

4-Sight

Autumn 2011

Introduction

The dark nights are upon us and Christmas is already on the horizon! It is now 5 years since the first edition of 4-SIGHT was published I hope you enjoy keeping up with our news

Mission Statement

Mission Statement: We have a clear mission and strong core values that have helped shape the development and direction of the company. We will provide a competitively priced, personal service meeting and understanding our clients' needs. To achieve this we will develop and look after our staff and establish lasting relationships with our customers.

Company Information

Meet the team!



Name: Donna Clark

Position: Personnel - Ashford office

About me: Donna joined the team in September and has settled in very well already becoming a valued member of the team.

Donna deals with all the administration for the company, quality control of stock, uniform and equipment, vetting and recruitment to name a few of her many tasks. If you have any uniform queries or need any correspondence or assistance Donna will be happy to help.

Company News

In case you are not aware the Company is owned by three Company Directors, Paul Purchase, Sarah Purchase and Anthony Chaucer.

Sarah became a Director with the Company at the end of last year after working within the Nursing Sector and having two successful businesses that were taken over by larger organisations.

She has extensive experience of working within the service industry sector and a wide knowledge of managing substantial companies providing business-to-business services. She has recently stepped down as President of Croydon Chamber of Commerce a position she held for nine years and has previously been on the Board of London Chamber of Commerce.

Sight & Sound is going from strength to strength having contract retention rates of more than 95%, and low staff turnover of less than 10%.

From recent information obtained from Client Surveys 100% of Clients would recommend us.

Well done to all of us, let us all continue to give the best services we can and value for money.



Website & General Updates..

This copy of the newsletter and all previous copies are available interactively on our website: www.sightandsoundsecurity.com





Security Viewpoint

What's happening to the SIA?

At the moment it's business as usual and there will be no major changes to SIA regulation or the Approved Contractor Scheme before the London Olympics 2012. **Who will regulate the private security industry in the future?** The Government intends to pass legislation in order to set up a new regulatory body, independent of state control. Legislation is expected to be passed in late 2012. It is suggested that the new body should retain ownership of the name SIA to recognise and protect industry investment in the brand. The Board of the new body is likely to be made up of an independent Chair, other independent members, and representatives from the industry, the Home Office, Scotland and Northern Ireland administrations.

So what's the difference between the current regime and the future proposals?

The big difference is that the regulator will license businesses operating in designated areas of the private security industry. It will be a criminal offence for a business to provide a security service – no matter how small a part of their business the service is - unless the business is licensed. To be licensed, businesses will need to demonstrate that they meet the licensing criteria and comply with the licensing terms and conditions which will include conformance with the relevant British Standards. There will be a single, generic security business licence. The new body will also maintain a register of individuals authorised to undertake regulated activity within the private security industry. Self-employed workers who have no contract with a buyer or deploy only themselves under contract, will not need a business licence – just an individual registration.

Recognition Awards

Our people are the most important asset to our company. This quarter we would like to award the following officers:

1st Prize of £100 goes to **Cham Sulayman** for coming in at short notice and covering every additional shift required of him, your dedication is excellent!

2nd Prize of £50 goes to **Jogendra Thapa** for his flexibility, willingness to assist the company and the excellent work he does.

3rd prize of £25 this month is going to **Paul Gale**. Paul is relatively new to the company but he has already become a valued member of the team and an asset to the company.

Keep up the great work!

If you have any recommendations for the next officer awards please submit them to Colin at the Ashford office, so make sure you all keep up the hard work and thanks once again to you all!

Training Skills

Access requests from emergency services

ACCESS

Should you be faced with what appears to be a police officer, Fireman or any other uniformed person requesting access to our contracts, do not just automatically allow access.

Obviously we are happy to allow access in an emergency where by you or the customer have called an emergency service therefore the access needs to be granted swiftly.

But should a representative arrive unannounced :

- Ask whom they would like to see
- Request identification—just because someone is in a uniform does not automatically make them a policeman etc
- Request they wait in the gatehouse / security reception
- Call the person they are requesting

Remember honest official callers will not mind being checked. This goes for other tradesman—always request identification and permission

Announcements

Sight & Sound want to send a big get well soon to Abdul Shabbir who was recently involved in a car accident. We wish you a speedy recovery Abdul and hope you will be back with us soon!

We would also like to send a out get well wishes to Rick Sperrick who recently suffered a heart attack, we hope we see you back to your old self again soon Rick.

Well done to Charles Foster who received the officer of the quarter award last month for his work at the Ashford Truckstop. Keep up the good work Charles!

Regards

P R Purchase



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