



The Year in Review

Your Association in 2020

THE VOICE OF THE PROFESSIONAL SECURITY INDUSTRY



Our **mission**

The BSIA is the voice of the professional security industry, supporting and encouraging excellence; educating the marketplace on the value of quality and professional security; and creating an environment in which to flourish.

Our **vision**

BSIA Membership is the symbol of quality and professionalism in the security industry.

Chief Executive's Foreword



2020 has been a very turbulent year with businesses and individuals all being impacted by COVID-19 in one way or another and this has been a major influence in the work we have been undertaking in representing our members this year.

At the beginning of March as the situation became even more perilous, we lobbied the government to gain key worker recognition and status for security officer services members and all those operating in the security sector who provide service and support for critical services.

With the assistance of the **Security Industry Authority, NSI and SSAIB**, we were able to obtain the clarification our sector needed to enable them to continue to operate through these unprecedented times. We have also worked on raising awareness of the importance of cash as a safe choice, during and beyond lockdown, for our cash in transit members, who have been hugely adversely impacted by events of the last nine months as the use of card payments increase and cash use declines.

In September we continued our work with the telecoms industry in preparing installers for the switch to All-IP by 2025, promoting the urgency of being prepared as the transition begins in earnest. In the same month the Association saw the fruits of its lobbying on behalf of our Asset Property Marking members in gaining an extension on licensing of vehicle marking as a new standard is developed, a project that we will be taking a significant lead on.

A major focus this year has been working on raising the perception of the security officer in the political and public arena. Our campaign, 'the Hidden Workforce', is being driven in partnership with the **Security Commonwealth** and the **Security Institute**, and its aim is to highlight the valuable and positive work our industry sector undertakes and how it can assist government, police authorities and the public in creating a safe and secure environment for us all to live and work in.

I am pleased to advise that membership remains buoyant, with the Association membership retention rate currently running at **94%**, a remarkable achievement for any membership body and new member recruitment is up year on year. I am also pleased to report that engagement with our members, through our section meetings and committees, and online broadcasts, including our flagship event, the British Security Awards, reflects a healthy and interactive relationship that is continuing to flourish.

I firmly believe that the work of the BSIA remains as critical as ever, and through collaboration with our members in identifying the key issues and opportunities facing our industry and proactively addressing these we are stronger together. There has never been a more important time for our industry to be addressing the rapid changes that are occurring, and being at the heart of the security industry through the BSIA means it is better to be **a member and not just an observer**.

A handwritten signature in blue ink, appearing to read 'M Reddington'.

Mike Reddington
Chief Executive
British Security Industry Association

Membership: the year in review



Tom Ford
Membership Development
Manager
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For 2020, the membership team has been involved in growing the membership base and taking a solid look at keeping membership retention figures high, closing the year with a rate of **94%**, an incredible feat for a trade association or membership body in normal times, let alone during a major international crisis.

We have also recruited more members into the Association in just one year than has happened in the last five, resulting in a net membership figure for the first time in many years.

With this in mind, we have been looking into how the membership team can enhance its engagement options during lockdown and have been working with the Communications team on how we can deliver industry and member-led content for our members.



This year also saw the revival of the **Training Provider** section, which had been dormant for the last few years, electing **David Scott**, Managing Director of **Skills for Security**, as its new chairman. Already section meetings have taken place and engagement with its members is extremely encouraging.

We have redesigned how we engage with members from the beginning of their journey with us. This has been achieved through greater alignment with other teams to provide more direct links to the right people in the right teams, at the right time.

There has been a huge amount of interest in membership from new organisations and start-ups, with membership in this section spiking over recent months. Associate membership continues to grow, providing us with greater range of affinity benefits for our members as we continue our commitment to finding ways of supporting our members' business needs as well as security needs.

Throughout the year we have worked with key influential organisations throughout the security industry; taking the lead on membership presented us with a unique position to see which areas within the industry were struggling and which ones were thriving. There are so many stories out there on how our members are developing or dealing with issues which we can assist with - which is the reason why we are here.



"We appreciate what the BSIA is doing during this difficult time for its members."

Rick Ashton, Group Managing Director, Allied Facilities Ltd

Membership: the year in review



Due to restrictions to travelling we were unable to visit our members as often as we hoped, meaning that we have only been able to speak over our PCs, something which we hope will become less frequent as 2021 unfolds, as face to face interaction is far more rewarding than using Zoom or Microsoft Teams!

The Membership team is very keen to meet with all our members as and when we can, and there are a number of projects in the pipeline that will enable us to do this; there is also the opportunity for us to do so at our section meetings and our awards ceremony. We look forward to representing you again in 2021 and beyond.

During the beginning of lockdown we investigated ways in which we could support our members from a membership perspective, and from this grew some of our new services, including our monthly webinar series, **BSIA Broadcast**.

Developed along with the Communications team, these 45 minute panels are chaired by the Membership team with the content delivered by member companies and partners. So far this year we have delivered broadcasts on subjects from All-IP, cyber security, security officer services post COVID-19, automated facial recognition and vacant property protection.

This format works in both informing the industry of the work which is being carried out by our members and also serves as a promotional tool to perspective members on how the BSIA can represent them in providing a platform for the work they are involved in.

As well as the new website, which was launched in January, we have also developed a new members portal, which is designed for our members to access exclusive deals, such as our recent partnership with **Dell** computers, as well as access to free training and during COVID-19 we also used as an impromptu jobs board for security companies to alert fellow members of vacancies suitable for any staff they had to lay off as the pandemic took hold.

A close-up photograph of a hand holding a silver pen, poised to write on a document. The background is blurred, showing what appears to be a desk or office environment.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/membership

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Technical Services: the year in review



Dave Wilkinson
Director of Technical Services
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The BSIA remains the 'go to' industry body in the UK transition to an IP Voice telephony network. Working with **Ofcom**, **Openreach**, **BT** and other telecoms stakeholders, we lead on facilitating testing of alarm products and have dedicated a page on our website to demonstrate our members' commitment to testing their products on the new networks.

We launched a campaign urging security installers to take swift action on their alarm signalling estates in advance of the transition to an IP voice fibre-based service with migration in some areas taking place as early as this autumn.

The team produced a paper, *Prepared for IP Voice?*, and an accompanying BSIA Broadcast advising members on how to mitigate risk and protect customers. We continue to alert stakeholders to the transition through webinars and media messaging.



The **Cybersecurity Product Assurance Group** (CySPAG) has produced its second guidance document, *Installation of safety and security systems – cybersecurity code of practice*. The guidance will assist in providing confidence throughout the supply chain promoting secure connection of products and services and delivering client assurance regarding connected solutions.

This new code of practice for installers takes a practical approach to address cybersecurity risks

and will steer industry practitioners into thinking differently about how to utilise new technology in security, equipping the professional security industry for the future. Work is progressing to use this code as part of a certification scheme. The code of practice was also entered for two award schemes; the **OSPAS 2021** and the **Security & Fire Excellence Awards**, winning **Cyber Project of the Year** for the latter.

Our cyber interest group is now focusing on a further cyber guide for manufacturers and developing cyber training courses.

We have played a key role in bringing the new **ECS** qualification card scheme to completion. The scheme replaces its predecessor and introduces a qualification and existing worker assessments to the security sector to further raise the skills profile. Although launched, the scheme is in transition, set to be fully implemented in 2021.

In response to member questions, we developed a COVID-19 'return to work' guide for mobile workers in the electronic sector. The guide can be adapted for other industry sectors that have mobile workers, i.e. key holding and mobile guarding services.



Installation of safety and security systems
Cybersecurity code of practice



"Well done for developing the codes of practice. The BSIA really is confirming its position as a pre-eminent industry influencer."

Dirk Wilson, Project Manager, G4S International Employment Services

Technical Services: the year in review

The BSIA remains active members of **Euralarm**, the European trade body for the alarm industry, and this year drove discussions on the need for recognition around cyber security for our industry sector and the need to rethink the **EN 50131-1** revision to embrace IoT and 'connected' product as these were identified concerns for our members. This year's Euralarm Annual Report contained the strategies and key activities of the trade body and it is pleasing to see the alignment between Euralarm and BSIA in terms of the subjects we are influencing at a European level.

Euralarm has also contributed recently to the **European Commission's** consultation on Artificial Intelligence, an area the BSIA is leading a UK debate on in our VSS section.



Alarm Receiving Centre Standards
and Lone Worker Alarms – a guide

The team has maintained its focus on standards, reviewing over **300** during 2020. Below are some of the key standards that we have either led and/or contributed to this year:

BS EN 50131-1 (Intruder & Hold-up Alarms)

BS EN 15713 (Information Destruction)

BS EN 50518 (Alarm Monitoring)

BS EN 50710 (Remote Monitoring of Alarm Systems)

BS 8418 (Detection Activated VSS)

BS 8591/BS 9518/BS 8243 (Alarm Receiving Centre & Confirmation)

BS 8484 (Lone Worker)

BS 10121 (Asset Marking)

The BSIA remains committed in the launch of **ECHO** and is pleased to report this year has seen the successful completion of trials to prove the full operation of the service between an ARC, ECHO and Police. Whilst COVID-19 halted the launch earlier this year, it did not stop the development continuing and the ARC onboarding portal is near completion. ECHO now has a General Manager to allow the onboarding process to roll out throughout 2021.

Our publications for members and the wider industry play an important part in educating and informing the sector and its stakeholders, and this year we have reviewed over **80** of these. Of significance this year our *Asset Marking* guide (Form 121), is being developed into a **British Standard** and we have developed a ground breaking guide on the *Ethical Use of Automatic Facial Recognition* (AFR) technology to support the industry position on its valid use.



Keep in touch

Find out more about our work visit
www.bsia.co.uk/electronic-services

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Security Officer Services & Export: the year in review



John MacAskill
Director - Security & Export
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As the COVID-19 pandemic took hold during the beginning of the year and a national lockdown looked imminent, the BSIA lobbied on behalf of its members to the **UK Government** for clarification on and recognition of, security officers as key workers.

Working with the **Security Industry Authority**, the Association outlined that our members provide security services critical to the UK infrastructure on a day to day basis, and that it was vital that these organisations continue to have access to their critical teams and infrastructure to support the wider variety of clients, including the Police, schools, banks, supermarkets, pharmacies, and critical supply chains. We were therefore pleased to report that our lobbying efforts were rewarded with clarification by the **Home Office** on the status of our industry members as critical services and the status of their employees as critical workers. The status was also referenced in the UK Prime Minister **Boris Johnson's** speech to the nation in late April.



A major focus this year has been on our campaign to raise awareness of the security officer, *The Hidden Workforce*, raising perceptions of the security officer, which we are coordinating alongside the **Security Commonwealth** and the **Security Institute**.

Work so far has included the publication of our commissioned **YouGov** report, *Perceptions of the security officer*, the objective of which was to understand the current perception of security officers amongst the British public and to understand the extent of the key issues they face, namely potential lack of respect, recognition and underestimation of their role.

In October we also announced that, after consultation with members, we would be discontinuing the use of the terms 'security guarding', 'manpower', 'manned guarding', 'security guard(s)' and 'security guarding section' across all our communication platforms.

In place of these terms we will be using 'Security Officer Services (SOS)' and 'security officer'. This will be reflected across all our communications (including our website, social media, literature, agendas and minutes, application forms and certificates and email). The changes will also be reflected in **John MacAskill's** job title which will be changed from 'Director – Manpower & Export', to 'Director – Security & Export'.



More information can be found on our campaign and the full details of the YouGov report by visiting our website at www.bsia.co.uk/hidden-workforce

"Thank you so much for publicising the issues the industry continues to face. We are really grateful for your support as I am sure the rest of the industry will be."

Steve Gardner, Global Head of Security, OCS Group

Security Officer Services & Export: the year in review

In January, the BSIA attended **Intersec** in Dubai. We hosted a BSIA booth for our export members who were also exhibiting as part of the UK Pavilion, working in conjunction with the government department **UK Defence & Security Exports**. Also in attendance was **Angela Essel** from **JSaRC** and **Simon Penney**, HM Trade Commissioner for the region.

For 2021, there will be no Intersec due to COVID-19, but the BSIA will be working on behalf of our Export members through the **Export Council** and our government contacts, and identifying opportunities to assist in raising the profile of UK security products to the overseas audience.



During 2020 the BSIA has been active on a variety of committees and groups representing the Association regarding national security and export, including working with the Home Office on its **Joint Security and Resilience Centre (JSaRC)**, Security Resilience and Growth Partnership, Protect Duty and the Science Technology Analysis and Research.

We have also been working with the **Centre for the Protection of National Infrastructure (CPNI)** and the **Office for Security and Counter -Terrorism (OSCT)** and we also have a seat on a committee for the strategic planning of long term impact of COVID-19 on National Security.

The Association has also been working with the UK Defence & Security Exports on the 4Ps (politics, partnerships, products and price). We have also been working on the **RISC** security resilience growth partnership and the Security Export Steering Group and the **NATO Procurement Group**.

The work of our members was represented by an unprecedented number of entries for the five security personnel categories at the BSIA's **British Security Awards Online**, held in July.

There was a **15%** increase in entries from across the United Kingdom, representing a broad section of our membership. The BSIA team were sadly unable to hold the event this year due to COVID-19 restrictions, but were able to award our winners remotely with a special online event that also included a special Chairman's Recognition Award, announced by our Chairman, **Simon Banks**, to all security officers for the work carried out as key workers during the COVID-19 pandemic. The awards was also dedicated in memory of all the security officers who lost their lives in the course of duty during the year.

The British Security Awards 2021 will be held on 30 June, with entries for regional rounds opening on 4 January 2021.

A full list of this year's finalists and regional and national winners can be found on our British Security Awards website at www.britishsecurityawards/winners2019 as well as on pages 14-15 of *the Year in Review*.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/sos

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Skills for Security: the year in review



David Scott
Managing Director
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In the last year, **Skills for Security** has gone from strength to strength, including opening a new training centre, increasing the number of apprentices and launching a new identity and website.

Our main aim continues to raise the quality of our electronic security programme - specifically in our delivery of the Fire, Emergency and Security Systems (FESS) Apprenticeship Trailblazer. In order to deliver high quality training, we recruited five full-time tutors, every one of them fully qualified engineers from the sector. It is important that our apprentices are learning from people who have recent, relevant and extensive experience of the Fire & Security market.

Apprenticeships remain a vital route into a successful career in the security sector; at present we have **231** apprentices enrolled throughout England, we are leading the industry in online accredited training and we can offer highly effective programs for companies through a range of mixed delivery methods.



Our brand new, purpose-built training centre in Warrington which opened in August, has numerous practical working stations and three classrooms for theory and hands-on technical classes. We have also added three satellite centres to our organisation, which are **EFT Systems**, **Birmingham Met College** and one in Oxford coming very soon. Of the **231** Apprentices on the programme, **21** of them have qualified over the course of this year.

We have been working with the security sector to create a Professional Security Officer Apprenticeship which is currently being piloted in Scotland and will be the first training that we offer under our sister company, **Security Industry Training Organisation (SITO)**, which is being relaunched for the beginning of 2021.

The Security Officer Apprenticeship will be available for Scotland, Wales & Northern Ireland, and we are looking at satellite training centres to deliver this. For England, we are part of the **Trailblazer Group**, where 40 leading companies have been involved to help develop both Level 2 and degree level apprenticeships, which aim to promote the security sector as a career of choice for those looking for a career in a diverse and robust sector. There are four different pathways within this: events, licenses to practice, CCTV operators and door supervisors.

The key worker status now held by these roles means they need the best training possible. We are also helping to upskill existing physical security personnel with CPD qualifications throughout this year.



"Thank you BSIA for your efforts in lobbying Government on the Industry's behalf."

Phil Cleary, Chief Executive, Smartwater Technology

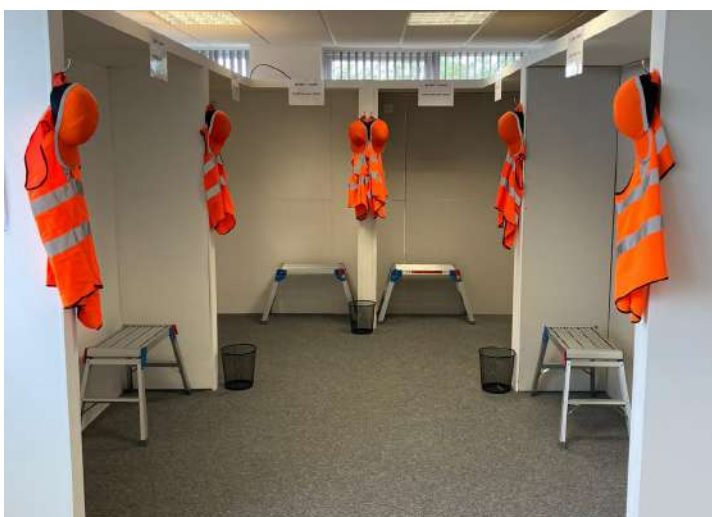
Skills for Security: the year in review



We expected to see a drop in recruitment during the lockdown, but we have enrolled **120** new apprentices between April and November. Hopefully this is a sign that things will continue as normal. We have 1.4 million young people (16-19) leaving school in the UK this year, many who would normally go to College or University but 20% are deferring their place as a result of COVID-19.

This year also saw us unveiling our new website and a refreshed brand identity to reflect our status as the largest supplier of fire and security apprenticeships in the UK. We have also relocated to Warrington to a new larger training centre, and the new website and brand identity is the consolidation of our commitment to deliver on our promise of providing a high quality education to apprentices, and playing a crucial role in creating the skilled engineers needed within the industry. The new strapline, 'tomorrow's engineers, today', has been created to reflect this aspiration.

As well as offering advice and courses designed for anyone wishing to become an apprentice in fire, emergency and security systems, team leadership and customer service, the new website offers accredited commercial technical training courses and continuing professional development, both online and classroom based.



Keep in touch

Find out more about our work visit
www.skillsforsecurity.org.uk

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The year in pictures



STM Group Paddington Station Security team prepare to go to work as key workers as the lockdown takes hold across the United Kingdom.



Mike Reddington presents Border Safeguard with a trophy marking 25 years of membership.



James Wilson of Secure It All receiving a trophy marking 25 years of membership.



Director of Technical Services Dave Wilkinson (third from left) takes part in a panel discussion at the OSPAs Thought Leadership Conference in February.



Tom Ford meets with Carl Meason of Fenix Monitoring who joined as members this year.



Chairman Simon Banks opens the first ever British Security Awards Online 2020.



Images of screens across the membership as the countdown to the British Security Awards Online begins in earnest.



Mike Reddington and Tom Ford present Paul Jacomb of STM Group with their award for Business of the Year.



Mike Reddington presents Ian Stones of RISCO Group with a trophy marking 25 years of BSIA membership.

The year in pictures



Andrew Cooper and Katherine Ingram present Magenta Security with a trophy marking 25 years of business in September.



Tom Ford meets with a potential member at Security Twenty 20 in Birmingham in early March.



Mike Reddington meets Tahir Parvez of Smiths Detection at Olympia in January.



Sarah Staff and the SaferCash team exhibit at the Secured by Design Annual Conference in March.



Andrew Cooper visited Westgrove Group in February to take part in their internal awards presentations.



Katherine Ingram presents Templars Square Shopping Centre team with their regional and national awards for Best Team awarded at the British Security Awards Online 2020 in August.



Skills for Security Managing Director David Scott demonstrating how to install an alarm to apprentices.



Director of Security & Export John MacAskill meets with IndigoVision at Intersec in Dubai in January.



Dave Wilkinson discusses the benefits of ECHO at the OSPAS Thought Leadership Summit in February.



A big thumbs up from new apprentices trying out the training facilities at the new Skills for Security centre.

A big thank you to our members



Celebrating security excellence: online for 2020

Due to the ongoing COVID-19 pandemic, our flagship event, the **British Security Awards** took place online for the first time ever this year, and as well as rewarding security officers and companies in 15 categories, a Chairman's Recognition Award was announced to recognise all the security officers working on the frontline during the pandemic.

The event was dedicated to all security personnel who sadly lost their lives during the course of duty in 2020.

"This time last year I was in London at the British Security Awards - this year, the BSIA, ran an equally inspiring online awards ceremony. Smooth production and excellent social media coverage."

Damien Gawel, Securitas



"I just wanted to congratulate you and the BSIA for putting together an excellent and very professional online awards today."

"It cannot have been an easy task, but it was delivered with class!"

James Brown, Selectamark



"Heartwarming address from Simon Banks and recognition for our front line heroes as we campaign for a much needed change in perception."

Jason Towse, Mitie

"I must commend you for the wonderful and heartfelt gesture in terms of the Chairman's Special Recognition Award and the sentiments expressed around this in the broadcast itself."

Brian Sims, Western Media



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Best New
Harriet Gil

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Templars Square
Westgrove

Security Manag
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Service to the
Thomas Ibbot

Outstand
Adam Ric

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Tessa Bruce, E

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Best Use of
B&Q Crime C

Contribution t
Mike Cleary,

Thank you to our sponsors



Celebrating security excellence: online for 2020

WINNERS 2020

**Outstanding
Team, Mitie**

**Team
Security Team,
ve Group**

**ger of the Year
Lawal, G4S**

**Customer
Petson, G4S**

**ding Act
ch, Mitie**

**of the Year
EFT Systems**

**f the Year
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**Partnership
d Solution, Mitie**

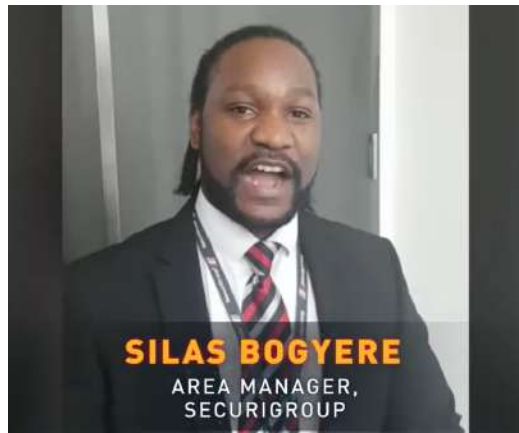
**Security Project
Light Tray
Smiths Detection**

**the Year
Monitoring**

**f the Year
Group**

**Technology
Centre, Mitie**

**to the Industry
Smartwater**



SILAS BOGYERE
AREA MANAGER,
SECURIGROUP

It was a difficult decision to move a very social, celebratory event into the digital realm, but with a lot of planning and imagination, the British Security Awards Online 2020 managed to keep to its commitment of recognising the work of our industry, whilst presenting a show of celebration that showcased the talent and professionalism that our industry so often displays.

We hope that in 2021 we can celebrate together again, on **Wednesday 30 June** at the London Marriott Grosvenor Square.

"This is great, very grateful to the BSIA for allowing Silas to represent us."

Russel Kerr, SecuriGroup

"I think that the Awards worked very well considering that we are restrained by COVID-19. In particular the speeches by Cressida Dick and Sarah Staff really hit the mark in commending the Public Bravery award."

Don Robins, Printwaste



DAME CRESSIDA DICK DBE QPM

"Better than any other live event, truly unique and spectacular, especially the ending bit with the music and pictures."

Congratulations to you all at BSIA for putting together such a professional event!"

Arevika Stepanian, STM Group

Well done BSIA for hosting in difficult circumstances!!

Nathaniel Taylor, nmcn



SaferCash: the year in review



Sarah Staff
Head of SaferCash
s.staff@safercash.org.uk

During 2020, **Pivotal** joined SaferCash and their membership to the Cash & Valuables in Transit (CViT) section has enhanced the collaboration of CViT companies within the BSIA, with a greater coverage in the reporting and analysis of physical Cash in Transit crime in addition to supporting CViT Policing activities across the UK. SaferCash will continue to seek new memberships in 2021 whilst working in partnership with all Law Enforcement Agencies

In February, SaferCash were invited to exhibit at the **Secured by Design Atlas 2020 National Crime Prevention** training event held over three days in Gloucestershire. Accompanied by **Neil Smyth**, our Metropolitan Police analyst and **Katherine Ingram** from the Communications team, we were able to introduce the SaferCash Policing initiative and offer support to over 500 Designing Out Crime Police staff and officers who attended the event.



The winner was awarded for their bravery in chasing the offender, previously convicted of murder, and apprehending him during a violent struggle until the Police arrived to make an arrest resulting in a successful conviction.

SaferCash has become an active member of **The Ligue**, which is an International Association of Security Companies operating in the CViT sector. The Ligue's CViT section has representatives from France, Canada, United States, Sweden, the Netherlands, and Spain. The BSIA and SaferCash were invited to join as the UK representatives.

The aim of the group is to create one collective and strong voice to lobby against the fear of using cash. Each country shares best practices which can be adopted by others within the group. A number of meetings have taken place during the summer and autumn to discuss the significant impact of COVID-19 and the challenges faced by all CViT companies worldwide.

SaferCash sponsored the Public Bravery award at the **British Security Awards Online** in July. This award recognised the actions of a member of the public who bravely chased and caught a CViT robber after the offender, with another male threatened a **G4S** courier with an 8-inch knife and stole the cash box in Liverpool.

The **Metropolitan Police** Commissioner **Dame Cressida Dick DBE QPM** (pictured) presented the award, with an additional testimonial from Detective Chief Inspector **Paul Grounds** who leads Operation Guardian a CViT Policing initiative on behalf of **Merseyside Police**.



In partnership with **North West Regional Organised Crime Unit** we were pleased to announce the appointment of a new Police analyst to support the work of the six North West regional forces to carry out the analyst role for SaferCash within this region.

"The speeches by Cressida Dick and Sarah Staff really hit the mark in commending the Public Bravery award."

Don Robins, Managing Director, Printwaste

SaferCash: the view for 2020



SaferCash was also featured in major news stories during the year, from the successful conviction of an ATM gang in Manchester to an organised crime gang involved in a series of CVIT crimes in London. Both stories were covered by outlets such as the **BBC**, *Daily Mail* and the *Manchester Evening News*. In partnership with our Comms team, SaferCash assisted the BSIA to publish an article on behalf of our members 'Cash is a **SAFE** Choice' to highlight the importance of having access to cash within our society. The report was shared with the **Bank of England** in June, with quotations from members and key industry partners raising the impact of an enforced change in the public behaviour of using cash and to dispel the fear that the virus is carried through the handling of bank notes.



Through the **NPCC Commercial Robbery Group**, SaferCash has been a continued member of an ATM Task and Finish working group looking at solutions to reduce physical ATM crime. Partners from SaferCash have actively supported this project with contributions leading to the creation of a national Police guidance document called ATMosphere, which has just been launched, accompanied by printed Z cards funded by our members providing ATM crime prevention advice to local businesses.

With the launch of the new BSIA website, SaferCash updated their section providing new information and guidance on how the Policing initiative works in partnership to support UK Policing and Law Enforcement Agencies. Our section also highlights the benefits of membership for companies within the CVIT industry, Independent ATM companies and **UK Finance** banking members.

In the forthcoming year, SaferCash seeks to continue to work in partnership with UK Policing to tackle organised crime and actively support our members through the significant impact of COVID-19.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/safercash

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SaferGems: the year in review



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SaferGems is a major initiative against crime in the Jewellery, Antiques and Fine Art Trades, hosted by the BSIA and funded by the retail jewellery industry through **TH March Insurance Brokers** and the **National Association of Jewellers (NAJ)**.

It was introduced in June 2009 following concern about the increase in crime committed against the jewellery industry. It is intended to collate attacks, incidents and intelligence in relation to jewellery crime around the UK.

The SaferGems team, which has links to all the UK police forces, records details of crimes against the jewellery/pawnbroking industry, sends alerts to its members, NAJ members and those insured via T H March, coordinates data across police forces to improve identification and conviction of criminals, circulates images and new crime trends and assists the police in linking offences and offenders.

During the period of COVID-19 lockdown, SaferGems was still operational. We advised and guided the industry around the risks of criminals using the financial difficulties to their advantage. As a result of this threat, SaferGems were able to offer members a discount service for the anti-money laundering service **SmartSearch**.

The people behind SmartSearch have been involved in Anti-Money Laundering client verification since 2004, dealing with regulated businesses in the legal, property, accounting, financial services and e-retailing sectors. SmartSearch is powered by **Experian, Equifax** and **Dow Jones Data**, providing SmartSearch with the breadth and depth of data for Anti-Money Laundering client verification.

SaferGems also published documents to the industry with recommendations regarding reopening security guidance. SaferGems also attended online security focussed discussions with jewellery industry associations and retailers.

In 2020, SaferGems has provided over **90** analytical reports to police, assisted with **11** arrests and convictions and believed to have prevented over **80** crimes.

Over the past year SaferGems has been involved in a number of incidents whereby active criminals have either been arrested, identified or prevented from committing further offences, whether it be theft, fraud or otherwise:

The **Metropolitan Police** with an ongoing international investigation into a series of jewellery shop burglaries involving an organised gang from Romania and also in the arrest and conviction of two Mexican nationals responsible for theft of a **£182,000** watch from a store in London. SaferGems were also able to link the suspects to the theft of a **€40,000** necklace from a store in Madrid.

Nottinghamshire Police with the arrest of two males responsible for a high value burglary at a jewellers in Nottingham.

Greater Manchester Police with the arrest of a cross border watch thief.

City of London Police with the identification, arrest and remand of a male responsible for conspiracy to defraud the UK banking industry with a loss exceeding **£280,000**.

Assisted Police in the arrest, conviction and identification of over **15** offenders responsible for crime at jewellery stores across the UK, Europe and USA.

Assisted the **Art Loss Register** in the recovery of over **60** lost/stolen watches.



"Clear and quick communications between SaferGems, Security Teams and UK law enforcement has led to this superb outcome...as a result, two arrests have been made and property recovered."

DC Thomas Grimshaw, Metropolitan Police

Penalty Charge Notices: 2020 figures

The BSIA continues to challenge Penalty Charge Notices (PCNs) issued to Cash and Valuables in Transit (CViT) member companies participating in the scheme, as it has done since 2008.

Throughout the majority of 2020, the most dominant feature affecting the CViT industry has been COVID-19; this in turn has had a large impact on the PCN department within the BSIA.

During the Coronavirus lockdown, PCN numbers reduced significantly, in large part due to the furloughing of local authority staff, in particular **TFL**, and the reduced activity by the CViT industry. Through negotiation, some Councils were more understanding regarding the situation the CViT industry found itself in and we were able to successfully appeal some we would not have normally considered.



A number of Authorities and Parking companies utilised this down time to resurrect old outstanding and dormant PCNs incurring increased correspondence.

Since the gradual lifting of restrictions, PCN numbers have started rising again. This has increased the work of the PCN team quite significantly, in part due to member companies still having staff on furlough resulting in normal practices not being carried out as key employees are missing.

The more lenient approach from certain Councils through the lockdown has largely disappeared, this together with problems associated with increased protection for pedestrians, cyclists and public transport users has contributed to the rise in PCNs.

The PCN team have been in negotiation with Councils regarding the **Streetspace** schemes where pavements are widened and bus lane times extended resulting in normal parking locations not being available. Some Councils have been more understanding regarding the situation as more parking areas are removed.

The drive to increase the number of CViT member companies being part of the scheme has been put on hold until things get back to some semblance of normal and we see how the CViT landscape looks.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/safergems

Your contacts

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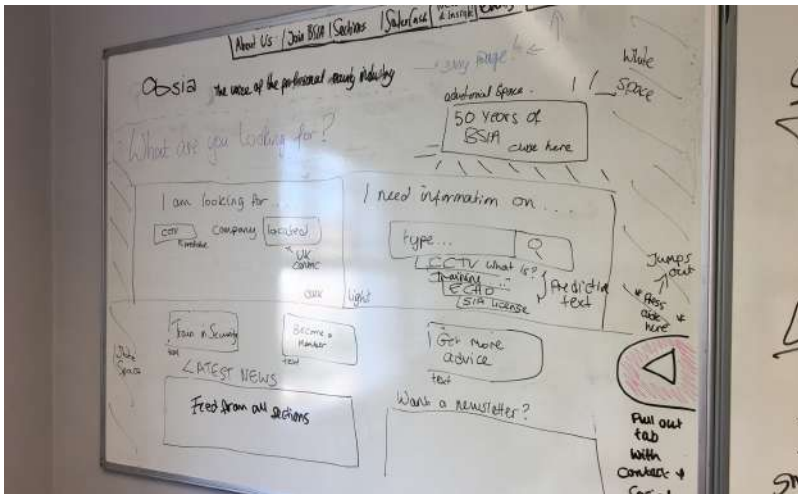
PR & Communications: the year in review



Andrew Cooper
Head of Communications
a.cooper@bsia.co.uk

The new BSIA website was launched at the end of January after a lengthy planning and implementation process. The website's look and feel has been completely overhauled to reflect the aspirations of the BSIA as the 'go to' Association in the industry. The homepage has been made more relevant to the end user, whether it is someone looking to use the services of our members, or someone researching security (prospective member, journalist, student, general members of the public). It also showcases our products and services, who we are, and who we represent in a clearly delineated design.

The new website also features a corporate blue colour (primary) and red (secondary). These colours will now also be used across all our marketing and PR collateral and a new set of guidelines has been drawn up. We have also issued new branded certificates and bespoke member logos, with 'Principal Member', 'Associate Member', 'Overseas' and 'Probationer'.



As with all events across the United Kingdom, the **British Security Awards** was affected by COVID-19, including cancellation of the live event on 1 July in London. In absence of the live event, the team delivered 'the British Security Awards Online 2020', which was a 40 minute streamed awards ceremony, featuring all the sponsors and special guests, including Commissioner of the Metropolitan Police, **Dame Cressida Dick DBE QPM**.

On the day we had over 1,200 viewers and there were sixteen winners overall - the winners can be found on britishsecurityawards.co.uk/winners-2020

The team were involved in the creation and delivery of a number of major campaigns this year, including *Cash is a SAFE Choice* for our CViT members and a major industry-wide initiative, *the Hidden Workforce* - resetting the perceptions of the security officer, for our security officer services members. We also launched a series of webinars this year, **BSIA Broadcast**, and a new newsletter, **BSIA Product**.

As well as a regular presence across trade and consumer press, we also received coverage across the *Daily Telegraph* and the *Daily Mail*, as well as featuring on **Radio 5 Live**, **LBC News** and **BBC News**. Our social media following remains buoyant with our LinkedIn members growing to over 14,000.



"Thank you BSIA for pushing on and making such an effort to acknowledge the industry. Very important we shine a light in and on our industry in such times."

Carl Meason, Managing Director, Fenix Monitoring

PR & Communications: **the view for 2020**



In 2021 we hope to return to regular face to face interaction with our members. A major scheme happening over the year is presenting anniversary trophies to companies with 25 years or more membership of the Association, which will be carried out by the leadership team across the regions. We also hope to get back to presenting our regional winners of the **British Security Awards** at their offices and sites again, something which was sorely missed this year during lockdown, and of course we look forward to greeting members, again subject to change, at **IFSEC Global** in May, the **BSIA AGM**, and the British Security Awards both being held at the end of June.

The team will continue to represent you across our campaigns and actively seek your involvement in topical news stories and features. We will also be working closely with **Tom Ford** in Membership on our BSIA Broadcasts and our plans for regional networking events.

We welcome your feedback and involvement at any time and encourage you to get involved where you can. On behalf of myself, **Katherine Ingram** and **Maggie Markova**, we look forward to working with you all in 2021 and hope to continue to build on the work of the last few years.



Keep in touch

Find out more about our work visit
www.bsia.co.uk/news-and-insight

Your contacts

Andrew Cooper | Head of Communications
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Katherine Ingram | PR & Communications Officer
k.ingram@bsia.co.uk

Maggie Markova | Marketing & Events Coordinator
m.markova@bsia.co.uk

The year in lobbying and PR



The BSIA attend Intersec in Dubai. John MacAskill ran the stand and met with members from the Export Council.



As a result of the BSIA's lobbying of Government for recognition of our members as key workers we were able to provide an update that clarified the industry's status.



The new website is launched at the end of January, along with the introduction of the corporate branding.



The BSIA joined forces with other trade bodies to call for clarification on UKAS bodies to be recognised as key workers.



Vice Chairman of the BSIA, Tony Cockcroft, appeared on LBC Radio to discuss flytipping and the cost to companies.



The BSIA were interviewed by the BBC News website about how security companies are working with hospitality as the lockdown was lifted.



Skills for Security write to the Government to guarantee funding for independent training providers.



BBC Breakfast requested a quote from our Technical team on non certified cyber products entering the market.

"We appreciate what the BSIA is doing during this difficult time for its members."

Mark Tibbenham, Managing Director, CJD

The year in lobbying & PR



The British Security Awards Online 2020 is announced.



The Technical Team release its latest code of practice developed by CySPAG special interest group.



A special report on cash being a safe choice is released on behalf of the BSIA's CVIT members.



The BSIA launch a campaign to its installers about the importance of being prepared for the ALL-IP transition.



The BSIA gain an extension on certification for its AAP members.



The Hidden Workforce campaign celebrated International Security Officers Day.



The Hidden Workforce campaign is officially launched, alongside the Security Commonwealth and the Security Institute.



Recognition of security officers as key workers is referenced in a speech by the UK Prime Minister.

"This is very welcome news, thanks to BSIA for continuing to push for clarification."

Russel Kerr, Managing Director, SecuriGroup

Executive team & section chairmen



Sir Keith Povey
BSIA President

Sir Keith was appointed President of the BSIA in 2009 following an extensive police career culminating in promotion to **HM Chief Inspector of Constabulary**. A keen supporter of the work of the private security industry and the BSIA, Sir Keith's experience within the police service gives him a valuable insight into the role the private security industry can play in supporting the police and other agencies



Simon Banks
BSIA Chairman

Simon is Managing Director of **CSL Group**, a global provider of connectivity solutions. As Chair of the BSIA, Simon aims to provide strategic leadership, working in line with the advancing technology and changing attitudes in security to build the membership and bring about a deeper talent pool for the industry.

Simon was elected by the BSIA in 2018.



Mike Reddington
Chief Executive

Mike has worked in the security industry for over 25 years, beginning his career in electronic engineering before moving into sales and marketing, rising into senior roles for a variety of organisations, such as **Honeywell** and **ADI**. Mike holds an MBA from Leeds University.

Mike was appointed as Chief Executive in 2019.



Tony Cockcroft
Vice Chairman &
Security Officer Services

Tony is the Director of **Independent Contractor Security Ltd** providing security guarding, patrols and alarm responses and key holding.

He was elected as Section Chair in 2015, and in 2019 Tony was also elected by the Board as Vice Chairman of the Association.



Kevin Howells
Asset Property Marking

Kevin is Managing Director of **Datatag ID** which was formed in the early 1990s as a subsidiary of **Mitsui** of Japan, one of the world's largest trading companies with a turnover in excess of \$150 billion.

Kevin has been Chairman of Asset Property Marking since 2017.



Gareth Skinner
Cash & Valuables in Transit

Gareth is UK Head of Operational Risk at **G4S plc**. Gareth's role at G4S is to drive the Loss, Security and Business Continuity Management activities across the UK.

Gareth has been Chairman of Cash & Valuables in Transit since 2019.



Carl Gibbard
Export Council

Carl is the Chairman of **Concept Smoke Screen Ltd**, who specialise in fogging devices in the UK as well as on the international market in countries ranging from Holland to Brazil.

Carl was elected as Chairman of the Export Council in 2017.



Don Robins
Information Destruction

Don is the Managing Director and co-founder of **Printwaste Recycling & Shredding**. Established in 1983 to collect waste paper from local printers, in the early 1990s Don recognised that the change in attitude towards a 'green agenda' was impacting the sector which led Printwaste to a major expansion of its service.

Don has been Chairman of Information Destruction since 2017.

Our quarterly section meetings are hosted across the UK by our section chairmen, and it is a great opportunity as a member to get involved in strategy, developing standards and contributing to industry guidance.

For more information email us at meetings@bsia.co.uk

Executive team & section chairmen



Naz Dossa
Lone Worker

Naz is Chief Executive Officer of **PeopleSafe**, part of the **Send for Help** Group, the largest lone worker protector provider in the Europe.

Naz is currently in his first tenure as Chairman of Lone Workers and was elected in 2020.



Adrian Mealing
Security Equipment Manufacturers

Adrian is Head of Industry Affairs at **Texecom** and has over 20 years experience in complex multi disciplined projects, from initial concept to delivery and completion.

Adrian has been Chairman of Security Equipment Manufacturers since 2020.



Martin Watson
Security Systems

Martin is Operations Director at **Mitie Fire & Security Systems** and has a wealth of expertise in management along with an understanding of emerging technologies to inform sound business decisions.

Martin has been Chairman of Security Systems since 2017.



Gideon Reichental
Vacant Property Protection

Gideon is Commercial Sales Manager for **Clearway**, who provide a range of insurance and police approved vacant property protection solutions.

Gideon has been Chairman of the Vacant Property Protection section since 2017.



Benjamin Linklater
Video Surveillance Systems

Ben is the Sales Director at **Optex (Europe) Ltd** and was elected as Chairman of the Video Surveillance Systems (CCTV) section in 2019.



Sarah Staff
SaferCash

Sarah is responsible for the BSIA joint security intelligence initiative **SaferCash** and is former Head of the Flying Squad, with a 30 year career in the **Metropolitan Police**.

Sarah was elected to the Board in 2019.



Geoff Zeidler
Police & Security Initiative

Geoff, a former BSIA Chairman and Country President of **Securitas** and Deputy Chairman of the **Security Industry Authority**, is responsible for the Police & Security Group (PaS), which looks to improve links between the police and business through private security initiatives.

Geoff was elected to the Board in 2019.



Ray Jones
Access & Asset Protection

Ray is Managing Director of **RGL Electronics Ltd**, who specialise in keypads, electronic locks and exit devices.

Ray has been Chair of the Access and Asset Protection Section since 2017

Our quarterly section meetings are hosted across the UK by our section chairmen, and it is a great opportunity as a member to get involved in strategy, developing standards and contributing to industry guidance.

For more information email us at meetings@bsia.co.uk

Association team



Dave Wilkinson
Director of Technical Services

With over 20 years experience in the industry, Dave is responsible for coordinating all technical and quality matters within the Association.

These duties include acting as representative on various UK, European and International standards committees and monitors EU Directives that impact BSIA members.



John MacAskill
Director - Security & Export

John has over 25 years of experience in the industry, working as head of sales and business development for **Pointer Ltd** and **Connelly Security Systems**.

John is responsible for the Security Officer Services section and the Association's export strategy, working with government and related export agencies to raise the UK profile of security.



Andrew Cooper
Head of Communications

Andrew has over 20 years of experience working for central government and trade associations, and is responsible for the communication and marketing functions of the Association, including public relations, events and campaigns.

Andrew meets with members at meetings and events, and liaises with government and industry partners.



Paul Turner
Head of Finance

Paul is responsible for the finance of the Association and its wholly owned subsidiary, **Skills for Security**.

He also acts as a board member for both companies and the Association's Finance and General Purposes Committee.



Sarah Staff
Head of SaferCash

Sarah is responsible for the BSIA joint security intelligence initiative **SaferCash** and is former Head of the Flying Squad, with a 30 year career in the **Metropolitan Police**.

Sarah also works closely with the Association's Cash & Valuables and Transit sector.



David Scott
Skills for Security
Managing Director

David is responsible for our wholly owned subsidiary, **Skills for Security**, the largest UK provider of apprenticeships in fire and security.

Based in Warrington in our training centre, David and his team also work in developing partnerships with major colleges in a drive to increase the number of installers in our industry.



Tom Ford
Membership Development Manager

As Membership Development Manager, Tom is responsible for growing overall membership and providing support to the Association's existing members.

Tom is the first point of contact for membership enquiries and ongoing relationships with existing members. Tom also chairs and curates the monthly BSIA Broadcasts.



Steve Lampett
Technical Manager

Steve is responsible for coordinating the BSIA groups that develop codes of practice and guidelines and provides input to national and international standards committees.

He also manages activities related to environmental compliance and regularly attends BSIA meetings and speaking at industry events during the year.

Association team



Katherine Ingram
PR & Communications
Officer

Katherine is responsible for raising the profile of the work of our members to both trade and end-user audiences, specialising in the use of social media and video technology as well as communicating with national and regional press.



Simon Gardner
SaferGems Manager

Simon manages **SaferGems**, the initiative against crime in the Jewellery, Antiques and Fine Art Trades, hosted by the BSIA and funded by the retail jewellery industry through **TH March Insurance Brokers** and the **National Association of Jewellers**. Simon is also responsible for challenging PCN notices for our Cash & Valuables in Transit members.



Kirstie Anwyl-Hughes
Technical Coordinator
& Compliance Officer

Kirstie provides support to the Technical Services team, coordinating the technical work load, acting as proof reader for all technical documentation, managing the technical database and acting as focal point for all technical enquiries.

Kirstie also manages our quality management system and carries out internal quality audits.



Peter Jack
Technical Officer

Peter is responsible for supporting member companies at technical, regional and section meetings, as well as developing and vetting security industry guides, codes of practice and standards.

He also represents the BSIA on selected technical working groups both in and outside the UK.



Lynn Hodges
Finance & Facilities
Administrator

Lynn looks after the Finance department of the Association and its wholly owned subsidiary, **Skills for Security**.

Lynn is also responsible for human resources and liaises with outside contractors.



Rosemary Nicholas
Meetings & Membership
Administrator

Rosemary is responsible for maintenance of the members' database and membership list, and administration of section activities (including meetings, committee elections etc.) in accordance with the bye-laws.



Maggie Markova
Events & Marketing
Coordinator

Maggie is responsible for marketing and events for the Association and also assists with our public relations and social media content creation and maintaining the various websites including the British Security Awards, **Skills for Security** and the BSIA website.

Maggie is also first point of contact for all Skills for Security marketing.



Becky Brougham
Skills for Security
Senior Operations & Data Manager

Becky is responsible for the day to day operational functions of **Skills for Security** as well as looking after the data management.



Be a member **not an observer**

"There has never been a more important time for our industry to be addressing the rapid changes that are occurring and being at the heart of the security industry through the BSIA means it is better in the long run to be a member than just an observer."

THE VOICE OF THE **PROFESSIONAL SECURITY INDUSTRY**

