



SECURITY SERVICES

# Shield News

Issue 4

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## Did You Know?

In the ten years that the SIA have been in place;

- Over 54,000 people have been removed from the industry who had no right to work in it
- Approximately 350,000 people hold SIA licenses
- Over 750 companies have been accredited as Approved Contractors
- Over 92% of licenses are issued within 25 days

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## Shield Security Managing Director Honoured at The House of Lords

At a recent black tie dinner hosted in the House of Lords, the Shield Security Services owner and Managing Director, Mr Adil Abdel-Hadi, was formally recognised and honoured for his many years professionalism and outstanding service to the UK private security industry with admission to the Register of Chartered Security Professionals. This is the highest accolade that can be attained in the industry and puts recipients on the same level as, for example, Chartered Accountants and Chartered Engineers and has been developed as a means of recognising and maintaining the highest possible standards in our industry.



This picture shows Mr Hadi receiving his framed certificate from Lord Carlisle of Berriew at the House of Lords dinner. Mr Hadi said after the ceremony that he was “Delighted with the result” and wanted to “Thank Lord Carlisle and many others who are too many to name.”

Mr Hadi was honored alongside Colonel Nasser Ibrahim Kassim from the Dubai Police Academy & the photograph (below) shows them with fellow Chartered Security professionals, from L to R, standing, Mr Hadi, Colonel Nasser, Lord Carlisle, Emma Shaw (Security Institute Vice Chair), Garry Evanson (Security Institute Vice Chair) and David Gill. Front row, Mike Bluestone (Security Institute Chairman) and Major General Professor Mohammed Ahmed Bin Fahad (Head of the Dubai



## Happy Birthday to the Security Industry Authority

On the 02nd April the SIA celebrated 10 years as the regulator of the UK's private security industry. Established as a result of industry lobbying and created by Parliament with the Private Security Industry Act 2001, its core purpose was to contribute to the Home Office's crime reduction agenda: with the vision to reduce criminality and raise standards in the private security industry so that the public is, and feels, safer. It was launched in London on 2 April 2003 and since then it has worked with the industry to: license individuals, recognise excellence with the Approved Contractor Scheme, prevent unsuitable people from working in the security industry, and to ensure that those individuals who flout the law are removed from working in licensable roles.

Message from the Joint Managing Director—Mr Bipin Joshi

It is nearly coming up to one year since our move to Aldershot.

In that time, we have planned and implemented a refurbishment programme that has transformed the look of the building and everyone in the company has worked hard to see to it that service to our clients' has not been affected. I want to personally thank you all for your support during this time.

The next question is "Where do we go from here?" The

short answer is "Forward!!" What I mean by that is that although we will continue to provide excellent service to our customers, we now have the opportunity to build in extra capacity to take advantage of future growth of the company.

The control room which is the "Nerve Centre" of our organisation is 5 times bigger than we have had for the last 10 years. Introduction of new technology and working practices will keep us ahead in the game and bring us new clients.

We are changing over to "Timegate" which will enhance management information and

work flow which will ensure we make better use of our resources.

Further training of staff in the office and out on the field will enhance the service we offer to current clients as well as new ones.

Most of all I am looking forward to working as a team to push ahead progress that is inevitable in our industry. Standing still is not an option.

I urge staff in the field to visit Shield House, to write in with suggestions and be part of this exciting phase and the next 10 years at Shield.



Security Industry Authority

#### Door Supervisors Licence Training Update

Since February, anyone renewing a Security Industry Authority (SIA) door supervision licence with a qualification from before June 2010 must also hold the up-skilling for door staff award, or renew to a security guarding licence that does not need the extra training.

The change means that door supervisors need to complete training in physical intervention skills as well as demonstrating knowledge in areas of first aid, awareness of terrorist threats and considerations in dealing with children and young people.

The SIA says that it has written to door supervisors whose licences are nearing renewal to explain how to renew their licence. The regulator says that it's seeing a number of people trying to renew their licence without the up-skilling qualification.



**Anyone not meeting the qualification requirement will not be able to renew their door supervision licence, and they will not be able to work legally as a door supervisor.**

Any officer that this affects and who would like to know where to go to get the necessary training updates should contact the

Shield Security HR department for further information.

In our last edition we reported that the SIA Chairman, Baroness Ruth Henig was not staying on the role when her second term ended in January 2013.

Following her departure, the SIA announced that an Interim Chairman had been appointed and that this was Mr Bill Mathews. Mr Mathews, who has served as Scottish Board Member of the SIA since 2008, will hold the role for one year and one of his main duties will be to lead the regulator through the transition to the forthcoming new business licensing regime.

## Update on the Shield House Refurbishment Project

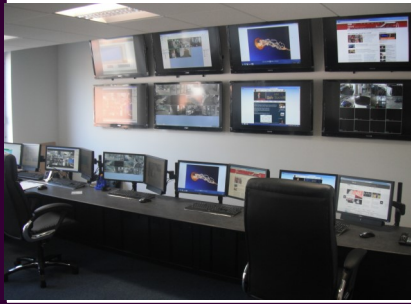
We've been regularly updating our readers on the refurbishment of Shield House and as you can see from these pictures, our new state of the art control room is a wonderful facility designed to make the job of the duty Controller easier and with in-built capacity to easily accommodate new business as the company grows and develops.



From the outside, we've made sure that the building leaves nobody in any doubt that Shield Security are based here.

So, what's left to do? Well, we still have the stairs to refurbish but we're now focusing on the ground floor and the main entrance to the building as this picture shows.

In our next newsletter we should be able to show you what the refurbished entrance looks like.



With our small fleet of Shield Security branded vehicles parked at the front of the building we're sure that everyone who drives past knows where to find us if they need a professional security service.



## Shield Security Successfully Passes Industry Audits

As a professional security company Shield Security Services are subject to a series of independent audits through the year to ensure that we continue to comply with the highest operating standards in the industry.



As members of the Security Industry Authority Approved Contractor Scheme we were visited for three days by two auditors from one of the independent auditors (ISOQAR) who took their time to thoroughly examine every aspect

of our operation and support management as well as visit some sites to talk with officers and clients about how well we do our job. After this rigorous audit we're very proud to be able to report that Shield successfully passed the audit and with a better score than we achieved last year. A very big thank you to everyone at Shield House and the officers and clients who took the time to talk to the auditors and answer their questions. At the same time, we were also audited to ensure that we are still complying with our ISO 9001 (2008) accreditation. An ISO 9001 (2008) is a business quality management standard designed to help organisations

ensure that they meet the needs of customers and other stakeholders while meeting statutory and regulatory requirements related to the product or service they deliver.



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Again, we were thoroughly examined by the auditor who checked our processes and procedures before confirming that we had once again been successful.

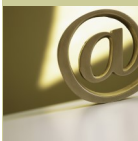


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**Get in touch with us**

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

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## Focus on Anita Durban —Shield Security Administration

Anita has just celebrated 20 years in the company! She has seen it all and we thought it would be interesting to talk to her.



Shield News: Hi Anita, can you tell us about your role within the Company please?

Anita Durban: *I'm the Admin Director at Shield Security based in Shield House and responsible for our payroll, accounts and the management of our Head Office team.*

SN: I believe you joined Shield Security in December 1992, what were you doing before that and what brought you to Shield originally?

AD: *I worked in a local solicitors offices and for Boots Head Office in Aldershot. Then, I was working at one of Shield's clients sites when one of the officers told me the company were looking for an Office Assistant. I was delighted when selected and joined on 01st December 1992.*

SN: All your roles have involved working with people in one form or another. Is this something you enjoy?

AD: *Definitely. Excellent customer service is hugely important and delivering a high quality service to clients is the driving force behind everything that the team and I do.*

SN: So you've moved up in the ranks through the company and are now one of its Directors? How does that feel?

AD: *Yes, I have enjoyed every minute of it even though it's been hard work and challenging. I was delighted when asked to join the Board.*

SN: You must have seen some big changes since you started?

AD: *Absolutely. Shield as a company has had to adapt to many changes over the years. We've had licensing for security officers which created a lot of work for my team. I then implemented a new accounting and payroll system to further modernise our process. More recently, we had our big office move to Aldershot last year. All these things create their own little challenges but I am glad to say that I have a fantastic team behind me!*

SN: So have you had to learn new skills and new ways of working as the systems have been changed?

AD: *Definitely. Introductions of new systems mean that staff have to quickly be brought up to speed but in that regard I have a secret weapon called "Christine Harwood" She is amazing at putting things together and make sure it all works. In addition, I have Amy and Kirsty who are absolutely brilliant. We love working together and sometimes, even have a laugh!*

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

AD: *I like to know that everything is running smoothly, that any problems are being dealt with quickly and that all our staff are happy—that's a big thing for me. Every day is different with challenges like in any other company but the variety makes it interesting. I get a lot of satisfaction knowing that our clients', suppliers and all our staff are happy.*

SN: Obviously days can sometimes be quite stressful, how do you relax and unwind?

AL: *My family are very important to me and I love spending time with them maybe going out to dinner or the cinema. Most of all, I love to see my son Callum play football.*

SN: Have you got any personal targets for the rest of this year?

AD: *Hopefully I can get out on my bike a bit more when the weather gets a bit warmer, it's been far too cold and wet so far!*

SN: How about your hopes for the company?

AD: *I'd love to see the company continuing to grow and build on its established successes. Now that we've moved to Aldershot, we have some absolutely fantastic facilities and it is ready to move forward! I cannot wait to see what the next 10 years brings.*

SN: Thank you for your time today and for answering our questions.

AL: *It's been a pleasure.*