

4-Sight

Autumn 2008

Introduction

Wishing you all a rather belated Happy New Year! I hope you had a good Christmas, it does seem such a long time ago already! I trust 2009 has started well and the recent snow has not caused too many problems for you all!

- Financial Management
- Resources
- People
- Leadership
- Corporate Social Responsibility
- Results



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.

The Approved Contractor Scheme is based upon widely recognised business improvement models: ISO9001:2000 and the European Foundation for Quality Management (EFQM) Excellence Model™. The Scheme also references the British Standard codes of practice applicable to the private security industry

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.

The Recession Bites! Sight and Sound Security are faring well considering the current economic climate. The BSIA went public last month with advice to anyone thinking of cutting back on security during these uncertain economic times to think again. The trade body said that with the Home Office anticipating an increase in overall crime figures - based on previous downturns - now more than ever the BSIA believes, that existing security services and procedures should be maintained. There may even be a case for additional investment to protect assets and people and to realise long-term savings in terms of the impact of crime.

Company Information

ACS Standard. The next Security Industry Association (SIA) Approved Contractor Scheme (ACS) inspection to confirm Sight & Sounds continued certification to the standard is due on the 18th and 19th March 2009.

Researching Regulations. An online questionnaire has been set up for those working in the private security industry, both individuals and companies to share their views on the impact of the SIA regulation on the private security industry. To share your views go to: www.the-sia.org.uk/home/about_sia/news/nr_090108

The ACS Standard encompasses all aspects of business operations. It takes a holistic view of how well an organisation is managed, how effectively it services its customers and how well it treats its employees. To achieve Approved Contractor status, companies supplying private security services must demonstrate to an independent assessor that they have met requirements within the following nine categories:

- Strategy
- Processes
- Commercial Relationship Management

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





Security Viewpoint

SIA Publishes Court Appeals

The SIA may refuse a licence or revoke/suspend a licence because of criminality checks, or because of non-conviction information supplied by enforcement partners. If an applicant disagrees with the actions taken, they can exercise their right of appeal to a Magistrate's Court, Sheriff Court or District Court. The outcome of appeals against licensing decisions are now available on the Security Industry Authority website. The figures show the outcome of appeals against licensing decisions that were made on the basis of these criteria.

The SIA's 'Enforcement' pages can be found at: www.the-sia.org.uk/enforcement

To report illegal activity visit: www.the-sia.org.uk/tell-us

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 goes to **Adam Scott-Pearson** who is continually getting excellent feedback our clients for his reporting, caring attitude, attention to detail and his vigilance. Adam you are a valued member of the team!

2nd prize of £50.00 goes to **Jeff Wormald** for his flexibility and willingness to cover shifts.

3rd prize of £25.00 goes to **John McPherson**. John has been acting supervisor for a number of weeks & has done a fantastic job, well done John!

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

Training Skills

Ownership of Problems

Security officers will have to accept many varied problems when on duty and what is important is how you deal with these problems.

- All problems require some action
- Even if you know you can not solve a problem you must not ignore it
- Where possible you must follow the problem through to its conclusion
- Know your limits of authority / responsibility by referring to your assignment instruction
- The conclusion may be handing the problem on to the appropriate person
- Remember - take notes

Keep any persons involved with the problem advised of the situation and make sure they know you are sorting it out.

Announcements

Senior Inspector Colin Read and Client & Development Manager Rebecca Sturgeon successfully completed the training program requirements for "Leadership & Management In Safety & Security" in December 2008.

2009 has started very well for Sight & Sound securing a number of high profile contracts throughout the South East.

We are also very pleased to have current contracts being renewed and additional services and add-ons being provided to our portfolio of clients.

We look forward to working with all our customers new and old in 2009!



Regards

P R Purchase



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