



SECURITY SERVICES

# Shield News

Issue 3

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**Did You Know?**

**SIA Licensing**

- There are 367,780 licenses issued by the SIA (CCTV, door supervisors, guarding and close protection).
- Of that total, 227,796 are Door Supervisor licenses.
- Nearly 30,000 license applications have been refused and over 30,000 revoked.
- Shield are one of 746 SIA Approved Contractors

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## Update on Shield House Refurbishment



Shield Security Services Limited have been in our offices since 22nd May and it's fair to say that the building looks nothing like it did when we moved in.

The refurbishment programme is running on schedule and we expect the final touches to be completed by the end of January 2013.

We will post some photographs of the new offices in the next bulletin in the new year.



The current threat level from international terrorism In Great Britain is *Substantial* This means that a terrorist *attack is a strong possibility*

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Terrorism related to Northern Ireland In Great Britain it is *Severe* This means that a terrorist *attack is highly likely*



## National Minimum Wage Increases March 20 2012

Changes to national minimum wage rates took effect from October 1 2012:

The adult (aged 21 and over) minimum wage rate will increase from £6.08 to £6.19 an hour

The Youth Development Rate (18-20 year olds) will remain at £4.98 an hour

The minimum wage for 16-17 year olds will remain at £3.68 an hour  
Apprentice pay will increase from £2.60 an



## Reminder to All SIA Licensed Officers

Have you moved house in 2012? Are you planning to move house? Have you changed your name at all? If the answer to any of these questions is "Yes" then you must update your SIA licence details.

It is a condition of your SIA licence (whichever you licence you might hold) that you **MUST** inform the SIA of any change of personal circumstances.

If you do not inform the SIA of any changes to your personal circumstances you might be in breach of the law and liable for a fine (on conviction) of up to £2,000. Tell them now by calling the number on the back of your licence and don't forget to tell us at Shield House as we need to know too!





### Security Industry Authority (SIA) Updates

The UK security industry is changing. The Government has decided to change the structure and nature of the SIA and that of licensing as well. There is a proposal for security companies, such as Shield, to become licensed to operate in the security industry as well as officers having to be licensed.

The Home Office has launched a consultation process for anyone to be able to respond to the proposals and have their say as to what the future of the industry should look like. Shield security and the trade association that we belong to - the International Professional Security

Association - will respond to the consultation and in future editions we will keep you updated on the results. If you want to study the proposals and contribute to the review, they can be downloaded from the Home Office website at <http://www.homeoffice.gov.uk/publications/about-us/consultations/private-security-regulation/>

### SIA Training Reminder to Door Supervisors

Door supervisors are being reminded that they may need to take additional training if they plan to renew their SIA licence.

From 4 February 2013, all door supervisors with a qualification obtained before summer 2010 will need to pass the new 'Up-Skilling for Door Supervisors' award before

they are able to renew their SIA licence. If you think that this might affect you please contact the Shield Security HR department and they will be happy to help and advise you.

### New Chairman

In January 2013 the SIA's current Chairman, Baroness Ruth Henig CBE will step down and a new Chairman will take over. At this stage it is not known who the new Chairman will be but this will be announced by the Home Office in due course

### Metal theft: The 'ever-present threat'

At some stage many of us have experienced delays on the trains due to a variety of causes but the theft of metal is an all too common reason as thieves seek to strip out copper from cables alongside unprotected areas of tracks, sometimes very dangerously as the current doesn't get switched off.

Metal theft is becoming an increasingly high-profile problem. The Association of Chief Police Officers has estimated that metal theft costs the UK economy approximately £770 million per year. The British Transport Police, which has lead policing responsibility for metal theft, experienced 2,000 incidents in 2010/11 compared with approxi-

mately 1,500 in 2009/10. It says that the prevalence of metal theft is closely tied to the price of metals on international markets, which is expected to rise until at least 2015.

Every week:

- About 1,000 metal thefts occur - double the number of five years ago
- The UK economy loses £15m in replacing stolen metal, compensating victims and disruption
- Train services are delayed by 117 hours after cable thefts
- 23 churches are attacked

Example of recent thefts:

- A £500,000 sculpture was stolen by suspected scrap metal thieves from a park in south London

- Operations at Hertfordshire Police headquarters were disrupted following an attempted metal theft. Thieves stole a train with two trucks of scrap metal, driving it down the line and emptying the metal into lorries at the trackside

The advice for anyone who suspects that theft is taking place or might be planned is to call the police and let them respond. Don't ever respond yourself as this could lead to you getting seriously injured, or worse!



## What are the most common lies told by job applicants?

In the business world, every employee can impact a company's performance, making it crucial to hire the right person. Poorly made recruitment decisions can result in costly claims and even loss of business as well as reputation. Shield Security Services Ltd takes vetting very seriously and every employee is vetted to the BS 7858-2006 standard. Job seekers often exaggerate, falsify and even lie on their job applications. For this reason, Shield employs staff to carry out comprehensive background checks specifically designed to uncover dishonest or exaggerated information on CV's and Job application forms. Candidates are more likely to lie

to small businesses assuming that they are less likely to perform comprehensive checks.

Identifying lies on a CV can be tricky and time consuming. However, there are outside screening companies who perform a background check and easily uncover applicants submitting false information.

Listed below are some tactics candidates use to embellish or even falsify their CVs:

### **Exaggerating dates of past employment**

Candidates often stretch the truth to cover gaps in their work history they may not want

to explain. Sometimes discrepancies are the result of an honest mistake, but vetting must always verify employment dates.

### **Falsifying qualifications earned**

Candidates will sometimes claim they earned a particular degree, when they actually only took some relevant classes; or their CV might exaggerate a grade so they appear more qualified for the job. Forging diplomas, claiming degrees earned by family members, or purchasing degrees from diploma mills can also occur. The latter can be very difficult to identify, but knowledgeable background checking firms

compile detailed databases so frauds can be identified.

### **Inflating job title and salary**

A candidate might exaggerate these details to get a better job or a higher salary, so contacting previous employers to verify positions held by the candidate is vital. Salary verification can be more difficult as many companies will not reveal this information, although they may verify the salary range for a particular job or class of jobs.

### **Concealing a criminal record -**

Maintaining a safe workplace and mitigating risks are good reasons to run checks. It is a requirement of all license holders to get at least a basic CRB check without which a licence will not be issued. However, what of people who have a li-

cence but not declared a criminal record? Verifying this information through various means is essential for an employer.

### **Hiding a drug habit**

Shield pays very close attention to this issue and uses many tactics to discover if a potential or existing employee is hiding a drug habit. Fortunately, today's drug tests are increasingly sophisticated and can identify true positives and negatives despite the attempts of those trying to cover up drug use.

### **The right to work in UK**

With so many people entering the UK illegally there is a risk that some have obtained paperwork illegally. To the naked eye, these documents appear very genuine but Shield takes great care to confirm the true identity of candidates. Shield has direct

links to The Border Agency whose staff can at the push of a button verify if a person sitting in-front of you has the right to stay or work in the UK. There are strict penalties for employing illegal labour apart from insurance implications.

### **Hiding health conditions**

This may not be obvious at the interview stage and applicants assume you will not seek medical checks. Sometimes previous injuries can be aggravated as a result of the sort of work we do. It is the Directors responsibility to ensure that employees are safe and not subject to any dangerous situations.

**With so much at stake, it pays to take the time to check applicants are being honest for the good of our business, employees and customers.**



**SHIELD SECURITY SERVICES LIMITED**

Shield House  
294 High Street  
Aldershot  
Hampshire  
GU12 4LT

Phone:01252-319899  
Fax:01252-329354  
Email:  
admin@shieldsecurity.co.uk

*We're on the web*  
[www.shieldsecurity.co.uk](http://www.shieldsecurity.co.uk)



**Get in touch with us**

**IF YOU HAVE ANY IDEAS ABOUT TOPICS TO BE INCLUDED IN FUTURE ISSUES THEN PLEASE CONTACT:**

Amylock@shieldsecurity.co.uk  
Tel:01252 319899

**Focus on Amy Lock—Shield Security Office and HR**

Amy is very often the first voice that you hear when you call our offices so we thought it would be a good idea to talk to the person behind the voice.



Shield News: Tell us about your role within the Company?

*Amy Lock: I'm the Office Manager at Shield House and responsible for all HR (human resources or personnel) matters. I also act as the PA to the Joint Managing Director , Mr Bipin Joshi.*

SN: So you will get to talk to a large number of our officers whenever they call Shield House?

AL : Yes. There are many issues that crop up. E.g. Someone needs a uniform, wants to ask about holidays outstanding or has a pay query. The list is endless!! I enjoy it.

SN: So is it fair to say that no two days are the same?

AL: Absolutely and I would not have it any other way. The workload varies lot and can get very interesting at times.

SN: What have been the biggest challenges this year?

AL: I would say that that the move from Farnborough to Aldershot has been a huge challenge for Shield and in that my role working very closely with Bipin, has been to plan the move without any disruption to the service. I am proud to sat that everyone in the team pulled together to make the move as smooth as possible and can confidently say that many of our customers suffered no loss of service during transition.

SN: So how do you measure a good day? What are the high points for you?

AL: The variety and different challenges every day are very important to be dealt with and my priority on a daily basis is to run the office efficiently. The high points are many but I can say that I am happiest when everything comes together and we deliver whatever we promised a client.

SN: I believe you joined Shield Security in February 2009, what were you doing before that?

AL: I was working in the motor industry co-ordinating a very busy office supporting a major car dealership.

SN: So, are there similarities between the two roles?

AL: Definitely. Customer service is hugely important and delivering a high quality service to all our clients is no different whether it's vehicles or security services.

SN: Since you joined Shield in 2009 have you seen much change in the Company?

AL: Yes. Apart from the big move to the new Shield House we have worked very hard to make sure Shield delivers the very service that it can and in my role that might be negotiating the best deals with our suppliers, keeping up to date with complicated HR and employment legislation or simply keeping up with the challenges of working with my colleagues in Operations and Admin to support our clients and officers.

SN: It sounds like the office is extremely busy.

AL: It is. Please don't get me wrong. I could not do it without the support of my colleagues but I am happy to say we all work well together and even have fun doing it!

SN: What does your work involve for the Managing Director?

AL: Bipin has many priorities everyday and my work mostly involves keeping his Diary, making appointments with clients, ensuring he is kept informed of all matters that could impact on the business and ensuring all his paperwork and files are kept in order!! In addition to this I attend some meetings with him and lately there have been quite a few as we met builders etc to plan the refurbishment under way. I also assist other Directors if needed.

SN: So, after a very busy day in Shield House how do you relax and unwind?

AL: Well, Luckily I do not live very far away so I am home within a few minutes of leaving the office. I tend to my garden during the summer months and on a good day I might even take my bike out for a while to get fresh air and keep fit. On winter nights, I might make light a fire and read a book.

SN: 2012 has obviously been a tremendously busy year and we're now approaching that time of year when it's traditional to make New Year resolutions. What might some of yours be?