



Security Industry Authority

SIA Conference: Phased Transition to a New Regulatory Regime (30 March 2011) – Notes

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Introduction

Notes from SIA Conference: Phased Transition to a New Regulatory Regime

These summary notes reflect the collated views of those who attended the conference, a list of whom can be found in the appendix.

It is acknowledged that each delegate has a different view and does not necessarily agree with each point, however all views and suggestions have been recorded.

It is noted that the ideas and suggestions recorded do not represent agreements, nor do they represent the view of the SIA. The SIA may disagree or agree with the views and suggestions of the conference.

Summary of the Day

Hazel Russell, Corporate Services Director at the SIA, welcomed delegates to the SIA Conference: Phased Transition to a New Regulatory Regime.

SIA Chair, Baroness Ruth Henig opened the conference with a speech to delegates. Ruth called for the industry's views and input during the transition to a new regulatory regime. The full speech is available on our website:

- www.sia.homeoffice.gov.uk/conference

Following Ruth's speech Tyson Hepple, Home Office Director of Civil Liberties and Public Protection, gave an overview from the Home Office reiterating that there would be no significant changes before the 2012 Olympics. He told delegates that the Home Office had asked the SIA to work with the industry toward the new regulatory regime. The Home Office is looking for a suitable legislative vehicle to wind down the SIA and put in place a new regulatory regime. Tyson told delegates that what they want to achieve is a statutory regulator with teeth.

Stephen McCormick, Service Delivery Director at the SIA, outlined the principles for a new regulatory regime. The full presentation can be found on our website.

Following Stephen's presentation delegates attended two of three breakout sessions: Regulatory Framework; Business Registration; and Designing the Future. The breakout sessions are covered in more detail on pages six to eleven.

David Evans, BSIA, presented the impact of the Olympics and Paralympics Games on the security industry. David touched on transport issues, the expected demand for security services, the Bridging the Gap initiative, the communications plans and the Olympic legacy. David encouraged organisations to start planning now for the demand the Olympics will create. The full presentation is available on our website.

Bill Butler, Chief Executive of the SIA, closed the conference by reflecting on a busy and challenging year for the industry and drawing out the day's key themes.

Bill highlighted the progress that has been made and the significant engagement that has been taking place with the industry. Looking to the future, Bill told delegates that the Government's aim is that 2013 will see new legislation that will be based on business registration and individual licensing, and there will be a change to the regulator's status. It is important that the SIA works with industry – those who supply, buy and rely on private security – to ensure the new regime is fit for the private security industry and will see it through to 2025 and beyond.

Bill thanked the speakers, who, he said, had offered an understanding of where the SIA and the industry are today.

Drawing out the day's key themes Bill talked about the feeling amongst some delegates that regulation should not change, but told delegates that the way the industry is regulated has to move on. Bill talked about the large scale of the transition that had been touched on by previous speakers. He highlighted the need for maintaining the level of engagement throughout the transition and, in particular, in addressing the future in Scotland and Northern Ireland.

Bill talked about the strong feeling amongst delegates that the return on their investment – as individuals and as businesses - has to be maintained. There was investment at the very beginning of regulation, investment into the Approved Contractor Scheme and the investment of individual licence holders. The new regime must build on this investment and build on it in an obvious way.

Bill told delegates that the new regime needs to learn from both good and bad past experiences and that it is important to anticipate what the industry will need in the future. Bill emphasised the need for extensive consultation and encouraged delegates to make their voices heard. He drew attention to the work of the Security Alliance in trying to bring together views from across the industry. Bill asked delegates to get involved and tell the SIA what they're thinking.

Bill closed his speech by thanking delegates for their time, their support and their involvement.

Breakout Sessions

Delegates were given the opportunity to attend two of three breakout sessions held at the conference: 'Regulatory Framework'; 'Business Registration licensing'; and 'Designing the Future'.

Regulatory Framework

Nick Smith and Ramy Soliman, SIA, led the 'Regulatory Framework' breakout session. Their presentation set out the current overview of the possible future regulatory framework. They discussed the possible business arrangements and business criteria, business responsibilities, benefits and limitations. The presentation also looked at individual registration and the possible limitations and risks, legislation and the possible new tool and powers for the regulator.

David Evans, BSIA, presented the feedback from the 'Regulatory Framework' session. The key themes David picked up from the session were:

- Where does the Approved Contractor Scheme (ACS) fit it in with business registration, and will compliance scores be used in business registration?
- Training standards – there were concerns raised in the session about on-the-job training and the standard of such training.
- Why is the Government changing what is working already? Concerns were raised that the Government is just making public sector savings.
- Investment in the ACS needs recognition.
- The definition of security consultancy was raised as an issue.

1. How would companies that have invested in the Approved Contractor Scheme fit into business registration?

This has yet to be decided and can only be determined after consultation. It is hoped that ACS companies would automatically fall into business registration.

2. Would the compliance scores of ACS companies be taken into consideration?

This has yet to be decided and can only be determined after consultation. It is hoped that ACS companies would achieve full business registration. Compliance scoring is an area that would need to be looked into, and while we do not want to lose what has been achieved in the last six years, we cannot confirm the details at this stage.

3. I am concerned about on-the-job-training – history shows this has not been positive and that the standards of companies offering this were very variable. There needs to be well-defined standards and strict policing of those standards.

What we have presented here today are possible suggestions that have previously been put before the regulator by the industry. It is also possible that the approach identified here will only relate to an ability to assess suitability and aptitude for working in the industry and not be true 'on-the-job' training. Whatever the final format, it is expected that there will be conditions businesses have to meet before they can make use of this operational flexibility; we are not suggesting normal qualifications would cease to exist. There need to be conditions and controls.

4. There is also the issue of training malpractice: at the moment there are clearly defined conditions and controls and this still can't be managed, how can we achieve this?

What we are discussing today are opportunities and possibilities – we still need to work out the conditions, controls and criteria. Earned autonomy will be part and parcel of the process. The ability to deploy unlicensed guards has been brought up in the past and it has to be explored, we are looking at the whole landscape.

5. We provide cash collection services and vehicle immobilisation for the DVLA but we are not a security company. Many in the current regime are not security companies. We have also heavily invested in the ACS there has to be recognition that approved companies are better than non-approved companies.

The ACS will always be the gold standard. We understand that we need to take into account the diverse nature of the industry and we want to encourage engagement across the regulated industry. We do not want to lose the good base, we need to encourage involvement.

6. Does the SIA have a definition of security consultancy? In the electronic systems sector sales people and engineers were all licensed via the consultancy route because anyone could be seen as consulting.

It is accepted that there is some complexity around the current definition of security consultants in the Private Security Industry Act 2001. Better regulation dictates that regulation should be removed where it is not required (www.bis.gov.uk/bre). It is hoped we could take the opportunity in the future to narrow down the definition to ensure it is not as wide as your example suggests.

Delegate Comments

- The industry called for regulation because self-regulated standards and training were not working.
- I have not yet heard why the Government wants to get rid of the SIA – the SIA is not dysfunctional. The industry has definitely changed but not so much that they can self-regulate. Is the private security industry capable of being regulated by competitors – these organisations are financially competitive. The SIA should have more powers not less. Need to understand the cost of the transition. The future of the industry is at stake.

Business Registration

Martyn Horton and Andrew Shepherd, SIA, led the 'Business Registration' breakout session. Martyn and Andrew's presentation provided delegates with an indication of the SIA's current thinking and provided an opportunity for delegate comment and feedback. The presentation gave background to business registration; the aims and possible outcomes or business registration. Martyn and Andrew discussed the scope of registration; its relationship with the Approved Contractor Scheme; its key features and constraints; and the possible criteria and conditions for businesses.

Mike Hurst, ASIS, presented the feedback from the 'Business Registration' session.

- Majority shareholders, directors and those with a controlling interest in the business should undergo criminal records checks.
- Quality standards: three quarters of the group were in favour of placing quality standards on companies.
- There should be random inspections of registered businesses.

1. Criminality, lack of insurance, phoenix companies – these are all a worry to responsible businesses.

These are the sort of concerns that we would hope to address in some way via the new scheme to license businesses. We are consulting with a variety of stakeholders and partners, including other regulators, on how best to do this.

2. How many companies are on the SIA's database?

We have approximately 2500 businesses on our database although we recognise that there will be some churn, and also that there will be a considerable number of smaller businesses 'below the radar' that are not included in that number.

3. I am concerned about those working without being licensed and the licence to train aspect of the new regulation.

Currently the proposition is only emerging thinking.

4. How will intelligence and combating organised crime such as in Strathclyde be dealt with?

We are consulting with a range of partners and stakeholders on how best to address this issue within the registration operation for businesses.

5. Is the proposed 'hallmark' scheme automatic when businesses or ACS companies reach a standard level?

It's up to the industry to set the level of the 'hallmark' scheme. Since we anticipate that the hallmark scheme will not be operated by the regulator, there would need to be an application for recognition to the new organisation responsible.

6. The industry will decide is a wide statement. Can an industry body add another tier to any 'hallmark' scheme?

Yes, most likely. We will look at what involvement (if any) the new regulator should have. If the hallmark is endorsed by the regulator then it may be appropriate to allow the regulator to veto any changes that it considers are not consistent with the aims of the new regime.

Delegate Comments

- I am concerned about a 'one size fits all' approach with business registration. There should be a 2 or 3 tier registration, something like the National Security Inspectorate (NSI).
- Quality is key to the success of business registration.
- Fit and proper business criteria should be stringent
- There should be unannounced inspections. This would give the scheme a greater degree of confidence in the eyes of the businesses and public. There should be more regionally based inspections. There should also be risk based (as well as random) inspections.
- The overall cost to businesses must be reduced.

Designing the Future

Stephen McCormick and Christy Hopkins, SIA led the 'Designing the Future' breakout session. Their presentation looked at the current operating model, the need to change and gave an overview of the new operating model. They also discussed the Independent Body for Industry, Trusted Service Partners; qualifications and an industry hallmark.

Chris Bolton, EDI, presented the feedback from the 'Designing the Future' session. The key themes were:

- Quality assurance – not too low or too high
- The idea of trusted service partners was welcomed but there were concerns raised about transparency, costs and that it could be more advantageous for larger companies. The Criminal Records Bureau has a similar scheme which might be worth looking into.
- Competency criteria should be managed by a suitable appropriate industry body or concern. Competency standards should not be so high as to exclude people from the industry but should also not be too low.
- An independent authority should maintain the ACS marque.
- Consultation needed to ensure the transition is with the industry.

Trusted Service Partners (TSPs)

1. How would you monitor TSPs, particularly the assessing and quality checking?

The independent industry body would manage the assessment and ongoing performance of TSPs. It is envisaged that registered businesses that meet the appropriate standards may become TSPs but will not be compelled to do so. Other organisations e.g. accrediting bodies or local authorities may also choose to offer this service.

2. Would becoming a TSP incur a cost?

This needs to be carefully assessed. Accessing the licensing system and maintaining appropriate records should be quite simple and good companies already keep details of their employees on file. Other potential providers also access our systems e.g. awarding organisations upload the qualifications of potential licence holders to our Qualifications Database (QDB) and carry out much of the same activity as we currently do to verify identity. any additional cost should be more than offset by the value of having direct access (faster decision making, avoiding duplications, better information flow) and as the scheme will be voluntary it will be for businesses to make this judgment for themselves. The SIA will work with industry and other stakeholders on the design of the systems and processes which will underpin this new way of working in order to ensure best fit with current good practice.

3. Can sanctions (more than just removing the right for a company to be a TSP) be written into the legislation? There might be a risk of threat to the people involved in TSPs, particularly from organised crime.

Being a TSP is a choice for the business but any final decision making would still be the responsibility of the independent industry body.

4. How many major companies lose contracts due to poor performance and who picks that up? Will the new system?

We do not monitor company performance in this regard and it is not currently envisaged as part of the future regime.

Delegate comments

- TSPs seem very advantageous for big companies but not SMEs. Discounts could be passed onto the industry if the SIA did it all more effectively.
- I would advise the SIA to look at how it works in the Criminal Records Bureau as they work with regulators.

- The SIA should talk to EDI for advice as roles and responsibilities need to be clarified.
- The industry called for regulation and now the Government is taking it away. We are moving from a regulator to a quango; the SIA is a fit-for-purpose organisation so why are things changing?
- Criminality is the main issue, not quality standards.
- I am in favour of proposals to cut administration and duplication. I am willing to work with the SIA to make this happen.

Qualifications

5. The industry sets standards already (sector groups) so how is this different?

Currently the SIA co-ordinates consultation with sector groups, analyses their views and sets standards based on that consultation. In the future we envisage another skills organisation taking responsibility for that co-ordinating role.

Delegate comments

- Awarding bodies would be keen to be involved in this. The private security industry, not just the SIA, needs to work with awarding bodies.
- Need to give consideration to British Standards.
- If the standard setting sits outside the SIA, there is a risk of 'gold-plating', that the industry might set standards too high.
- I am in favour of less administration but the enforcement of training and the standards setting are very important.

Industry Hallmark

6. Will the ACS continue?

It is envisaged that the ACS quality marque will continue but that a quality hallmark scheme will continue to develop and be administered outside of the remit of the regulator; details of how this might work are currently being examined.

7. What's the difference between the ACS and Business Registration?

ACS could be disaggregated into two component parts; the 'fit and proper' criteria and quality criteria. Business registration will be a compulsory assessment against fit and proper criteria; so can be seen to be building on the ACS. The quality element is envisaged to continue to be a voluntary assessment which will be developed and administered outside of the regulator.

8. Is there any advantage of other awards on excellence standards?

The requirements and details are yet to be defined but that the answers to questions 6 and 7 may provide additional context.

9. What is the SIA planning to do to engage with stakeholders in the next 6 months?

We continue to meet with industry stakeholders through the Strategic Consultative Group and we are bringing together a number of industry working groups to look at how new systems and processes may best support the new regime. In addition we are holding regular ACS forums across the UK and there will be another SIA conference in Autumn 2011.

10. Who, when and how are thoughts gathered and how will the industry groups work?

We have and do gather a lot of information from stakeholders and also research particular topics; it is envisaged that industry working groups will focus on specific topics and may critically appraise and assure proposed solutions and/or design options.

Security Now and in the Future: What the Transition Means to Us

Bill Matthews, non-executive Board member, SIA, facilitated a discussion with representatives involved with the private security industry: Geoff Zeidler, Securitas, a security provider; Cathie Smith, BIIAB, an awarding and representative body; and John Ludley, Sutton Risks Specialists Ltd, an insurance provider.

1. What issues are keeping you awake at night?

Geoff Zeidler, Securitas: Our issues come from a competitive perspective – companies are under pressure because of the current economic climate. We need to express the value of security to buyers and explain that security should be managed separately, as security is often consolidated with property management and handled by procurement departments. Demonstrating the value of good security is difficult because with good security nothing happens: it consists of unseen processes and activity. The SIA is important in terms of where the bar (re standards) is set.

Cathie Smith, BIIAB: I am here today wearing two hats: one for the awarding body and the other representing the professional body for licensed retail and our 13,000 members. One of our biggest concerns is shrinkage in the industry – 10,000 pubs have closed in 10 years. We are trying to encourage and help our members in the licensed sector to diversify successfully to allow them to stay in business. Alcohol is the new tobacco in terms of government focus and is subject to heavier regulation on the industry. Another issue is the setting up of the awarding body regulator Ofqual.

John Ludley, Sutton Risk Specialists Ltd: The insurance industry sees the results of where it all goes wrong and as such it's the door supervision sector that is a big concern for us: they are operating with reduced margins and insurance claims from the sector are increasing. We are also concerned about our regulator, the Financial Services Authority, as insurance brokers are contributing to the compensation the banking industry has to make.

2. What are the risks your organisations are facing?

Geoff Zeidler: Understanding what customers expect – for example some retailers' biggest concern is customer service or staff protection and for others it is stopping theft. The problem we have is understanding the risks our customers are facing and whether these risks are mitigated through insurance or better security. Risk is managed differently for each customer.

John Ludley: In our industry we have to put a price on risk and it is being transferred from the client to the private security companies. We as the insurance provider are asked to pick up the risk from the private security companies. There is an element of 1% bad companies against 99% of good companies – regulation has gone some way to improve that.

Cathie Smith: Running licensed premises is high risk – there are a raft of regulations and processes in place. 70% of pubs are run on a tenancy basis and there is low investment in the pub when individuals start – we need to ensure they know how to run a business and this is a difficult thing to manage.

3. What do you make of the potential changes to regulation in the industry?

Cathie Smith: There is work to do; we need to make sure there is robustness in the new system. There is a difference between security and door supervision. Door supervisors work in a customer facing role while security guards do not necessarily do so. We welcome the view that there will be an independent regulator. Pre-SIA training for the industry used

to vary in terms of standards. We need to keep the current qualifications and specifications and to encourage career progression this will give our members confidence that staff will be competent and compliant. All of us worked hard to get it right originally. To be honest we don't really want to see the SIA disbanded because it is working but if it is going to be disbanded we need to keep the best parts of current regulation and ensure greater compliance in the future.

Geoff Zeidler: Management of individuals is very important – but we need to understand who is running the private security organisations, and trust them to provide the service. Banking staff have to be FSA registered, but it is the bank you trust as much as the staff. I think local government across the UK should be mandated to buy from only ACS companies; non-ACS companies could be involved in organised crime and that cannot be allowed to continue. Approved companies are all sizes, large and small, which goes to show becoming approved is not an onerous process. A regulator should just set the minimum standards; anything other than that is not appropriate.

4. Do you have any concerns about national boundaries?

Geoff Zeidler: Private security companies and their customers operate across boundaries: as such additional or multiple regimes in different nations will be confusing and potentially costly.

5. What is the insurance providers' perspective?

John Ludley: Regulation and quality marques make it easier for us to determine the good from the bad companies. There are so many factors affecting insurance premiums. The security industry historically had a bad reputation; now more insurers are willing to provide for the private security industry. This is partly due to regulation and improved quality but also insurers are very keen to provide insurance due to the current soft market.

6. Is there enough dialogue across the market?

John Ludley: We have seen a change in that the SIA is more willing and wants to talk to us and it appears they want to talk to everyone not just insurance providers.

7. What would be your parting thoughts?

Geoff Zeidler: The most important thing is people's perception of security and what it delivers. The success the SIA has had since its introduction improving regulation and increasing standards, improving trust and the public's perception of the industry has to be built on.

Cathie Smith: Communication throughout the transition is paramount. Following the Cabinet Office announcement people were cancelling their courses because they thought licensing had stopped. Communication will help to maintain trust.

John Ludley: The opportunity to increase standards at the bottom level: the SIA needs to be inclusive of everybody but the difficult challenge will be where to set the bar.

Q&A

1. It is clear that the new form of regulation will be founded in registration. Given the size and diverse nature of the industry is there evidence that the industry will pay for a new regulatory body?

Bill Butler, SIA: Previous experience at the Gambling Commission has shown that it is possible to regulate diverse companies of different sizes. We think it will be possible to provide this regulation for no more than the current cost of the licence. But we cannot comment on how this will multiply to businesses or on the burden for businesses.

2. Can you look into including security consultants and private investigators in the new regulation?

Bill Butler, SIA: The scale of the transition is considerable and it is not practical to include private investigators and security consultants right now, but the aim is to create a regime that is capable of accommodating new sectors and in-house security if and when the time is appropriate.

Appendix: List of Attendees

Company	Name
Access Training (Southwest) Ltd	Gerald Banks
Access Training (Southwest) Ltd	Natasha Michell
Adidas UK Ltd	Rob McAssey
Adidas UK Ltd	Stuart Hughes
ADP Security Systems	David Preston
ADP Security Systems	Gill Daniels
Advance Security UK Ltd	Donna Alexander
Advance Security UK Ltd	Richard Bailey
Advance Security UK Ltd	Tony Amor
Advance Security UK Ltd	Chris Fieldhouse
Akita Group Ltd	Philip Williams
Alpha Omega Securities Ltd	Ken Lawton
Alpha Omega Securities Ltd	Kaye Hollinshead
Armour Security Deployment	Clifford Connors
ASIS	Mike Hurst
Asset Protection Group (UK) Ltd	Alan Eccles
Association of British Investigators	Tony Imossi

Company	Name
Axis Security Services	Martin Mathews
BAE Systems	John Hind
BAE Systems	Michael Baines
Bank of England	Dave Cox
Belfast City Council	James Cunningham
BIIAB	Cathie Smith
British Parking Association	Emma Bridgman
Philip Steele	Brinks Ltd
Broadland Guarding Services Ltd	Frank Adamson
Browne Jacobson	Fiona Carter
British Security Industry Association	David Evans
British Security Industry Association	James Kelly
Calibre International	Carl Millington
Calibre International	Mark Harry
Canary Wharf Management Ltd	Keith Trobridge
Cardinal Security	Debbie Burrows
Cardinal Security	Bryn Taylor
Cardinal Security	Amy Cruickshank
Cardinal Security	Jason Trigg
Carlisle Security	Paul Taylor

Company	Name
CCAS	Tony Brachmanski
CCR	Freddie Dawkins
CEOP	Ann Arscott
Charnwood Training Group	Michael Boulton
CIS Security Ltd	Tracy Plant
CIS Security Ltd	Carl Palmer
Close Protection UK	Molly Prince
Close Protection UK	Daniel Sheehan
Commercial Security Services	Alan Johnson
Company of Security Professionals	Peter French
Contract Security Services	S Puvitharan
Control Security Services	Adam Baker
Control Security Services	Kevin Fiddes
Department of Justice Northern Ireland	Gavin Greenlees
Ecovert FM	Teresa O'Neill
Edexcel	Charles Gurney
Edexcel	Joe Butler
EDI plc	Kirsty Cooper
EDI plc	Chris Bolton
Emprise Services	Paul Harvey

Company	Name
Emprise Services	Liam Mulkeirins
Europa Facility Services Ltd	Robert Downs
Europa Support Services Ltd	Peter Jeram
Eurotech Monitoring	Terry Clarke
Eurotech Monitoring	Kevin Riley
Faceo Security Ltd	Deepak Gopal
Fire Protection Association	Mike Jay
G4S Cash Services (UK) Ltd	Hugh Gilmour
G4S Risk Management Ltd	Nick Duggan
G4S Secure Solutions	Deborah McCabe
G4S Secure Solutions	Donna Allan
G4S Secure Solutions	Colin Simpson
GMB	Jude Brimble
Goldman Sachs	Ben Dyer
GSL Dardan Ltd	Mark Daffy
Guarding UK Ltd	Peter Rees
Highfield Awarding Body for Compliance	Chris Daniel
Home Office	Tyson Hepple
Infologue	Bobby Logue
Intertain	Jenny Fox

Company	Name
International Professional Security Association	Justin Bentley
ISOQAR	Steve Stubley
ISOQAR	Jim Eaton
ISS Mediclean	Elizabeth Dalton
Izon	Paul Cameron
J.R. Consultants	Natalie Hull
J.R. Consultants	Andrew Raghavan
JS Security	Jon Schofield
JS Security	John Search
Key Security (UK) Ltd	Kieran Montgomery
Leeds City College	Robert Little
Lynx Security Services	Ian Noble
Marina Developments Ltd	Trevor Barnes
Maybo	Bill Fox
Member of Parliament	Bruce George
Mitchells & Butlers	Andrew Nicholls
MOD Guard Service	John Bills
Morning Advertiser	Gurjit Degun
NASDU	Steve Hill
National Open College Network	David Hutchinson

Company	Name
National Open College Network	Jaffer Idris
National Security Inspectorate	Kay Aitkin
NEC Group	Gary Masters
Northern Security UK Ltd	David Bailey
NSI	Jeffrey Little
NSL Services	Kenneth Hanslip
OCS	Howard Austin
OCS	Shaun Cowlam
OCS	Jon Crook
Octavian Security	Sam Singh
Octavian Security	Steve Green
Olive Group Ltd	Christopher Beese
PCL Whitehall Security Group	Stuart House
PDM Training and Consultancy	Alex Cameron
Petroc College	Reggie Watkins
Post Office	Keith Henderson
Professional Security Consultants Ltd	Paul Mahood
Professional Security Magazine	Una Riley
Provide Security Ltd	Clayton White
Publican	James Wilmore

Company	Name
QinetiQ	Jon Perkins
QinetiQ	Jet Smith
Qualogistics	David Frost
Qualogistics	Chris Ludlow
Resolve Security	Kevin Roberts
Resolve Security	Allan Jones
Restaurant Group PLC	Mark Seymour
Risk Management Security Services Ltd	Chris Hunt
Roding Partnership	Andy Drane
RST Ltd	Tony Clark
Safe Ltd	Ray Clarke
Savills Management Resources	Rob Woodward
Securigroup	Russel Kerr
Securitas	Geoff Zeidler
Security Force Management Ltd	Donna Smith
Security Force Management Ltd	Steve Smith
Security Management Today	Brian Sims
Security Plus + Ltd	Ian Brown-Cameron
Security Watchdog	Terry O'Neil
Shield Guarding	Rob Platais

Company	Name
Shield Guarding	Russell Sharp
SIA	Bill Butler
SIA	Hazel Russell
SIA	Stephen McCormick
SIA	Dave Humphries
SIA	Ruth Henig
SIA	Linda Sharpe
SIA	Bill Matthews
SIA	Robin Dahlberg
SIA	Nick Smith
SIA	Ramy Soliman
SIA	Andrew Shephard
SIA	Martyn Horton
SIA	Christy Hopkins
SIA	Amy Cope
SIA	Siana Bretherton
SIA	Oliver Bogue
SIA	Robert Buxton
SIA	Imogen Hayat
SIA	Liz Ashley

Company	Name
SIA Training Wales	Alex O'Brien
Smart Water Technology	Geoff Knupfer
Sodexo	Simon Pears
Sodexo	Ian Pugh
SSAIB	Geoff Tate
St James Facilities Management	Karen Weller
Sutton Specialist Risks Ltd	John Ludley
Taurus Security Ltd	Colin Campbell
Taylormade Secure Solutions Ltd	Mark Hubbard
Thales UK	Mike Wakefield
The Emerson Group	Mike Drake
The Oracle Shopping Centre	Atika Dar
The Oracle Shopping Centre	Andy Salmon
The Scottish Executive	John Nicholson
The Security Watchdog	Lynda Moore
Town and City Parking	Jackie Young
Town and City Parking	Gary Harris-Deans
TQ Training Ltd	Paul Cunningham
Total Security Services	Declan Dossett
Turner Facilities Management	George Jenkin

Company	Name
UK Mission Enterprise Ltd	Richard Hardaker
UK Security Facilities Ltd	Tony Clarke
UKCMA	Mark Harding
Unitrust Protection Services (UK) Ltd	Paul Griffin
Universal Commercial Guarding	Stephen Peterson
University of Leicester	Claire Vanneck
Venture Security	Paul Howe
Visual Verification Ltd	Steve Nelson
VSG	Carolyn Murdin
VSG	Gary Malloy
Walford Security Ltd	Ron Blake
Walt Disney Company	Damien Slowey
Wellcome Trust	Dawn Wise
Wellcome Trust	Kevin Naylor
Westgrove Support Services LLP	Jean Lee
Wilson James	Stuart Lowden
	Mike White