

## SUPPORT SERVICES FOR THE SECURITY GUARDING INDUSTRY

FM Contract Watch is an independent company, established in 2012, to support the Security Guarding Industry and has 3 main divisions to the organisation; The ACS Pacesetters, The Silver Fox Audit Scheme and Security Consultancy.

### The ACS Pacesetters

The ACS Pacesetters promotes the security guarding companies that have Approved Contractor Scheme status and are currently in the top 15% of assessed companies. There are currently in excess of 800 accredited companies and the ACS Pacesetters have all achieved a minimum score of +128 out of a maximum +174. These companies have all demonstrated their compliance with the relevant standards and quality of service they provide when assessed by their appointed UKAS body. The ACS Pacesetters website makes it a simple process to find a top quality security guarding company operating in your area when you are compiling your tender list.

### The Silver Fox Audit

The Silver Fox Audit tests the performance of on-site Security Officers. These unannounced penetration and customer service audits are carried out at any time during the day or night. In an industry where the staff are required to work long hours, it is inevitable that there will be periods of time when there is an inconsistent performance and complacency sets in. Yet, this will not be identified unless the operation is tested or an intrusion occurs, by which time it will be too late.

The Silver Fox Audit is a cost effective method of testing your security team and further information can be found on page 7.

### Security Consultancy

We provide a range of security consultancy services working for both security guarding companies and end users of security services. These include; Audits and Reviews of both contract and in house security teams, Site Surveys, Risk and Threat Assessments and due diligence when appointing a new contractor (whatever service they are providing) to ensure that their standards and procedures meet your requirements.

We can also support you through the whole process of going out to Tender for your Security Guarding Contract, including preparation of the tender documentation.

We have recently increased our team of Auditors and Consultants in London and the South East to enable us to meet the additional requirements of our clients, however; we can also offer a national service. Our team are all experienced, independent security professionals who have worked at a senior level in the industry.

**Further information on all of the services we offer can be found at [www.fmcontractwatch.co.uk](http://www.fmcontractwatch.co.uk)**



**P2** ACCREDITED MEMBERS

**P6** PORTRAIT OF A PACESETTER  
- UNITRUST PROTECTION  
SERVICES (UK) LIMITED

**P7** SILVER FOX AUDIT SCHEME

**P10** UNIFORMS@PETERDREW.COM

**P5** NEWSBOARD

**P8** TRUST ID  
- THE IMMIGRATION ACT 2016

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# ACCREDITED MEMBERS

## The ACS Pacesetters – the sign of quality for Security Guarding

As the register of members of The ACS Pacesetters rapidly increases, more and more companies are recognising the benefit of promoting their ACS score and showing that they are in the top 15% of accredited organisations. Likewise, it makes sense to contract with a company that has proved they are one of the market leaders in the industry.

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**APCOA**  
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**CONSTANT**  
SECURITY SERVICES

**CONSTANT SECURITY**  
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Tel: 0845 330 4400  
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**AXIS SECURITY SERVICES LTD**  
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Tel: 020 7566 0500  
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**Broadland Guarding Services**

**BROADLAND GUARDING SERVICES LTD**  
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Tel: 01603 484884  
Web: www.broadlandguards.com

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**CE Security**

**CE SECURITY SERVICES LIMITED**  
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Riverside Business Park, Nottingham NG2 1RX  
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Web: www.ceworld.com

**ENIGMA SECURITY SOLUTIONS LIMITED**  
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Web: www.enigmasecuritysolutions.com

**CHURCHILL SECURITY LIMITED**  
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Matrix Business Park, Leyland, Chorley PR7 7NA  
Tel: 0800 298 9667  
Web: www.churchill-security.co.uk

**ExcluSec**  
Security Solutions Ltd

**EXCLUDEC SECURITY SOLUTIONS LTD**  
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Trafford Park, Manchester M17 1SN  
Tel: 0844 870 7495  
Web: www.excludec.co.uk

**CIS SECURITY**

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London SE13 6LJ  
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Web: www.cis-security.co.uk

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The Green • The Security • The Design

**FIRST RESPONSE GROUP LIMITED**  
Unit 2 Gemini Business Park,  
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Tel: 0113 390 7870  
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**CLASSIC SECURITY (UK) LTD**  
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**GUK**  
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**GUARDING UK LIMITED**  
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**LAND SHERIFFS LIMITED**  
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**incentive**

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London SE1 0EH  
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Web: www.incentive-lynx.com

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**Industry Security UK LTD**

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Integrated Visual Protection

**INTEGRATED VISUAL PROTECTION LIMITED**  
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London SE7 8NJ  
Tel: 0871 222 1233  
Web: www.ivp.org.uk

**OCS**

**OCS GROUP UK LTD**  
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Web: www.ocs.co.uk

**interr**

**INTERR SECURITY**  
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Web: www.interrsecurity.com

**OLTEC GROUP**

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Smithy Brook Road, Wigan WN3 6PR  
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Web: www.oltecgroupp.com

**KEY SECURITY**

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palmaris-services.com

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**KINGDOM**

**KINGDOM SECURITY LTD**  
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**P.H.X. SECURITY LIMITED**  
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# ACCREDITED MEMBERS



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 Web: www.tcfm.co.uk/security



**REGENCY SECURITY SERVICES (UK) LIMITED**  
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 Century Drive, Braintree, Essex CM77 8YG  
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 Web: www.regencysecurity.co.uk



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**RISK MANAGEMENT SECURITY SERVICES**  
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 Web: www.unitrust.co.uk



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 Bury St Edmunds IP28 6LG  
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 Andover, Hampshire SP10 2QU  
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 Hull HU3 2BP  
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 London EC4Y 1EL  
 Tel: 0207 353 4171  
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**STEEFORCE SECURITY UK LTD**  
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 Wallasey, Wirral, CH41 1AQ  
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 Web: www.steelforcesecurityukltd.com

## RECEPTION UK (RUK)



How do you differentiate your service in a perfectly competitive market, a market characterised by fierce competition and minimal price variance? The answer to such a question has shaped RUK, guided our operational philosophy and moulded our methodology. The answer is quite simply, 'innovation', a refusal to accept the status quo, a rejection of convention, the evolution of a new paradigm focused on being different. Not a quirky sort of different, but instead a different that involves looking at a problem with a fresh perspective, a new set of eyes. This way of thinking was the driving force behind the establishment of our reception division. We went to the market, analysed trends and canvassed our client's opinion, all of which pointed to the need for something new, a different approach to the provision of front of house services. In response to the growing demand for a high end receptionist service in support of our clientele, some of the Country's leading managing agents and commercial landlords, RUK was conceived. The service has grown from strength to strength and currently lists five of the UK's top ten managing agents as clients. Reception UK (RUK) is a flexible bespoke service providing creative solutions for businesses who need a high quality front of house service. All RUK receptionists are highly skilled, experienced and customer focussed. Our clients can therefore, be confident that the first person people see when visiting their offices always makes the right first impression.

[www.receptionuk.co.uk](http://www.receptionuk.co.uk)



## TC SECURITY SERVICES SCORES A HAT TRICK



**TC Security Services, part of TC Facilities Management (TCFM), has been awarded a hat trick of contracts in the Home Counties & East Anglia.**

The contracts all commenced on 1st July and sees the provision of security services to a range of commercial offices and a purpose built production facility, totalling almost 400,000 sq ft, over the three sites.

The contracts were awarded as a result of demonstrating an excellent quality of service at similar sites in Maidenhead and Hertfordshire. The two office sites "CBXII" in Milton Keynes and "Westside" in Hemel Hempstead are both prestigious, flexible and impressive buildings. TC Security Services will be providing teams of security officers to provide 24-hour protection to keep staff, tenants and assets safe and secure.

The third contract at Direct Table Foods in Suffolk was awarded due to the preferred supplier to Elior who provide catering services at the same location. Here again, TC Security Services will provide 24-hour protection

Leading these awards for TC Security Services, Business Development Manager Simon Roberts commented,

"We are delighted to secure these contracts. These successes have come about through the supply of high quality consultancy services and innovative security solutions. Our bespoke security services offer will ensure that our clients and staff receive a bespoke customer facing service and can work in a safe and secure environment."

Steve Boyden, Managing Director for TC Security Services commented,

"I am delighted that the level of dynamism the team have displayed with other accounts has resulted in these contracts. This will certainly bode very well for the future."

[www.tcfm.co.uk/security](http://www.tcfm.co.uk/security)

UniTrust Protection Services (UK) Ltd is a family business with over 37 years' experience in the Security Industry. Chairman Paul Griffin and CEO Ian Yexley have 30 and 27 years' of service respectively with the Company providing a level of continuity for their long term corporate clients rarely seen within the Industry.

UniTrust has a successful history of building teams to not only meet, but exceed expectations of their clients and customers, bringing their best in class experience and expertise to produce exceptional security teams.

Ian was a founder member of the Close Protection chapter of the British Security Industry Association (BSIA) and is Chairman of the Specialist Services Section. He sits on their Council and Operating Board giving the company further insight and leverage on industry matters. Ian is a regular industry contributor and presented for the BSIA Specialist Services Section at IFSEC 2016.

Managing Director, Scott Gough is an experienced professional who has worked in the Security Industry for 18 years. He has been responsible for developing and implementing their business strategy and driving security operations and standards from the top down. Scott consistently challenges his Senior Management to be innovative when looking at service delivery and client support. He was recently elected to the BSIA Security Guarding Committee.

UniTrust place great emphasis on training, development and motivation of their staff. They believe training affects employee retention and, if viewed as an investment rather than an expense, can produce high returns. Employee motivation is imperative, making them feel part of the UniTrust family, ensuring they know their value to the company and the site they work on.

A high ratio of Management to Security Officers is maintained, which allows them to be proactive as well as reactive; consequently their Contract Managers have more time to spend on each account than is the accepted practice within the Industry.

UniTrust is proud of their commitment to quality, which pervades the whole Company. The Quality Management system incorporates their Approved Contractor Scheme (ACS) status, National Security Inspectorate (NSI) Gold standard and ISO 9001:2008 accreditation. They are in the process of reviewing their ISO 9001 quality management system to incorporate ISO 18001 (Occupational health and safety management system) and ISO 14001 (Environmental management system).

UniTrust have won a number of Industry awards including the BSIA BEST SECURITY TEAM IN LONDON 2012, the BSIA National Award for SERVICE TO THE CUSTOMER 2014 and the BSIA South East Regional Award for OUTSTANDING ACT 2016.

Val Trifonovs received the "Outstanding Act" award from a Director of the BSIA, Ian Yexley CEO and Scott Gough Managing Director. The presentation was attended by members of UniTrust management, their client, the arresting officer and Head of Bishopsgate CID. Their client spoke highly, not just of his action, but the team contribution and exceptional support they enjoy from UniTrust.

UniTrust are confident that their excellent, proactive and committed Management team plus genuine 'on the ground' 24 hour support for staff and customers, provides the best possible security solution and security teams. They believe that they can maintain a safe and secure, yet welcoming security presence that will assist in promoting a positive and professional image for their clients.



Whether you are a security contractor, you employ a security contractor or you employ in-house Security Officers, the FM Contract Watch team of Auditors can independently test the manned guarding responsible for your access control.

These tests are not designed to catch anyone out or to seek to apportion blame, but are to help companies to improve their site security and to learn where they may be vulnerable. In many cases, where we have detected a lapse in security procedures, these can be quickly remedied and we can carry out a follow up audit to ensure the new procedures are working effectively.

Due to the current Threat Level there has been an increased demand for the service we offer, especially in the London and the South East, and we have increased our team of auditors in this area so that we can respond to our client's requirements at short notice.

A regular series of audits keeps the Security Team alert and our award scheme recognizes the Security Officers who have carried out their duties correctly and prevented an Auditor gaining access. It is always good for us to see a Security Officer displaying a Silver Fox badge when we carry out a follow up audit.

Companies test their access control and fire systems on a regular basis and usually have a maintenance program in existence, so it would make sense to test your security guarding on a similar basis. A series of audits, monthly,

quarterly or even just twice a year, will help to detect any vulnerable areas and give you the opportunity to rectify them just in case they are genuinely tested by acts of crime.

In addition to the standard penetration and customer services audits, we are also working with our clients to assist with their Security Officer's training in recognizing suspicious circumstances and acting appropriately.

This is what one of our long term clients had to say about Silver Fox Audits:

"DP World Southampton has used the Silver Fox audit programme since April 2006, the fact that these audits take place without any prior notice, and at any time of the day, night or weekend means that the contracted security staff are required to maintain a good level of vigilance at all times. The audits are conducted in a responsible manner and, whilst there have been occasions where Silver Fox has gained access to our terminal, which has highlighted 'weaknesses' in our security procedures, these have been addressed and a stronger deterrence to unauthorised access is now in place.

It is our view that if you take security seriously you must test yourself, Silver Fox audits are an important element of this testing process"

Did you know that as part of the ongoing Government's push to deter and tackle illegal working, a set of new measures came into force on 12th July? It's known as the Immigration Act 2016.

This latest legislation aims to make it more difficult for those living illegally in the UK to work here and access services including bank accounts, housing and jobs. Some believe that this Act is controversial, that it may challenge migrants rights and open up the possibility of discrimination, regardless of the relative merits (or lack thereof) of this new Bill, it will have an impact on UK businesses.

### The law is broader

Even before the introduction of this Act, your business could be prosecuted for employing an illegal worker – around 1,200 civil penalties were issued in the second half of 2015 for businesses who were caught not carrying out proper right to work checks. However, a prosecution was based on proof that you had actual knowledge that someone was an illegal worker. The introduction of the 2016 Act means that, in future, if the Home Office considers that your business had 'reasonable cause to believe' that an individual was an illegal worker, you may be found to be committing an offence which could lead to imprisonment. So, for example, if you suspect that someone in your team is seeking to work illegally but you don't actually have evidence, it would now be wise to prevent them from working until you are sure to protect your business fully – that is until they have provided you with satisfactory evidence of their continued right to work in the UK.

### The penalties are greater

Not only does the Immigration Act 2016 makes it easier to prosecute anyone who deliberately 'turns a blind eye' to employing illegal workers, it also makes sanctions tougher. Since 2014, the civil penalty imposed on a business has been up to £20,000 per illegal worker and this new bill now also increases the maximum custodial sentence from two to five years. In the future, the Act will also introduce powers to close premises where a business is found to be employing illegal migrants.

### Criminal offence for illegal workers

A worker who does not have permission to enter the UK, has overstayed their visa or has violated their restricted working conditions could be found guilty of the new offence of 'illegal working'. This could lead to a prison sentence of up to 6 months and/or a substantial fine.

There are further measures in the Immigration Act which will come into force in the future, including a new offence of aggravated breach of labour market legislation (e.g. by failing to pay the national minimum wage) and imposing strict language requirements, but no date for their introduction has yet been given.



### What should you do about it?

These new provisions really highlight the need for vigilance and for your business to remain compliant with Right to Work checks. The extension of the illegal employment offence to include 'reasonable cause' means that, more than ever, an employer needs to make sure they have a thorough and consistent process for onboarding and validating staff and can't just take an individuals' word for it if there is any evidence to suggest they might be working illegally. This Act also means that, more than ever, employing illegal staff within your organisation could not only be hugely damaging to your brand but could also be enormously disruptive to your business.

- Ensure that your HR or on-boarding team are up to date with the changes in the Immigration Act 2016. The government have produced a series of factsheets to further explain the Act, which you may find helpful: <https://www.gov.uk/government/collections/immigration-bill-2015-16>
- Make sure that you have robust Right to Work checks in place, which can be evidenced to the Home Office should an enforcement visit take place. These checks should be carried out before employment, if possible, and prior to visa expiry dates, to provide you with the Statutory Excuse.

At TrustID, we help businesses like yours with easy and reliable Right to Work checks using electronic document validation software. With a desktop scanner or a simple app on your smartphone, we could help you quickly and easily validate identity documents – e.g. passports, visas or ID card – to make sure that your team are who they say they are and have the right to work in the UK. We could save you time, help give your onboarding staff peace of mind and protect your business from employing illegal workers.



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## Members Offer

Uniforms@peterdrew.com would like to offer all members, ACS approved companies, FM companies and end users of security services the following -

- Free samples on a sale or return basis
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- Committed customer sales support
- Same day dispatch, next day delivery
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