

RAISING THE AWARENESS OF THE APPROVED CONTRACTOR SCHEME

The Approved Contractor Scheme is now reaching its tenth anniversary, having first been introduced in 2006. However, it is disappointing to find that some buyers of security services still do not appreciate the relevance of the accreditation and, even when they do, many do not know how the contractor scoring works and what is involved in the annual inspection by the appointed UKAS body.

Currently, the list of Approved Contractors on the Security Industry Authority website is the only defining measure for companies providing security personnel, for their client to refer to.

The SIA website includes a page on the Benefits of using an Approved Contractor and opens with the following *'Choosing an ACS accredited supplier for the provision of your contract security services will help you to meet your security obligations to your staff, shareholders and other stakeholders.'* However, many end users of contract security services believe that as long as their security officers are licensed they meet the required criteria and legal obligations.

The ACS scheme requires continual improvement by its members, year on year, to maintain their current score and this is proven by the fact that 5 years ago, to reach the top 15%, companies were required to achieve a score of +74, out of a maximum 154; this has now risen to +128 out of a maximum 174. To continually maintain and improve these standards is expensive in both time and money. On top of the SIA application fee and annual payment to the UKAS body to carry out the assessment, each company is required to pay £15 per licensable employee every year.

Having recently spoken to several contract security companies, who hold Security Industry Authority Approved Contractor status (SIA ACS) and achieved a score in the top 15%, we have found that they are often required to educate their prospective clients on the ACS scheme, and the difference in the scores that can be achieved. A company that achieves a score of 0 or +174 both hold the same accreditation but, it is obvious that there is a vast difference in their operating practices and standard of service.

For example, the owner of one regional Security Company stated that the last 3 tenders he had submitted did not ask whether the company was SIA ACS accredited. When he did raise the issue of the ACS score

his company had achieved at the presentation, the prospective client had assumed that any company with ACS approval met exactly the same criteria!

Another company, which specialises in Door Supervision, stated that once they had achieved their ACS accreditation they were happy just to maintain it and did not worry about increasing their score as their clients never asked about the scheme and many did not even set it as a minimum requirement for gaining the contract.

We also found that the Approved Contractor accreditation is not a requirement for contract security services provided for many local councils and government departments, although you would expect this to be the minimum criteria required in order to be awarded such a contract.

There are now 798 contract security companies who have achieved Approved Contractor Status with a further estimated 1,200 companies operating without the accreditation.

The ACS Pacesetters, which promotes the contract companies who have achieved a score in the top 15%, and Infologue Star Performers, which promotes the companies in the top 5%, have gone some way towards this but, the contract security companies that we have spoken to would like to see more promotion of the ACS by the SIA, to the buyers of security. They want the clients to understand the content of the self-assessment workbook and scoring system and what is involved to enable them to reach their individual score.

The SIA never intended the ACS score to be seen as a differentiator, however; the cost to the companies achieving this accreditation is considerable, as well as time consuming, and the organisations that have invested heavily to achieve a high score need the buyers of security to understand the process and standards that they are required to meet and maintain.

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GRADE A AWARD FOR TC SECURITY SERVICES

Effective immediately, TC Security Services, part of TC Facilities Management (TCFM), have been awarded the contract to provide manned guarding services to the "TOR" Grade A Office Headquarters in Maidenhead, Berkshire by Workman LLP (Workman). TC Security Services will be responsible for the total security and protection of the 67,777 sq ft building.

The contract commenced at "TOR" last month and early client feedback is very positive. The building, which is of an advance design, boasts excellent green design credentials including natural light, a double height reception area and outdoor space to maximise staff's quality of life and well-being.

In response to the Award, Steve Boyden, Managing Director of TC Security Services said,

"We are absolutely delighted to have been awarded the manned guarding contract for this prestigious and stunning building. Having successfully demonstrated our capability on other Workman contracts over the past decade, the Workman Team had complete confidence in our Team ethos, high standards and commitment to the highest quality service delivery." This was also true, Boyden added, of the many other head office operations that TCSS secure on behalf of leading Global brands.



Steve Boyden, Managing Director of TC Security Services



Richard Chappell, CEO of TC Facilities Management



Richard Chappell, CEO of TC Facilities Management added,

"This award by Workman on behalf of TOR Maidenhead is a great result for the business. We would like to thank Workman for awarding TC Security Services this contract which demonstrates ongoing growth for the business as a whole. We look forward to working with them on future projects to deliver the added value and expertise their customers require."

QUALITY IS KEY...

Following our highest score to date (+138) in August 2014, we made a conscious decision to review our existing accreditations in time for our assessments in August 2015.

Firstly, we welcomed Brian Nuttall to Key Security Group, (as our Compliance Manager) to support and advise on our application to add 14001 and 18001 accreditations to our existing ISO 9001, and our extension of ACS scope to include CCTV operations for the first time.

After tendering our business with the awarding bodies, we welcomed ISOQAR to our new Head Office and Control Room Suite at Ossett, Wakefield for a five day audit.

We have always valued the SIA Approved Contractor Scheme and as a result have been a part of ACS Pacesetters over the last twelve months and have just renewed our membership for a second year.

Following our recent audit, we can now proudly state that:

Key Security (UK) Ltd holds SIA Approved Contractor Status for the provision of Key Holding, CCTV, Security Guarding and Door Supervision services with a phenomenal ACS score of +160.

This firmly places the company in the top 5% of those companies on the scheme.

In addition, we have also achieved certification in 14001 and 18001.

All in all, a fantastic effort by all involved, and with a target of +170 for next year, we certainly have a busy run up to our next assessment!



WARD SECURITY RETAINS INVESTORS IN PEOPLE GOLD ACCREDITATION

Company also earns award for decade of compliance



Nikhil Kamboj, Compliance Director and Liana Dodd HR Director.

Ward Security has successfully retained Gold status following its triennial Investors in People (IiP) assessment. The achievement puts the company within an exclusive group of a very small number of security companies to achieve the highest status, and also marks a full ten years of IiP compliance, for which the company was also awarded.

The IiP report highlighted areas of strength and good practice and gave particular praise to the company's core PRIDE values (Protection, Respect, Integrity, Dynamic Teamwork, and Excellence) and the actions taken to embed these values across the company.

IiP assessors also found that approximately 95% of new starters within the last two years described Ward Security

as better than previous organisations they had worked for as a result of the efforts of Operations Managers/Associate Directors and Supervisors who received great feedback from their colleagues. When describing their managers staff commonly used the words 'available', 'approachable' and 'supportive'. Knowledge sharing across teams and across the organisation was also highlighted, with the IiP assessors noting the innovative learning solutions and e-learning programmes that Ward Security has made available on its employee portal.

Speaking about the success Nikhil Kamboj, Ward Security Compliance Director said "This was perhaps our most challenging IiP audit as there are many areas that we recognised needed work. However, our commitment to working as a team has helped us to bring about successful improvement in several key areas. This has not only helped us to grow the business, but has also strengthened the culture and environment within Ward Security.

"Our IiP assessment confirms where we truly stand in comparison to other businesses across all industries, and we believe that there are still only two security companies nationally that hold the Gold status including Ward Security [last checked on 18th September]. This echoes our company values and we are very proud of this achievement."

David Ward, Managing Director added "It is particularly pleasing to read that 95% of new Ward Security staff consider Ward Security to be better than previous employers and see the company as supportive and approachable. This is vitally important as we pride ourselves on attracting only the highest quality security professionals, and to do that we need to be seen as a superior employer that is inclusive and has in place the means for personal development and job satisfaction. We have strived hard to ensure this is the case and we are delighted that our efforts have been recognised by Investors in People."

Ward Security has a head office in London and a network of regional offices including Rochester, Bracknell, Manchester and a newly opened office in Scotland. Ward Security provides a broad range of bespoke, integrated and flexible security services working with clients in the public and private sector. Areas of specialist expertise include the provision of search and selection guard dogs, wireless intruder detection systems and concierge services through its Ward Belgravia division.

SecuriGroup 

NEW MANAGEMENT STRUCTURE FOR SECURIGROUP IN LONDON

Following our recent growth in London, SecuriGroup has invested in expanding the local management structure in the area, ensuring our development and ongoing success in the region is fully supported.

SecuriGroup Operations Director, Allan Burnett QPM, has relocated to London to assist our new Regional Manager, Jim Lindsay, and our new Contract Manager, Ron Gibson.

SecuriGroup will benefit from Jim's 17-year security experience and extensive knowledge of the city. He has held a number of management positions and has ensured the successful operation of contracts for Wimbledon, The Farnborough Air show, and The Royal Navy.

Ron has over three decades of experience, during which time he has developed a broad and detailed understanding of the challenges of a modern security industry. His extensive expertise will be applied to the management of our London portfolio.

THE HALL OF FAME



The ACS Pacesetters – 5 year anniversary

On 1st September 2015, the ACS Pacesetters reached their fifth anniversary. The association promotes the contract security companies who have achieved a high enough score to put them in the top 15% of Security Industry Authority Approved Contractors (SIA ACS) members.

In September 2010, when the ACS Pacesetters was formed, the minimum score required to reach the top 15% of the Security Industry Authority Approved Contractor Scheme was +74; however, due to the continual improvement required by the SIA, to develop standards and quality of service, this has increased year on year to the current score of +128.

If you contract with a member of the ACS Pacesetters you have the reassurance that they have not only met, but greatly exceeded, the minimum requirement to hold Approved Contractor status. These companies have met the highest criteria in many sections of the ACS workbook, which covers every aspect of the business and compliance with the relevant British Standards.



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Palmaris Services Ltd has been delivering Facility Services to the Scottish marketplace for over 25 years where it has built a strong reputation for delivering high quality services.

In 2001, we were acquired by Paterson Quarries Ltd allowing the company to operate from a strong financial platform. This has allowed for significant investment programmes to position Palmaris competitively within its marketplace. Today, Palmaris has built an extensive client list across all markets where facility services are required. We pride ourselves on our customer relations and have achieved over the last 5 years a client retention rate of over 98%. The company has been operating for over 25 years and has established an enviable reputation within the industry for providing the very highest quality service to a varied customer base in Law Enforcement, Distribution, Manufacturing, Utilities Infrastructure, Retail, Public Sector, Industry and Commerce.

The company offers a wide range of services including:

- Manned Guarding
- Mobile Patrols
- Keyholding and Response
- CCTV Remote Monitoring
- Intruder & Fire Alarm Monitoring
- Electronic Security Installation & Maintenance
- Lone worker safety systems
- Access Control
- ANPR Systems
- Security Training



Palmaris Security understands that the need for security in the modern world is something which affects every single business, but also understands that every client must be provided with a solution which exactly matches their specific business needs.

The company operates to the highest possible industry and professional standards including:

- BS EN ISO 9001, BS EN ISO 14001 & BS OHSAS 18001
- Security Industry Authority Approved Contractor Scheme
- National Security Inspectorate – ARC Gold
- National Security Inspectorate – NACOSS Gold
- Safe Contractor
- Achilles UVDB



Our client's security has always been a top priority at Palmaris Services and this is reflected in our core manned security and electronic security services. But many don't know that we actually have our own ARC (Alarm Receiving Centre) called the Palmaris ARC where we keep a close eye on land and premises for our clients.

Manned 365 days a year, 24/7, the staff at the Palmaris ARC are the first to know if a fire or security alarm is activated on your premises and are therefore in a great position to act quickly. We can contact your assigned key holder, or if appropriate alert the correct authorities so they can act. Many other security service firms do not have their own alarm receiving centre, so we find this adds an extra layer of assurance and confidence for our customers, who know that we are doing all we can to look after their safety and security.

At Palmaris, customer service has always been a priority for us and one of the things we have learned over time is that every customer is unique in terms of their specific needs and requirements. This means that it's increasingly important for us to offer a bespoke service to clients, only offering products and services based on their individual needs, problems and budget. We are therefore delighted to tell you about the Palmaris 'Best Fit Guarantee.' It's led by one of our founding

PALMARIS **HOME & BUSINESS SECURITY**

principles, to be guided by what customers need, and is designed to assure our customers that we are dedicated to offering them a bespoke and considered service.

Palmaris are proud to announce their new venture in to the home & business security marketplace. We have invested strongly in the ability to tailor security systems to every size of home or business and ensure the "Best Fit" guarantee is delivered to all our customers, whatever their size or their individual requirements.

**24 HOUR
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**HEAD OFFICE:
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THE SILVER FOX AUDIT SCHEME

The Silver Fox Audit takes place at any time, without any prior warning, and is conducted by a member of the FM Contract Watch team of independent auditors.

Our client base includes contract security companies, end users of security and in-house security teams and we offer an individual audit tailored to each of our customer's individual requirements.

In addition to the standard penetration audit, we provide customer service/mystery shopping audits which provide valuable feedback on how the security team is perceived by your clients and members of the public.

We believe that all Security Officers who are successful in preventing unauthorised access to the premises, or who excel when a customer service audit is completed, should be awarded and we provide Silver Fox lapel badges to our clients to present to the individuals concerned. Furthermore, we can offer individual personalised awards for the best audits of the year, together with a framed certificate for the company to display, to show their commitment to the Silver Fox Audit Scheme.

AXIS SECURITY TEAM AWARDED SILVER FOX CERTIFICATE 2014-2015



L – R Hassan Butt, Sercan Mustafa and Baburam Rana – 55 Bishopsgate Security Team.

The prestigious Silver Fox 2014-15 Certificate was presented to the Axis Security team contracted to 55 Bishopsgate by Lynda Moore, of FM Contract Watch, on 6th October 2015.

The Silver Fox Audit Team was engaged, by the Building Manager, to carry out a series of Penetration Audits. Over a period of a year, the auditors tested the security guarding team by attempting to gain unauthorised access to the premises and these audits were conducted at any time during a 24 hour period, without prior warning.

All of the Axis Security on-site security team rose to the challenge throughout the year and the Security Officer judged to win the individual award was Shaddat Siddique (unfortunately he was not available for the presentation and this was collected by the Security Supervisor, Sercan Mustafa).

Congratulations go to Jay Singh (Site Security Manager), Shaddat Siddique and the Axis Security team at 55 Bishopsgate.

MOOR HOUSE SECURITY OFFICERS RECEIVE SILVER FOX AWARDS



L – R Mike Harding, Balvir Singh, Lynda Moore, Madeleine Pugh – Moor House Management Company

Two Security Officers employed by Ultimate Security excelled when faced with a Silver Fox Auditor whilst on duty at Moor House.

This resulted in them receiving individual awards for their actions and these were presented by Lynda Moore of FM Contract on 6th October 2015. Mr Balvir Singh received his award in the presence of Madeline Pugh, Operations Manager - Moor House Management Services, and Mike Harding, the Site Security Manager. Unfortunately, Mr. Mohammed Chand was not available to receive his award in person, but this was accepted on his behalf by Mike Harding.

The Silver Fox Audit team are contracted by Moor House Management Services to carry out a series of penetration audits throughout the year.

We congratulate both Security Officers on their achievement.

EVALUATE YOUR SECURITY GUARDING

IF YOU ARE A SECURITY GUARDING CONTRACTOR, END USER OF SECURITY SERVICES OR EMPLOY A TEAM OF IN HOUSE SECURITY OFFICERS THE SILVER FOX AUDIT SCHEME IS RIGHT FOR YOU!

Security Guarding Contractor

When selecting a new contractor there is usually very little difference between the offering from the various companies, but how many are prepared to be independently tested and share the results with their client? If you want a competitive edge over your clients, build in just 2 audits per year into the contract – it will cost less than **0.04p per hour** on a 24 hour contract.

End User of Security Services

Are you receiving the standard of service promised when you went out to tender? Silver Fox Audits will test your security team on their awareness, performance and knowledge.

In House Security Team

Use the Silver Fox Audit as an additional layer of supervision. A regular monthly audit will keep the team on their toes and alert to any suspicious activity. Experience has shown that a programme of audits keeps the team pro-active.

We carry out a wide range of audits which can be tailored to each individual client's requirements and examples include:

Penetration Audit

We attempt to gain unauthorised access to premises by fake ID and cover story. Alternatively, we may attempt to tailgate through the access control barrier.

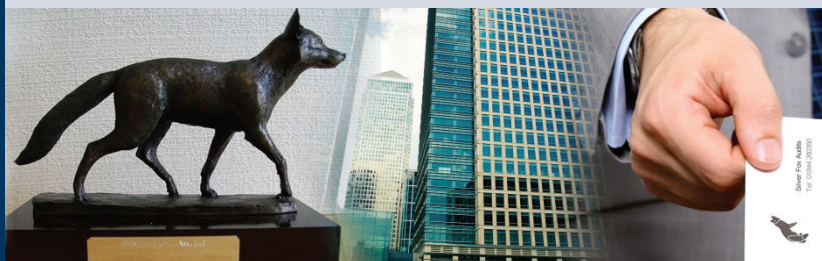
Customer Service Audit

We watch, we listen and assess the level of customer service provided by the staff. We then pose as a client ourselves and see how we are dealt with

Observation Test

We act in a suspicious manner, we take photos – but are we spotted on CCTV or by the Security Officer?

At the conclusion of the audit a full written report on our findings is submitted. Our clients include banks and financial institutions, lawyers, prestigious retailers, TV studios, property managing agents, IT and telecom companies, shipping agents, ports, manufacturing plants, logistics companies and a wide range of premises for our contract security guarding clients.



For further information please go to
www.silverfox.org.uk
or contact Lynda Moore on
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How your security business can use a smartphone or tablet to check employee identity documents for Right to Work compliance

All employers are required to make appropriate identity document checks to establish a person's eligibility to work in the UK. Failure to do so may lead to potential closure and fines of up to £20,000 per illegal employee.

As a security company with employees dispersed over a large number of different sites for different clients, carrying out consistent identity document checks can be a challenge. Checks can also be time consuming, particularly on sites with a high staff turnover or to support one-off events or seasonal peaks. Yet providing robust checks is critical to ensure the safety of your clients, to avoid penalties and to protect your reputation. What's more, showing that your staff are validated can lead to a strong competitive advantage, giving your clients total peace of mind.

TrustID's mobile document scanning App helps security companies to improve Right to Work compliance by enabling managers to perform checks consistently across all sites, using a smartphone or tablet device.

- Quickly and easily validate international passports, visas, biometric residence permits and national identity cards
- Refer suspect documents to TrustID's document helpdesk for further analysis
- Take and store photographs of applicants
- Take and store photographs of any supporting documentation
- Retain a full audit trail with details of the validation results and the person who carried out the checks, all date and time stamped
- Create .pdf records for transfer into other HR systems and processes, helping to prove compliance
- Reduce time spent on administration

We can also deliver bespoke requirements to capture additional information or to integrate with other systems.

As a leading provider of electronic document verification solutions, we're proud that our flexible, cost-effective solutions help a large number of public and private sector clients achieve high levels of compliance, greater financial protection, improved operational efficiency and brand security.

To find out more about how TrustID could help you to comply with Right to Work legislation, please get in touch, quoting ref: FMCW



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