



SECURITY SERVICES

Shield News

Issue ???

Newsletter Date 01st May 2012

Did You Know?

London 2012

- There are 805 medal events across the Olympic and Paralympic Games.
- The velodrome was built using 56km of timber and 300,000 nails.
- In the two aquatic centre pools there are 180,000 tiles and 10 million litres of water.
- At 53 metres, the Olympic stadium is 3 metres taller than Nelsons column.

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We Have Moved—Goodbye Farnborough, Hello Aldershot!



Shield Security Services Limited has now moved to 294 High Street, Aldershot GU12 4LT.

The building at Farnborough was required for development by the Landlord and Shield had been served a notice under Section 25 of the Landlords and Tenants Act 1954.

Since the notice was issued, a wide search was conducted by and several options were considered. The main objectives were that the new location:

- Should be within a 5 mile radius of its current location.
- Must be easily accessible by road and public transport.
- Provide facilities for

long term accommodation to enable the company to relocate its control room and office back up infrastructure.

- Have approx. 1000 sq. feet of extra space to allow for growth
- Must be affordable but minimise any cost implications long term

We concluded that office space within the Farnborough and Camberley area was serviced type offices with multi-tenant occupation. The costs associated with occupying such a building with 24 hour operation are high and even allowing for the current down turn in the economy, most landlords were unwilling to agree to a leasing arrangement beyond 5 years. Apart from the rents quoted being high, the company could not take the risk of taking on premises which could not offer the long term security of tenure.

Following the search, the

directors agreed that the new building met the criteria and we moved in on 22nd May. Shield House will provide:

- 15 parking spaces - ample for the companies needs as well as tenant's requirements.
- The building is on a main road opposite a well-known park ensuring high visibility for marketing reasons.
- The location is well within the A331 with excellent links to the M3, A31 and A3.
- It provides us with the ability to grow and assures that our investment in infrastructure facilities to run operations are maintained at the highest standard. Future plans to maximise space and fit a new control room are being considered and SN will keep you informed as the company transforms itself ready for the challenges of the 21st century!



Terrorism Threat Levels

The current threat level from international terrorism in the UK is **Severe**

This means that a terrorist attack is highly likely.

Terrorism related to Northern Ireland is **Substantial**

This means that a terrorist attack is a strong possibility.





Security Industry Authority

Security Industry Authority (SIA) Updates

A telephone renewals service that allows SIA licence holders to renew without having to complete an application form has been launched.

The improved licence renewal service has been introduced in response to customer feedback and is available to anyone renewing a licence or applying for an additional licence who;

- Is renewing, or already holds a current SIA licence
- Has previously supplied a passport, a UK digital passport number or a UK drivers licence.
- Has kept their name and address details up to date.

- Will make payment via a debit or credit card. During the telephone conversation, applicants will be asked to confirm their details, make a declaration that the information provided is accurate and make the necessary payment. The whole process should take around 15 minutes and means that no application form or documents need to be completed and sent in the post.

Physical Intervention Training for Door Supervisors to Become Mandatory

Although this training is already a compulsory part of the updated nationally-recognised door supervision qualification for new applicants introduced in June 2010, it is currently not a requirement for those who qualified before this date.

The module will include physical intervention skills training, and other areas such as considerations in dealing with 14 to 18

year-olds, and first aid awareness. Once the requirement is introduced, door supervisors who trained prior to the introduction of the new qualification in 2010 will need to pass this module before they can renew their licence.

The SIA is now working closely with the Home Office to determine the timescales and arrangements necessary to introduce this mandatory requirement at the earliest opportunity. At least six months notice will be given before its introduction so that licence holders have time to undertake the training before their licence expires.



Hampshire Police Reports Drop in Crimes

Crime is falling across Hart and Rushmoor, new figures show. Between April 2011 and March, there were 9,933 offences across the two areas – a drop of 160 on the previous year. Police have solved 30.3% of crimes for the area, an increase from 27.9%.

Criminal damage was down 6.7% from 1,948 to 1,817, while serious and acquisitive crime including robbery, dwelling burglary and vehicle theft was down 1.2% from 1,284 to 1,268. Cases of violence with injury remained the same at 954.

The number of crimes committed in the force's northern area, covering Hart, Rushmoor, Basingstoke, Winchester and Andover, has fallen

from 35,294 to 35,058 between April 2011 and March 2012.

Police have solved 32% of crimes, an increase from 28.8%.

Hampshire Constabulary said the figures follow a year of change and re-organisation.

Area commander Chief Superintendent Chatterton said: "My officers and staff continue to work tirelessly to catch criminals and solve crime. We have seen improvements in the number of crimes we are solving and a reduction in the number of crimes committed across our large patch of Hampshire.

"We continue to be victim-focused and strive to provide the best service to all victims of crime. Offences such as criminal damage and

other antisocial crime can have a huge effect on people's quality of life and we do not underestimate that. Every victim of every crime is important."

(Source: www.gethampshire.co.uk)

Shield is proud of its continued membership and partnership with The Blue Lamp Trust established to promote and enhance community safety in Hampshire through, for example, bidding for funding from central and local government and making grants to local schemes working towards reducing crime, fear of crime and the risk of fire in the County.



Employment Law Updates - with effect from 06th April 2012

Qualifying Period for Unfair Dismissal Claims

The qualifying period for employees to claim unfair dismissal (and have the right to written reasons for dismissal) increases from one to two years with effect from 06th April 2012. The increase applies only to employees whose employment with their employer begins on or after 06th April. The one year qualifying period will continue to apply to employees who started with their employer prior to that date.

Changes to Employment Tribunal Procedures

The Employment Tribunal Regulations 2012 make the following

amendments— witness statements will be taken “as read” unless the tribunal judge directs otherwise; the maximum deposit that a tribunal may order a party to pay as a condition of continuing with tribunal proceedings, where it determines that the contentions put forward by that party have little reasonable prospect of success, increases from £500 to £1,000, employment judges can direct that a party makes a payment to a witness in respect of the costs of attending the tribunal and the losing party can be ordered to reimburse the winning party for any such costs that have already been paid and finally, the maximum amount of a costs order

that a tribunal may award in favour of a legally represented party increases from £10,000 to £20,000.

Changes to RIDDOR - The Reporting of Injuries, Diseases and Dangerous Occurrences
The new regulations make the following amendments to the reporting obligations - the period of incapacity before the employer is required to report an injury arising from an accident at work increases from more than three days to more than seven days and the period within which the employer is required to make the report increases from 10 to 15 days.

The Games are coming!

Get around more easily by planning ahead. There are estimated to be an additional three million journeys on the London transport network per day at the peak of the Olympics so, if you're lucky enough to be going to see an event follow

these Five Top Tips;

1. Find the travel hotspots.
2. Plan ahead.
3. Consider all your travel options
4. Avoid the busiest times if you can

5. Avoid driving into affected areas as if you can. If you live outside London, or are attending an event at other venue locations, booking your travel now means you can secure the best prices and options before they run out. There is limited availability, so book now to make sure that you can get to your event.

Safety and security

If you are going to London 2012 event, you are advised to bring as little as possible with you, as there will be security checks when

you arrive at the venue. There are strict rules on what can be brought into venues, and the more you bring, the longer it will take to get through security. You'll get through security much quicker if you don't bring any bags or luggage at all and there will be nowhere to store luggage or belongings.

For further information, go to www.getaheadofthegames.com



- London is the first city to ever host the Games three times - the previous Games were in 1908 and 1948.
- Over 10,500 private security officers will be deployed during the Games.
- An estimated 4 billion people will tune in to watch the London 2012 opening ceremony



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Focus on Kul Thapa—Shield Security Services Operations Director

Shield News: What does the Operations Director do?

Kul Thapa: My main job is to ensure the Operations department works as efficiently as possible liaising with other members of staff to manage the day-to-day running of all our client sites where our officers work. I am assisted by an Operations Support Officer plus others to ensure that all officers' rosters are prepared monthly. All our mobile sites are visited as per client instructions and alarm activations are responded to speedily. The Admin Department assist me in issuing reports to clients promptly.



SN: Shield operates a variety of sites. Communication must be very important. How do you manage this difficult task?

KT: The success or failure of our service depends on effective use of communication. Information from clients' comes via a phone call or email (e.g. extra cover, weekend access, contractors access etc.) All are dealt with and we have procedures to ensure that Controllers and Managers as well as staff on site know exactly what is required. I also chair weekly operations meetings so the team at Shield House is aware of current issues at our sites. I would like to take this opportunity to thank my team at Head Office as well as all the officers' in the field who have responded to requests no matter how difficult. I particularly remember that terrible winter when we had a lot of snow and travelling by was difficult and dangerous but all sites were covered and mobile sites visited. We achieved 100% coverage which was not the case for other companies. We have a fantastic workforce with high integrity, work ethic and loyalty that only a handful of businesses have.

SN: How long have you been with Shield and have you held other posts in the Company?

KT: I have been with Shield for twelve years starting out as a Controller and mobile patrol officer. As the Company grew, I was promoted to Operations Manager – dealing with all the sites and client representatives. I was delighted when asked to join the Board and was appointed Operations Director in 2005.

SN: Twelve years is a long time, what do you like about the company?

KT: Shield is a family friendly company. All staff whether at Head Office or in the field are treated with the greatest of respect and I've got to know all of them well. Secondly, the Company strives to be the best it can be and I am proud to say that I think I may have helped in some way towards keeping us ahead of the game in difficult times.

SN: What did you do before joining Shield?

KT: I was in the British Army. I progressed through the ranks, serving worldwide. Towards the end of my army career, I served as a senior Ghurkha officer, advising the Commanding Officer on Ghurkha matters and responsible for all aspects of welfare for the soldiers and their families of 1st Battalion, the RGR and I remain active in local community matters.

SN: Does army service automatically guarantee a job in the civilian security industry?

KT: There are some similarities between the two, but not all postings in the army relate to working in "Civvy Street". Earlier in my army days, I was assigned to many guard duties, even at Buckingham Palace. As an officer, I returned to the Palace in charge of the changing of the guard. Before I joined Shield, I studied security management in Plymouth.

SN: What do you do in your spare time?

KT: This is a luxury these days but mostly, I like to spend time with my family and we've been blessed with a Granddaughter who is the cutest baby in the world. I'm often asked to help on community matters, particularly with Nepalese people who trying to settle in the UK needing advice or help in dealing with official bodies I try to help where I can.

SN: Thank you for your time.

KT: It was a pleasure.