



Shield News

Winter 2018

Message from the Joint MD-Bipin Joshi

As per our spring Newsletter, Economic uncertainty caused by "BREXIT" and the difficulties that the government is having in reaching an agreement has compounded all industry in the UK. The Security industry operates on the basis that clients are constantly responding to these changes and those of us supplying security have had to tackle low value contracts, some with high penalties and shrinking margins.

On the other hand, recruitment of staff has been a serious challenge and this has put further pressure on pay rates as the Government push to increase the "Living Wage".

Shield have had to evolve in these times and so our focus has been to ensure that our core customers receive the best service, grow other areas of the business with innovative solutions by using CCTV and Mobile Services.

In that regard, Shield has formed another company called "Shield Integrated Solutions Ltd" based in Aldershot. The new company starting in January 2019 are specialists in the design, installation, commissioning and servicing of intruder Alarms, Wireless Security Systems, Fire Detection Systems, CCTV, Access Control and Automatic Gates to business and the domestic market. It is early days yet but we are very excited to be offering a "One Stop Shop" to our existing customer base as well as new clients'.



For more information please visit: www.Shieldisl.co.uk

I would also like to thank our clients' for their continued support and trust in our service which we always try to keep to a very high standard and exceed their expectations.

Bipin Joshi
Joint Managing Director

FOCUS ON TERRORISM:

ADVICE TO EMPLOYEES CAUGHT IN A TERRORIST ATTACK

The National Police Chiefs' Council (NPPC) have released a video called "Run, Hide, Tell"
<https://www.youtube.com/watch?v=s3y51Vd4kJ4>
Which advises citizens what to do in the event of an armed terrorist attack.

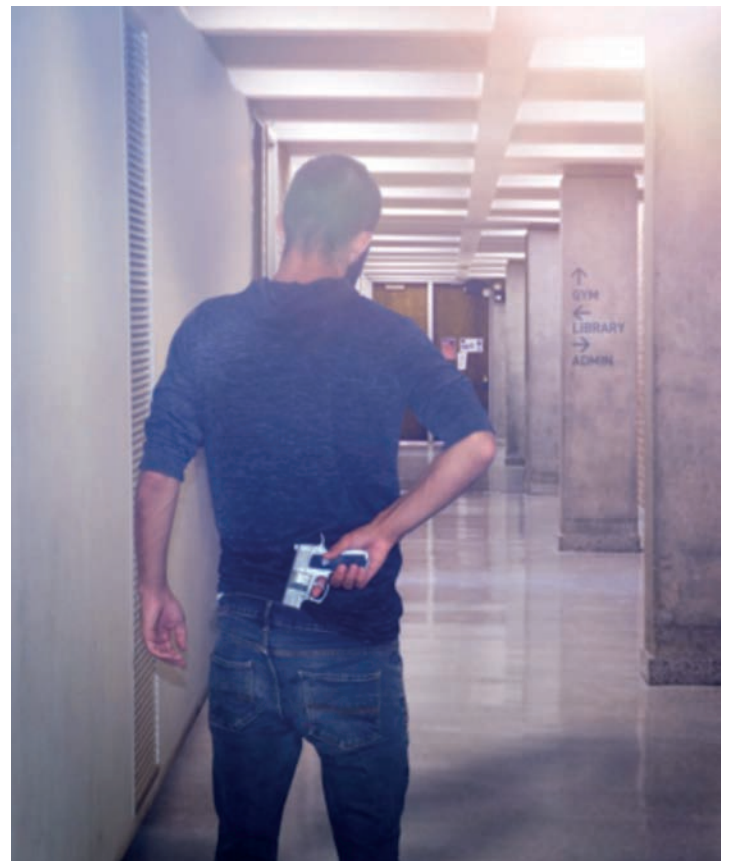
The advice is run if you can; if not, then hide and tell someone what is happening to you.

The specific advice is to:

RUN to a place of safety. Do not try to surrender or negotiate. If you have nowhere to go then...

HIDE. It is far better to hide than try to confront. Remember to turn your mobile phone to silent and turn off the vibrate option as well. Barricade yourself in if you can by putting obstacles in the way, locking the door from the inside. If it is safe to do so..

continued...



TELL the Police by calling 999.

Since the Paris attacks, almost all employers and members of the public have become aware of the need for their safety and the need to let their loved ones and sometimes employers know that they are safe.

During the Paris attack, Facebook activated their "Safety Check" feature for Parisians. The system was also used when there was an earthquake in Nepal.

Whilst Facebook Safety Check can be very useful in a natural disaster as a very effective way of reassuring family and friends that you are safe, there are some issues for its use during work.

Individuals may not want work colleagues to have access to personal pages of individuals for privacy reasons.

The other problem is that the broadcast media may reveal the information that people are hiding in the building and this is what Terrorists would be looking for.

The more appropriate workplace tool would be the use of a number of mass notification mobile apps that are in the market. These mobile apps are on a private secure network and can even track an employee in cases of such attacks.

Whichever app is chosen, we would recommend that you bear the following in mind:

- The app must use SMS, e-mail and push notifications-so the message gets through.
- The app should have GPS tracking so that the location of each employee can be physically located.
- The app should require some form of acknowledgement from the receiver before the message can be closed.
- The app should be hosted in the cloud with a secondary backup data centre to ensure resilience in the event of the loss of power.

Employers would include this scenario in their Disaster recovery plan so that there is a clear process for a team to follow and locate and secure employees quickly.

Additionally, employees would need to be inducted and informed of the employers ability and will to secure their safety in such a case and so employees know what to do and more importantly ensure their GPS is switched on.

Employees also need to be aware that it is vital that they use the app so that help and rescue may come sooner.

KEY SECURITY TRENDS FOR 2019

We offer the following major trends in Security during 2019.

Artificial Intelligence (AI)

AI has already had a significant impact on healthcare particularly in the area of Cancer detection. However, in the security Industry, there is some progress in the CCTV surveillance systems but as yet not used widely.

As we move forward with this technology, Security will benefit from AI being able to detect behaviour and body language. Particularly in crowded places, finding that person that is displaying signs of causing damage or harm.



Cyber-Security

There is no shortage of news in 2018 of cyber criminals gaining access to data from major branded companies (British Airways) etc.

Cyber-crime will never be solved completely because it is extremely profitable and sometimes state led! Cyber criminals are able to work along many time zones, never rest and find ingenious ways to exploit vulnerabilities in networks of government bodies and companies.



There are too many connected devices these days. Companies try to limit the ability of the workforce to have access to social media during working hours but it is impossible to stop it being used.

However, companies will need to find innovative ways and have protocols and procedures to minimise risk to company's sensitive data, financial information and loss of reputation.

Cloud Computing

Cloud computing has truly established itself in our daily working lives. Many of the regular programmes and software in use are cloud based.

This is cost driven as well as it offers immediate updates to developments, software updates and security patches to new threats.

The amount of data produced has increased considerably and the need for security and preparedness for Disaster recovery is driving the demand for cloud computing.



Privacy Regulations

In 2018, the introduction of EU's GDPR (General Data Protection Regulation) will continue to put pressure on companies to safeguard how personal data is handled.

In the area of Security, company may hold names and personal phone numbers of clients' in case of an emergency. Staff information of a nature that can be very private and any passing of this to third parties without permission, will result in very heavy fines.

Even when UK leaves the EU, GDPR regulations have already been included in UK law so they will still apply.

Smart Technology

Shield have been aware of this trend for many years and has planned for growth bearing this in mind. CCTV systems offer analytics enabling controllers to better detect crimes, alarm systems that directly dial designated numbers to alert someone are already in use for business as well as households. Shield also have the ability to monitor Building Management Systems (BMS) out of hours so companies can rest assured that someone is watching at all hours..



Shield's controllers are even able to monitor river levels where there is danger of flooding and prevention is required to ease flow of water.

Use of Drones

Drones have become part of everyday life for hobbyists but increasingly, pose a great threat to infrastructure and many lives. Unfortunately, we have seen a lot of publicity about drones being used by criminals to send drugs, guns and mobile phones into prisons. The trade is so profitable that it is running into millions of pounds and the authorities have found it hard to stop it completely.



In terms of Security, Drones pose a great threat to utility sites. Nuclear plants, crowded places and airports.

New technology to counter such threats are available and there are many ideas used by countries around the world (E.G. Israel has developed a system to drop nets on the drone that is a threat before it reaches its destination to stop it in its tracks but there are many examples on YouTube showing the serious nature of many types of threats and at the time of writing there are no magic solutions yet that we know of.



On a more positive note, Drones are very useful to be deployed in finding missing persons in say a wooded area, or places that are not easily accessible (Cliff edges in case someone has fallen). Farmers can use it to check their crops and ping the area that needs attention using GPS locations.

Large fires can be analysed and enable fire crews to send resources to the place where it is more needed.

Drones are particularly useful for Patrolling huge fence lines, pipelines, Large car parks (Say at a hospital) or universities with large campuses to name a few.

In our opinion, each situation will demand a different kind of solutions and Shield is working with many suppliers to stay at the forefront of this technology to prevent crime.

Long service award to Richard Hylton (25 Years)

An award was given to Richard following his long service. This is what he said.

"I joined Shield on 19th October 1993. During this time, I have had the pleasure not only for working with this great company but to see it grow from strength to strength. I have found the management to be receptive to the needs of their staff and clients".



I have covered various sites over the years and Shield have displayed high standards throughout. I consider myself to be very fortunate in working for such a professional and caring company. I want to thank Mr Hadi and Mr Joshi and the rest of the team at HQ for their support. I am touched by this award and will always treasure it for years to come."

Shield Supports Countryside Restoration Trust.

Shield Security, the specialist providers of tailor-made security solutions for homes and businesses has recently partnered with Countryside Restoration Trust, to help aid the restoration of the UK's countryside and to protect the UK's wildlife.



The initiative, which was first developed by Adil Abdel-Hadi, who is the Managing Director of Shield Security, came after one of his family members made him aware of the amazing work the trust has been doing across the UK. This then spurred Hadi to get in touch with Countryside Restoration Trust and to sponsor one of the new bird hides at the farm based in Cambridge.

Countryside Trust, who have recently celebrated their 25th anniversary, was first launched in 1993 by the late

conservationist Gordon Beningfield, in response to growing fears about intensive and industrialised farming and the effects it was having on the UK's countryside and its wildlife.

The bird hide, which is due to be built by the end of the year will allow Countryside Trust members and birdwatchers alike to take in the UK's avian delights, which includes barn owls, Kingfishers, Kestrels and Turtledoves (just to name a few).

Shield Security actively engage in the local community and are committed to making a difference in the community, having previously donated £10,000 to help fund CCTV for the Farnborough area, as part of Heart Community Safety Partnership.

Adil Abdel-Hadi, Managing Director of Shield Security, said: "Normally we get involved with security initiatives to help our community. However, after a family member (who works at the trust) made me aware of the great work Countryside Restoration Trust has done in campaigning for wildlife-friendly farming and preserving the UK's countryside, I felt it was something as a company we ought to be involved in. I am proud to have become involved with Countryside Restoration Trust and hope to continue the good work."

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