

208 News

ASIS Newsletter of the Year – Winner 2008, Honourable Mention 2006, Winner 2003

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Bucks New University launches unique learning opportunity for ASIS CPPs®

In an exciting and groundbreaking opportunity for CPP -board certified security professionals, Buckinghamshire New University is now offering a Certificate in Security Management.



This Certificate, which will be set at postgraduate level, will allow existing and newly qualified CPPs to earn the qualification by completing a 20-week academic programme via distance learning. There will also be an opportunity to use the Certificate as accredited learning in place of one Module on the University's Masters Degree in Business Continuity, Security and Emergency Management.

This means that with an additional twelve months' study, CPPs will have the potential to hold a full Master's degree.

The programme will provide taught input of knowledge and concepts, together with structured assessment tasks and students will be encouraged to identify the relevance of the content to their own working environment. There will be emphasis on applying the various principles, theories and practices to the student's individual business, work role and employment requirement or aspirations. In this way, the

certificate programme will be truly work-related and structured to meet the needs of each individual student. Students will be able to access support mechanisms and module tutors through email, telephone, the

'Blackboard' virtual learning environment and, if they wish, face-to-face. Students will also have access to the full range of journals, standards and library resources, as with all students at Bucks, and the programme will be supported by electronic documents and other resources and workbooks.

This initiative has been designed to meet the needs of security professionals who have committed themselves to earning CPP certification and now want to go forward and enter full academic study. The Bucks programme recognises that pre-qualification for CPP demands a level of experience and academic ability and also that many of those practitioners who are certified aspire to move forward and

Continued on page 4 . . .

Chairman's notes

Well despite the chance of a late Indian summer we find ourselves moving into what I would describe as the "gloomy" period of the year. The long days are behind us and the nights are closing in, all very depressing, but there is sunshine on the horizon.

Your committee have been working exceptionally hard behind the scenes and there are a number of very exciting events in the pipeline. David Cresswell will be announcing the results of a long hard battle he has been having in getting CPP recognised as an academic qualification, the new UK Standard for Asset Protection by Physical Security Methods is progressing very well under the stewardship of Allison Wylde and there is a major move towards raising the profile of convergence and all the work being undertaken by James Willison.

All the hard work undertaken by our very own Executive Assistant, Jude, has been recognised with her being awarded a worthy "runner up" shield in this year's Imbert Prize nomination.

With the ASIS International president, Bob Granger, paying a flying visit to London, "welcome Bob", the committee are geared up to make him welcome and will be given the opportunity to demonstrate how we function as a chapter and also express some of our concerns for the future.



Mike Alexander

Finally, going on feedback, the shift to afternoon Chapter meetings with cheese and wine networking reception seems to be successful but we will review it at the end of the year, and if you would like your say on the matter, please contact Jude. The chapter can only progress and attract new members if everyone contributes, whether that is attending chapter meetings or volunteering to work on a project or workshop. 2010 has been a good year so far, let's strive to make 2011 even better.

Stay safe and secure.

Mike

Editorial Team



Helene

Helene Carlsson – Joint Editor

Helene has been working in the security industry over 25 years, both as a corporate security manager and as a consultant.

She has worked with many different clients specialising in non-IT security, Business Continuity and Crisis Management.

Helene has been a member of ASIS since 1989 and on the ASIS 208 committee for over 15 years. She has been actively involved on the Media sub-committee for the same amount of time and is a strong supporter of the chapter and the international edge the ASIS membership provides.

Helene is working on the group writing the standard for Asset Protection by Physical Security Measures

helene.carlsson@btinternet.com



Mike

Mike Hurst – Joint Editor

Mike entered the security industry in 1998 and initially worked in Sales and General Management roles.

In 1992 he joined HJA Fire and Security, Recruitment Consultants where he is a Director. He recruits at all levels across a range of security disciplines.

He is a Fellow of the Institute of Recruitment Professionals (FRIP) and sits on the Validation Board of The Security Institute (MSyl) and has contributed numerous articles to security publications. Mike is Joint Editor of the Newsletter, Webmaster and set up and administers the ASIS 208 Blog.

Mike is Chapter 208 Vice Chairman - Strategy.

mike@hja.co.uk



Graham

Graham Bassett – Advertising and Seminar Exhibitors

Graham has worked in the security recruitment profession for 20 years and is the founding director of GBRUK a London based recruitment firm.

He was the founder Chairman of the BSIA Code of Ethics and was also on the Executive Committee for the REC Association of Executive Recruiters, responsible for standards, member's benefits and marketing.

Like Mike he is a Fellow of the Institute of Recruitment Professionals (FRIP) and a Member of the Security Institute (MSyl).

Graham is an avid supporter of taking ASIS forward within the security profession and welcomes your commercial support of the Chapter. Graham is Chapter 208 Vice Chairman – Operations, responsible for Seminars, Advertising, Exhibitors and Sponsorship.

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ASIS DIARY

OCTOBER

- 7th CVOC Dinner
- 13th ASIS Corporate only event, London
- 12th-15th 56th Annual Seminar & Exhibition Dallas, Texas
- 19th ASIS/Victim Support, Old Bailey Tour
- 21st CoLCPA meeting
- 22nd ASIS Breakfast Briefing, Bristol
- 30th Security Institute Annual Ball

NOVEMBER

- 4th ASC, CONSEC 2010
- 11th Remembrance Lecture, London
- 23rd CoLCPA Meeting

DECEMBER

- 2nd Security Institute Christmas Curry Night, London
- 9th ASIS Members' Meeting & AGM, London
- 16th CoLCPA Christmas Drinks

2011

FEBRUARY

- 20th-22nd ASIS Middle East Conference, Bahrain

APRIL

- 3rd-6th ASIS European Conference, Vienna

JUNE

- 15th ASIS Members' Meeting, London

SEPTEMBER

- 14th ASIS Members' Meeting, London

DECEMBER

- 8th ASIS Members' Meeting & AGM, London

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further enhance their professional and career potential.

The Certificate will reflect the international focus and applicability of CPP in that it is completely conducted by distance learning; although that doesn't mean that students are left to fend for themselves.

For more information about the University, go the University's Website at

<http://bucks.ac.uk/default.aspx>

Or email advice@bucks.ac.uk for more information about the Certificate in Security Management.

If you don't yet have CPP, or you may be interested in the Physical Security Professional (PSP) or PCI

(Professional Certified Investigator) certifications, go to:

<http://www.asisonline.org/certification/index.xml> to find out what the certifications entail, and then contact the Chapter Education Representative, David Cresswell, davidcresswell@arc-tc.com for information on how to enrol onto the 2011 preparation programmes.

THE VIEW FROM THE SECURITY REGULATOR

Commenting on the ASIS UK CPP initiative, Baroness Henig, Chair of the SIA said:

"The formal education of individuals, both those already working in security-related roles and those newly starting their career, is one way in which the industry can continue to move forward and maintain its aim to drive up standards and so create a better and safer environment for the public.

Creating functional and successful security university courses contributes to the continuing development of a modern security industry, and it is encouraging to see this being achieved through the work of various educational institutions.

Degree and postgraduate-level security courses demonstrate to the general public the level of professionalism to be found in the industry and how seriously the security industry takes the development of its employees."

Standards Initiative – Allison Wyld

Writing Guidelines and Standards is a key function of ASIS International.



As you may be aware a team of ASIS members in the UK has been working on a new Standard, **The Protection of Assets by Physical Security methods.**

Good progress is being made and the team are finalising the draft ready for Dr. Marc Siegel. Marc is the security management systems consultant heading the ASIS International Global Standards Initiative and he will be visiting the UK in a few weeks time.

Many thanks to everyone who has contributed so far – your expertise has been invaluable.

We'll keep you posted on developments!

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Security Regulation, past, present and future

Bill Butler, chief executive of the Security Industry Authority, looks at the successes of regulation so far, and the challenges and changes that lie ahead.

Regulation of private security has now been in place for six years and we at the SIA can see the evidence of the impact of regulation, as well as identify areas where development and improvement are still needed. We have asked those working in the industry about the impact of the regulatory regime so far and for their engagement in helping us to shape our work and approach for the future.

In August we published the results of our latest survey of employers and individuals in the guarding and door supervision sectors. Overall, the survey suggests that the impact of regulation has been positive – working as a security guard or a door supervisor, for example, is seen as a career in which people can progress. Licensing is seen to have improved the basic skills operatives have, their future career options, the way they are treated by police and the public, and has reduced criminality.

Of course, there are always areas for improvement. The research shows unacceptable levels of violence towards security operatives, in particular door supervisors. The study found that two thirds of door supervisors had been assaulted at work; of those, 60% abused verbally and 54% assaulted physically. Among those who had worked in the sector for more than five years, this rose to 94% who reported being attacked. The study also found that nearly half of security guards had been subjected to some form of violence. In no other sector would this be regarded as acceptable working conditions. We will be looking at ways in which we can work with the industry and other partners to address this. Improved physical intervention skills training was put in place this year for those taking the door supervisor course

for the first time, and the SIA is a signatory to the GMB SafeGuard Charter.

In all that we do, we work closely with our licensees, private security industry businesses and other partners. At our stakeholder conference in June, our Chairman Ruth Henig invited the industry to work with us in taking forward both the industry and the regulator. We are planning for, and working towards, greater empowerment and reducing the burden of regulation for those working in the private security industry – enabling proportionate, cost effective and modern regulation through collaboration and partnership working. We need our stakeholders to work with the SIA to explain to Parliamentarians, civil servants and to those who work with and in the industry how regulation in the industry will evolve, building on the benefits of regulation which have been achieved so far, and working together to drive forward further professionalism in the industry, higher skill levels and continuous training.

Currently, we are planning for the Olympics, working to support their success and to enable the industry to gain a permanent benefit from the new recruits who will be needed to ensure that the games run smoothly. This will be another step along the way to a more confident and professional industry, overseeing skills and training development, checking employees and setting professional standards. The SIA will focus on criminality, enforcement and high risk areas, carrying out enforcement operations to ensure the system is operating effectively.

In the next few years we also need to review and change the regulatory landscape. After six years of regulation, the licensing system is firmly in place and working effectively. Criminality has been reduced, standards of competence and professionalism have risen and public confidence in the industry is increasing. Before the

election, an Act was passed to allow the SIA to move beyond the licensing of individuals to compulsory business licensing. If this is taken forward, it would enable the SIA in the future to set minimum standards for businesses and to focus our attention on where the major risks to public safety lie.



SIA Chief Executive – Bill Butler

Bill Butler joined the SIA in July 2009.

Bill previously held the post of Director of Corporate Services at the Gambling Commission, where he was part of the team that led the establishment of the new regulator for the gambling industry.

He has also worked in a number of other large national organisations, including the Audit Commission - where he qualified as an accountant and held a number of roles, including Regional Director for Central England and Director of Health - and the Healthcare Commission as Finance Director.

Bill holds a First Class degree in Law and is a member of the Chartered Institute of Public Finance and Accountancy.

CPP Profile - Aaron Olsen CPP

UK & Ireland Security Manager, Thomson Reuters

<p>Duties and Responsibilities:</p>	<p>Responsible for all aspects of Physical Security throughout the UK & Ireland, including but not limited to audits, surveys, risk assessments, budgets, project management, manned guarding, CCTV & Access Control</p>  <p>Aaron receiving his CPP Certificate from then SIA Chief Exec Mike Wilson</p>
<p>How long have you been a CPP?</p>	<p>Since May 2008</p>
<p>Why did you decide to become a CPP?</p>	<p>To learn how to provide a more holistic approach to security management, as well as to gain a qualification that is internationally recognised. This to me is beneficial for the purpose of career progression as well as boosting my credibility within the industry.</p>
<p>Has it helped your career? If yes, how?</p>	<p>Since achieving CPP certification I have moved on from contractor to permanent member of staff within the company. This is partly due to being able to show a commitment to the profession and the company through CPP status. It has allowed me to approach problems from different angles using knowledge gained from the course, benefiting myself and those around me.</p> <p>CPP certification also prompts you to attend various learning and networking events in order to maintain your accreditation, keeping you abreast of industry changes.</p>
<p>Has the CPP helped in your day-to-day job function? If so how?</p>	<p>As mentioned above, it has provided me with the tools to look at problems and projects from a more educated stand point, allowing me to provide solutions that may not have been as evident previously.</p>
<p>What advice would you give to prospective CPP candidates</p>	<p>Go for it, you may think you know a lot about security but you'll learn a whole lot more. Commit yourself to achieving it and make sure you read, read, read.</p>
<p>Do you have any other Security related qualifications?</p>	<p>Investigation & Interviewing Skills For Security</p>



Presidential Visit — Mike Hurst, Chapter Vice Chairman — Strategy

ASIS International President, Joseph R Granger (Bob) paid a short (25 hours) visit to the UK on 14th September and some of the committee met up with him and ASIS colleagues from across Europe to discuss plans to build on the Chapter's success and develop a strategy for the future.

We are grateful that Godfried, Eduard and Thomas took the time to travel to London to be with us.

After a trip up to the Whispering Gallery of St Paul's Cathedral to work up an appetite, we retired for lunch in the nearby London Stock Exchange, where we were joined by Baroness Ruth Henig, Chair of the Security Industry Authority, and Superintendent Chris Greaney, Head of Counter Terrorism for The City of London Police.

Mike Alexander was on holiday at the time so was unable to attend.

After lunch we had a really positive meeting and appreciate the suggestions and support from our colleagues.

It is worth noting that not only was the current President in attendance, but Eduard who is currently ASIS International Treasurer will, in 2012, be the first European President.

The event was funded personally by the committee and particular thanks go to Peter French, David Cresswell and Mick Egdell for their sponsorship of guests.



Thomas Vonier ASIS Regional Vice President (RVP) Europe, **Graham Bassett** Vice Chairman - Operations ASIS UK, **Peter French MBE CPP**, Chairman ASIS European Advisory Council, **Eduard Emde CPP** ASIS International Treasurer, **Godfried Hendricks CPP**, ASIS Senior Regional Vice President Europe, **David Cresswell CPP PSP** Certification Representative ASIS UK, **James Willison** Convergence Lead ASIS UK, **Mike Hurst** Vice Chairman – Strategy ASIS UK.

Front **Supt. Chris Greaney** Head of Counter Terrorism for CoLP, **Baroness Ruth Henig**, Chair SIA and **Joseph R Granger CPP** President ASIS International.

Recruitment Agencies: How Well Do They Screen Your Staff?

Michael Stephens, Norman Mortell

Introduction

The use of temporary and agency personnel has increased with many organisations turning to a core periphery model; agencies are also often used as an extension of the Human Resource function to source and select new full time staff, often offering tremendous time and cost savings over the traditional advertising, sifting, interviewing and selection route. There is now a growing concern however, amongst larger organisations that whilst they themselves are carrying out rigorous pre-employment checks on their own staff, the same level of rigour may not necessarily be built into the pre-employment screening processes of third party suppliers. Large pharmaceutical organisations have recognised this and in recent years have been demanding that agency personnel meet their security screening levels.

Serious concerns in Government over illegal workers, terrorism and data and information loss has led to the Government making public the Security Policy Framework for the first time in 2009. Built into the framework is the requirement to be vigilant during the recruitment process with specific reference made to the Government's Baseline Personnel Security Standard (BPSS).

Given the raised levels of security concerns, a major medical research organisation took the decision to conduct a security audit of their staff agencies. During the second half of 2009 thirty-five recruitment agencies, who were providing a wide range of interim, temporary and permanent staff, were audited. They were inspected for both their compliance and understanding of the BPSS and general security processes.

The Audit Process

Agencies were informed in advance of the review and were asked to identify an employee with the necessary authority to participate in the audit. The responsible employee was then contacted by the reviewer and appointments were made; the responsible employee was usually a manager, executive or audit specialist. The two key areas were the BPSS understanding and general security issues with a standard format review process, each category requiring evidence of compliance.

The Baseline Personnel Security Standard (BPSS)

The BPSS describes the pre-employment controls for all civil servants, members of the Armed Forces, temporary staff and government contractors generally. The BPSS comprises verification of the following four main elements which we describe as the RICE requirement:

Right to Work, Nationality and Immigration Status (including an entitlement to undertake the work in question), Identity confirmation, Criminal Record (unspent convictions only) and Employment history (past 3 years).

General Security

Questions were asked to determine if the company had undertaken the ISO9001 quality process or adopted information systems security protocols, to protect data, utilising software or other standards such as the CPNI, ISO 27001 or the (U.S.) Sarbanes-Oxley Act, 2002 (SOX). In total nearly 50 control items were tested at each agency.

Summary of Findings

We found that there was little awareness of the BPSS in the agencies reviewed with few agencies recognising the relevance of the requirements to them or

their clients. Most agencies recognised the need for security of data either written or electronic but few had received expert advice on basic security procedures and consequently significant flaws were found in their security arrangements.

Detailed Findings

Hard Copy Information Security

Whilst there is a healthy 83% compliance there is still a concern that sensitive documents may not be locked away by 17% of those audited.

Clear Desk Policy

It is concerning that 37% do not have a clear desk policy. This infers that information may be being left on desks and not placed into secure cabinets.

Data Destruction Policy

The secure destruction of confidential and personal information is an essential issue for agencies. The feedback that 49% of those audited do not have a data destruction policy is of concern.

Access to the Government's Baseline Personnel Security Standard (BPSS)

One of the primary reasons why the audit was conducted was to assess the level of knowledge and compliance in relation to the BPSS. 43% had either a good knowledge or a reference copy but 57% did not have access to the BPSS and so would find it extremely difficult to comply with its requirements.

Screening Policy

The majority of organisations had a screening policy in place but 26% did not and that is of concern. This is particularly important where clients require a BPSS level screening and to ensure that robust processes are in place to

ascertain the identity and right to work status of candidates.

Referee Positively Identified?

60% of the audited organisations took some steps to ensure that the referees provided were bonafide. However, some of these did little more than accept a company e-mail address for the referee. A worrying 40% never checked the authenticity of the referee.

Open Source Checks

Given the availability of information and free search tools on the Internet it was surprising to see that only 29% of those audited used open source checks as a part of their screening process.

Domestic Extremism Checks

The UK Government is concerned about terrorism and about extremists infiltrating organisations. Some groups, such as animal rights activists, have been particularly active in this regard. It is a serious concern that 74% of the organisations did not carry out a domestic extremist check and an additional 12% simply asked the candidate at interview. Only 14% actively carried out this check by using third party suppliers.

Right to Work Checks

Only 3% of those audited do not have a process in place for conducting right to work checks. However, we are concerned that, although 63% check a variety of documents and 29% check the Visa alone, the check in some cases is cursory. Many reported that they just carry out a visual check or copy the documents rather than checking at source that the documents are genuine. Others get the individuals to sign to say that they are genuine. Only 2 organisations stated that they flagged the duration of granted Visas so that they could review to ensure that another Visa has been issued or that the right to work status had not changed. Another

3% said the responsibility lies with the client, which is true, but if the client is expecting the agency to conduct this check then it could become a grey area with neither party doing it.

ISO9001 Certification

There was direct correlation between the 26% of organisations with ISO9001 certification and higher levels of compliance. ISO9001 is only one of a number of quality management processes and 74% seems a high percentage of suppliers not to have a quality process.

Comments and Recommendations

Generally, the recruitment agencies were unaware of the BPSS requirements. Where a company had an internal audit department, or quality process, there appeared to be a more thorough understanding of the requirements. Small or specialised agencies have a more intimate knowledge of their candidates and are able to introduce new policies and procedures very quickly. All of the agencies were prepared to review processes and enter into contractual requirements to implement the requirements of the client.

The agencies reviewed supply a myriad of staff; the candidates range from senior management to junior administration staff; some are permanent staff appointments and some are temporary; some are supplied from niche markets and some will work within a small geographical area. Few agencies had any knowledge of the BPSS but all insisted they would follow the BPSS if required to do so. It is therefore recommended that the requirements of the BPSS are included in tender requirements, Service Level Agreements and contracts, including provision of the clients to audit the process and for the agency to provide evidence that the processes are working to the required standards.

For those companies involved in the supply of interim senior managers it is recommended that they meet with the client to discuss potential, the security issues and concerns, and to familiarise themselves with specific issues such as domestic extremism and particularly in relation to secondary targeting by these groups which may affect them directly.

Following the review of the other security elements that were tested, it is recommended that a complete analysis is undertaken in determining the overall suitability of agencies prior to conducting work with them.

Finally there are two key recommendations. Firstly, if you use an agency, ensure that they understand your requirements with regards to pre-employment screening and security of information and systems. Stipulate the security requirements in contracts and require that evidence is provided to reassure you that they have fully complied. Secondly, if you are a supplier or agency, it is vital that you take steps to protect your organisation by referring to security guidelines such as those from the CPNI, to ensure that you have taken steps to assure your clients of your compliance with the various legal and regulatory requirements and that robust and comprehensive processes are put in place when screening candidates.

Authors:

Michael Stephens, Head of Health, Safety & Security, Medical Research Council
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Norman Mortell, BA (Hons), Director of Operations, Agenda Security Services,
www.agenda-security.co.uk

OOPS!!

'Dumb' thieves wrestle with 5ft python

Fast food customers at a McDonald's restaurant were astonished to see two alleged pet thieves wrestling with a python in a nearby car park.

The pair grappled with the five-foot snake named Boris, which they're believed to have stolen from a Melbourne pet shop.

Australian police labelled the two men as "dumb and dumber", reports The Metro.

Detective Sergeant Andrew Beams said: "Anyone who gets out there with a one-and-a-half metre python in a McDonald's car park, they're pretty dumb."

Boris was described as "not happy" at being removed from his container in the shop by the men, who have been charged with burglary and theft.

Boris, now safely back in his container at the shop, has "a very nice personality" and played up because he was upset at not being handled properly, according to Jodie Graham, the owner of Totally Reptiles.

Movie prop sparks bomb alert

Sticks of dynamite that sparked an alert on an Ohio railway line were

later found to be props from Denzel Washington's new movie.

Jefferson County Sheriff Fred Abdalla said the device, resembling two sticks of dynamite with wires, was detonated by a bomb squad.

Sheriff Abdalla said it was believed to be a prop left behind by a film crew making *Unstoppable*, Washington's new thriller about a runaway train.

Railway workers had found the item earlier in the day along tracks near Rayland, about 120 miles east of Columbus, reports the Daily Telegraph.

In March last year a bomb squad was called to a pub in Shoreditch, east London, when workers discovered what they thought was a grenade.

The device turned out to be a prop from the 1975 film *Monty Python and the Holy Grail*.

And in July 2009, police were called to a train station in Deptford, south east London, to investigate a "bomb" that turned out to be a prop from BBC drama *Spooks*.

Sex-shop scrap over bad porn film

A customer got into a fight in a gay sex shop when he demanded a refund after watching a porn film.

CEN reports that the furious punter branded the film rubbish, but staff at the Mystery Hall Sex

Shop in St Pauli, Germany, refused to give him his money back.

He left the shop but returned minutes later to start a fight, and after flooring the shop assistant he stole £350 as compensation for the disappointing film before leaving the shop.

Police are now searching for the man who was caught on CCTV.

Miss Mafia beauty show

Organisers are holding what is understood to be the first ever pageant exclusively for girls convicted of Mafia-connected crimes.

Contestants are allowed to post their pictures on the contest website only after submitting a police mugshot to prove their background, reports CEN.

Other vital statistics submitted to judges in Budapest, Hungary, include charges and time spent behind bars.

One finalist - identified as Anna - said: "I was told by my friends several times to go in for a beauty contest. But I couldn't because they rule out anyone with a criminal record."

The winner - who gets a car and an apartment in Budapest - will be decided at a finals pageant at a bar that was once bombed out in a Mafia clan fight.

"We have thieves, fraudsters, gang members, bank robbers and swindlers so it should be an interesting night," said one organiser.



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Authority, and its provision to Her Majesty's Court Service which is responsible for the operation of the cases and court activity.

Following a 10 year career in the Armed Forces, he joined the City of London Corporation as Head of Operations at the Mansion House, the Lord Mayor's private office from 1993-2003, before taking on his current role.

A keen motorcyclist, allotment gardener and sportsman, he lives in Cheltenham and is married with 2 children. Aside from running a large department, he lectures frequently to visiting groups on the history and current activity of the Old Bailey raising funds for the Sheriffs

and Recorder's Charity.

6.00 to 7.30 - Tour commences

Which includes an historical overview, witty anecdotes, visit to courtrooms, waiting rooms/cells, high security drop off points, a few secret areas and much more... Rounded off by a Q&A session.

7.30 - Disperse to local pub (optional) for networking and discussion of the tour.

Numbers are limited to 35 seats so book now to avoid disappointment as tickets will be on a first come first served basis.

Tickets are £12.00 each and all monies raised will go to ASIS chosen charity, Victim Support.

As you may know, we have been working with Victim Support recently and by way of thanks they have arranged a behind the scenes tour of The Old Bailey for ASIS members.

Please contact Crawford Chalmers for more information and to book your place.

crawford@resiliencebusiness.com
Crawford has volunteered to take on the role of ASIS Victim Support Liaison.

Other events will follow.

**The Old Bailey - Central Criminal Court
A Charles Henty, behind the scenes, tour**

October 19th 2010

ASIS, in partnership with Victim Support, has been fortunate to arrange an exclusive tour of The Old Bailey with Charles Henty who is the Under-Sheriff and Secondary of London.

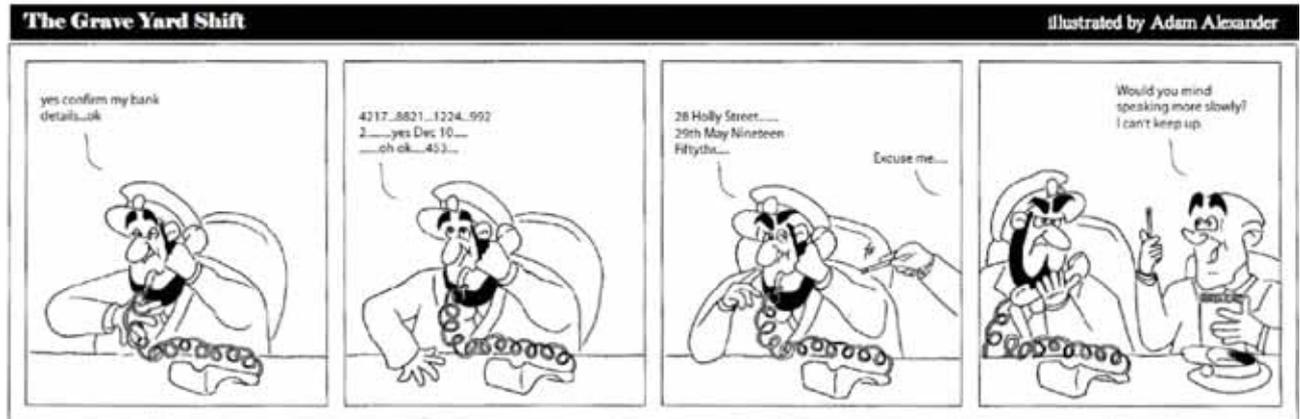
5pm arrival (prompt for Court security)

5.15 Introduction to Victim Support's Witness Service.

Gain insight into how this unique service fits into court proceedings

5.45 - Lord Mayor's Entrance Introduction to Charles Henty.

As the Secondary of London, Under Sheriff and High Bailiff of Southwark, Charles is responsible for the running of the Central Criminal Court, the only Crown Court owned and run by a Local





Breakfast Briefing – Tim Hodges

Review of the ASIS Chapter 208 Breakfast Briefing—12 August 2010



The Imperial War Museum North was an excellent venue with a first class restaurant for the attendees to be greeted with a hearty northern breakfast bap prior to the meeting.

Pictured above from the left are Graham Bassett, Vice Chair—Operations of ASIS Chapter 208, Heather Hobden, Paul Keeling, Mathew Howard of Advance Security, Tim Hodges, Briefing Organiser.

Paul Keeling, Chief Executive of Senate Training gave a lively and interesting talk about the need for security standards and the implications of the Authorised Economic Operator scheme which could become mandatory.

The World Customs Organisation is implementing an audit system that will

rank organisations on their security credentials and this includes their supply chain.

HMRC now are introducing audits throughout the UK and one member in the audience felt that the hurdles his company had to overcome were unnecessarily autocratic with the auditor not advising on the particular aspect needing improvement.

Paul explained the major benefits of being a validated company as better securing assets and of speeding goods through the supply chain.

Heather Hobden, Director of Icon Business Solutions, kept the attention of all with a factual and at times quizzical look at the financial implications of security and the lack of.

In the US the reason that of the businesses that fail, 30% of them fail due to lack of security.

A small to medium business (SME) is 35 times more likely to become a crime victim.

A study in 2000 found that the cost of security is 25 times less than the cost



of losses.

The suggestion was made that in order to credibly sell the security option the whole company should be much more sales aware and concentrate on listening to customers and understanding their needs.

Research has shown that 80% of sales are made after the 8th contact and that 68% of customers change suppliers because of a perceived indifference— not because of quality or price.

ASIS Chapter 208 greatly appreciates the organising and sponsorship of the event by Richard Bailey, MD of Advance Security (Advance also provided the security personnel for the museum.)

If you can host a breakfast briefing and/or have suggestions for a topic and speaker please let me know.

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The next Breakfast Briefing is 22nd October in Bristol. Please contact the ASIS office to book
asis@awdry.demon.co.uk



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The hidden world of Corporate Social Responsibility

How the working practices of your contractors can damage your reputation as a caring company (An extract taken from Property Management Select Magazine – July 2010 Edition. Article written by Stuart Lowden, Managing Director, Wilson James Limited)

Defining your culture

Many companies, large and small, take considerable pride, and quite rightly so, in a strong Corporate Social Responsibility programme. This manifests itself in many different ways, whether through the engagement of the workforce in local community projects or significant efforts to reduce their carbon footprint. In many respects the CSR stance of an organisation says much about their ethics and their culture.

The contribution of contractors to CSR

One thing that is frequently ignored in forming and applying a CSR strategy is the role that can be played by the many subcontractors and their respective workforces, whether they be caterers, cleaners, security officers or receptionists. Many of those contractors should and will have their own CSR policies which can quickly be aligned to those of their customers.

However, the reverse of this coin is a contractor whose working practices at a customer's premises might expose to risk the customer and its reputation as an ethical employer.

Duty of care

The recent Corporate Manslaughter Act 2009 places a duty of care burden on a customer not just its contractors. So whereas before there was an outside chance of a customer being drawn into an action under Health & Safety legislation there is now a strong possibility of a dual action where a death on site is concerned, with all the

resultant publicity that goes with it.

So putting aside the ethical arguments, and whether companies' CSR strategy should be more broadly drawn to encompass their suppliers, there are now strong commercial arguments for taking supplier working practices more seriously.

The security industry – rife with bad practice

A classic example of where working practices expose customers to risk is the security industry, an industry that is founded on long hours of work at lowish rates of pay. Added to this mix is the prevalence of shift working and this cocktail of factors creates a working environment that is risky at best, dangerous at worst.

Imagine if you will the security guard on patrol on his 6th day of

working 12 hours, 14 hours if you include travelling to work. He is on nights this week, last week he was on days and his body clock struggles to cope with this ever changing pattern of work. Tired and careless he misses his step and falls down a flight of stairs and dies.

Whether one blames the supplier for using such rosters, or the customer for creating the commercial pressures that demand them, is academic. The relatives of the dead security guard will blame both and will demand they share the dock, whichever legislation is used to prosecute.

The Working Time Regulations

In reality, any such prosecution may well fail if the contractor stays within the rules of the Working Time



Regulations and the opt-out arrangement the UK has in place. A contractor and their customer will argue that the opt-out, as currently drafted, allows employees to regularly work 72 hours in a week. However, the new legislation has not been tested and one must assume there are a number of interested parties, including the trade unions, who would love to embarrass a few big corporates.

They will argue, one assumes, that the opt out of the Working Time Regulations was never designed to be used to enforce excessively long hours, it was surely intended as a means of retaining the flexibility to respond to peaks of demand. And the resulting publicity may well drive a horse and cart through a purportedly ethical company's CSR policy.

The benefits of better practice

In reality, there are many benefits to be derived from embracing more

modern working practices, even in this challenging commercial environment.

A better work/life balance helps productivity within a contract team every bit as much as it does within in-house staff. It encourages staff to be more loyal, better motivated and more willing to go that extra mile. It allows contractors to invest more in training, in the knowledge that staff are less likely to be poached by more enlightened employers.

In the security sector such investment in people pays immediate dividends, particularly in the marriage of manpower and technology, the only true way to drive costs out of the service. And where customer service is at a premium the contrast between old and new working practices is as chalk and cheese.

Widening the CSR brief

So for a number of reasons, the time is right to consider widening the way in which CSR is interpreted. It is dangerous to assume that CSR should only apply to one's own workforce alone, there are now significant reputational risks attached to contractor staff too.

It would be naive to suggest that changes to working practices will always be cost neutral, since reduced working hours tend to drive higher wage rates. It may be many companies will prefer to accept the potential risk rather than pay the cost of avoidance.

However, if a company places true importance on its CSR message it needs to recognise the importance of its supply chain in supporting rather than diluting this message.

For more information please contact Stuart Lowden on 01628 535600
www.wilsonjames.co.uk
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www.quartzltd.co.uk

Online Task Management and Incident Reporting — Kevin Shipp

All security companies know how important administration is for the smooth running of their business. The headache of running multiple systems for sales enquiries, staff, contacts, contracts, and invoicing can be all consuming, and for many the ability to report incidents easily and swiftly is still a challenge.

However, more recently, the market has moved towards much greater acceptance of mobile technology, and at the same time, fully hosted systems have become increasingly popular as companies look to outsource key aspects of their business which allow them to focus on what they do best.

The benefits are clear and immediate. Communication paths are

quicker, thus reducing ambiguity with regards to the tasks/jobs received by the field staff. Staff are never away from the administration system and can work as productively as they do in the office. There is less down time; the field operative attends the site with the correct equipment and tools to carry out the job.

First time fixes increase and this raises customer satisfaction, and in turn stops return journeys so the profit margin is enhanced. Extra works and up selling become easier because task/jobs can be booked whilst in the field.

The downside is the upfront cost, and potential training on the handheld devices. This can lead initially to time off of the road.

Also there may be a reluctance to change and accept the new technology by field based engineers. But the benefits far outweigh these short term hurdles.



Kevin Shipp of 'Task Adviser' at the ASIS Members' meeting in September





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