aren't up to speed with recent changes – changes which could revolutionise how they benefit from apprenticeships and take advance of new twists on one of the oldest, most recognised forms of workplace learning.

Security firms wishing to discuss apprenticeships should contact Peter Sherry at Skills for Security

[skillsforsecurity.org.uk](http://skillsforsecurity.org.uk)  
[info@skillsforsecurity.org.uk](mailto:info@skillsforsecurity.org.uk)



# New Register for Certified Technical Security Professionals

CTSP is the Professional Register recognising competency of individuals fulfilling technical roles in the electronic security and fire systems sectors. This includes: Installation, Maintenance and Commissioning Technicians/Engineers, Auditors and Consultants.

Disciplines covered by the Register include: **Video Surveillance Systems (CCTV), Access Control, Intruder and Hold up Alarms and Fire Alarm systems.** CTSP has been welcomed and endorsed by the BSIA and SSAIB in the UK and Dubai's Security Industry Regulatory Agency (SIRA).

## The benefits of CTSP Registration

### Your benefits include:

- Publication of your name (and contact details, location etc.) on the official CTSP website – perfect for generating sales leads and employment opportunities
- Professional Recognition and Membership of a Certified Professional Network
- Re-assurance and confidence for customers, potential sales prospects, contractors and prospective employers.
- CTSP accreditation after your name (e.g. John Smith CTSP)
- Use of the CTSP logo on your advertising materials, vehicle livery and website

## Who can apply?

### There are two application pathways to CTSP Registration:

**Standard Pathway** (For individuals with recognised industry qualifications) You will need to demonstrate:

- Knowledge of electrical/electronic principles and safe practices
- Recognised Industry qualification at Level 3 – Level 5 (within the relevant security discipline)
- A minimum of 12 months' practical experience
- Good character (without criminal convictions for dishonesty, assault or sexual crimes), referenced by two independent sources

**Vocational Pathway** (For individuals without recognised industry qualifications) You will need to demonstrate by submission of portfolio evidence:

- Knowledge of electrical/electronic principles and safe practices
- Knowledge of the security discipline for which you are applying
- A minimum of 5 years practical experience
- Good character (without criminal convictions for dishonesty, assault or sexual crimes), referenced by two independent sources

## How do I maintain my Registration?

Registrants must maintain a Continuing Professional Development (CPD) record to demonstrate ongoing learning and that knowledge is up to date, and adhere to an ethics code of conduct.

## Costs

Application/Assessment Fee **£25** (per applicant)  
Annual Registration Fee **£50** (per applicant).

## How do I apply?

Registration and further details can be found at: **[www.CTSP.org.uk](http://www.CTSP.org.uk)**

“ We are very pleased to see this innovative register that recognises many of our security systems members. In such a challenging technical environment, it is more important than ever to demonstrate the professionalism of the personnel that represent our market sector. ”

**David Wilkinson**  
Director of Technical Services, BSIA

[www.CTSP.org.uk](http://www.CTSP.org.uk)

✉ [admin@CTSP.org.uk](mailto:admin@CTSP.org.uk) ☎ +44 (0)1489 891645





# Today's apprenticeships



**Peter Sherry**, Managing Director at Skills for Security explains how today's apprenticeships can benefit security organisations.

## Which apprenticeships are available for security organisations?

Most people tend to think of apprenticeships in terms of being what you might call trade skills – such as plumbing and engineering. In the security sector, the fire, emergency and security systems apprenticeship is an example of a trade apprenticeship. But security organisations don't just need trade skills – they also employ managers, support teams, customer service teams, sales people and so on. There's no reason why organisations shouldn't train apprentices in, for example, customer services and team leadership.

However, the common understanding of apprenticeships is that they are for trade skills, so many organisations – across many sectors – overlook their benefits across to the wider business. They often don't train these other roles to national standards, in the same way they would expect to for trade skills.

## Do organisations understand apprenticeship funding?

Many don't. For the most part, this is simply because apprenticeships have been around for a long time, working in more or less the same way – but they have recently changed significantly. Many organisations have yet to catch up with these changes. Understanding funding is the biggest practical issue – many organisations either miss out on government funding, or don't make full use of their apprenticeship levy fund. To explain: organisations with a pay bill of over £3 million have to pay into a 'pot' from which they should fund apprenticeships, yet many don't draw down from the pot what is available, because they don't entirely understand how it can be spent. Funding apprenticeships for non-trade skills, such as customer service, as I already mentioned, is a great example of how organisations can utilise the funding available. But there are many other ways – this is the kind of thing we help advise organisations on: not just 'getting the right training', but also getting the right training in the most cost-effective way.

## Have apprenticeships changed in other ways – ways that mean organisations aren't benefiting from them?

Yes. Here are a couple of examples. Most people think of apprentices as being young, just from school or college. Actually, an apprentice can be pretty much any age. If you think about it, anything else would be discriminatory. This means that not only can you onboard more experienced new employees as apprentices, you can also take a current employee, experienced in one part of your business, and apprentice that person with a new skill. A second example is that people assume that apprenticeship training starts at a set time, say August or September – actually, training programmes start all the year around. Apprenticeships are more flexible, relevant and financially efficient than they've ever been. If organisations just did a few things differently, they could revolutionise the benefits – financial and otherwise – they get from apprenticeships.

## Is there an apprenticeship for stewarding and guarding?

You'd think there would be, given that this is one of the sector's biggest roles – but no, currently there isn't. However, it's entirely possible to provide effective training for stewards and security guards, pulling elements from existing apprenticeships – for example, dealing with the public, leading teams and so on – together with stewarding and guarding skills. This creates a really solid, rounded stewarding and guarding training programme. This is something Skills for Security helps with.

## How beneficial are apprenticeships to employers? Wouldn't they be better just hiring experienced people?

There's a place for all types of skills-acquisition – training new people, training current employees, bringing in old hands and training new ones. Doing one doesn't obviate the need for another. That said, apprenticeships can

deliver some real solid benefits. For example, a research study carried out for the Centre for Economics and Business Research found that apprentices can deliver an average productivity gain of more than £10,000 per year. Over two thirds of employers find that using apprentices helps to make their business more competitive. And customers like it – eight out of ten customers prefer to buy from companies which employ apprentices. Not only that, apprentices learn to national standards – helping to keep the employer's quality and performance consistent too. Finally, according to the National Apprenticeship Service, 92% of those companies which have taken on apprentices believe that doing so leads to a more motivated workforce – and 80% said they have seen a significant increase in employee retention. I can quote statistics all day! Apprenticeships really are good for organisations.

## What's Skills for Security's most important role? To provide training?

That's certainly a vital aspect of it, but no, I'd say it is to provide information so that organisations can make more informed choices. I'd like to say that apprenticeships aren't complicated, but they often are. That's why we exist: we un-complicate things. We provide support, help and advice on all aspects of learning, not just apprenticeships, to the security sector – we don't just deliver training courses.

For more information visit  
[www.skillsforsecurity.org.uk](http://www.skillsforsecurity.org.uk)

# The power of a high-vis jacket



**Abby Petkar**, Managing Director of Magenta Security looks at how we identify with users of the high-vis jacket and the confidence it gives us that we are dealing with someone 'official' - however the reality is somewhat different.



Most of us grew up learning that if we wanted some directions or needed help we should go and ask a policeman. Times however have moved on and we now tend to find ourselves looking for someone carrying a clipboard or wearing a high-vis jacket. It's incredible the level of confidence a high-vis can instil in your average member of the public. The jacket makes them look part of a wider team, official and if they are branded then clearly, they must be someone important. However, the reality is somewhat different – with many people now wearing them simply to stop themselves being run over by errant motorists – we need to check who we are asking for advice before doing so.

There is however a much more important distinction here that needs to be made, particularly when it comes to events and public safety. A large number of high-vis jackets tends to make crowds think they are safe, being looked after and generally secure. However, not all high-vis wearing individuals are the same, with the biggest difference being between stewards and security. To the public it might not appear to matter but those two groups will have undergone very different levels of training and are there for a very different purpose. Consequently, organisers of events need to fundamentally appreciate the difference in the two roles and plan accordingly.

Stewards are a vital part of any event, they help guide participants, marshal larger crowds, offer advice and are ultimately a front-line, customer service focused role. A good steward should have a wide understanding of the event, be aware of where facilities and infrastructure are and generally be able to help answer most questions a visitor might throw at them.

Security guards are a different matter altogether. First of all, they should be licensed professionals, they should be part of a wider security team focused on safety. They are not there for an organiser to hastily reassign to another role or “borrow for a few minutes” and they must at all times adhere to their assigned tasks, taking their lead for no one other than the head of security.

There is a perception that a lot of stewards on site will make people feel better and safer. However, this is not necessarily backed up by reality. Organisers must make the distinction and ensure they are hiring the right people for the right job. Stewards are vital and have an important role but they are not a substitute for licensed security professionals, in fact it is worth noting that stewards are not licensed. On-site security needs to be handled by professionals who know what they are doing and are capable of reacting the right way under pressure.

There was one recent example of a security crisis at a major event. Afterwards members of the public complained that security reacted badly, ran away and didn't help. The truth though was that those individuals were stewards, people very capable at their assigned role but not in the face of violence and terror. The lack of distinction between the two roles was apparent and it highlighted the fact that the organiser hired stewards but gave them a security role. That is a big mistake and puts lives at risk.

Ultimately a well-run event needs both stewards and security guards. It needs the right balance of both, they need defined roles and there should be no cross over. Working together the two teams can create incredibly successful and safe events for all in attendance.





# Welcome to new members

Since our last edition, the BSIA is proud to welcome the following companies as members. We are looking forward to supporting each organisation and working with them on future projects within the industry.

## Security Systems



**Connelly Security Systems Ltd** is one of Scotland's most progressive security companies, employing over 120 customer liaison people ranging from customer service personnel, security surveyors, installation engineers, service engineers, control room operators and a strong management team.



**Saturn Security Installations Ltd** are one of the leading Security Specialists in the UK for NSI Gold Intruder Alarm Systems, Fire (BAFE) Systems, CCTV & Access Control. Our team of engineers are experts in the latest technology specialising in NSI Gold Intruder/Burglar Alarm Systems, Fire (BAFE) Alarm Systems, CCTV & Access Control.

## Video Surveillance Systems



**Data Installation & Supplies (Northern) Ltd (DIS)** was formed in 1983 specifically to supply specialist networking services to major UK VAR's and end users within the computer industry. We specialise in Cabling Infrastructure, Networking Solutions, Microsoft Server & Desktop Solutions, IP Security and Communications including: Wireless, Security, VPN, Voice and IP Communications. DIS is also a member of the Access & Asset Protection section.

## Information Destruction



**Gigacycle Ltd** is one of the leading IT disposal and recycling providers in the UK. We are based in Manchester and have regional offices in London and Edinburgh. We provide services for clients all over the UK, using our fleet of own drivers and satellite tracked vehicles.



**Restore Datashred** are committed to providing highly secure, confidential shredding services wherever you are in the UK. We operate 12 shredding centres nationwide, 200 collection and mobile shredding vehicles and shred and recycle 100,000 tonnes of material annually.

## Security Guarding



**Manpower Direct (UK) Ltd** specialises in providing highly quality professional, reliable and cost-effective security guarding services to retail, corporate and healthcare clients as well as to the public sector and industrial organisations.



**CDX Security** is an independent private security company based in the North West, we are an Approved Contractor with the Security Industry Authority. We have a well-established and enviable reputation for providing professional security services and consultancy to our customers operating across various sectors. Our management team have significant experience delivering professional services to ensure your complete requirements for commercial and industrial premises.

## Overseas Associate



**SGA Security East Africa** is the region's leading Security Solutions provider with fixed base operations in East Africa servicing security contracts throughout the continent. With over 48 years of service, SGA is dedicated to supporting sustainable safety and security for customers and the community by providing the best security solutions founded in our people, innovation and our commitment to social responsibility.



**Rapid Response Monitoring Services Inc** is committed to having the most qualified, extensively trained personnel and the most advanced technologies available with the singular purpose of providing our dealers and their customers with the very best monitoring services. Our mission is to protect lives and property and to ensure the safety and welfare of employees and families nationwide.

## Access & Asset Protection Probationer member



**Design AV Europe designs**, builds and maintains integrated AV, Security and Data systems, making technology procurement and management simple. We work across most of the ELV disciplines so we can offer a level of system integration and usability that traditional 'silo' approaches cannot match.

# How soon is now?

## The future of lone worker protection

As technology continues to change, **Craig Swallow**, Managing Director, SoloProtect, discusses how the future lone worker will adopt and adapt to the new ways of working.

### The lone worker market to date

The lone worker security industry is roughly between fifteen to twenty years old. Various estimates have indicated there are at least six million lone workers in the UK, whether that's on a full or part time basis. In terms of the supply of technology used to protect lone workers at risk, it's clear that a relatively small percentage of that number are using BS8484 accredited lone worker technology.

Many employers choosing not to deploy technology for lone workers would acknowledge such a stance should be taken because of supporting risk assessments indicating that a worker faces a suitably low level of risk, making it unnecessary to deploy. If that's not the case, then the employer is potentially crossing their fingers, and hoping the worst doesn't happen.

In turn, solution providers must ensure their offering is engaging to users and employers alike. End-users want more from their technology – people increasingly make comparisons between tech they would choose to buy, versus tech they're given by their employer. Employers, on the other hand, must be given credible information relating to their investment, and its usage by staff.

It could be said that lone worker technology has suffered from a lack of innovation in recent years – essentially the same solution architecture existing from a decade ago, to now – where a lone worker device with audio capability is supported by an Alarm Receiving

Centre and a back-office, customer support function to assist a client's own solution administrator(s).

### Evolution and poor adoption

That's not to say that lone worker solutions haven't gotten smarter over the years. But they've probably fallen into the 'add-ons' camp, as opposed to anything 'game changing'. The addition of incapacitation detection (commonly known as 'Man Down'), 3G, GPS and then GNSS location technology – plus supporting web portals designed to partner a solution – all have added value, without transforming the landscape of the market, and how it engages with the associated, key stakeholders.

Poor solution adoption remains the key barrier to a long and happy customer relationship and is difficult to reboot from an established, low usage starting point. It is important to acknowledge however, that usage is a shared responsibility between the three stakeholders of the solution – the provider, the employer and the end-users.

All stakeholders need to be involved throughout the process, to ensure the best chance of getting the most out of a solution. It's also a cyclical process requiring review, regular dialogue and a sharing of lessons learnt from all. At SoloProtect we place great emphasis on putting the customer first, and trying to ensure our service is high-quality, and delivered consistently to all our clients. Like anyone else, we don't get everything

right all the time, so working with clients, and getting feedback from internal safety champions, is a key part of the process across the length of a contract – not just at set-up.

### The convergence of Body Worn Video and lone worker safety

Body Worn Video (BWV) has been around for several years, but much of its usage to date has largely been dominated by the Police. Public and Private sector organisations are following however, and are increasingly looking to deploy video devices, but many are very aware that deploying video is more complex. Giving staff BWV also requires several policy and privacy considerations to be made prior to deployment.

We're all increasingly aware of a right to privacy, particularly since the advent of GDPR. Organisations are rightly aware that their infrastructure, training and internal mechanisms, and outward communications all need to be synchronised to support video deployment, storage, sharing and redaction.

Most traditional BWV devices are turned on at the start of a shift and record continuously whilst with the lone worker (typically a Police Officer) - this has several pros and cons. Whilst there's less chance of missing the start of an incident and less decision making for the worker to contend with (specifically in relation to "Should I press record or not?"), it does mean the devices often have a larger footprint to cope with the battery requirements for





eight hours of continuous recording, and are not discreet in form-factor.

It also means that devices then must be docked once back at base, with video downloaded for subsequent storage. This can present a significant challenge to the organisations' deploying, when considering the amount of time involved to download, edit, redact or even share video. But also, in terms of storage – huge amounts of video needing to be stored, and the associated impact on infrastructure cost.

In contrast, being able to stream video of an event in real-time, as part of a worker's dynamic risk assessment gives clear benefits to a wide number of civilian, lone worker applications:

- Enables a BWV device to be smaller and lighter, and more discreet in form-factor
- Video information is not applied only in retrospect
- Video can allow the alarm verification process to be reduced by minutes in some cases – allowing time-effective dispatch where a worker needs emergency assistance
- Recording is event driven, therefore a lower privacy impact
- Less video captured, so much easier, and hugely more cost and time effective to manage

This represents a key differentiator to how lone worker protection is perceived and represents a new generation of personal safety solutions being adopted in the UK. It also represents a huge opportunity for the

industry to continue growth and expand upon the number of worker applications using personal safety technology to reduce risk.

## It's not just about the device

Device capability is key, particularly in new generation products (e.g. SoloProtect ID Pro) – but now more than ever, deploying customers need 'stickier' systems to enhance both the user experience and the demonstrable return on investment. Whilst at the same time, underpinning how the solution is framed to both end-users, and C-Level executives required to sign off the budget. Customers are often well educated at purchase stage, but emphasis and scrutiny at trial stage has widened focus to look beyond the merits of a particular device or Alarm Receiving Centre component and looking holistically at the solution offering.

As a result, a new breed of portal systems (like SoloProtect Insights) are getting smarter, with a comprehensive, 2-way flow of information to and from a lone worker device, delivering clear and concise, management level information indicating the health of a solution's deployment – not just a list of end-users with a tick or cross against their name. This is now becoming an all-important additional part of a solution's architecture. Increasingly, as customers have better exposure to using different portals, the depth of understanding and ability to gauge benefits by comparing what one portal is delivering versus another, moves the conversation away from the often-standard procurement

dialogue of whether an organisation has a portal as part of their offering, or not.

## Tailored information

A higher capability solution also allows greater personalisation of communication to a lone worker out in the field. Being able to deliver timely messages about risk to a device, based on location – e.g. letting a building contractor know they're making repairs to a building containing asbestos, or seeing a terror threat on the news and being able to message your team working in a particular post code, to get to a safe place – is of high value, and can be used anywhere from the routine to the emergency.

## To close

In short, solution users and employers will continue to want more from their solutions – and providers must embrace that and see it as a natural progression of a growing, increasingly educated market. In turn, high capability solutions will continue to inform the process of risk assessments conducted by clients, as employers assess who is at greatest risk within their organisation.

Ultimately the solutions should serve to better inform Police or other first responders being dispatched to support a lone worker emergency. After all, any lone worker solution is judged by the response it elicits. The future will be sooner than you think.

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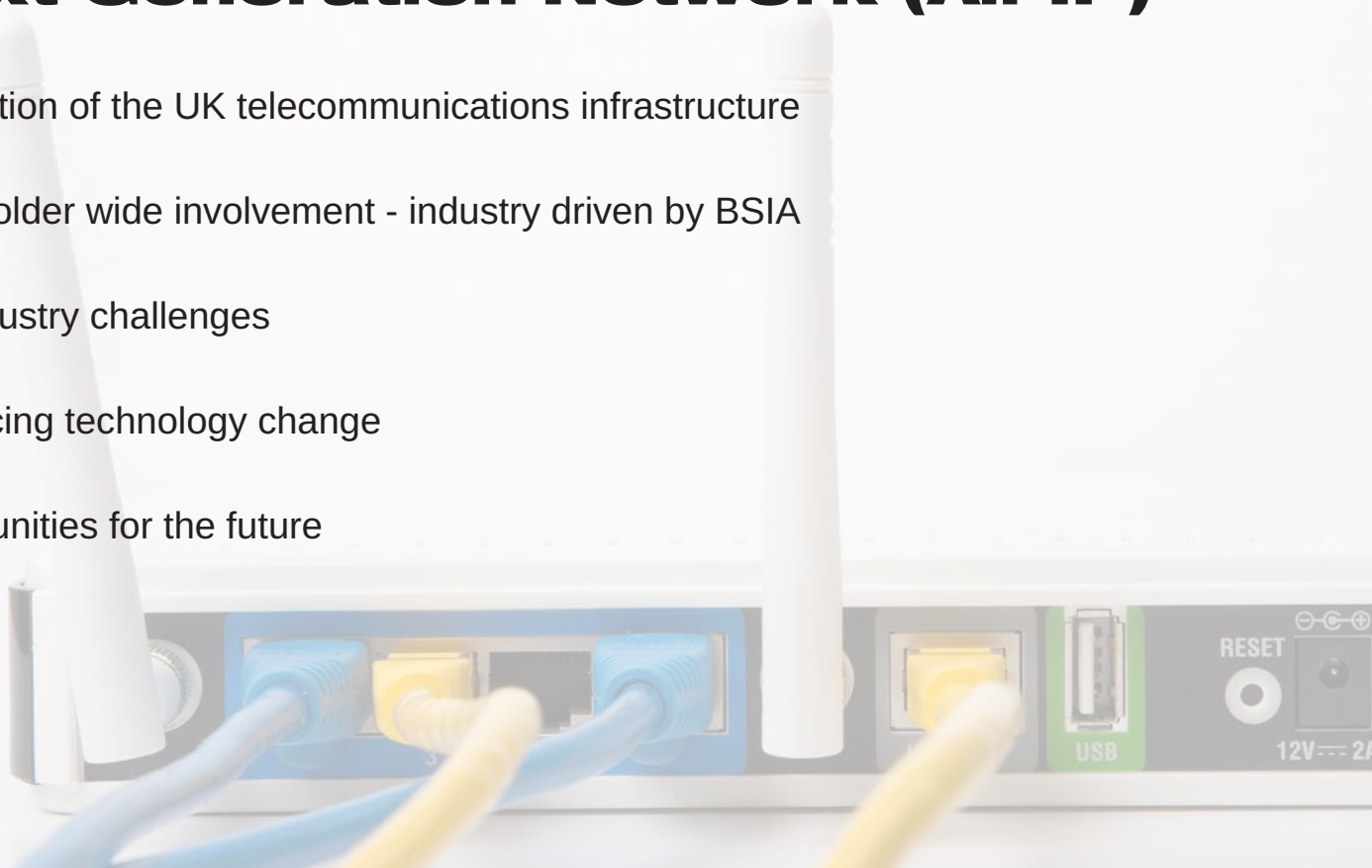
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## CASE STUDY

# First Response Team at the University of Hertfordshire

*As a trusted security advisor, combining people, knowledge and technology to deliver six protective services, Securitas brings value to its customers through the design and delivery of intelligent, predictive security services.*



### About the client

The University of Hertfordshire is one of the safest universities in the South East of England and regularly ranks in the top 30 safest universities in the UK. It maintains a friendly and welcoming approach on its campuses, whilst ensuring the protection of its 25,000 students, 2,700 staff and large number of visitors.

With two sites, College Lane and de Havilland, situated less than a kilometre apart, the University boasts large scale academic facilities and on campus residential accommodation for 4,500 students.

In 2015, the University entered into a long-term partnership with Securitas and currently benefits from a wide range of protective services including On-Site, Electronic and Remote security and Fire & Safety.

### The client brief

With two large campuses to protect, the University wanted a skilled on-site team to respond to emergencies to keep students, staff and visitors safe.

The University and Securitas agreed that a First Response Team, in a specialist First Response Vehicle, should be introduced to meet this need.

### The Securitas solution

Securitas upskilled 15 on-site security officers to form the First Response Team, training them in first aid and Emergency Fire Crew Capability (EFCC).

A fully equipped First Response Vehicle is used by the team to extinguish small fires, deliver first aid and help with chemical spills and lift entrapments. The vehicle travels between College Lane and de Havilland and is always manned by two officers.

When not attending an incident, the team routinely check fire safety equipment on both sites and generally keep a vigilant watch for any issues.

The First Response Team is on call 24 hours a day, 7 days a week. First to attend any campus incident, they are the key point of contact for local emergency services responding to larger, more serious campus incidents.

### Client testimonial

Dale Murphy, Head of Security & Resilience at the University of Hertfordshire, commented:

*"The First Response Team have established themselves as a crucial part of campus life. Students, staff and visitors are reassured by the*

*constant presence of the First Response Vehicle.*

*There are many high risks areas on a campus, including student living accommodation and laboratories, so having a skilled team on standby to handle emergencies, and support the local emergency services in a major incident, is invaluable."*

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