

Introduction

I hope you have all had an enjoyable summer. Forecasters predicted a bumper summer, which we had a little later than expected, but we cannot complain about the weather over the recent weeks.

Mission Statement

To deliver a cost effective security solution, meeting and understanding our Clients' needs. To achieve this we will develop and look after our staff and establish lasting relationships with our clients.

Vision Statement

Our vision is to be recognised as the South East's leading provider of security solutions. We will achieve this by the resource and investment of the latest technologies and constantly training and developing of our people.

Company Information

Environmental Performance— ISO 14001

Sight & Sounds Implementation to gain accreditation to ISO 14001 environmental procedure is well underway now. This is an international standard that specifies a process for controlling and improving a company's environmental performance. The audit process commences on the 17th September 2009 with a final audit scheduled for the 26th October 2009.

“Bring us your evidence on in-house says BSIA”

With the debate on the regulation of the in-house sector of the security guarding industry still raging, the British Security Industry Association (BSIA) is calling upon organisation to supply compelling evidence of the need to licence the sector.

BSIA Chairman, Stuart Lowden, commented “The BSIA and its members have long been advocates of the regulation of the in-house sector of the security guarding industry. We feel that it was an anomaly for the in-house sector to be left out of the legislation, creating a two-tier system. Regulation would also bring the in-house sector up to the same level of professionalism as the contract sector through increased training and vetting.”

“The Security Industry Authority has stated that there are no plans to re-visit the in-house issue until 2012 unless significant substantiated evidence is presented that clear risk to public protection across the in-house sector has developed. With the industry adamant that in-house should be licensed, the BSIA feels that such evidence is presented that a clear risk to the public protection across the in-house sector has developed. With the industry adamant that in-house should be licensed. The BSIA feels that such evidence should be gathered and submitted in a coordinated manner sooner rather than later.

Website & General Updates..

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

Should you have any suggestions as to anything you would like mentioned in the newsletter or on the website please contact Rebecca Sturgeon 01233 501444





Security Viewpoint

Chilli Bombs To Tackle Insurgents

The world's hottest chilli could be used in hand grenades by Indian security forces to control rioters and fight insurgents.

The Indian Defence Research and Development Organisation (DRDO) has finished trials for hand grenades that use Bhut Jolokia chillies to choke the respiratory tract and cause the eyes to water. It is said to give out such a pungent smoke that makes one come out of one's hiding place!

The war scenario is said to be changing. Low intensity conflict is the norm of the day. The paramilitary forces face the problem of forcing the terrorist out of their hideouts. It is wanted to find a non-lethal way to tackle insurgents and the mob during riot control!

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 £100.00 this month goes to **Colin Bryant** we have had a lot of praise and reports for Colin's helpfulness, politeness and the excellent rapport with students and clients, great stuff Colin you are an asset to the company.

2nd prize of £50.00 **Priya Dondeenu** for going beyond the call of duty for the Company and assisting his fellow officer, a valued member of the team!

3rd prize of £25.00 **Tom Boyd** we have received a number of complimentary reports of Tom's professionalism towards clients and helpfulness to the general public, it is lovely to get such positive feedback, well done Tom!

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!

Announcements

We were pleased to hear Security Officer Rob Smith located two suspects criminals on camera, immediately called the Police. The Police arrived and managed to catch one of them with a bag of stolen tools! Unfortunately the other one got away but hopefully the police will catch up with them eventually.

I can not mention every officer every month but I am continually getting excellent reports and feedback from clients. Security Officers are doing fantastic customer service, remaining calm and professional even when customers / general public become vocal. Officers are being extremely helpful and going the extra mile for our clients, customers and general public. We certainly have a fantastic team of security personnel, so keep up the great work, it is not going unnoticed!

Training Skills

Assignment Instructions:

When you are sent to a site to work you will need to know a great deal of information about the site: what your specific duties are, who the important people are, what the emergency procedures are, where and when you patrol and other site specific instructions.

Even though you will receive full onsite training and inductions prior to working on site you must make yourself familiar with the contents of the assignment instructions as soon as you arrive and continue to check them for changes and updates. These are also available at all times for quick reference for example should an alarm sound or emergency procedures need to be carried out.

Copies of these instructions can be found in your main site security base, the client has a copy and a copy is stored at the head office.

The assignment instructions list exactly what you will be expected to do on that site. You **MUST** know this information.

Regards

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