

News and Industry Update...

SIA News



Clarifications to changes to ACS policy

We recognise the challenges that COVID-19 placed upon your business. You are aware that we introduced several temporary measures over the last 12 months to support you during the crisis. We have been encouraged by the way that security businesses have responded.

On 01 April 2021 we returned to normal ACS rules and requirements.

What does this mean for your next ACS assessment?

We are strengthening our re-verification assessments and these will focus on service delivery.

We will place a greater emphasis on assessing customer site-based activities and their associated indicators. Assessors tasked with full renewal assessments will continue to verify all indicators. Whole-day remote assessments and our temporary COVID-19 policies and guidance have been withdrawn.

If you only had a partial assessment between April 2020 and March 2021 then a full renewal assessment will need to be carried out. This must be a full on-site version.

If you had a successful annual assessment between April 2020 and March 2021, your next assessment will be due on the 12th month from the completion date of your last assessment. For example, if you had a part two assessment in October 2020, which concluded your annual assessment for 20-21, then your next assessment is due in October 2021. This is to ensure that you only have one assessment in a 12 month period as required by the ACS.

Your assessment will be applicable either as:

Re-verification: focusing on 'service delivery' and be a full on-site assessment, or:

Renewal: verifying all 78 indicators and be a full on-site assessment.

What if my company and/or contracts have been dormant for 12 months or more?

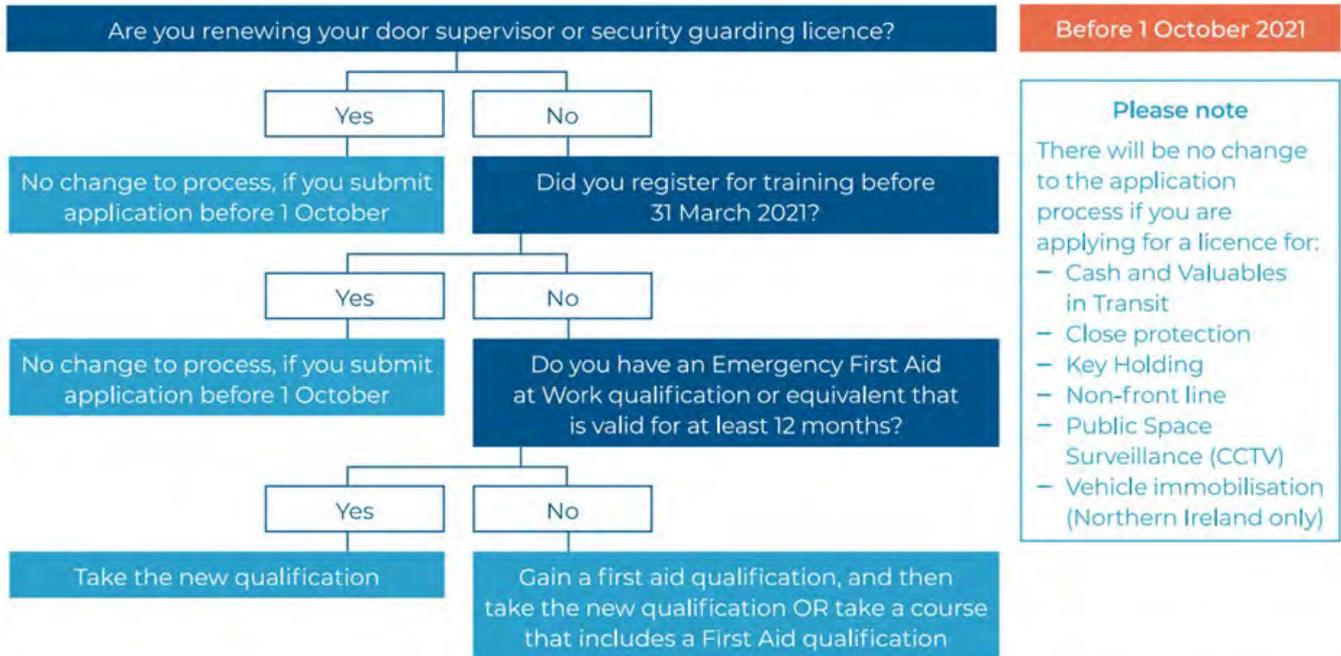
If your contracts were placed on hold during the last 12 months and you have not undertaken any form of assessment during this period, you will need to contact us via your business account and we will consider your case.

New SIA Training Flowcharts....

What do the new SIA qualification changes mean for my application for a door supervisor or security guarding licence?



Security Industry Authority

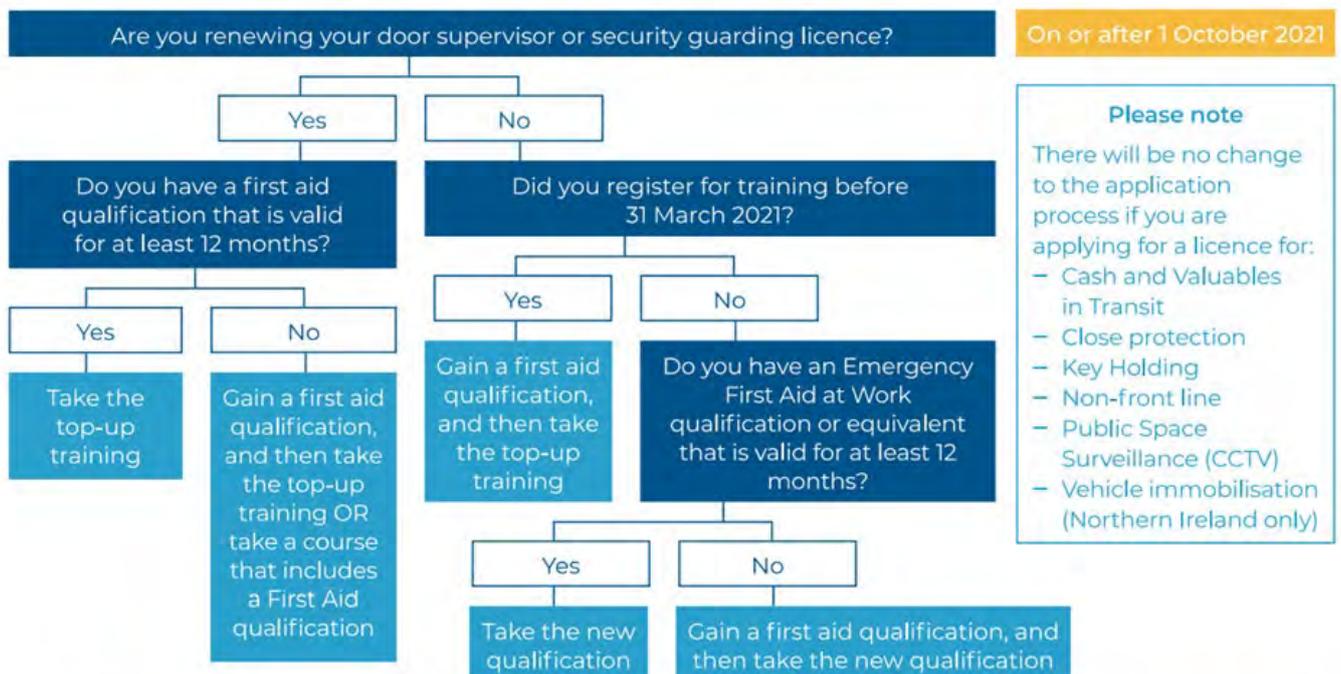


For more detail, please visit Changes to the training you need for an SIA licence on our website at www.gov.uk/sia

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The SIA publishes new advice for Door Supervisors returning to work after lockdown....

As lockdown measures are relaxed, some of you will be returning to work at licensed premises having not worked in that environment for a while.

We appreciate what a difficult job you do, dealing with members of the public in challenging circumstances and often placing yourselves in harm's way.

We want to highlight some of the guidance we have produced on good practice to help you continue to protect the public and keep yourself safe.

Protecting yourself and others

The private security industry plays an important role in the protection of the public.

We suggest that you read our advice for security operatives. This includes:

- Guide to safer physical intervention for door supervisors
- Safer physical intervention for door supervisor's poster
- A guide to safer restraint

You can also read: Case study - A fatal restraint

Helping vulnerable people

When working in the night-time economy you have an important role to identify and support people who may be vulnerable.

Look out for signs of vulnerable individuals, who might be:

- under the influence of alcohol or drugs
- alone or receiving unwanted attention
- separated from friends
- lost or isolated
- being followed or threatened
- victims of child exploitation
- under the age of 18
- elderly
- with mental ill-health
- with learning, physical, or a range of invisible disabilities

Report concerns at once to your supervisor or the venue management.

If you are concerned about someone's ability to get home safely, please consider the following:

- seek the help of street pastors, street marshals or any other active schemes
- call a relative to help in the case of a younger or vulnerable adult
- call for a licensed taxi to take the vulnerable person home
- use 'safe havens' or other local initiatives run by organisations such as St John's Ambulance
- call the police

Well-trained, professional, reliable security is an essential part of a business's front-line services to customers. Please continue to fulfil your role to the highest standards. Thank you for your dedication and professionalism in protecting the public.

The SIA welcomes Heather Baily as the new Chair

Today, 07 June 2021, Heather Baily QPM, starts her new role as our Chair. Appointed by the Home Office, her term as Chair will run for three years.

As Chair of the Authority Heather Baily will contribute to our overall strategic direction and corporate oversight, ensuring with other Authority Members, that our Executive Team is held to account for discharging its duties effectively and to the highest possible standards.

Michelle Russell, our Acting Chief Executive, welcomed Heather Baily and said: *“On behalf of the Authority Members and our colleagues, we welcome Heather Baily as our new Chair. She brings with her a wealth of experience in both non executive and executive roles in public service. We all look forward to working closely with Heather in the future.”*



Heather Baily takes over from the Acting Chair, David Horncastle, who was appointed on an interim basis in January 2021 following the retirement of Elizabeth France.

Michelle Russell added:

“We would also like to thank David Horncastle who has been our interim Chair since the start of the year and before that Deputy Chair. His insight and guidance have been invaluable over the years, and we will miss his sound advice and the support he has provided us.”

Heather said about her appointment:

“I am delighted to be appointed as Chair of the SIA. This is an important time for the organisation, as it continues with its plans, having in the past year to respond quickly to the impact of the pandemic. I look forward to working with the dedicated staff and with our partners as we shape the organisation to ensure that the SIA is as effective, productive and consistently reliable and operates to the principles of the Regulators’ code.”

[The Home Office announcement regarding Heather’s appointment can be found here.](#)

Important Announcement from the Security Institute



The Princess Royal is pleased to accept Royal Patronage of The Security Institute for an initial period of three years. Her Royal Highness’s interest in matters relating to public safety, security and that of

national security are well documented. This is evidenced through The Princess Royal’s military affiliations as well as a number of charities and Patronages.



Image courtesy of James Makinson

Her Royal Highness’s Royal Patronage recognises the unique and valued work that the Security Institute carries out across all levels within the profession, and its various initiatives, including the youth engagement programme NextGen, which partners with Foundations; Charities and Volunteer Police Cadets. The Princess Royal looks forward to supporting the Security Institute in its future work.

Security Institute President Baroness Henig CBE DL said:

“This is a huge accolade for the Institute and recognition of the work we undertake. I am delighted to welcome The Princess Royal as our Royal Patron.”

The Institute is the UK's largest professional membership body for security professionals, with over 4,000 members to date, and expanding global reach. Since 1999 the Security Institute has been working to promote the highest possible standards of integrity and professional competence in the business of security."

Security Institute Chair Peter Lavery FSI said:

"The Security Institute is honoured that The Princess Royal has become our Royal Patron. I have seen Her Royal Highness's support for a number of security related organisations and someone who readily understands the important role of Protective Security in keeping the public safe. The Security Institute looks forward to working with The Princess Royal in the years to come.

British Security Awards Online 2021 – Security officers and companies recognised for their contribution in keeping people places and property safe



The British Security Industry Association's (BSIA) flagship event, the British Security Awards, has recognised security officers and companies working to keep people, property and places safe during the last 18 months.

Held online for a second year due to continued COVID-19 restrictions, the show also featured the Chairman's Award, dedicated to Skills for Security Chairman and long-time BSIA associate Tony Allen, who sadly died at the beginning of the month. The awards also featured presentations from West Midlands and Greater Manchester Police as part of the Association's SaferCash initiative, announcing the bravery awards for the Cash & Valuables in Transit members and its inaugural Police Partnership Initiative Award.

The awards were presented by broadcaster Sue Hill, with the SaferCash awards being presented by Assistant Chief Constable of the West Midlands Police, Jayne Meir and Assistant Chief Constable of Greater Manchester Police, Nicky Porter.

The 2021 winners are:

Best Newcomer: Katelyn Gordon – Mitie

Service to the Customer: Anthony Chell - Mitie

Outstanding Act: Denzil Whathen - Securitas UK

Security Manager of the Year: Graham Rouse - Mitie

Best Team: Beacon Shopping Centre Security Team - G4S

Apprentice of the Year: Jessica Goodson - ADT (Johnson Controls)

National Partnership: Network Rail: Protecting the public, managing risk - STM Group

Installer of the Year: nmcn

Innovative Security Project: GradeShift Pro Radio/Radio (All IP) - CSL Group

Business of the Year: MAN Commercial Protection

SME of the Year: Corsight AI

Environmental Project of the Year: Frontline Faceshields Project - Shred Station

Best Use of Technology: ID Ultra - Reliance High Tech

Contribution to the Industry: Jason Towse - Mitie

Industry Bravery: Rory Middleton & Mr David Paynter – Loomis

Police Partnership Initiative: DCI Christopher Mossop – Greater Manchester Police

Chairman's Award: Tony Allen

Details of the achievements of the winners and finalists can be found on the British Security Awards website at www.britishsecurityawards.co.uk/winners-2021

Mike Reddington, Chief Executive, BSIA, said: “Once again in 2021, the security industry has demonstrated its commitment to keeping people, property and places safe by presenting us with some fantastic examples of the immense wealth of talent, innovation and best practice on display in both our membership and the wider industry.



“The scale of achievement in 2021 is remarkable, and today we were able to recognise these forward-thinking and professional self-starters who represent our industry on a day-to-day basis. Congratulations to every one of you on your success today.”

In announcing the Chairman's Award, Simon Banks, Chairman, BSIA, said: “As we were putting the show together at the beginning of June, we received the very sad news that one of the Association's most ardent supporters and industry leaders for over 40 years, Tony Allen had passed away after a long battle with Leukaemia. Most recently Tony held the post of Chairman of Skills for Security, playing a crucial role in steering the company out of the poor financial position, and relentlessly driving quality improvements to course content and delivery.

In fitting tribute, the 2021 Chairman's Award posthumously goes to Tony and to his family as the Association's - and my own personal - thank you, for his invaluable contribution to an industry he clearly loved.”

The British Security Awards Online 2021 were sponsored by Camberford Underwriting, SaferCash, TEAM Software, NSI, Texecom, Optex, Wagestream, CSL Group and Fenix Monitoring and its official media partner was Professional Security Magazine. For 2022, the awards will be held live (COVID restrictions permitting), returning to the London Marriott Grosvenor Square, on Wednesday 29 June.

The full event can be viewed on the BSIA's YouTube page, www.youtube.co.uk/user/theBSIA



ADVENT IM's, Armed Forces Covenant Officially Issued!

Leading Independent Information Security Consultancy, Advent IM, has signed up to the Armed Forces Covenant. This officially pledges continued support to the Armed Services Community

The Armed Forces Covenant is a promise from the nation to those who serve or who have served, and their families, that organisations who sign this pledge will do all they can to ensure those who serve are treated fairly and are not disadvantaged in their day-to-day lives. The Armed Forces Covenant commits a business to support the Armed Forces Community by recognising the value serving personnel, both regular and reservists, veterans, and military families contribute to our businesses and our country.

ADVENT IM Co-founder, Director, and Armed Forces Champion, **Julia McCarron**, said of this pledge,

“From its inception Advent IM has been supporting our armed forces community as an organisation by virtue of the fact that our MD, Mike Gillespie, himself was a serving member of the armed forces. During our growth, we have recruited many ex-serving personnel, past, present and I have no doubt future, and supported those that continue/continued to provide reservist support. We have also actively supported the community through our supplier and associate network.

Our Armed Services Covenant acts as an official pledge that Advent IM will continue to support the Armed Services Community and I felt, given our connections, it was only right that we should sign up. I'm delighted to say that our signed Covenant has now been officially issued. Advent IM will always remain a strong supporter of the Armed Forces, covenant or not. We recognise and admire the sacrifices and achievements of those serving and who have served, and their spouses and partners, and will continue to do so.”



<https://youtu.be/OOcvKYueq6Q>

<https://www.armedforcescovenant.gov.uk/>

The UK OSPAs Are Now Open For Nominations



Entry to the UK Outstanding Security Performance Awards (OSPAs) is now open with a brand-new category added for 2022: Outstanding Equality, Diversity and Inclusion Initiative.

The OSPAs provide the opportunity to highlight the best companies, people and projects that have made a significant contribution in safeguarding communities. As well as providing the opportunity to say thank you to those in frontline security roles who have demonstrated innovation, flexibility, dedication, and resourcefulness in responding to changing and sometime challenging situations.

Entry is open through to 4th October 2021 and nominations are invited in sixteen categories. Nominations will be scored by an independent panel of judges all of whom have been chosen by supporting associations and special interest groups to represent them. The process is strict and robust ensuring that all entries have a fair and equal chance of success.

Covid permitting, winners will be revealed at a black-tie dinner to take place on 24th February 2022 at the Royal Lancaster London; if not possible to do safely the event will go virtual.

Founder of the OSPAs Professor Martin Gill said: ‘the last 18-months has seen both challenges and opportunities for the security industry; security providers and have stepped up to the mark to carry out tasks that would not normally have been expected of them’. Gill further adds ‘entering the OSPAs provides the opportunity to showcase the exceptional work that is taking place and I urge you all to submit at least one nomination, be it a company, team or individual who has demonstrated outstanding performance.’

The OSPAs are expanding around the world with schemes now running in twelve countries with another four due to be announced imminently!

Team Software are headline sponsors of Australia, UK, US and German OSPAs and Edith Cowan University sponsor the Trophies and Certificates globally.

UK category sponsors: ADS; Bidvest Noonan; CIS; Lodge Security; NSI; Security Institute; Skills for Security and the new EDI category is supported by the Security Commonwealth and sponsored by Assist Services Group.



https://youtu.be/M_i1s0-nGc

<https://uk.theospas.com/>

RSPNDR Partners Monitor Computer Systems to Offer New Guard Response Services for UK Alarm Receiving Centres



RSPNDR has partnered Monitor Computer Systems (MCS) to support the launch of an Uber-like service providing fast, reliable, and affordable guard response for intruder alarms.

MCS, the UK's leading provider of management software for monitoring centres, has integrated RSPNDR into the latest release of their control room software, Sentinel.

Integrating the RSPNDR platform into Sentinel means monitoring centres and alarm installers can offer their customers flexible and affordable alternatives to traditional key holder or police response.

“We are always looking at ways to add more value to the management systems we offer to alarm receiving centres,” says Michael Askew, MD of MCS. “Integrating RSPNDR’s platform into Sentinel will reduce the workload associated with alarm response by automating the processes. It also offers our customers the opportunity to generate new service revenues.”

RSPNDR has grown to become the largest single provider of alarm patrol services in Canada and has started to expand into the US and other European markets.

In the UK, the company is building a marketplace for professional responders and using their platform to collect alarm events from the monitoring centres, linking them to the nearest available guard from the marketplace, and then handling all aspects of tasking, response, and reporting.

“We have focused on exploiting new technology to innovate and make traditional guard response services more flexible and affordable,” said Mark Zimmerman, RSPNDR’s CEO. “The partnership with Michael and his team means that we can offer UK residential and small business users the option to use a professional guard service to respond to alarm events for just a few pounds a month with no call-out fees.”

The partners believe this new approach to alarm response will overcome many of the challenges the security industry has faced with false alarms where, despite new regulations and more stringent technical requirements, it remains a major issue. They believe deploying a guard to do a quick check of the property will be safer and less expensive than sending keyholders.

In Canada, RSPNDR has reacted to over 25,000 alarm events in the last 12 months and generated \$Ms in new revenues for guard companies and the traditional security industry. The partners believe they can repeat this success in the UK.

About MCS: Monitor Computer Systems has been supplying alarm monitoring platforms to the security industry and allied sectors since 1984. The company writes and supports its Sentinel software application at its base in York. We have 80 monitoring centre customers on 3 continents, all supported 24 hours per day. Sentinel provides a manufacturer-agnostic interface that can manage all the commonly available alarm and CCTV systems as well as lone worker devices, vehicle tracking systems, elderly care systems and environmental monitoring devices.

About RSPNDR: RSPNDR enables alarm companies to deliver dramatically faster response times. Our platform delivers end-to-end automation of key processes, saving alarm companies time and making guards and monitoring personnel more profitable, cost-effective, and productive. In the UK, we offer monitoring centres and alarm installers the opportunity to generate recurring revenues and boost demand for guard response services. Most importantly, we give customers the peace of mind of knowing that someone will respond to their alarm events.

Contact: Kevin@rspndr.io Visit : [Revolutionizing Alarm Response | RSPNDR](#)

BSIA launch inaugural National Shred Day
October event in partnership with Crimestoppers



"Our Information Destruction companies are a crucial part of maintaining confidentiality with all kinds of paper data, and **National Shred Day** is an opportunity for us to assist in making sure that any confidential waste in your home and small office can be destroyed in a safe and environmentally positive way."

CrimeStoppers.
 Speak up. Stay safe.

Official partner

BSIA Launches Inaugural National Shred Day In Partnership With Charity CrimeStoppers.

The British Security Industry Association (BSIA) has announced it will be hosting its inaugural National Shred Day on behalf of its Information Destruction members, in partnership with independent national charity Crimestoppers.

National Shred Day, which will be held at multiple locations across the United Kingdom on Saturday 2 October, is an opportunity for small businesses and members of the public to safely dispose their confidential waste for a nominal donation. The BSIA's Information Destructions members will be providing their disposal units at regional sites which will be advertised locally over the summer and will be based in the car parks of large commercial parks in regions stretching from the West Country to Scotland.

All donations given on the day go towards the regional projects carried out by Crimestoppers. The charity supports people who have crime information and want to do the right thing, but feel they've nowhere else to turn. Crimestoppers guarantee 100% anonymity to everyone who contacts them online at Crimestoppers-uk.org or by calling freephone 0800 555 111.

Crimestoppers takes over 1,000 calls and contacts each and every day with information that helps stop crime. Once anonymised, vital intelligence is passed on to police and other UK law enforcement agencies. Crimestoppers information prevents bomb and acid attacks, gang violence, murders, illegal drugs, child abuse, domestic abuse and modern slavery. Anonymous information is also used to catch dangerous fugitives who are on the run both here and abroad. It also helps police investigators solve difficult cases so that families can get the justice they desperately seek.

Kristian Carter, Chairman of the BSIA's Information Destruction section and Commercial Director at Shred Station, said: "Over lockdown many small companies and independent traders will have stored up a considerable amount of confidential waste and often small shredders will not be sufficient enough





to dispose of it safely. It is essential now more than ever that confidential documented information on people and businesses is destroyed securely to avoid the possibility of fraud occurring, and our Information Destruction companies play a crucial role in maintaining confidentiality with all kinds of paper data.

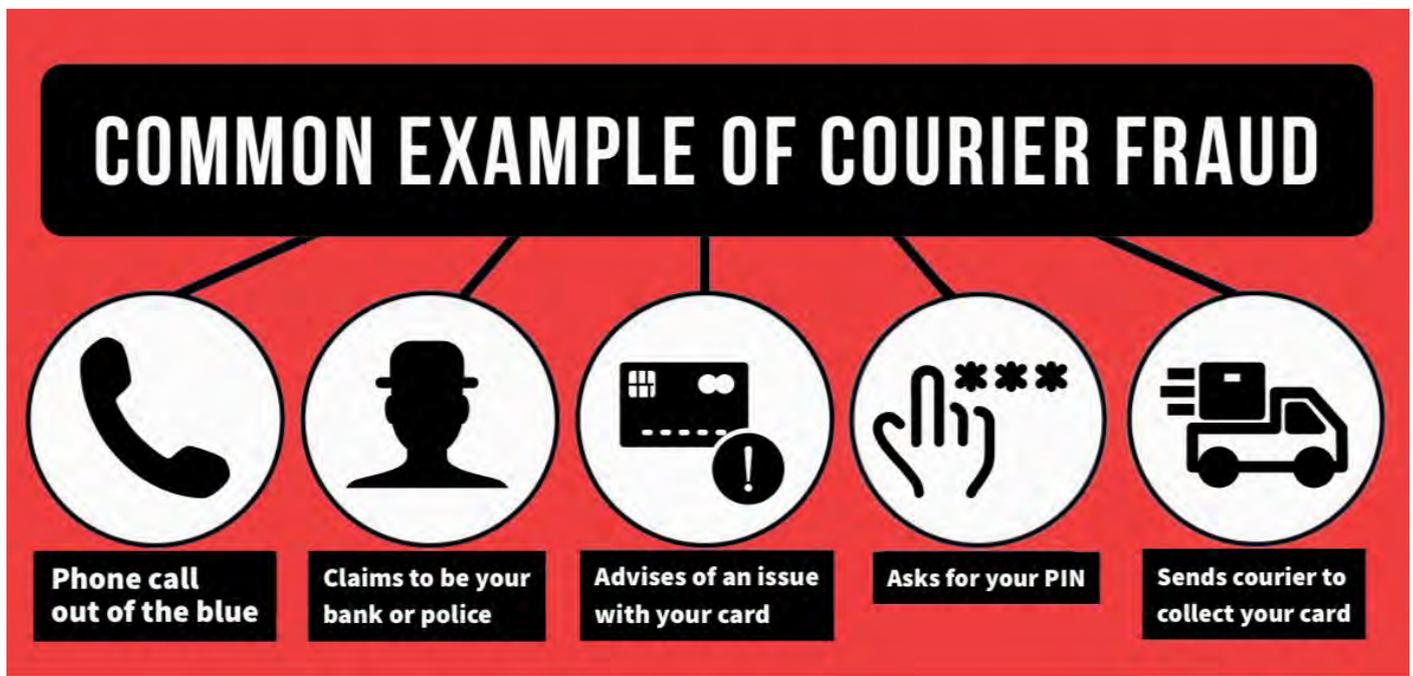
“National Shred Day is an opportunity for us to assist in making sure that any confidential waste in your home and small office can be destroyed in a safe and environmentally positive way.”

Mark Hallas, Chief Executive of the charity Crimestoppers, said: “Protecting your information is a priority to both our charity and BSIA. We are delighted that BSIA recognises the huge value of our work in supporting people and communities to speak up anonymously about crime.

“I’d like to thank BSIA for using this opportunity to help raise vital funds for our charity and I encourage you all to fully support the first ever UK National Shred Day.”

The confidential paper waste that is collected on the day will be securely shredded on-site before being baled and recycled into paper and tissue products.

For more information on National Shred Day please visit www.bsia.co.uk/national-shred-day



Action Fraud received over 1,900 reports of courier fraud last year. The police will never send someone to your home to collect money, or ask you to transfer funds out of your account. Don't make life easy for criminals.