

2024  
2023  
2022

**THE YEAR**  
IN REVIEW

*Your Association in* **2023**

SAVE THE DATE

A British Security Industry Association Event

SPRING  
**FORUM**  
Annual General Meeting

INFORMA BUILDING LONDON  
WEDNESDAY 15 MAY 2024



THE VOICE OF THE PROFESSIONAL SECURITY INDUSTRY

## Chief Executive's Foreword



2023 saw us return fully to business as usual, as the COVID-19 pandemic issues and the initial headwinds of Brexit abated. We saw an active year of meeting our members and key industry stakeholders face to face as we continued our work in consolidating the Association's position as the recognised voice of the professional security industry.

The last 12 months have been a very busy time for the BSIA, as we managed and facilitated a variety of launches and initiatives on behalf of our members and the wider industry. These included launching the first of its kind AI & Biometrics Special Interest Group; as we build and strengthen our partnerships across many areas of the security industry that are influenced and affected by Artificial Intelligence; with AI tech advancing rapidly, it's important that governance, compliance and protocols remain front and centre on how this technology is used and deployed.

We have continued to collaborate closely with **Skills for Security**, who we still hold a significant shareholding in; to address the skills gap in our sector through promotion of a trained, skilled, and competent workforce for the future. Currently, we have over **500** apprentices live on-program, and we are confident that this number will more than double by 2025.

In 2023, former Broadcaster **Nick Ross CBE** was appointed as President of the BSIA, bringing valuable experience and a celebrity profile in law enforcement specific to our sector. Nick's involvement will significantly benefit the Association, fostering collaboration with every day public figures, government contacts, security services, technology, and police to accelerate industry cohesion. Nick took over from **Sir Keith Povey QPM**, whom we thank for this commitment in this role for the last 14 years. We also recruited a new Chief Commercial Officer, **Paddy Kyle**, who will play a pivotal role in the development of the Association over the coming years.

Our commitment to developing member interests overseas remains steadfast, working with the **Department of International Trade, UK Defence & Security Exports (UK DSE)**, and the **Joint Security and Resilience Centre (JSaRC)**. We maintain close relationships with the Police through **SaferCash** and **SaferGems**, and ongoing collaboration with the **Home Office, Department for Work & Pensions (DWP)**, and the **Security Industry Authority (SIA)**.

The year saw a series of successful events contributing to our member offering, including a sell-out **British Security Awards** with the largest audience in a decade, meaning a move yet again to a bigger venue for 2024. Our Annual General Meeting was well-attended, and our first **Autumn Forum**, held in October saw significant attendees, with many new faces attending from our recent members. These events, now established, will be expanded upon in 2024. On the international stage we exhibited at **Intersec**, Dubai 2023 hosting a sold-out UK Pavilion which assisted members increase their export business in this region and further afield.

The membership retention rate was **91%**, which was slightly lower than 2022 but is a positive achievement given the challenging economic environment. Like most industries, the Security Sector experienced a turbulent market which was impacted by the current economic uncertainty, but the BSIA remains financially strong achieving a trading surplus for the fifth year in a row. I would like to express my gratitude to our dedicated BSIA team, providing a comprehensive range of membership services and to our members, who once again played a crucial role in our success.

I truly believe that the work of the BSIA remains as critical as ever and potentially even more so given the challenging economic environment we are facing. Through collaboration with our members and key industry stakeholders we continue to identify key issues and opportunities facing our industry, and proactively addressing these together we are a stronger force. There has never been a more important time for our industry to be addressing the rapid changes that are occurring in our sector, and being at the heart of the security industry through the BSIA - *Your Association* - means it is better to be a member and not just an observer.

A handwritten signature in black ink that reads "M Reddington".

**Mike Reddington**

Chief Executive

British Security Industry Association

## Membership: the year in review



**Paddy Kyle**  
Chief Commercial Officer  
p.kyle@bsia.co.uk

What a difference a year makes. Joining the BSIA in August after twenty five years of service in the intruder sector, I've been excited to spend these early months meeting BSIA members from other sectors of the security industry.

2023 has been a disruptive time for many companies and the BSIA has shared in the journey of many of its members. Some long established staff left the Association and new blood entered. I follow in the footsteps of **James Gribben** (former Chief Commercial Officer) who joined sister company **Skills for Security**, this year skills drive to recruiting engineers and staff into our profession has accelerated (particularly in the apprentice arena) and I look forward to celebrating their success in 2024.



Asked why after so many happy years with my previous employers I decided to change jobs? The answer is simple. I have a strong and personal belief that the professional security sector is a one off. It is simply the best industry anyone could work in. Our solutions are varied, sometimes complex, lifesaving and protect the things that matter most to us all.

These solutions whether delivered in person by security officers or electronically on site or across the internet, remain vital to so many. Integrity and professionalism, are key to ensuring that the security solutions delivered in any aspect or scenario are successful first time and every time.

We remain committed to hosting 13 sectors within the security realm, ensuring a robust Association, with members benefiting from professional standards for a safer world. Our section meetings, which represent these sectors, are an essential benefit to membership, offering a place to discuss, develop and deliver ideas and initiatives that not only assist our members in the marketplace but help drive the industry forward as a whole.

We will continue working with our members to validate innovation and commitment through these offers, driving our industry forward through the evolving landscape of technology.



***"Well done all in helping businesses navigate the last 12 months or so to a better place."***

Terry Roffey, Managing Director, Brook Security

## Membership: the year in review



Some of our own BSIA successes in 2023 include a sold out British Security Awards, a full suite of various section meetings held throughout the year. Over twenty five published guides and codes of practice. Plus, a fully booked out Autumn forum at the IFSEC building in London.

As for 2024? Learning of the challenges faced in recent times and how professional security companies have not only adapted but also grown, the ambitions of the BSIA is to adapt and grow with its members, their customers and our partners. We will seek to increase engagement, offer more advise through our codes of practice, greater access to industry experts and more regional forms. All whilst also developing our members digital journey.

Finally, we will be working to elevate and celebrate our members successes, good news stories and challenges throughout 2024. If you, your sales team, R&D, marketing, operators or officers, or engineers have excelled we would love to share your stories. Let's tell the wider world why we choose to work in the professional security industry.



**Keep in touch**

Find out more about our work visit  
[www.bsia.co.uk/member-value](http://www.bsia.co.uk/member-value)

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## Technical Services: the year in review



**Dave Wilkinson**  
Director of Technical Services  
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In my last year in review, I was delighted to announce we had recruited an additional Technical Officer to the team to strengthen the services we provide to the members. Well, as planned they have been on a learning journey getting to grips with the workings of the Association and importantly, out there with our members to understand more about their needs and expectations. 2023 saw their induction into the world of standards development, something the Association, and our members hold in high esteem. I am pleased to report that this has provided a timely outcome since this has been another activity-heavy year for the team.

One theme that has really captured the attention of the team, the members, and the wider industry has been the surge towards embracing the use of connected technologies, along with their impact on standards and legislation (both here in the UK, Europe and internationally). We continue to make great strides in our strengthening of involvement in the areas where cybersecurity, AI & biometrics, and IoT are key enablers to revising standards. Our leading role in the European TC79 Cybersecurity working group and the facial recognition ethical standard - not to mention our new AI & Biometrics special interest group - demonstrate our commitment.

We continued to ensure section and technical meetings within the team's scope continue to deliver added value to members with timely technical updates and reporting on various initiatives the team are involved in, these included the schemes we have developed for cybersecurity installers and manufacturers, which we are keen to promote further. The **BSIA Special Interest Groups (SIGs)** remain a key benefit and an efficient way to add value to membership as they bring together members from multiple sections to not only provide combined expertise on key topic area, but also a regular networking opportunity.

I am proud to report we once again successfully retained our ISO 9001 certification in April for a further three years, following our external **BSI** audit. There were no non-conformances raised validating once again the control mechanisms we have in place are effective and embraced by staff. I make a shout out to my QMS & Compliance Officer, Kirstie, who ensures the association staff are up to date with our processes, always seeking improvement opportunities as the business grows into new ventures and new ways of working.

We continue to seek opportunities to strengthen our support to members in representation on relevant BSI, European and International standards committees. This year has been focussed on developing relationships in some of the more advanced technical committees covering topic areas such as cybersecurity, Biometrics and AI, but not forgetting the core standards that members adhere to, day in and day out.

Some key achievements to note are; leading the revision of **EN 50131-1** and **EN 50136-1** in the UK through the BSI GW/1 committee, which in turn influences the input through the European trade body, **Euralarm**, which again we are a key contributor; continuing our lead on the TC79 Cybersecurity working group and completing the revision of the **EN 15713** (Information Destruction) standard. I proud to say that BSIA played a pivotal role in the development of the new **BS 9347** FRT Ethical standard at BSI, with the support of members, which it the time of writing this review, is set to be in the first quarter of 2024 – a major coup given its development from a BSIA guide.



The BSIA remains very well placed to continue to be the UK lead on standards and is represented through the technical team, and members on circa 60 committees covering all key areas of interest to members. We continue to encourage members to participate actively on key committees where their expertise adds value to the development of standards.

Standards development activity remained high in the security sector throughout 2023. Whilst we focus on specific standards of interest to each of our member sections, The team have reviewed **300+** standards in 2023 and worked directly with members on **30** standards of key importance to our sector.

***"The BSIA actively works to raise the competency and professionalism of the security industry, which is something we also encourage and actively pursue."***

Martin Watson, Industry Liaison Director, Mitie Fire & Security Services

## Technical Services: the year in review

Whilst many of the standards we participate in are of electronic in nature, we equally review and contribute to those standards impacting the SOS, CVIT and VPP members, which we have capitalised on by involving members from those sections, with good success.

Highlights of some key standards the team has worked throughout 2023 include:

- BS 10800** Provision of security services CoP
- BS 7499** Provision of static guarding services CoP
- BS 7872** Provision of services for cash valuables in transit CoP
- BS 7960** Door supervision CoP
- BS 7958** Closed circuit television – Management and operation CoP
- EN 50131-1** Alarm system – I&HAS – Part 1 System requirements
- ISO 42001** Artificial Intelligence – Management system
- EN15713** Secure destruction of confidential and sensitive material CoP
- EN 50518** Monitoring and Alarm Receiving Centre

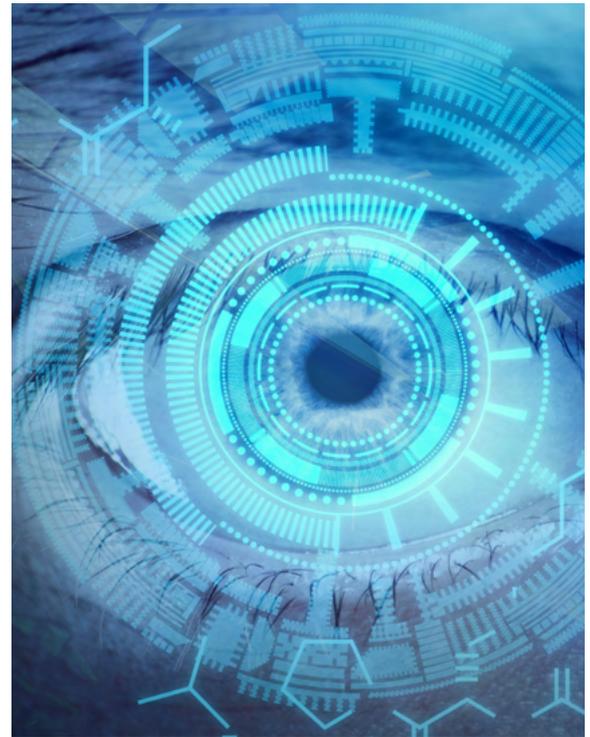
We also focused heavily on our production of new and revised guidance, developed in conjunction with members, such as the Biometrics guide for users and Data centre and Cloud Services for ARCs.

We continued to lead the industry position and knowledge on the ALL-IP telecommunications infrastructure transition as it (**Openreach**) reached its national stop/sell milestone in September. We continued to attend and contribute actively to the Openreach WG updates and supported the BSIA comms team with the recent end-user campaign, creating an industry-wide 'State of the nation' survey for professional installers and ARCs, and updated our guidance on the transition with only 26 months until the PSTN switch-off. We have also engaged with Ofcom on the 3G switch-off advising members of the timelines and potential issues they may face and met with the Chief Digital Officer for London to answer questions raised on the readiness of the security industry for the transition to ALL-IP.

Given the plethora of regulation/legislation forthcoming from Europe and more latterly the UK, we have leveraged our relationships with both European trade bodies, **Euralarm** and **CoESS** to contribute to regulation emerging from the **European Commission** around cybersecurity and AI; which has been, and remains, a key focus of the team and those members who will be impacted by connected product and service provision to Europe.

Given the standards and regulatory activity in this area, we repurposed and relaunched a significant special interest group around AI & Biometrics. Now chaired by **Pauline Norstrom**, the group will continue to review and contribute to regulation impacting connected technology and the expansive use and understanding of AI in our everyday business activities and services members provide to their clients. A busy year with many successes and achievements for the team, its members, and the Association generally.

I pay special tribute to my team, Steve, Kirstie, Graham and Louis for their support, dedication, and drive, and to those members that dedicate their time ex-gratia to support the wider industry practitioners and stakeholders ensuring the BSIA remains the voice of the professional security industry.



Keep in touch

Find out more about our work visit  
[www.bsia.co.uk/electronic-services](http://www.bsia.co.uk/electronic-services)

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# Security Officer Services & Export: the year in review



**John MacAskill**  
Director - Security & Export  
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We continue to drive the industry profile and awareness of the role of security officer services, and in 2023 our **People, Property, Places: Professionally Protected (3Ps)** campaign, was picked up by national media, with features in the *Daily Telegraph*, the *Sun*, *Daily Mirror* and *Express*, which promoted security as a career of choice. We also promoted the campaign with user generated content on social media platforms and encouraged our industry partners to become Brand Ambassadors and to spread the word widely! In 2024 you'll see the next phase of the 3Ps campaign.

This year we also hosted Security Officer Services (SOS) section meetings and it was great to catch up with both old and new faces and to feature some interesting and informative speakers from both the **Security Industry Authority (SIA)**, with updates on the Protect Duty/Martyn's Law, and the **HMRC** discussing fraud and unregulated companies. The meetings are an excellent opportunity for members to come together to discuss our concerns in the sector and we look forward to hosting further productive SOS section meetings throughout 2024.



At the beginning of the year, we started our return to the live arena, beginning in January with the BSIA UK Pavilion at **Intersec**, Dubai, where we also hosted our government colleagues from **UK DSE** and **JSaRC**.

In May, we returned to **IFSEC International** in London where we hosted our members including our Export Council members networking meeting, and met with many members old and new members, as well as speaking with potential new members.

We hosted the **British Security Awards** in June, where five security personnel were awarded Best Newcomer, Best Team, Outstanding Act, Service to the Customer and Security Manager of the Year. For 2023 onwards, we also renamed the Best Newcomer award in memory of security operative **Gaby Hutchinson (above)**, who lost their life in the Brixton Academy Incident in December 2022. We had a record-breaking number of entries, including many from our new members, so the competition was tough - and as ever the quality was of the highest standard.

During the year we also welcomed several new members to the section and we look forward to working with and representing you all in 2024 and beyond.



**"The BSIA is highly respected and it adds credibility to my business by being a member."**

John W English, Managing Director, Security Drivers

## Security Officer Services & Export: the year in review



During the year we hosted tables at award events for our members, including, the **OSPAs** in February, **Fire & Security Awards** in June and the November, we also attended the **Women in Security Awards** in September. At the **Fire & Security Awards**, we received the silver award for our People, Property, Places (3Ps) campaign, showing recognition that our campaign is gaining traction.

We also exhibited at **Secured by Design's** event at the **Scottish Police College**, exhibiting alongside members **SecuriGroup**, **ID Cyber Solutions**, **Concept Smoke Screen**, **Meesons A.I.** and **SelectaDNA**. Cross collaboration between partners and agencies is crucial in our environment and it's good to see this in action at this event.

The BSIA was honoured to be involved in the creation of the UK **Home Office's Future Security Careers** brochure, which was released in September. This brochure was produced by the **Security and Resilience Growth Partnership (SRGP)**, following on from research carried out by the **Joint Security and Resilience Centre (JSaRC)** which revealed security businesses are marginally more likely to report gaps in the skills of their workers than other businesses.



We are as active as ever on a variety of committees and groups representing the Association regarding national security and export, including working with the Home Office via the Joint Security and Resilience Centre (JSaRC), Security Resilience and Growth Partnership (SRGP), Protect Duty/Martyn's Law and the Science Technology Analysis and Research.

We have been working with the **National Protective Security Authority (NPSA)** and the **Office for Security and Counter Terrorism (OSCT)** and we have a seat on a committee for the strategic planning of long-term impact of COVID-19 on National Security.

The Association has been working with the **UK Defence & Security Exports (UK DSE)** on the 4Ps (politics, partnerships, products and price), the Resilience Industry Supplier Community (RISC), the Security Resilience Growth Partnership (SRGP), the **Security Export Steering Group** and attend the **Security Industry Safer Scotland-Counter Terrorism (SISS-CT)** meetings on behalf of our members.

### Keep in touch

Find out more about our work visit  
[www.bsia.co.uk/security-officer-services](http://www.bsia.co.uk/security-officer-services)

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# The year in pictures



Probationer members Arana Security become Principal members after successful completion of route to certification.



Outgoing President officially hands over to incumbent Nick Ross CBE at Annual General Meeting.



Nick Ross presents at the British Security Awards back live in London in June.



Lauren Bettington and Andrew Cooper receive Silver for the British Security Awards.



Technical Manager Steve Lampett presents Texecom with its official CySPAG registration certificate.



The membership team exhibit in Manchester at Security Twenty 23



Mike Reddington and John MacAskill meet with BSIA members Commend and members of JSaRC and RISC.



Mike Reddington and John MacAskill meet with BSIA members SecuriGroup in Scotland.



The BSIA are invited to co-chair the SIA endorsed EDI Forum, with Andrew Cooper representing the Association; the group has been tasked with working on an industry-side code of practice.

# The year in pictures



BSIA Chairman Simon Banks interviews new President Nick Ross CBE at the Annual General Meeting



Mie Reddington receives a trophy of recognition of sponsorship with Skills for Security



Technical Manager Graham Evans receives his Honours for computing.



Mike Reddington takes part in a thought leadership panel at the annual SIA Conference.



SaferGems and sponsors National Association of Jewellers win Partnership Award at the TAF Awards.



The Hutchinson family present the inaugural Gaby Hutchinson Award named in memory of their daughter at the British Security Awards.



Aerial view of a sold out British Security Awards, which took place in June in London.



Simon Banks with Tracey Buckingham launching the UKDSE supported careers guidance.



Mike Reddington takes part in thought leadership debate at the OSPAs in February.

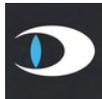


The membership team take to the road, attending various exhibitions during the year.

# Our Members in 2023



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# Celebrating security excellence: live in 2023!

The BSIA's flagship event, the **British Security Awards**, returned to the live stage to recognise security officers and businesses working to keep people, property and places professionally protected during the last 18 months.

Held in 2023 at a sold out **Grand Connaught Rooms**, the industry celebrated security excellence with 18 awards presented to security officers and businesses in front of clients and leading industry stakeholders. The show also featured the Chairman's Award as well as the SaferCash Bravery Awards and the Police Partnership Initiative Award.



The awards were presented by broadcaster and BSIA President **Nick Ross CBE** (pictured above), with the SaferCash awards being presented by Assistant Chief Constable of the West Midlands Police, **Jayne Meir** and the Chairman's Award presented by **Simon Banks**.



This year also saw the inaugural **Gaby Hutchinson Award for Best Newcomer** - named in honour of the security operative who tragically lost their life in December 2022 - with a recognition award presented in their memory to the Hutchinson family; the first **People, Property, Places: Professionally Protected Recognition Award**, as part of the campaign to raise awareness of security officers, was also announced during the ceremony.

*"One of my favourite events of the year, it is always a great opportunity to catch up with industry colleagues and plenty of time to network. Thank you very much for all your efforts to organise this event, very much appreciated!"*

The British Security Awards 2023 were sponsored by: **Camberford Underwriting**, **SaferCash**, **TEAM Software**, **NSI**, **Texecom**, **SGS**, **Commend**, **OCS Group**, **Galliford Try**, **Asset Intelligence**, **Skills for Security**, **IFSEC**, **Securitas UK** and **Fenix Monitoring**.

The official media partner was **Fire & Security Matters**.



Gaby Hutchinson Award - **Jack Davenport**, Westgrove Group

Thank you to our sponsors



# Celebrating security excellence: live in 2023!



Best Team - The Brewery, MAN Commercial Protection



*“Very well organised, really good venue, awards were nice and snappy (not too long). Excellent to have Gaby Hutchinson's family there. Well done BSIA team.”*

Innovative Security Project  
CarDefender - Pyronix

EDI Champion  
One Team Philosophy - STM Group

Corporate Social Responsibility  
Supporting our employees - Bradbury Group

SME of the Year  
Selectamark Security Systems

Business of the Year  
Corps Security

Contribution to the Industry  
Nigel Brown - Mitie

SaferCash Public Bravery  
Mohammed Ali

SaferCash Industry Bravery  
Andrew Shackleton - NoteMachine

Police Partnership Initiative  
Operation Atoll - Metropolitan Police Flying Squad

Chairman's Award  
Paul Connelly - CSS/Satia Rai - IPSA/Securitas UK

## NATIONAL WINNERS 2023

Service to the Customer  
Margaret Rudge - Bidvest Noonan

Security Manager of the Year  
Rhoni Ikhide - Securitas UK

Outstanding Act  
Babar Awan - Lodge Service

Best Team  
The Brewery - MAN Commercial Protection

Gaby Hutchinson Award for Best Newcomer  
Jack Davenport - Westgrove Group

3Ps Recognition  
Danny Varao - Corps Security

Apprentice of the Year  
Lauren Haddock - ATG Access/Andrei Puscasiu- TDS

Best Use of Technology  
CCTV Centralisation Project - Lodge Service

Installer of the Year  
Critical National Infrastructure Security Upgrades - Galliford  
Try Asset Intelligence

Environmental Project of the Year  
Loomis UK

National Partnership  
JLL Partnership - G4S



Best Use of Technology - Lodge Service



For 2024, we can celebrate together again, on Wednesday 3 July at the Royal Lancaster London.

# SaferCash: the year in review

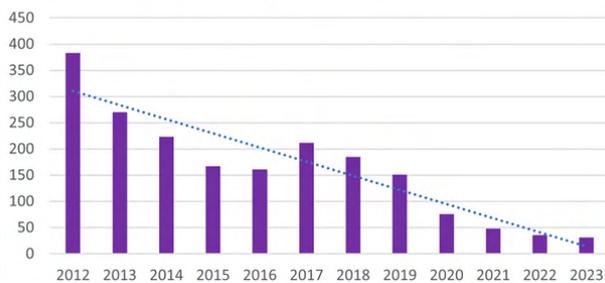


**Sarah Staff**  
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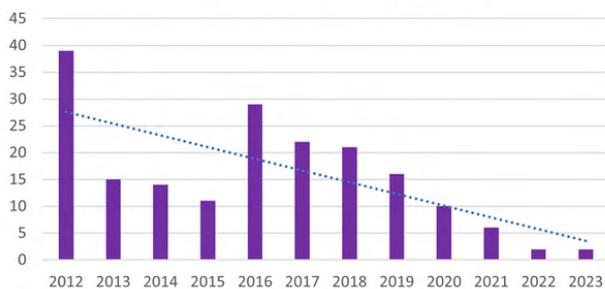
Over the last 12 years, **Cash & Valuables in Transit (CViT)** crime has dropped significantly to an all time low in 2022 of **36** reported attacked nationally. The success is testimony to the effective way that both the industry and **UK Policing** has sought to tackle cash in transit crime, the industry through the deployment of a variety of physical security solutions, tracking, dye, and the wearing of body worn video's which act as a strong deterrent to offenders and provide vital evidence to support police investigations.

The positive rapid response received by the police should a crime in action occur or a suspicious incident be reported has been key and these cases are always undertaken through an effective investigation supported by the **SaferCash** team and our members and many offenders are caught and convicted, which deters others from committing similar offences.

Total Attack Numbers Per Year



Total Attacks in December Per Year



SaferCash was invited by **CrimeWatch Live UK** to feature a CViT armed robbery which occurred in Manchester and through a televised reconstruction was able to highlight the seriousness of these types of offences and the excellent work undertaken by **Greater Manchester Police**, which resulted in the conviction of the offender. During the show **Sarah Staff** was interviewed by **Michelle Ackerley**, providing a great opportunity to talk about SaferCash and the work being undertaken by the police and the industry to tackle all these areas of physical crime.

In collaboration with **SaferGems**, both initiatives were invited to take part in the **Secure By Design** event which was attended by over 500 police officers and staff who are involved in designing out crime. This event was a great opportunity to raise awareness of our work, offer support to those staff and increase our network of contacts throughout **UK Law Enforcement**.

SaferCash is a huge supporter of **Crimestoppers** and the invaluable work that this programme has achieved over the last 46 years; in March 2023 SaferCash worked in collaboration with **Link** (the UK largest cash machine network) and Crimestoppers to launch an ATM distraction crime campaign with a public facing animation funded by SaferCash UK Finance members. This was a successful campaign raising awareness, with the aim to prevent crime and encourage information to be passed to the police.

Each year SaferCash sponsors three awards for the BSIA's **British Security Awards** ceremony, which offers the opportunity to highlight significant acts of bravery and courage demonstrated by a CViT courier and a member of the public in addition to the **National Police Chiefs' Council Award for Police Partnership Initiative**. All three awards were presented by **Assistant Chief Constable Jayne Meir** the **NPCC** lead for Commercial robbery, this year the PPI Award was presented to the **Metropolitan Police** specialist **Flying Squad Unit** who had identified and closed down an organised criminal network based in the Wandsworth area of London.

**"Membership enables us to offer staff opportunities to support their skills with the advice, guidance and networking opportunities that the BSIA offers."**

Adam Rust, Director of Installations, Securitamem

## SaferCash: the year in review



Analysis showed that, after this gang was taken off the streets, in the West London area specifically, there was an **82%** reduction in similar CVIT offences. London as a whole saw a fall of **62%** and the South East of England saw a drop of **33%**. These reductions were directly attributed to this operation and arrests made.



The **Public Bravery Award** for 2023 recognised the outstandingly actions of a Staffordshire postmaster **Mohammed Ali**, who was unfortunate to be involved in a cowardly and aggressive attack at his **Post Office**. Three armed robbers broke into his home attached to the Post Office in the early hours of the morning, waking up the household, one of the offenders hit Mr Ali over the head with a crowbar and threatened him with a sawn off shotgun. One of the robbers kept his family members hostage and the other two took him downstairs to get money from the safe. During the robbery he sustained a head injury and was also threatened with the sawn-off shotgun which was discharged by one of the robbers at close range during a tussle.



A joint investigation was undertaken by **Staffordshire and Derbyshire Police** concerning a series of similar offences, this investigation resulted in the arrest of three seasoned criminals who had conducted armed robberies across three counties, and they are now serving sentences of **55 years** between them.

The 'Tooting Trapstar' gang were suspected to be involved in the supply of drugs, firearms and funding terrorism, operating a fleet of stolen vehicles that they used during the commission of these crimes and then sold on to other criminals.

The offending had a significant impact on the CVIT companies operating in London. In addition to significant cash losses, there was a constant fear of further attacks against their staff.

These offenders were a ruthless and well organised gang; descending quickly on shops when a courier entered, they would force themselves into the vault before the cashboxes were opened – holding a courier in a headlock with a gun to their head stealing thousands of pounds. After a tireless investigation, the network was caught, and the gang received a total of **141 years** imprisonment.



# SaferGems: the year in review



**Sarah Staff**  
SaferGems Manager  
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**SaferGems** is a major initiative against crime in the Jewellery, Antiques and Fine Art Trades, hosted by the **BSIA** and funded by the retail jewellery industry through **TH March Insurance Brokers** and the **National Association of Jewellers (NAJ)**.

SaferGems seeks to coordinate data across police forces to improve identification and conviction of criminals by maintaining a strong link between the Industry and Police. With over **5000** members, crime prevention advice is key whilst raising awareness of offences.

Since 2009 to date, over **10,000** crimes and suspicious incidents have been recorded and we've circulated over **3000** Alerts to the industry, whilst completing **3000** analytical reports to the Police and assisting with over **350** identifications, arrests, and convictions.

To date SaferGems has:

Circulated **170** Alerts and Bulletins  
Provided **125** analytical reports to Police.  
Assisted **UK Law Enforcement** with the identification, arrest and convictions of **40** people. Believed to have prevented over **100** crimes.  
In Partnership with the **Art Loss Register**, **30** stolen/lost watches have been located on the basis of SaferGems registrations.

During 2023 SaferGems recorded:

**28** reports of robbery (**13** armed) with **20** confirmed cases and approximately **£2m** worth of goods stolen.  
**126** reports of theft with **110** confirmed cases and approximately **£2m** worth of goods stolen.  
**52** reports of burglary with **44** confirmed cases and approximately **£1.4m** worth of goods stolen.  
**58** reports of fraud with **24** confirmed cases and approximately **£70,000** worth of goods stolen.



During 2023 SaferGems attended exhibited at the **Secured by Design ATLAS** exhibition and conference (see picture, right), highlighting their work to Designing Out Crime Officers from police forces around the country. This year also saw the **National Association of Jewellers** won **Best Association/Supplier Partnership** with **TH March** at the **Trade Association Awards** (see picture, above) for the SaferGems initiative.

SaferGems did not record any robbery series of note during 2023. The robbery offences that did happen were sporadic and committed mostly by local offenders. The only Foreign National Offender (FNO) robbery of note occurred in London during February. An elderly jeweller was targeted and robbed of over £500,000 worth of goods by two male offenders. In April 2023, seven Romanian nationals from Derby were charged with the offence.

During 2023, SaferGems and UK Law Enforcement recorded an increase in crimes committed by organised gangs from South America. The majority of these offences involved organised high-value retail distraction/sleight of hand thefts. However, travelling sales representatives and traders were also targeted by these gangs. The gangs engaged in anti-surveillance techniques, such as changing clothing and disguising appearances before using distraction and tyre slashing tactics to steal high value goods. A number of tracking devices were also reported being found on vehicles belonging to jewellers and sales representatives across the West Midlands region.

***"SaferGems is increasingly important to our NAJ members, providing valuable intelligence and peace of mind to our retailer and supplier members during a period of heightened security risks...it is an excellent example of the 'dare to share' intelligence model which goes towards ensuring criminals go out of business and not SaferGems members.***

Ben Massey, Chief Executive, National Association of Jewellers



## SaferGems: the year in review

Another continuing crime trend involves offenders snatching and running off with prestige watches or items of gold jewellery with offenders targeting both independent and multi-chain jewellery stores. Over the last five years, gangs of young men have travelled out of London and across England and Wales to steal (snatch) gold jewellery prestige high value watches. These gangs use earpieces/air pods to co-ordinate well executed high value thefts mostly from stores within shopping centres. Fraud trends include counterfeit cash, fake/lab grown diamond scams, 'Super Fake' Rolex watches, CNP Fraud, IFC Fraud, bank transfer scams and bogus traders and Clients. Hole in the wall and roof-top burglaries remain a significant threat to the industry.

SaferGems were involved in a number of incidents whereby active criminals have either been arrested, identified or prevented from committing further offences, whether it be theft, fraud or otherwise. We assisted in the following:

SaferGems assisted **Kent Police** with the arrest of a 23yr Romanian female who had been linked to a series of sleight of hand/distraction/switch thefts from stores across the South East. We were also able to identify two men responsible for selling 'Super Fake' Rolex watches to jewellery stores. As a result, SaferGems provided advice and guidance documents to members on how to spot 'Super Fakes' Rolex watches. As a direct result of CCTV images being shared with Police contacts, SaferGems was able to identify a 39yr old man sought by **Surrey Police** following a high value watch theft in Guildford. We also identified a prolific jewellery thief responsible for a high-value theft in Mayfair and assisted **Greater Manchester Police** with an investigation by linking three armed robberies, with a 39yr old man later charged and sentenced for robbery, attempt robbery and possession of an offensive weapon in a public place.



We identified two women sought by **North Yorkshire Police** following a high value theft in Skipton. As a direct result of images of the suspects being shared by SaferGems with Kent Police, the suspects were identified by the **Police Facial Recognition Database**. We also recorded the first sign of the year that criminals were monitoring the movements and activities of jewellers and travelling jewellery reps with two tracking devices being found on vehicles belonging to a jeweller and rep in the West Midlands.

SaferGems and its members recorded a number of incidents across whereby counterfeit **Royal Bank of Scotland** and Ulster £50 notes were used to purchase goods. In conjunction with the **National Crime Agency**, we were able to provide advice and guidance to members on how to identify these fake bank notes. We also, as a direct result of sharing images of the suspects, were able to identify a male responsible for passing counterfeit Royal Bank of Scotland and Ulster £50 notes at stores in Liverpool, Stockport and Birmingham.

SaferGems was able to identify a male who attempted to sell lab grown/fake diamonds to stores across the South East region; two males responsible for a high value fraud in St Albans; a Romanian male responsible for a high value distraction theft in Cheltenham; a male responsible for fraudulent transactions in Cheshire and Gloucestershire. We also assisted **Sussex Police** with a high value distraction theft whereby **£61,000** worth of prestige watches were stolen. The suspects were linked by SaferGems to a previous distraction theft. We were also able to identify a 18yr old Romanian woman responsible for a high-value distraction theft in Reading.

A trade fair in Birmingham was infiltrated by three persons who used false identities to gain lanyards to the event, and a result of this incident and possible threat to the event, SaferGems was able to liaise with partners at **Thames Valley** and **Metropolitan Police** which resulted in target hardening procedures being put in place for upcoming trade events in Windsor and London. SaferGems assisted the **Metropolitan Police Flying Squad** and **Police Scotland** following hostile surveillance on traders and travelling jewellery reps across the UK. SaferGems was able to link and identify a number of offences including incidents in Glasgow, London, Toddington and Cheltenham. It is believed an organised gang targeted the victims in Glasgow and Toddington following trade events in Birmingham and London. As a result of this continued and serious threat to the Industry, SaferGems was able, in conjunction with Police partners and **Secured by Design** team, to provide advice, guidance and tool considerations to members before, during and after attending trade events.

## Keep in touch

Find out more about our work visit  
[www.bsia.co.uk/safergems](http://www.bsia.co.uk/safergems)

## Your contacts

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## Penalty Charge Notice: the year in review

In November 2022 the BSIA made the difficult decision to withdraw the **Penalty Charge Notice (PCN)** scheme for the Transport Section members. The appeals process relied on every PCN being assessed and any subsequent appeal being made directly by the BSIA which presented significant administration implications for the BSIA team.

Without a process undertaken by the BSIA, individual Transport members became responsible for their own PCN administration and appeals and due to the need to park as close as possible to their delivery/collections sites to reduce the risk of attack, PCN fines continue to be issued. Through the **BSIA Special Project Fund**, a new role, Transport Liaison Manager, was created to fully review the PCN process.



**Andy Smith** (see picture, left), joined the BSIA in March 2023 having recently retired from a 30 year career with the **Metropolitan Police Service**. During his service he was an operational Traffic Patrol Officer and specialised for 13 years as a Forensic Collision Investigator, reconstructing and forensically examining hundreds of fatal and serious road traffic collisions.

The vision of the BSIA is to negotiate with local authorities on behalf of their Transport members and to proactively explore options that would reduce the number of PCNs generated, seek resolutions, and determine a long-term appeals process. An in-depth analysis of PCN data supplied to the BSIA by their Transport members identified the main causes of PCNs being issued and the main locations. Through liaison and negotiation at a high level with local authorities and private parking companies, agreements are being reached that will significantly reduce the costs to the industry, both in fines and administration.

This new role has evolved and through the PCN Manager, the BSIA has secured a voice on behalf of their Transport members directly into several schemes, partnerships and consultation areas as follows:

**Weekly Freight Call:** hosted by TfL and attended by representatives from freight and logistic companies, major high street retailers and other trade associations. The agenda varies and includes updates on all matters that affect freight and delivery logistics, legislative changes, consultations, and projects.

**Kerbside Management Strategy:** it is recognised by many local authorities that the kerbside has multiple users competing for space and time, such as residents, visitors, businesses, tradespeople, taxis, delivery vans, bikes, and many other groups. There is a commitment to re-allocating a percentage of kerb space to higher priority users and ensuring that factors affecting the kerbside are fully considered in future road developments and re-developments.

**Central London Freight Quality Partnership:** partnership between the freight industry, government, businesses, local community, and environmental groups, raising an awareness of freight's importance within London.

**LoCity:** a TfL project and consultation involving numerous industries, companies, government departments and academia concerning the future of electric vehicles and their associated infrastructure as London seeks to become a zero emission city by 2040.

**National Police Chiefs' Council:** working alongside **SaferCash** to develop and write the protocols and procedures to ensure legal compliance when CVT vehicles are involved in non-criminal related road traffic collisions. The protocols are included in the guidance provided to police forces.

The BSIA will continue to actively and positively promote the industry to ensure that the unique requirements of their Transport members are considered at a higher strategic level and that the industry is at the forefront of consultations, change and developments.



**Keep in touch**

Find out more about our work visit  
[www.bsia.co.uk](http://www.bsia.co.uk)

**Your contacts**

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# *The Bigger Picture*

## **Video Surveillance in the UK**

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the UK ever undertaken

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## PR & Communications: the year in review



**Andrew Cooper**  
Head of Communications  
a.cooper@bsia.co.uk

Another busy year has come to a close, with some interesting and productive few months behind the team. Although there was turbulence in staffing resources, we managed competently to deliver a positive service to our members whilst working diligently to assist our fellow industry stakeholders in progressing the industry.

Our social media content and following remains robust, posting over 100 major releases and stories, with **LinkedIn** now heading towards **22,000**, meaning over 2000 new followers in the last year and **Twitter (X)** hovering over the 10,000 mark. We have also started making use of **Instagram, Facebook** and **TikTok** for bespoke campaigns as we work to reach new and different audiences, depending upon our offers.



The highlight of the year has to be the **British Security Awards**, now fully embedding into the security calendar, overselling to the point we are moving yet again for 2024.

It was an emotional day as we featured for the first time the **Gaby Hutchinson Award**, in memory of our industry colleague, who lost their life on duty in December 2022; it was an honour to pay tribute through the video their family kindly agreed to take part in and to show on the day, highlighting the bravery and commitment of our officers and the risks they take on our behalf in keeping people, property and places professionally protected on a day to basis.

This year we also took home an award for the awards, winning Silver for Best Association Event 2023 at the **Association Excellence Awards** in November, which goes a long way to showcase how far we have progressed.

It was a very active year in terms of meeting with and working on projects with members and an honour for them to open their doors to us, including **Arana, Guardian Alarms, SGS, Fenix Monitoring, Securitas UK** and **Mitie**. Meeting with our members face to face and discussing how we can assist them is so refreshing after the COVID-era reliance on teams and something as a team we will increase with some gusto into 2024.



***"The BSIA Autumn Party was a great opportunity to meet new people within the industry, and build connections. Thank you to the BSIA team for hosting a fantastic event!"***

Arevika Stephanian, Head of Marketing, STM Group

## PR & Communications: the year in review



One of the most significant activities in 2023, was our involvement in the **SIA** endorsed Equality, Diversity & Inclusion (EDI) Forum, with Andrew Cooper asked to co-chair on behalf of the Association alongside **IPSA** Chief Executive **Satia Rai**. This is a very long overdue opportunity for the Association to play a crucial role in raising awareness of the invaluable role of EDI principles and actions, with the forum agreeing on developing an industry wide code of practice, supported by the larger companies and developed to assist every facet of the industry. The code of practice is due to be ready by January 2025 - watch this space!



We were also proud to successfully host two major networking events in 2023, the **Spring Forum & AGM** and **Autumn Forum**, giving members the opportunity to speak and exhibit, whilst networking with the industry. The department takes great pride in these events with many more planned for next year.

Finally, a personal thanks for **Lauren Bettington**, **Mandy Miller** and **Ben Mockford** for their exemplary support in ensuring we delivered first class, high quality member experiences. Onwards into 2024...



*Keep in touch*

Find out more about our work visit [www.bsia.co.uk/news-and-insight](http://www.bsia.co.uk/news-and-insight)

*Your contacts*

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**Ben Mockford** | Business Apprentice  
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**Lauren Bettington** | (Events Support)  
l.bettington@bsia.co.uk

**Mandy Miller** | (Events Support)  
m.miller@bsia.co.uk

## Executive team & section chairs



**Nick Ross CBE**  
BSIA President

Nick has had an extensive broadcasting career, best known for hosting **BBC Crimewatch**. A keen supporter of the private security industry, Nick's experience as a campaigner gives him valuable insight into the role the security industry can play in supporting police and other agencies.

Nick was appointed as President in 2023.



**Simon Banks**  
BSIA Chairman

Simon is Managing Director of **CSL Group**, a global provider of connectivity solutions. As Chair of the BSIA, Simon aims to provide strategic leadership, working in line with the advancing technology and changing attitudes in security to build the membership and bring about a deeper talent pool for the industry.

Simon was elected by the BSIA in 2018.



**Mike Reddington**  
Chief Executive

Mike has worked in the security industry for over 25 years, beginning his career in electronic engineering before moving into sales and marketing, rising into senior roles for a variety of organisations, such as **Honeywell** and **ADI**. Mike holds an MBA from Leeds University.

Mike was appointed as Chief Executive in 2019.



**Tony Cockcroft**  
Vice Chairman &  
Security Officer Services

Tony is the Director of **Independent Contractor Security Ltd** providing security guarding, patrols and alarm responses and key holding.

He was elected as Section Chair in 2015, and in 2019 Tony was also elected by the Board as Vice Chairman of the Association.



**James A Brown**  
Asset Property Marking

James is Managing Director of **Selectamark Security Systems** and is also on the PaS (Police & Security Initiative) Effective Collaboration Working Group, and sits on the ADS Security Export Focus Group. James was appointed Managing Director in May 2014.

James was elected as Chairman of the APM section in July 2023.



**Gareth Skinner**  
Cash & Valuables in Transit

Gareth is UK Head of Operational Risk at **G4S plc**. Gareth's role at G4S is to drive the Loss, Security and Business Continuity Management activities across the UK.

Gareth has been Chairman of Cash & Valuables in Transit since 2019.



**Carl Gibbard**  
Export Council

Carl is the Chairman of **Concept Smoke Screen Ltd**, who specialise in fogging devices in the UK as well as on the international market in countries ranging from Holland to Brazil.

Carl was elected as Chairman of the Export Council in 2017.



**Kristian Carter**  
Information Destruction

Kristian is Commercial Director at **Shred Station** and has worked in the sector for over 15 years.

Kristian was elected Chairman of the Information Destruction section in 2021.

Our quarterly section meetings are hosted across the UK by our section chairmen, and it is a great opportunity as a member to get involved in strategy, developing standards and contributing to industry guidance.

For more information email us at [info@bsia.co.uk](mailto:info@bsia.co.uk)

## Executive team & section chairs



**Naz Dossa**  
Lone Worker

Naz is Chief Executive Officer of **PeopleSafe**, part of the **Send for Help** Group, the largest lone worker protector provider in the Europe.

Naz is currently in his first tenure as Chairman of Lone Workers and was elected in 2020.



**Adrian Mealing**  
Security Equipment  
Manufacturers

Adrian is Head of Industry Affairs at **Texecom** and has over 20 years experience in complex multi disciplined projects, from initial concept to delivery and completion.

Adrian has been Chairman of Security Equipment Manufacturers since 2020.



**Martin Watson**  
Security Systems

Martin is Industry Liaison Director at **Mitie Fire & Security Systems** and has a wealth of expertise in management along with an understanding of emerging technologies to inform sound business decisions.

Martin has been Chairman of Security Systems since 2017.



**Gideon Reichental**  
Vacant Property Protection

Gideon is Commercial Sales Manager for **Clearway**, who provide a range of insurance and police approved vacant property protection solutions.

Gideon has been Chairman of the Vacant Property Protection section since 2017.



**Benjamin Linklater**  
Video Surveillance Systems

Ben is the Sales Director at **Optex (Europe) Ltd**, a world leading manufacturer of high performance sensing technologies.

Ben was elected as Chairman of the Video Surveillance Systems (CCTV) section in 2019.



**Sarah Staff**  
SaferCash/SaferGems

Sarah is responsible for the BSIA joint security intelligence initiative **SaferCash** and is former Head of the Flying Squad, with a 30 year career in the **Metropolitan Police**.

Sarah was elected to the Board in 2019.



**Rob Evans**  
Alarm Receiving Centres

Rob is Sales Director for **CSL Group** and has worked in the industry since 1995, having previously worked for **Risco**.

Rob was elected Chairman at the inaugural section meeting for Alarm Receiving Centres in 2022.



**John Davies**  
Access & Asset Protection

John is Managing Director of **TDSi** who manufacture electronic access control and integrated security systems. John has worked in electronics since 1979.

John was elected Chair of the Access and Asset Protection Section for the second time in 2021.

Our quarterly section meetings are hosted across the UK by our section chairmen, and it is a great opportunity as a member to get involved in strategy, developing standards and contributing to industry guidance.

For more information email us at [info@bsia.co.uk](mailto:info@bsia.co.uk)

## Association team



**Dave Wilkinson**  
Director of Technical Services

With over 35 years' experience in the industry, Dave is responsible for coordinating all technical and quality matters within the Association. These duties include leading UK, European and International standards committees and monitoring and contributing to UK and EU regulations & Directives that impact BSIA members.



**John MacAskill**  
Director - Security & Export

John has over 25 years of experience in the industry, working as head of sales and business development for **Pointer Ltd** and **Connelly Security Systems**. John is responsible for the Security Officer Services and Vacant Property Protection sections and the Association's export strategy, working with government and related export agencies to raise the UK profile of security.



**Andrew Cooper**  
Head of Communications

Andrew has over 20 years of experience working for central government and trade associations, and is responsible for the communication and marketing functions of the Association, including public relations, events and campaigns. Andrew meets with members at meetings and events, and liaises with government and industry partners.



**Paddy Kyle**  
Chief Commercial Officer

James has 20 years of commercial experience in the fire and security industry, specialising in leading sales and marketing teams and is MBA qualified from Alliance Manchester Business School. His prime responsibility is co-ordinating the growth of the membership base, working closely with the Communications team.



**Sarah Staff**  
Head of SaferCash  
SaferGems Manager

Sarah is responsible for the BSIA joint security intelligence initiative **SaferCash** and also manages **SaferGems**, the initiative against crime in the Jewellery, Antiques and Fine Art Trades, hosted by the BSIA and funded by the retail jewellery industry through **TH March Insurance Brokers** and the **National Association of Jewellers**.



**Dean Griffin**  
Financial Controller

Dean is responsible for the finance of the Association, which includes management accounts, departmental reports, working with the auditors and any regulatory items for VAT, and Tax.



**Graham Dean**  
Membership Development Manager

Graham has over 20 years experience working in the security industry prior to which, he enjoyed a career in Hertfordshire Police. Graham is responsible for growing overall membership and providing support to the Association's existing members. He is the first point of contact for membership enquiries and ongoing relationships with existing members.



**Lauren Bettington**  
Membership Executive

Lauren has experience working in Cyber, specialising in cyber security, having previously worked for Blackberry UK's Cyber Security business unit.

Lauren works alongside Graham Dean to recruit new members, whilst regularly speaking with existing members to support engagement and retention.

## Association team



**Graham Evans**  
Technical Manager

Graham's background at the beginning of his career was in electronics and then progressed onto data compliance dealing with all matters to do with UK GDPR, DPA, subject access requests, policy development and implementation. Graham looks after a variety of our technical sections, working closely with other members of the Association.



**Kirstie Anwyl-Hughes**  
Technical Coordinator  
& Compliance Officer

Kirstie provides support to the Technical Services team, coordinating the technical work load, proof reading all technical documentation, managing the technical database and acting as focal point for all technical enquiries.

Kirstie also manages our quality management & compliance systems and carries out internal quality audits.



**Louis Neophytou**  
Technical Officer

Louis has a background in technical affairs for the Department for Transport and the Civil Aviation Authority in security and operations roles developing policy and in the space and aviation security sectors.

Louis looks after a variety of our technical sections, working closely with other members of the Association.



**Mandy Miller**  
Senior Administrative  
Officer

Mandy has over 30 years of key administrative experience, from credit control and business support to office management. Mandy is responsible for supporting new member onboarding, renewals and membership retention, alongside coordinating the delivery of board, F&GPC and section meetings as well as offering administrative support to the CEO & Directors. Mandy also assists the communications team with events.



**Lynn Hodges**  
Finance & Facilities Administrator

Lynn looks after the Finance department of the Association and is also responsible for human resources and liaises with outside contractors. Lynn also works on membership queries and postal issues.

## Find us!



@theBSIA



@thebritishsecurityindustryassociation



[www.bsia.co.uk](http://www.bsia.co.uk)



[info@bsia.co.uk](mailto:info@bsia.co.uk)



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