



The Year in Review

Your Association in 2021

Our mission

The BSIA is the voice of the professional security industry, supporting and encouraging excellence; educating the marketplace on the value of quality and professional security; and creating an environment in which to flourish.

Our vision

BSIA Membership is the symbol of quality and professionalism in the security industry.

In memory

The Year in Review is dedicated to **Kevin Coulson** and **Tony Allen**, who passed away during 2021.

Chief Executive's Foreword



The BSIA started the year with recognition as the 'Business Association of the Year 2020' awarded at the **Association of Association Executives Awards**, an accolade which we feel demonstrates how far we have come in the last few years. Challenges such as the aftershocks of COVID-19 and the turbulence of the UK Transition remain apparent; however, we are in a strong position to continue in our drive of establishing the BSIA on behalf of our members as the recognised **voice of the professional security industry**.

We continue to represent our members' concerns and this year we have been lobbying government on many issues, ranging from the supply chain shortage in components which is affecting the electronics sector to calling for exemption to the 10-day isolation rule on behalf of our Cash and Valuables in Transit workers. We have also been addressing our Security Officer Services members' concerns around the potential implications of the NSI NCP119 proposed standard, and we have been in close contact with the **NSI** to raise our members concerns and ensure all parties are working closely to find an acceptable resolution for all parties.

This year also saw an industry-first in the release of our Automatic Facial Recognition (AFR) ethical and legal guidance on the usage of this technology. This guide has received very positive responses from the industry in the UK, EU and the US. We have set up an AFR Special Interest Group to further more work on this topic and are chairing a working group at the **British Standards Institute** where we will look at integrating our guide into a Standard.

Skills for Security (SfS) continues its rapid upward trajectory; in June it launched the Scottish Security Officer Apprenticeship, a landmark apprenticeship that provides future security officers with the most up-to-date training. Also, with changes to the **SIA** license in the wake of the **Manchester Arena Inquiry**, SfS have launched SIA License top-up training for security officers and door supervisors. SfS now have training centres in Warrington, Oxford, Birmingham, Mansfield and Glasgow and this growth has resulted in SfS more than doubling their staff numbers in the last 12 months to support this unprecedented and impressive growth.

Although our flagship event, the **British Security Awards** had to be held online again this year, we have been able to maintain our engagement with members and industry stakeholders by hosting a successful Autumn Party in September and attending conferences and events in real time where possible. We also launched the first ever **National Shred Day**, on behalf of our information destruction members, in partnership with the independent charity, **Crimestoppers**. The event was held nationwide and was designed to raise awareness of ID fraud.

I am pleased to advise that despite the turbulent year we have all endured, BSIA membership remains buoyant with membership retention rates currently running at **95%**. This is a remarkable achievement for any membership body and even more so given the business environment over the last 18 months. I am also pleased to advise that for the second year in a row new member recruitment is up year on year.

I firmly believe that the work of the BSIA remains as critical as ever, and through collaboration with our members and key industry stakeholders to identify the key issues and opportunities facing our industry and proactively addressing these we are stronger together.

There has never been a more important time for our industry to be addressing the rapid changes that are occurring, and being at the heart of the security industry through the BSIA means it is better to be **a member and not just an observer**.

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

Mike Reddington
Chief Executive
British Security Industry Association

Membership: the year in review



Tom Ford
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Membership in 2021, what a year it has been! As with previous years, the team has been working incredibly hard on our renewal efforts, showcasing the excellent work we do on behalf of and for our members. We'll be closing out the year around a **95%** retention rate which as with last year is a superb effort all round and shows that our members value the support the BSIA provides their business and the wider industry.

One of the main areas where the BSIA membership department has been looking to make improvements this year is in inclusivity and to extend our reach and remind the security industry that we are the voice of the professional security industry. To that end we have been making improvements to our Probationer membership category so we can offer a more supportive service to those organisations that do not currently meet our requirements for Principal membership.



We have also focused on being a little more proactive in our membership recruitment drive than in recent years by way of a targeted campaign to drive interest in and around our Security Systems section.

We have launched two installer campaigns this year which has supported membership growth, strengthened relationships throughout the industry and offered great value with awareness raising.

We have established some great new partnerships this year through our Associate membership section and Affinity benefits programme, great examples of such come through **CHAS** (watch this space for some great offerings here) and **Wagestream**.

The membership team has worked effectively with many other areas of the Association this year, from the communications team's incredible support throughout our membership campaigns, Security Officers Services section delivering first class insight and information from key strategic partners, and technical, making sure that we give the right information at the right time to our members.



"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



2021 has been a very challenging year for membership growth, but a challenge we have met head on. This year, as with last we have achieved the highest membership recruitment figures seen in recent years – a true team effort made possible from some key influential supporters of the BSIA too. You know who you are.

This year has allowed the membership team to get back out into the real world, attending a few industry events, meeting old and new friends alike, being part of award ceremonies to recognise best in industry and support our members too. It's a wonderful reminder of the resilience of this industry and of the incredible bunch of diverse, eclectic and dedicated professionals out there that make up the industry.



If you have met either myself or our Chief Executive **Mike Reddington** this year, you would have heard us say that membership value is directly proportionate to engagement and to that end I would encourage any and all of you to reach out to any of us, to find out how you can work with the BSIA to help you, your business and the wider industry.



Keep in touch

Find out more about our work visit
www.bsia.co.uk/membership

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Technical Services: the year in review



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As a trade association, it is important that we lead by example, and in 2021 we once again demonstrated our eye for detail with the annual renewal of our ISO 9001 quality management certification, which integrates neatly into our GDPR information management processes, both of which are subject to external audit. Further demonstrating how serious we take our responsibilities for protecting both ours, and our members data, we achieved **Cyber Essentials+** certification across both our BSIA and **Skills for Security** businesses.

2021 has seen our representation expand into new standards innovation areas such as AI/AFR & cybersecurity, where we now have direct representation in BSI (IST/044, ART/1). This builds on our knowledge to support our Special Interest Groups (SIGs) in these areas. In line with the requests of members, we now also have a position on the UK committee dealing with fire alarm systems and equipment, to provide first-hand supporting standardisation and regulatory updates.

A key initiative for the team in 2021 was to focus on developing our SIGs to provide additional targeted value to all members. We have been instrumental in developing these groups and we have run these on an ad-hoc basis as and when issues of interest arise.

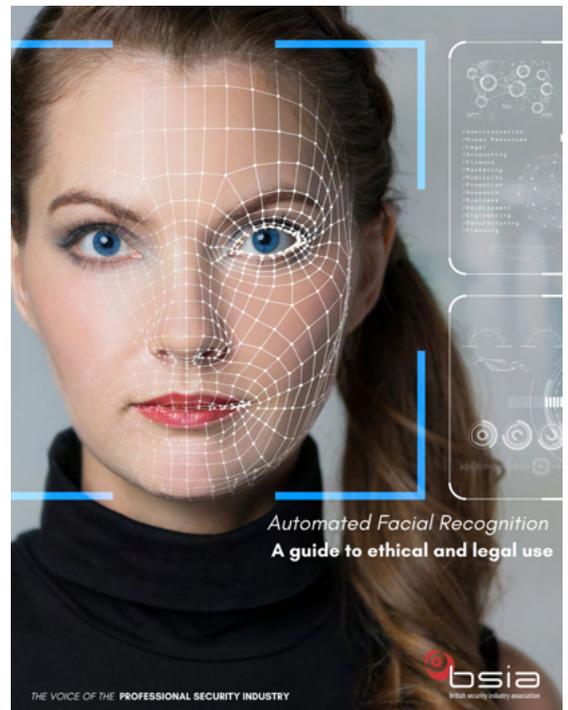
Key SIGs include CySPAG, which published its latest code of practice for manufacturers, as well as also developing cyber security training modules, which are now being used by Skills for Security. Our component supply SIG has been addressing concerns in the developing area of component supply shortages, whilst our UK Transition SIG has worked closely with the **FIA** on issues around the UKCA/CE certification expectations, which after successful lobbying of government concluded in a further 12-month extension to the UKCA implementation. We also have a SIG devoted to the AFR/AI topic, which developed the industry-first *Automated Facial Recognition - a guide to legal and ethical use*, that has been recognised as a leading piece of work in this innovative yet controversial area of technology. The development of a new standard on AFR ethical use at BSI, based on the guidance is about to begin of which the BSIA will be chairing.

We have built a solid relationship with the new Biometric & Surveillance Camera Commissioner, **Fraser Sampson** harnessing the opportunity for regular one-to-one discussions between our organisations. We continue to work closely with the industry strand lead (**Tim Raynor, JCI**) to ensure we are well represented on the proposed updates to its portfolio of guidance.

The All-IP Voice transition is gathering momentum. We continue to represent the security and fire industry position to **Ofcom, Openreach** and various communication providers and stakeholders. We attend all key industry update meetings and contribute to these as appropriate.

We have provided timely advice to Openreach, which has led to an alarm industry factsheet been published on their industry transition webpage. Our efforts to industry have also been recognised through picking up the 'Contribution to the security systems industry' award at the recent **ECA Awards**.

We participated in the 'Openreach live' event in January representing the views and concerns of the transition to a wide-ranging audience. We also held a BSIA Broadcast in the summer with a panel of industry experts, which included a BSIA member and themed around the call to action to installers to ensure they are ready for the changes from analogue to digital All-IP.



"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

In terms of strategic partnerships, we continue to promote **ECHO**, now in its early operational stage, and we are starting to see good traction of ARCs joining the scheme, connecting to the two initial police forces accepting connections, the **Metropolitan** and **Essex Police**. The BSIA recently received an industry recognised award (ECA) on behalf of our efforts and ECHO was also a finalist in the **Security Fire & Excellence Awards** in November.

We have been a driving force behind the development of the ECS competency and qualification card scheme, which is now in operation. We also delivered a BSIA Broadcast on the topic to explain and promote its use. We are pivotal in looking at a similar scheme for sub-contractor installers; watch this space in 2022!

We continue to influence the direction of both **Euralarm** and **CoESS** by participating and contributing members' views at key meetings on key subjects such as cybersecurity, alarm systems and AI/AFR, and as part of our HR/HS Forum, we continue to work closely with the **DwP** on the 'Security, a career of choice' initiatives. We also continue to represent the views of members on the **NPCC** Security Systems Group and continue to collaborate with the FIA on various industry projects where synergy exists.



In 2021 the team reviewed, updated and developed **46** publications, including a new cybersecurity code of practice for manufacturers, which is being developed into a self-certification scheme to be run by the BSIA, and a code of practice for the application of fogging systems, proposed to be developed into a European standard.

Both the previously mentioned AFR guidance and the cybersecurity code of practice for manufacturers also made it to the finals at the Security & Fire Excellence Awards.

The team has maintained its focus on standards, reviewing over **300** during 2021. Below are some of the key standards that we have either led and/or contributed to this year:

EN 50131-1 Alarm Systems – Intrusion & Hold-up systems Part 1

EN 50136-1 Alarm systems/Alarm transmission systems and equipment Part 1

EN 50710 Requirements for the provision of secure remote services for fire safety systems and security systems

EN 15713 Secure destruction of confidential material – code of practice

BS 10121-1 Asset marking products – requirements and test methods Part 1

BS 8484 Provision of lone worker services - code of practice

BS 9518 Processing of alarm signals by an alarm receiving centre - code of practice

BS 8418 Installation of detection-activated VSS - code of practice

So another great year of achievements and successes in challenging times! We are blessed with a solid professional technical team, and my personal thanks go to Steve, Peter and Kirstie who work hard with the members ensuring we remain the voice of the professional security industry.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/electronic-services

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Security Officer Services & Export: the year in review



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We continue to drive the industry profile and awareness through our Hidden Workforce (Perceptions) campaign. This initiative now falls under the **Security Commonwealth** umbrella as a Special Interest Group, and the BSIA will continue to take a leading role in this initiative with the goal of increasing the awareness of the valuable and positive work our industry sector undertakes and how it can assist government, police authorities and the public in creating a safe and secure environment for us all to live and work in.

The next phase for this campaign is to build on the feedback of last year's **YouGov** survey by circulating a revised survey questionnaire to purchasers of security services, providers of security services, police authorities and frontline security officers. The results of these surveys will define key areas of focus and activities that the group will focus on.



This year saw us celebrating the work of security officers as part of the **International Security Officers' Day** with our social media campaign **#IAMakeWorker**.

For 2021, the BSIA shared pictures of its members' officers at their workplaces and encouraged companies to do the same as a way of showcasing the people who work on the frontline every day, working tirelessly in ensuring our safety.

The campaign also forms part of our Perceptions campaign and our aim was to highlight not only the vital work that they carry out but also acknowledge and applaud the pride that our officers feel for their jobs and the industry that they represent.

In September we signed a memorandum of understanding, with the **Security Institute** which will see both organisations promote and strengthen each other's efforts to support security professionals and raise standards across the security sector.

This new formalised relationship continues a long history of collaboration between the Institute and the BSIA. There are so many great opportunities being developed to drive our industry forward through development of standards and this collaborative approach of the both bodies working in partnership will enable us to further develop, promote and support this work at an accelerated pace.



"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

This year also saw the launch of a Security Officers Services Apprenticeship in Scotland with the training delivered by **Skills for Security**.

This landmark apprenticeship provides security officers with the most up-to-date training to develop the skills and expertise needed for a modern, professional security officer.

It has taken time and the efforts of many people to see this over the line, but we are extremely pleased to see the start of our first cohorts of learners being enrolled imminently throughout the whole of Scotland.



In May we released a statement on the **Manchester Arena Inquiry**. Our statement highlighted that many security companies regularly go above and beyond the call of duty to maintain their integrity and the security services they provide, something that as an Association we promote within our recognised membership. However, we feel the time has come for security services to be purchased on a risk and professionalism basis and not purely on cost, and the industry to be seen for what it is, a profession and not a minimum wage job.

The BSIA and its members will continue to support new legislation and the promotion of public safety with the goal of minimising and mitigating the threat of crime and terrorism in the United Kingdom. We are already doing this through our roll out of SIA licence top-up training, which Skills for Security have started to deliver, which has been taken up by members such as **OCS Group**, **G4S** and **Corps Security**.

We are active on a variety of committees and groups representing the Association regarding national security and export, including working with the **Home Office** on its **Joint Security and Resilience Centre** (JSaRC), Security Resilience and Growth Partnership, Protect Duty and the Science Technology Analysis and Research.

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

The Association has also been working with the **UK Defence & Security Exports** on the 4Ps (politics, partnerships, products and price). We have also been working on the **RISC** security resilience growth partnership and the Security Export Steering Group. We also have a seat on the **Security Industry Safer Scotland-Counter Terrorism**.

As we approach 2022 we are pleased to report that **Intersec** will be going ahead in January, supported by **UK DSE** and JSaRC, with BSIA and **FIA** members represented on the international stage for the first time in two years. We look forward to seeing you there. In May we will also be at **IFSEC International** and we will be looking forward to meeting our Export members at our stand over the three days.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/sos

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SECU

Skills for Security: the year in review



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Skills for Security continues to offer membership benefits through the delivery of high-quality, accessible education, now with centres in Warrington, Oxford, Birmingham, Mansfield and Glasgow. With another opening in early 2022 in Watford, we are beginning to bring training to your doorstep with fully qualified and experienced tutors across the United Kingdom.

Since our last *Year in Review*, where we had **11** full-time staff, I am very proud to report that we now have over **26** full-time staff involved in the operations and delivery of our training with continued growth anticipated to meet the demand.

Apprenticeships continue to be at the heart of everything we do; with over **350** live apprentices on programme, I believe we will have delivered training to over **400** apprentices across Scotland and England by the summer of next year.



Over the last year, we have continued to expand our offerings, ensuring that all areas within the security sector are able to access apprenticeship training that helps develop and professionalise their workforces.

Skills for Security continue to offer the Fire Emergency and Security Systems apprenticeship, and now offers Security Officer Services at Level 2, Security First Line Manager at Level 3, and for all back-office staff, we deliver Customer Service and Team Leadership at various levels.

Over the last academic year, we had over **50** apprentices complete their apprenticeships and qualify as fully qualified fire and security engineers. These 50 apprentices will now work competently on all facets of the sector, raise the standards of work throughout the sector and be part of eradicating the skills shortage.

With the government funding apprenticeships up to **100%**, there really isn't a better time to use government funding to upskill your current workforce and bring new faces into your businesses.

Commercial training has been a key growth area for us over the last year and a key focus going forward. With the new SIA legislative changes, we are providing a nationwide solution to the delivery of top-up training. We are working closely with BSIA member companies to make sure they can access high-quality training at a time and place that works for them.

Skills for Security continues to work with the Security Officer Services employer group and the **SIA** to develop a Level 2 apprenticeship for England for security officers, and we hope to bring this to fruition in early 2022.

"Skills for Security's apprenticeships are a great opportunity to upskill our colleagues, which is one of our key priorities as a business."

Pardeep Singh, Training & Development Advisor, Corps Security

Skills for Security: the year in review



We are also working with key BSIA members to develop technical courses for their businesses in survey and design of access control, intruder alarms, video surveillance systems, and fire and cybersecurity – a good practice guide for fire and security professionals.

All of these courses are developed by industry experts, accredited by both the **Security Institute** and CPD and are available to all members via our LMS with a **20% discount**.

We continue to partner with **WorldSkills UK** to organise, develop and run the only electronic fire and security competition in the UK. This competition gives us an opportunity to bring students across the UK together to compete at the highest level. With over **180** entered this year, we are now down to our last eight finalists.

Who will be awarded WorldSkills and **Engineers of Tomorrow** champions at this year's **Security Excellence Awards**? The WorldSkills UK platform allows us to reach a whole new audience of young people, letting them know the security sector really is a career of choice. The future is bright and we look forward to a productive 2022.



Keep in touch
 Find out more about our work visit
www.skills4security.com

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Top-up training

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With changing SIA license requirements following the Manchester Arena Inquiry, employers have a duty to ensure the quality and professionalism of their staff.

Skills for Security is offering **two-day Security Officer** and **three-day Door Supervisor top-up training** that adheres to the updated SIA license requirements and includes first aid, terror threat awareness and equipment usage for door supervisors, and minimising personal risk for security officers.

Location training is flexible and we can fit your needs with location and times.

skills4security.com/top-up-training

The year in pictures



Dave Wilkinson and Mike Reddington meet with Chubb, one of the founding members to present a special founders award in May.



Dave Wilkinson receives contribution to the industry award at the ECA Awards in October.



Tom Ford gets ready to meet new and existing members at ST21 in July.



Steve Lampett & Sarb Sembhi belatedly receive their trophy from Security & Fire Excellence Awards 2020.



Mike Reddington presents Managing Director of Mitie, Jason Towse a BSIA anniversary award for 25 years of BSIA membership.



John MacAskill and Mike Reddington present Shaun Kennedy of Securitas UK with a founders award in August.



BSIA members Shred on Site are the first company to set up and get ready for the inaugural National Shred Day held at the beginning of October nationwide.



Chairman Simon Banks opens the first face-to-face BSIA networking event since March 2020 at the Informa Building in September.



Mike Reddington presents an anniversary award to Jim Ludwig of Texecom marking over 25 years of BSIA membership.

The year in pictures



Mike Reddington welcomes back Corps Security to the Association in November.



Tom Ford and Katherine Ingram meet Carl Meason and Natalie Freakley of Fenix Monitoring in May.



Mike Reddington joins Shaun Kennedy of Securitas UK at the Gratitude Exhibition in September.



SecuriGroup MD Russel Kerr with Pauline Dinis, winner of Security Manager of the Year at Women in Security Awards.



Katherine Ingram meetings security officers in London on Hill Visibility Day organised by City Security Council and held in April.



Mitie showcase their regional winners of the British Security Awards, presented by Mike Reddington at their Northampton security operations centre in May.



Printwaste, supported by Maggie Markova, launch the Gloucester National Shred Day.



Members MAN Commercial Protection get ready to watch the British Security Awards Online in June.



Andrew Cooper and Tom Ford present Matt Deacon of Camberford Underwriting with a 30 years membership trophy.



Denise Phillips of Westgrove Group wins Frontline Officer at Women in Security Awards in September.

A big thank you to our members

Celebrating security excellence: online in 2021

The BSIA's flagship event, the **British Security Awards** took place online again this year, with sixteen winners taking the awards for their hard work and commitment during the last 12 months.

In June, we broadcast for the second year the **British Security Awards Online**, recognising the work of our members and their teams in keeping people, property and places safe.



The awards were presented by broadcaster **Sue Hill** (above), with the **SaferCash** awards being presented by Assistant Chief Constable of the West Midlands Police, **Jayne Meir** and Assistant Chief Constable of Greater Manchester Police, **Nicky Porter**.

Held online for a second year due to continued COVID-19 restrictions, the show also featured the Chairman's Award, dedicated to **Skills for Security** Chairman and long-time BSIA associate **Tony Allen**, who sadly died at the beginning of June.

The awards also featured presentations from West Midlands and Greater Manchester Police as part of the Association's **SaferCash** initiative, announcing the bravery awards for the Cash & Valuables in Transit members.

"The best digital awards event in the industry by far in terms of production, speed, content. Look forward to the live event in 2022!"

The British Security Awards Online 2021 were sponsored by:

Camberford Underwriting, SaferCash, TEAM Software, NSI, Texecom, Optex, Wagestream, CSL Group and Fenix Monitoring

The official media partner was **Professional Security Magazine**.

Thank you to our sponsors



Celebrating security excellence: online in 2021



“Excellent throughout and well done to all at the BSIA...under rather difficult circumstances of holding the event online I thought this was done exceptionally well.”

NATIONAL WINNERS 2021

Best Newcomer

Katelyn Gordon - Mitie
Service to the Customer

Anthony Chell - Mitie

Outstanding Act

Denzil Wathen - Securitas UK

Security Manager of the Year

Graham Rouse - Mitie

Best Team

Beacon Shopping Centre Security Team - G4S

Apprentice of the Year

Jessica Goodson - ADT (Johnson Controls)

National Partnership

Network Rail - STM Group

Installer of the Year

nmcn

Innovative Security Project

GradeShift Pro Radio/Radio (All IP) - CSL Group

Business of the Year

MAN Commercial Protection

SME of the Year

Corsight AI

Environmental Project of the Year

Frontline Faceshields Project - Shred Station

Best Use of Technology

ID Ultra - Reliance High Tech

Contribution to the Industry

Jason Towse - Mitie

Industry Bravery

Rory Middleton & David Paynter - Loomis

Police Partnership Initiative

DCI Chris Mossop - Greater Manchester Police

Chairman's Award

Tony Allen



For 2022, we can celebrate together again, on **Wednesday 29 June** at the London Marriott Grosvenor Square.

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SECURITY
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Wednesday 29 June 2022
London Marriott Grosvenor Square

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SaferCash: the year in review



Sarah Staff
Head of SaferCash
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During 2021, SaferCash continued to work closely with UK police forces in partnership with the **National Police Chiefs' Council (NPCC)** to tackle commercial robbery and thefts suffered by our members. I was delighted to welcome **Coventry Building Society** to SaferCash during the year. Their membership to the UK Finance Section has supported our growth and increased reporting and analysis of physical financial crime. SaferCash would warmly welcome new memberships across our sections in 2022 to continue to support Law Enforcement Agencies in tackling organised crime which not only impacts the economy but local businesses and communities.

In January, **Grace McLoughlin**, a Police Analyst within the **North West Regional Organised Crime Unit** was selected to join the SaferCash team with responsibility for working closely with the police forces within the North West and North East regions.



2021 continued to be difficult and challenging time for SaferCash members during the COVID-19 pandemic lockdown, with the restrictions on the movement and use of cash by the public and businesses. However, crime continued to remain lower than before the pandemic with a combination of factors helping to tackle these areas of crime, including robust physical security measures deployed and very effective investigations by the police to swiftly arrest many of those involved.

In addition to our monthly strategic reports and quarterly police and industry regional meetings that continued to take place online with high attendance, SaferCash produced a weekly analysis on crimes suffered by our members, highlighting emerging threats and risks.

By reaching out to the affected police forces, coordinating meetings between the police and industry, whilst providing analytical support enabled a far greater, effective collaborative approach.

Representing the UK on behalf of the BSIA Transport Section, SaferCash remains an active member of **The Ligue**, which is an international association of security companies operating in the CViT sector.

Several meetings took place during 2021 to discuss the significant impact of COVID-19 and the challenges faced by all CViT companies worldwide.

The aim of the group is to retain one collective and strong voice to lobby against the fear of using cash. Each country shares best practices which can be adopted by others within the group.

"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



As the 2021 Awards could not be held in person SaferCash was extremely grateful to **Assistant Chief Constable Jayne Meir** the NPCC Commercial Robbery lead (pictured, left) for hosting a formal ceremony at **West Midlands Police HQ** in Birmingham to present the Industry and Public Bravery Awards to the very worthy winners.

The Public Bravery Award demonstrated the courage of a member of the public, who having witnessed a cash in transit robbery, gave no thought for their own safety by intervening and struggling with the masked offender whilst trying to thwart him from taking hold of the cash box. The robber was later arrested and received 18 years imprisonment for a series of commercial robberies.

This year we introduced a new award in conjunction with the NPCC, the Police Partnership Initiative Award, to recognise outstanding contributions made by an individual officer or member of police staff in tackling crime.

This was awarded to **Detective Chief Inspector Christopher Mossop** (pictured, left) from **Greater Manchester Police** for the creation of Op ATMosphere, a national police guidance to reduce physical ATM crime.



Each year, SaferCash supports the **British Security Awards**, sponsoring the Industry Bravery and Public Bravery categories. This year's Industry Bravery Award recognised two **Loomis CViT** couriers who were brutally attacked by a gang of five men who, armed with weapons including an axe, a shotgun and flammable liquid, proceeded to terrorise the couriers to try and steal money.

Throughout the attack, both winners showed extraordinary courage under severe strain, whilst the shotgun was pointed at close range and a threat to pour flammable liquid over one of the couriers if their demands were not made. Both couriers showed extreme courage and finally the gang fled empty handed.

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Jill Raynor | National Industry Liaison Officer
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SaferGems: the year in review



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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)**.

It was introduced in June 2009 following concern about the increase in crime committed against the jewellery industry. It is intended to collate attacks, incidents and intelligence in relation to jewellery crime around the UK.

The SaferGems team, which has links to all the UK police forces, records details of crimes against the jewellery/pawnbroking industry, sends alerts to its members, NAJ members and those insured via T H March, coordinates data across police forces to improve identification and conviction of criminals, circulates images and new crime trends and assists the police in linking offences and offenders.

In February SaferGems made members aware of an elaborate refund scam whereby fraudsters were using a pre-paid postal return service and then doctoring the receipt in order to fraudulently obtain a refund for items they claim they returned to the retailer.

July highlighted an ongoing counterfeit scam involving Romanian nationals pledging prestige watches to jewellers and pawnbrokers. We were able to identify four suspects. As a result, an intelligence package was passed to **Op Opal (Serious Organised Acquisitive Crime Unit)**.

SaferGems identified a scam involving a female who had visited several jewellery stores and used stolen/cloned credit cards to fraudulently obtain prestige watches, jewellery and money. As a result of shared intelligence, we were able to identify an associate of the suspect. Enquiries are ongoing in an attempt to identify the female.

In September, images of suspicious male in London were shared with us and as a result of us working with European agencies, we were able to identify a possible member of the 'Pink Panther gang'. We continue to work in conjunction with the **Met Police Flying Squad** and **Europol** on this subject.

Over the past year SaferGems has been involved in a number of incidents whereby active criminals have either been arrested, identified or prevented from committing further offences. We have been able to assist:

UK Law Enforcement with the continued threat of jewellery shop burglaries involving an organised gang from Romania.

The **Metropolitan Police Economic Crime Command** with an ongoing investigation (Op Hammer) into a prolific fraudster responsible for theft and fraud of jewellery and watches totalling over **£1.5 million**.

Kent Police with the identification and arrest of a male sought in connection with the theft of watches totalling over **£100,000**.

Norfolk Police with the arrest of a cross border fraudster responsible for using stolen identities to fraudulently obtain goods from stores across England and Scotland.

The **Metropolitan Police** with the identification of a Serbian national and known gang member believed responsible for conducting a recce at high end jewellery stores across Central London during September.

Merseyside Police with the identification of a Colombian national responsible for high value fraudulent transactions at jewellery stores across England.



"SaferGems is an excellent example of the 'dare to share' intelligence model which goes towards ensuring criminals go out of business and not SaferGems members.

Simon Cham, Technical Supervisor, Warrior Doors

Penalty Charge Notices: 2021 figures

The BSIA continues to challenge Penalty Charge Notices (PCNs) issued to Cash and Valuables in Transit (CViT) member companies participating in the scheme, as it has done since 2008.

2021 started with the country still in the Coronavirus lockdown and activity of the CViT industry was still severely reduced, this in turn has had a large impact on the PCN department within the BSIA.

Throughout the year CViT work has increased due to the easing of lockdown and the gradual opening of the country, however not back to pre-Covid times which is partly due to the continued push by some for a cashless society. This has been mirrored by the PCN Department.



Because of these unparalleled times participating companies have been re-evaluating their work force, with some relying more heavily on the PCN Department and others wanting to do more PCN work in house. This has made for a more challenging working environment within the PCN Department.

The more lenient approach from certain Councils through the lockdown has largely gone, this together with increase in bus lanes, pedestrian zones and the disappearance of loading bays with no alternative provisions provided has contributed to the rise in PCNs.

The PCN team have been in negotiation with Councils regarding these changes in road layout, with various degrees of success across the Country.

The drive to increase the number of CViT member companies being part of the scheme has remained on hold as there is still a certain amount of turmoil within the CViT industry.

Keep in touch

Find out more about our work visit
www.bsia.co.uk/safergems

Your contacts

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PCN Enquiries

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Shirley Price | PCN Administrator
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PR & Communications: the year in review



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

The team has been busy in 2021 continuing a business as usual approach as we emerge from the challenging last 18 months. We continue to represent our members through the work of the Association's dedicated teams across all our platforms whilst developing new initiatives and angles that help to promote the myriad achievements and innovations that rarely get the recognition they deserve beyond the industry.

Our following on social media remains strong, growing by an extra **30%** since last December and we have achieved more coverage across trade and vertical publications in one year alone than we have done in three years, so this is a great result for the team. I would like to take this opportunity to thank **Maggie Markova** and **Katherine Ingram** for their continued great work as their contribution is vital to the team and the Association.



Against our wishes we had to once again run our flagship event, the **British Security Awards** online again. We upped the game this year, using a virtual studio, with the awards being hosted by TV personality **Sue Hill**. We also commissioned three short films to be included in the event to reflect the work of our members on the ground and to recognise the vital roles they play out in keeping people, places and property safe.

On the day we had over **1,000** viewers and there were sixteen winners overall - the winners can be found on britishsecurityawards.co.uk/winners-2021

The team were involved in the creation and delivery of a the inaugural **National Shred Day**. The nationwide event was an opportunity for the public to safely dispose their confidential waste for a nominal donation using the services of the BSIA Information Destruction members.

The team developed the campaign 'Shredded, Sorted' that aimed to raise awareness on how safe disposal of personal data professionally will help stop identity fraud.

All donations went towards the regional projects carried out by the independent national charity **Crimestoppers**, our official partner for the event.



"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



In the second half of 2021 we were able to go out into the business after a long period hosting our BSIA Autumn Party at the **Informa Building** in September. Supported by **IFSEC International**, over **100** members, old and new, came together to meet and network and catch up after almost two years of Zoom and Teams calls. We were also able to visit members to present those celebrating milestone anniversaries with the Association and also to support our members at industry events such as the **Security & Fire Excellence Awards** and **Women In Security 2021**.

The team were also involved in designing and promoting our industry-first AFR legal and ethical guide and latest cybersecurity codes of practices and also lobbied government around component shortages and exemption for our industry in the 10-day isolation rule.

We look forward to seeing more of our members over 2022 as we prepare for IFSEC International in May and our awards in June as well as at our proposed networking events across the UK that we are currently developing. On behalf of myself, Katherine and Maggie, we look forward to working with and representing you into another year.



Keep in touch

Find out more about our work visit
www.bsia.co.uk/news-and-insight

Your contacts

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Katherine Ingram | PR & Communications Officer
k.ingram@bsia.co.uk

Maggie Markova | Marketing & Events Coordinator
m.markova@bsia.co.uk

The year in lobbying and PR



The BSIA announces its first face-to-face meeting in almost 18 months, advertising its Autumn Party at IFSEC in September.



As part of the Hidden Workforce - Perceptions campaign, the BSIA supported member company Securitas UK's sponsorship of a sculpture at the national Gratitude Exhibition.



A major membership drive took place this year to attract NSI gold and silver companies to join the Association, offering two months free membership.



We let members know in June that the bidding had opened for contracts on HS2. Part of the campaign was to book tie to talk to Andrew Stephenson MP about the opportunities.



The BSIA issued a statement in May on the outcome of the Manchester Arena Inquiry on how the security industry is adapting best practice.



An updated code of practice for video surveillance systems was released in the summer.



The BSIA's CySPAG group released its latest code of practice - this time for the manufacturers of safety and security systems.

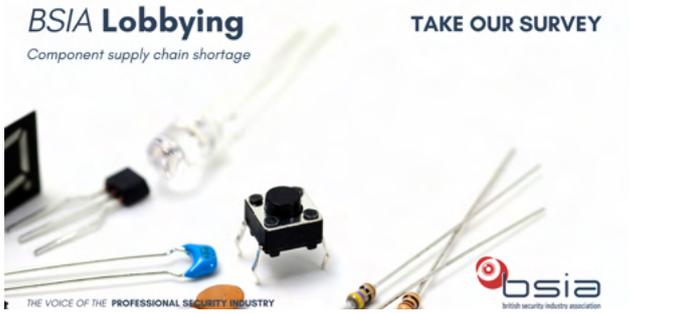


The first ever code of practice for security fogging was published in November.

"The BSIA have adapted in difficult times which shows you how agile and innovative such a large organisation can be to still give us full value and more."

Carl Meason, Managing Director, Fenix Monitoring

The year in lobbying & PR



As part of our lobbying to government around the shortages in the supply chain, we canvassed our members and the wider industry around on their concerns.



In response to the changes in SIA licencing requirements, Skills for Security announce their new top-up training programme.



The BSIA secure an extension of the CE mark after lobbying the government on the deadline to be moved back a year.



Skills for Security launch the first Security Officer Apprenticeship, to be piloted in Scotland with first cohorts starting in January 2022.



CrimeStoppers. 0800 555111

We launched the first ever National Shred Day nationwide in the summer, in partnership with Crimestoppers.



The BSIA writes to the government on behalf of its members on the priority of vaccinations for its industry key workers..



The Security Institute sign a memorandum of understanding with the BSIA on working together in promoting the industry.



The latest Perceptions campaign begins with canvassing of industry views on security purchasing.

"We are really excited to get started with BSIA and cant wait for our membership to be finalised."

Melissa Ahmed, Managing Director, Techwoman

Executive team & section chairmen



Sir Keith Povey
BSIA President

Sir Keith was appointed President of the BSIA in 2009 following an extensive police career culminating in promotion to **HM Chief Inspector of Constabulary**. A keen supporter of the work of the private security industry and the BSIA, Sir Keith's experience within the police service gives him a valuable insight into the role the private security industry can play in supporting the police and other agencies



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.



Howard Barron
Asset Property Marking

Howard Barron is a Senior Executive at **Retainagroup**, who specialise in protecting vehicles and other valuable assets using visible and permanent identification.

Howard was elected Chairman in July 2021.



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 meetings@bsia.co.uk

Executive team & section chairmen



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



Sarah Staff
SaferCash

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.



Geoff Zeidler
Police & Security Initiative

Geoff, a former BSIA Chairman and Country President of **Securitas** and Deputy Chairman of the **Security Industry Authority**, is responsible for the Police & Security Group (PaS), which looks to improve links between the police and business through private security initiatives.

Geoff was elected to the Board in 2019.



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 meetings@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 section 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.



David Scott
Skills for Security Managing Director

David is responsible for our wholly owned subsidiary, **Skills for Security**, the largest UK provider of apprenticeships in fire and security. David is also a board member of the BSIA.

Based in Warrington, David and his team also work in developing partnerships with major colleges in a drive to increase the number of installers in our industry.



Sarah Staff
Head of SaferCash

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 also works closely with the Association's Cash & Valuables and Transit sector.



Dean Griffin
Financial Controller

Dean is responsible for the finance of the Association and our wholly owned subsidiary, **Skills for Security**.

This includes management accounts, departmental reports, working with the auditors and any regulatory items for VAT, and Tax.



Tom Ford
Membership Development Manager

As Membership Development Manager, Tom is responsible for growing overall membership and providing support to the Association's existing members.

Tom is the first point of contact for membership enquiries and ongoing relationships with existing members. Tom also chairs and curates the monthly BSIA Broadcasts.



Steve Lampett
Technical Manager

Steve is responsible for coordinating the BSIA groups that develop codes of practice and guidelines and provides input to national and international standards committees.

He also manages activities related to environmental compliance and regularly attends BSIA meetings and speaking at industry events during the year.

Association team



Katherine Ingram
PR & Communications
Officer

Katherine is responsible for raising the profile of the work of our members to both trade and end-user audiences, specialising in the use of social media and video technology as well as communicating with national and regional press.



Simon Gardner
SaferGems Manager

Simon 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**. Simon is also responsible for challenging PCN notices for our Cash & Valuables in Transit members.



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.



Peter Jack
Technical Officer

Peter is responsible for supporting member companies at technical, regional and section meetings, as well as developing and vetting security industry guides, codes of practice and standards.

He also represents the BSIA on selected technical working groups both in and outside the UK.



Lynn Hodges
Finance & Facilities
Administrator

Lynn looks after the Finance department of the Association and its wholly owned subsidiary, **Skills for Security**.

Lynn is also responsible for human resources and liaises with outside contractors.



Rosemary Nicholas
Meetings & Membership
Administrator

Rosemary is responsible for maintenance of the members' database and membership list, and administration of section activities (including meetings, committee elections etc.) in accordance with the bye-laws.



Maggie Markova
Events & Marketing
Coordinator

Maggie is responsible for marketing and events for the Association and also assists with our public relations and social media content creation and maintaining the various websites including the British Security Awards and the BSIA website.

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