



Shield News

Summer 2016

Welcome

Looking back on 2015, you will not be surprised to learn that the trends in the security industry continue to challenge our business ever more!

Static guarding opportunities are becoming scarce as companies try to cut costs but the good news is that other services such as mobile patrols, alarm response and CCTV monitoring is on the increase. This is exactly what the Shield Board predicted and so we took steps to ensure that we have more than enough capacity in our control room to cope with the extra demand.

Shield have been fortunate to win a key holding contract commencing in the Spring of 2016 for 58 sites in London and that is not a small win in this competitive market. The secret is simple. We provide the best service at a very affordable price and clients' will not want to look at other companies offering similar services.

I am very grateful to have a dedicated team, whether at head office or on the ground. Everyone does me proud and I want to thank you once again for your loyalty and hard work.

No matter what the weather throws at us, our mobiles go out to ensure we meet our service levels and our controllers have done us proud by dealing very effectively with attempted break-ins and alarm activations. Receiving a letter from a client praising our work is the only proof we need to know that we are on the right track!

I am taking the opportunity in this issue to talk a little bit about Dubai, where we have been active since 2005.

In addition to this, Shield has signed an agreement in November 2015 in Doha, Qatar to manage a new security company (called Stark Security Services Ltd) along the lines of how Shield is run in the UK. Our new senior manager team is already making a huge impact after only a couple of months in the job and we can look forward to further developments as time passes.



Please keep up the good work!

Bipin Joshi
Joint Managing Director

Shield Security Services Ltd provides tailor-made security solutions for businesses and individuals delivered through high-quality services, including static guarding, mobile patrols, key holding and emergency response, unlocking and securing premises, CCTV remote monitoring, VIP protection, security training and consultancy. In the UK, Shield provides services to high profile clients such as Toshiba, Samsung and VERTU amongst others.

Shield expanded into the UAE in 2005 and has continued to provide high-quality training and consultancy services to government and business in the region. The company is currently involved in several projects in Qatar leading up to the world cup in 2022.

Recent trends in the need for fighting Cybercrime as well as those faced with the widespread use of drones and border controls has brought new challenges. Shield is at the forefront of organising an exhibition in collaboration with ADS called "EMSEC" which attracts security related department's decision makers from all the countries in the region. This year it will be held in Dubai 24th to 26th October 2016.



Shield Represented in the Gulf Region



Shield Security Services is represented in the Middle East by **International Electronic Security (IES)**. Established in Dubai in 2006 the Company has provided tailor-made; Security Consultancy and System Design, Security Systems Audits & Inspections, Security Risk and Threat Assessments and Surveys, Contingency Planning, Business Continuity and Disaster Recovery and Loss Prevention services to public and private sector organisations in the region.

IES has been appointed by **Dubai Police (Department of Protective Systems - DPS)** to conduct mandatory Security Systems Audits on commercial and residential properties in Dubai. Dubai has a strong regulatory framework in this sector including annual licensing inspections of systems. This work is undertaken by a highly qualified and experienced team of security system auditors from the company offices in Oud Mehta, in the heart of Dubai. Other members of the team complement this work by providing a comprehensive security system consultancy and design work.

IES also delivers all Security Guard, CCTV Technician, CCTV Engineer, and Security Manager courses on behalf of Dubai Police at their prestigious Police Academy in Al Sufouh. This facility includes a bespoke CCTV lab with state of the art equipment allowing students to apply the theoretical knowledge straight away in a safe environment.

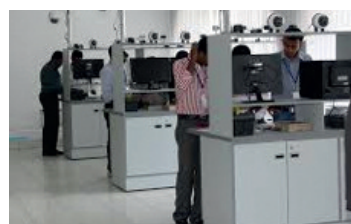
These courses, delivered in both English and Arabic, are accredited via **City and Guilds** from the UK to ensure the highest international standards are adhered to.



Practical training of guards



Security Managers courses



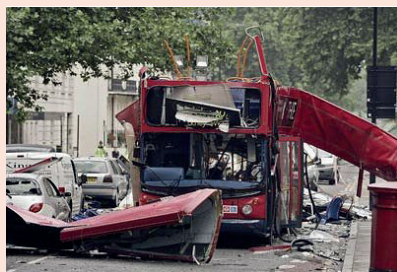
Technical CCTV training lab



Mr Adil Abdel Hadi, M.D. receiving a Plaque from C&G 2015

Focus on Terrorism

Terrorism Threat Level International Terrorism in the UK **Severe** an attack **is highly likely**.



NI Republican Terrorism in GB **Moderate** an **attack is possible, but not likely**.

National Threat Levels Explained What Are Threat Levels?

The system of threat levels has been created to keep you informed about the level of threat the UK faces from terrorism at any given time. This system helps police and other law enforcement agencies decide how to allocate staff. The threat level represents the likelihood of an attack in the near future.

The Five Levels Are:

- **Critical** - an attack is expected imminently
- **Severe** - an attack is highly likely
- **Substantial** - an attack is a strong possibility
- **Moderate** - an attack is possible but not likely
- **Low** - an attack is unlikely

BUSINESS & COMMUNITY

The Police are taking steps through various means to inform and educate Business and Community about the threat of terrorism. Below is a summary of what is available with Links to further information:

Project Griffin

From 2016, the City of London Police will adopt the NaCTSO National Project Griffin Awareness Event. Project Griffin events are run on the first Thursday of the month at a City of London Police premises or they can be offered in-house to businesses within the City of London

The awareness day covers the following areas:

1. Current threat level
2. Prevent strategies
3. Methods of attack
4. Hostile reconnaissance
5. Stay Safe

For more information please visit the web page below;
<https://www.cityoflondon.police.uk/advice-and-support/countering-terrorism/Pages/project-griffin.aspx>

Project ARGUS - What is Project ARGUS?

Project Argus is run by CTSAs in the City of London and throughout the UK. At this table-top exercise, participants work through a terrorist incident, developing an understanding of current threats, emergency services advice, their own best responses, and ways of maintaining business continuity in times of crisis.

Who is it for?

Initially for managers, supervisors and security, All staff are welcome as should an incident happen, it will be all hands on deck to manage it and work towards the best outcome.

Email for more information and dates.
projectargus@cityoflondon.police.uk

Don't assume you will know what to do, be prepared!

BE ALERT, NOT ALARMED!

We continue to suggest that businesses review their security procedures, and include a plan of enhanced security measures. It is advisable to test your emergency procedures regularly and include all staff in exercises.

<https://www.cityoflondon.police.uk/advice-and-support/countering-terrorism/Pages/report-suspicious-activity.aspx>
cts@city-of-london.pnn.police.uk

What is 'suspicious?' Remember also... Safety and Liberty

Most people taking photographs are entirely innocent. People may film or photograph from public places, even if what they are capturing is private property. People may film or photograph from private property unless expressly prohibited or unless permission is required and has not been sought or granted. In this instance, a security guard can inform the individual of this and request that they cease photographing/filming. Request that the person leaves the premises and use reasonable force if necessary to effect this.



How can Shield Security Help?

Shield Security Services Ltd has at its disposal experts in every field of security. There is never any one solution to a security problem.

How can I find out what to do?

In the first instance, Call Shield Security and we will arrange for a Manager to attend the meeting on your site to discuss issues and ask questions. This is done in total confidence and following an initial survey, we will arrange for a thorough survey by an expert at no obligation.

What will it all cost?

The solution to any security issue relies in three main areas. The use of a guard who monitors the building day and night, CCTV systems that will provide a deterrence but also record any crime being committed and Alarm system being monitored by a monitoring company out of hours. Although we rely on technology to provide pre-warning of an incident, it still needs human input at some point to deal with the problem. The cost of any solution depends on the combination of all these factors and at Shield, we believe in providing a "Bespoke solution for every site" bearing in mind the budgetary constraints on most companies.

USEFUL NUMBERS TO KEEP ON STANDBY

City of London Police Control **020 7601 2222** or **999**
IT'S PROBABLY NOTHING BUT...
CONFIDENTIAL ANTI-TERRORIST HOTLINE YOUR CALL
COULD SAVE LIVES 0800 789 321

Are you suspicious of what you see?
Don't ignore it. Don't wait for permission. Don't delay.
Trust your instincts.
CALL POLICE NOW

Cyber Crime

A report from the Wall Street Journal on 11th February explains how a team at Facebook quickly removed a profile for Tashfeen Malik, after seeing her name in news reports following the San Bernardino shooting last year. The incident highlights how Facebook is more aggressively policing material it deems as supporting terrorism. The world's largest social network is now much quicker in the removal of users who back terror groups and further investigates posts by their friends. It has assembled a team focused on terrorist content and is helping promote "counter speech," or posts that aim to discredit militant groups like Islamic State. The National Counter Terrorism Security Office regularly updates their website with guidance and we recommend you visit for new items

<https://www.gov.uk/government/organisations/national-counter-terrorism-security-office>

For any organisation, whether private or Public, Government or Non-Government, Cyber attack is almost a certainty.

The question for all these bodies is not how to stop the attack, but to build a "Cyber attack Resilience strategy" This will determine whether the organisation can continue to function or not.

This is a very wide subject and we hope to provide more information in future issues. However, if you have any concerns, please give us a call and we will be happy to provide one of our consultants to talk to you in confidence.

Useful links to more information and guidance

Mi5 Website: <https://www.mi5.gov.uk/>
Metropolitan Police: <http://content.met.police.uk/home>
Met Police Business: <http://met.police.uk/business/>
Intelligence online: <http://www.intelligenceonline.com/>
Transport for London: <http://tfl.gov.uk/>



Key Holding & Emergency Response FAQ's

Advantages of using a Security Company to hold keys to deal with emergencies.

Exactly what does the service offer the customer?

If your house or business is vulnerable to a break-in, someone will need access if you are away to either secure the premises or check it inside and out for say leaks from a burst pipe, leaking toilet etc.

By engaging Shield Security Services, a Mobile inspector will come and check outside and inside if required to make sure everything is in order.

How secure is the having your keys stored off site?

Shield Security Services have installed a "Key tracker" system which logs all the keys in and out. Only authorised personnel are allowed to remove keys. Shield will keep a computerised log of all the activities regarding the keys.

What advantages are there to the customer for using a key holding service?

This service provides a peace of mind 24/7 service to clients. Leaving them with employees or neighbours is possible if they never leave their house! In most cases we know that people go away, are in an area with no signal on their phone or are just too far away to respond. You are relying on goodwill to ensure your assets are secured.

In what instances could this service be beneficial for my business?

In our experience, this service becomes very useful when the premises are unoccupied. That is the time of the greatest danger. Business's lock up at night and hope everything is secured but intruders have become wise to watching for patterns of comings and goings and take an opportunity to break in because they want something. For business it might be computers, servers etc. whereas for households it will be equipment as well as jewellery.

What happens in an emergency when I require my keys?

All you have to do is call our 24-hour number and someone will bring them to you!

If you hold my keys what additional things could you do for me?

We could let in cleaners, decorators or workmen that are due to carry out a repair whilst you are away.



Any other useful comments?

For a simple contract to enable Shield to hold your keys at a nominal charge per year, you would have considerable peace of mind. You could advise your alarm company to call us and we would respond immediately. The service can be instigated when you are away for say a long weekend to several months. You only pay for the visits made during that period. It is a very small price to pay for a professional company to look after your business or home.

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