

"Voted Chapter Newsletter of the Year 2003 by ASIS International"

Security with a human face

By Clifford May

The role of the HR department in helping to secure a business should not be underestimated, yet it is one of the most commonly overlooked components of a security strategy

The increased dependence on IT means that the threat of systems abuse and misuse is greater than ever before. It has been well documented over the years that security extends way beyond simply adding a firewall to the network. For technology to carry out its job effectively, it must be backed by policies and procedures to govern usage and maintenance. In effect, without policies the technology soon becomes obsolete.

Role of HR

HR plays a pivotal role in an organisation's security framework. It is responsible for the management and control of staff, acting as a bridge between various departments and ensuring that they adhere to the latest legislation.

Internally, the HR department is instrumental in the implementation and control of staff policies and procedures to ensure that employees understand acceptable internet and email usage within the organisation.

Externally, HR is pivotal in the creation of a 'human firewall', a frontline shield built on increased employee vigilance and awareness of security issues. It also manages the processes by which (often sensitive) information is used and shared both within and beyond the boundaries of an organisation.

For HR to succeed in this role, the department must form the basis of an effective, well-communicated workplace security culture.

Individual Rights

Balancing the rights of individuals under the Human Rights Act and Data Protection Act with the needs of the business is like walking a fine tightrope. The HR manager must ensure that the right policies and procedures are in place or run the risk of heavy fines, negative publicity, damage to morale and possible legal action.

Companies are beginning to understand that technology is used as a tool for time wasting, sexual harassment and 'cyber-skiving', as well as possible access points for damaging viruses, worms and spam.

Statistics show that a quarter of UK

companies have dismissed staff on the grounds of internet misconduct and that almost 70 per cent of those dismissals were related to the viewing of pornography.

One survey from last year reported that 72 per cent of businesses have dealt with internet misuse in the workplace, and that 10 per cent of the average working day is spent on non-work email and internet activity.

The disciplinary procedures and subsequent recruitment of replacement staff that can be associated with internet and email misuse cost businesses dear, but there are legal obligations to fulfil and these cannot be overlooked.

Best Practice

So how can HR benefit from implementing the right policies and procedures? The improved management of security through policies and staff training increases the level of staff accountability.

Making security best practice an integral part of a contract of employment alerts the employee to their role and obligations, and highlights exactly what is and is not appropriate behaviour.

These policies, if applied correctly, can result in reduced downtime and the streamlining of tribunals and disciplinary procedures.

Security standards, such as the internationally recognised BS7799, aid the processes of creating, implementing and maintaining a more secure infrastructure by providing a flexible framework upon which bespoke policies and solutions can be created.

Standards put in place a cycle of self-assessment to enable businesses continuously to monitor and develop security measures, mirroring and supporting the requirements of the HR department.

Clifford May is principal consultant with Integralis Europe's Largest Security Systems Integrator. Founded in 1988 Integralis advises and guides companies through the implementation of IT security solutions. Web site: <http://www.integralis.co.uk/>



www.asis.org.uk

THE 208 NEWSLETTER

ISSUE 1 2005

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Dear Friends

In my first letter as incoming Chairman I'd like to start by thanking Patricia, as outgoing Chairman, for the excellent job she has performed on our behalf for the past two years. Like her predecessors, she has ensured that ASIS International is recognised as a significant force for good within the UK security market. We are one of a small number of member organisations that represent genuine security practitioners rather than bodies corporate. Our ability to offer dispassionate advice has, I am sure, been extremely valuable to the regulator, the Security Industry Authority, as it faces the enormous task of transforming many parts of the security industry. I should also pay tribute to the way in which Patricia has marshalled what are inevitably very meagre resources on Committee; after all, as an organisation with no local fee income, we are very reliant on the voluntary efforts of a very hard working few. I hope I can call on the same level of loyalty and hard work in my term of office!

So, as new Chairman, what do I see as my key objectives whilst in the chair?

First and foremost, I hope I can equal the good work of my predecessors in representing ASIS International within the UK security family. It is particularly important that we have a strong voice in the current debate. However, of even greater importance is to continue to

deliver high quality services to the membership, focusing on

- **Developing education programmes, including a very strong CPP programme**
- **Delivering high quality seminars and members events through the year**

To deliver these services we need volunteers with ideas, energy and some time they can devote to organising events. We have a lot to thank the existing Committee members for, they have made the Chapter the envy of many, but we do need others to help share the load if we are to continue our success. It is very much a case of many hands making light work; so please contact us if you would like to give something back to your Chapter.

As we start a new year, I am very mindful that 2005 will prove to be a significant one for much of the UK security market. No-one can be in any doubt that the new regime the SIA is putting in place will transform the security guarding industry. Most of the suppliers welcome this, seeing it as an opportunity to raise the value of the service, but inevitably costs will rise and customers will question even harder their risk management strategies. This must bring with it huge opportunities for other sectors of the industry as customers seek out innovative solutions, better use of technology and added value services.

With change comes opportunity and I suspect that many of us face a very exciting 2005. I am certainly looking forward to some lively debates, an active social programme and, yes, perhaps a bit of light networking.

With kind regards

Stuart Lowden

ESSENTIAL INFORMATION

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ADVERTISING, SEMINAR SPONSORSHIP & EXHIBITION SPACE – Graham Bassett (020 8626 3100).

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IN GENERAL – The 208 Newsletter welcomes articles & photographs, but while every care is taken cannot be held responsible for any loss or damage incurred while in transit or in our possession. Please send all material to the admin. office. The Newsletter may publish articles in which the views expressed by the author(s) are not necessarily those of ASIS.

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Security market set to flourish in 2005

This is an abridged version of an article by James Sherwood, published in Computer Reseller News on 10 January 2005

According to research firm IDC's latest report, Opportunities and Challenges in the Maturing IT Security Market, spending will more than double this year in the UK and Ireland on biometric security, smart cards and the three As: authentication, authorisation and administration.

More established securities such as firewalls will see spending levels mature in the coming months.

However, IDC told CRN that security vendors will have to consolidate their products this year, to combat customer confusion caused by fragmented product sets and feature-based selling. Customers are looking for a product that protects against multiple types of

threat, rather than a single point solution.

According to IDC security is also becoming the central focus on corporate networks. There is a growing recognition among businesses that security should be embedded into a network rather than a bolt-on feature.

Despite customer confusion caused by the sheer number of products and technologies in the security market, the sector will continue to blossom this year, rising by 16 per cent on 2004.

If vendors consolidate products, resellers will have to be much more knowledgeable about each type of threat. But margins will still be service-dependent."

James Sherwood can be reached at:
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Regional Vice President's Report

The development of ASIS continues apace in Europe across a broadening spread of countries. ASIS members are actively working in France, Czech Republic and Latvia to motivate

local security professionals to establish a Chapter in their countries.

Last year I was at the AGMs of Chapters 208 and 203. In November I was a guest of the Benelux Chapter at a joint ASIS / OSAC Conference held in Brasschaet near Antwerp, discussing issues in the security arena. Over 100 attendees, including government representatives, attended.

In late October the Copenhagen planning committee met to review topics for the international conference to be held 17th – 20th April.

A 3-track programme delivers over 30 speakers from Asia, Europe and North America, offering a broad range of topics of interest to the security professional.

A select display area, a well thought out social and partner programme completes another excellent international event.

In December the European Advisory Council met in Brussels. Their mission to revisit our 2004 strategic

plan and make recommendations to the Executive on development issues for 2005 in Europe.

Central to the plan remains Professional and Educational Development, Communications, Certification Development, EU Representation and Annual Conference Development.

Peter Horsburgh, from the UK Chapter, has been very active in developing the well-renowned ASIS Asset Protection Courses and is working to deliver a representative course, utilising our many membership skills and importantly inviting guest speakers through members' recommendations.

The first APC 1 will be held in the Marriott Hotel, Brussels, 6th – 9th June, and is expected to attract middle management colleagues and those wishing to enter security management.

Six European Chapters have now joined together on our European website with a further three Chapters to be live early 2005.

As the only pan European professional security association, ASIS members have a role in shaping the security risk environment over the coming years.

Peter French, CPP, RVP

SIA UPDATE – Preparing for professionalism

The Security Industry Authority (SIA) has started preparing security buyers and suppliers, businesses and the public, for the huge transformation that is about to take place in the private security industry (PSI)

A key part of those changes is the raising of standards and performance of the PSI. The SIA is working collaboratively with the PSI, the police, Government, businesses and public sector to raise the quality and effectiveness of security supply to meet the increasing demands of modern security provision.

It's extremely important that all procurement officers and managers are aware of these changes so that, together with their security suppliers, they can plan accordingly and manage these changes.

Over the next few years, the SIA is introducing individual licensing for front line and management security roles and the introduction of a process of accreditation for businesses supplying security services. Anyone buying or supply security services should start preparing for these changes so that they can incorporate them into their planning.

To qualify for a licence, front-line security operatives will need to meet demanding criteria. These include an identity check, criminality check through the Criminal Records Bureau and the evidencing that they have the skills to undertake the role by successfully achieving SIA accredited qualifications.

From 28 February 2005 Vehicle Immobilisers will require an SIA licence as will door supervisors by 11 April 2005. From January 2005, licensing arrangements commence for those working in Security Guarding and Cash and Valuables in Transit (CVIT), with Close Circuit TV Public Space Surveillance (CCTV PSS) licensing starting in June 2005 and Close Protection in September 2005. After March 2006 it will be a criminal offence to operate or supply security services in England and Wales in those sectors without an SIA licence.

Licensing needs to be sensibly implemented to ensure that all suppliers are in a position to meet security needs without disruption. Needless to say the desired effect of the regulation will only be achieved if compliance and enforcement is effective and rigorously applied. This will certainly be the case.

The cost for each individual, including the licence application fee and appropriate training and upskilling



Security Industry Authority

varies for each sector, but could be in the region of £600. Although the licence is owned by the individual suppliers of security are free to make their own payment arrangements for their work force and it is highly likely that many suppliers will meet such costs. This investment is considerable, estimated to exceed £400m, and is being met now. It's unreasonable to expect such investment to be absorbed by suppliers and contract prices will inevitably rise. Whatever businesses buy, quality costs. It's no different with the purchase of a security supplier – the changes to the security industry mean that costs will increase, but so will quality. In the safeguarding of public buildings and staff, quality is not something that can be compromised.

The SIA is also introducing an Approved Contractor Scheme (ACS), a voluntary scheme that will act as a hallmark of quality and recognition. Standards and criteria for security suppliers to achieve ACS recognition are being developed now. The standards will be published early this year and individual supplier organisations will then have a period when, if they wish to achieve accreditation, they can develop their standards. It's anticipated that applications to become an approved contractor will be accepted by the SIA from Autumn 2005. A condition of qualification for accredited status will be that a significant percentage of a company's employees must hold SIA licences by then.

The introduction of the Private Security Industry Act 2001 and the work of the SIA are strongly supported by Government, the Police and the responsible companies and individuals within the security industry.

SIA research and planning for regulation has focussed heavily on the good and bad practices of both the supply and purchase of security. Unfortunately, in some cases the security purchase is something of 'grudge spend' where organisations base their decision on cost, rarely thinking about the real cost of poor security.

Directors, managers and supervisors need to take a personal interest in their company's security and the changes ahead; no longer should security be lumped in with the cleaning and catering contract. The SIA will work with security providers and their customers to raise standards of professionalism and training in the

industry. This will serve to give peace of mind to businesses and the public they serve as well as help in the fight against crime.

The SIA is a modern, forward thinking regulator, one that will work with the industry rather than against it, but we have teeth and we will not shy from using them. There is a strong team of SIA Investigators based around the country who will work collaboratively with the police, local authorities and tax and law enforcement agencies to ensure compliance of the law. Prosecutions for working without an SIA licence have already started and there are more awaiting a hearing. Penalties for non-compliance are tough but the benefits for compliance far outweigh the effort.

There is an old adage that sums up the activity of the SIA over the past year or so, "today's preparation determines tomorrow's achievement." This year, like the last, we will continue to work with the suppliers of security services in order to prepare the industry for tomorrow's achievements: raise standards of professionalism and skills within the private security industry and promote and spread best practice.

BRIEF UPDATE. JAN 05:

- 25,000 - Door supervisor licences issued or being processed.
- 6 - Prosecutions for non-compliance of licensing; more pending.
- 4 - Sectors being now being licensed: Door Supervisors, Vehicle Immobilisers, Security Guarding, Cash & Valuables In Transit.
- 6 - Security sectors with agreed competencies and training packages. Details published on the SIA website.
- 8 - Current percentage of licence applications refused.
- 11 - Current percentage of SIA licences granted to females.
- 38,500 – Current number of people listed on the SIA qualifications database.
- 116 million – Potential number of people who have had the chance to see or hear SIA licensing publicity in the media.

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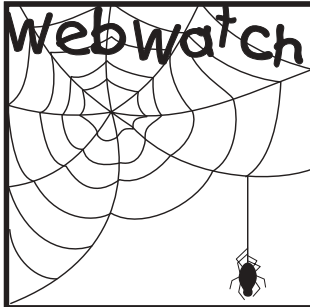
For further information please contact:

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Email: info@wilsonjames.co.uk



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new ways of working



Compiled by Charles Thompson CPP

Visitors to the Chapter website remain steady, averaging around 40-50 hits per day. The content has been greatly extended and pages are updated more regularly than in the past. However, we are conscious that the overall "look and feel" of the site is still rather patchy and lacks a professional edge. We are still working on this, and if anyone out there is able to offer advice or assistance

regarding the set up and design of pages please contact me on 01634 400395 or e-mail conset@compuserve.com.

Just one item for you to check out this time. The Defense Intelligence Agency (DIA) has produced an excellent brochure called Personal Protection Measures Against the Terrorist Threat. It is available to view and download via the existing link on the Chapter website or go to: <http://www.ncix.gov/whatsNew/index.html>.

Meanwhile the following new UK link has been added to the Chapter website:
Health and Safety Executive (HSE):
<http://www.hse.gov.uk/>

A special "Thank You" to our Sponsors

Chapter 208 Professional Development Committee would like to thank the following sponsors for their generous support and financial contributions, ensuring the success of the 2004 Professional Development Day held on 2 November:

ARUP Security Consultants, Bell Security, Business Forums International, Geutebruck UK, Lynx Security, Regent Security, Sabre Access, SSR Personnel Services, Wilson James

MEMBER NEWS

EXAMINATION SUCCESSES

Congratulations to the following members who were successful in examinations held in the UK last November:

PSP

Russell Corn, PSP (Prudential PLC)
Peter Horsburgh, CPP,PSP (ARC Training)
Christopher Taxis, PSP (Bank of America)

CPP

Michael Baines, CPP (BAE Systems)
Michael Cannon, CPP (Ministry of Defence)
James Chalmers, CPP (De La Rue PLC)
Frank Dodson, CPP (Antonine)
Stephen Firman, CPP (Nortel Networks)
Geoffrey Hill, CPP (Nortel Networks UK Ltd)
Roderick McLeod, CPP (Pfizer Global Pharmaceuticals)
Liam McNulty, CPP (Lima Sierra Associates Ltd)
Kevin Monery, CPP (Royal & Sun Alliance)
Maurice Nugent, CPP (Royal Military Police)
Glenn Payton, CPP (Level 3 Communications)
John Scott, CPP (Royal Mail SEAMAC)
Jeremy Stampa-Orwin, CPP (Drum Cussar Ltd)
Berkeley Whitworth, CPP (Control Risks Group)
The following members were also successful in CPP exams taken outside the UK:
Richard MacNamee, CPP (McConnor Meade)
Jonathan Webb, CPP (ArmorGroup)

The pass rate for those taking exams in the UK was 86%. Once again thanks are due to Barry Walker CPP, and ARC Training for the high level of review instruction they provide.

NEW MEMBERS

Chapter 208 extends a warm welcome to the following new members:

Pascal Agostini	<i>Odyssey Headquarters</i>
Amos Beer	<i>AB Consulting</i>
Russell Corn	<i>Prudential plc</i>
Kenneth Day	<i>Richmond Day & Wilson Limited</i>
Peter Gray	<i>HMA Consulting Inc</i>
Ken MacDonald	<i>Pointer Asia Limited</i>
David Owen	<i>Janusian Security Risk Management</i>
James Russell	<i>USAF</i>
Amanda Seevaratnam	<i>BAE Systems</i>
Mark Slater	
Crispin Webster	
John Wootton	<i>Strategic Resources Group International</i>

EUROPEAN MEMBERSHIP



Europe
1861 members
as of 8/31/04

Mervyn David Award Winner 2004

In recognition of his long and sustained service to the UK security industry, ASIS Chapter 208 were pleased to award Bruce George MP the annual Mervyn David award at their AGM in November.



The Right Honorable Bruce George MP has been a member of the UK Parliament since 1974. A strong supporter of NATO and substantial conventional armed forces, he was recognised in 1997 with the chairmanship of the Commons Defence Select Committee, a post he still holds.

Apart from his international and defence campaigns, he has long advocated the tightened regulation of the private security industry, a cause recently adopted by UK government legislation.

Bruce George has been a long-time friend of ASIS Chapter 208 and has hosted numerous functions at The House of Commons.

TSUNAMI APPEAL

Following the recent tsunami in the Indian Ocean, and the consequential horrendous loss of life and destruction in countries within the region, the Chapter has donated £500 towards the appeal for victim support.

WANTED

Articles for this newsletter: If you are able to write a short article on a security related subject that would be of interest to Chapter members please contact the editor. The deadline for material for the next issue is 30 March 2005

Volunteers to take on the following responsibilities:
Organiser/coordinator for September Seminar: The seminar is scheduled for 20 September at GSK, Brentford. We need someone to organise the day and arrange for speakers etc.

UK Regional Representatives: Regional representatives are already in place covering the North of England (Bill Wyllie, CPP); south Scotland and the borders (Bruce Braes, CPP). More regional reps are required to act as focal point and facilitator/coordinator for local area gatherings, networking and social events. The size of your local group does not matter provided you are keen to promote and develop membership activities in your area. The Chapter Committee has promised to support regional activities.

*If you are interested in either of the above roles, or require further information please contact the Chairman, Stuart Lowden
(e-mail: stuart.lowden@wilsonjames.co.uk)*

CPP Dinner



EU Services Directive Meeting, November 2004

Chapter member David Jones of T-Mobile attended the meeting and has provided the following brief report.

Meetings scheduled for 2005 will be far more informative certainly as we get closer to the UK taking over EU Presidency in July 05. The Directive has already been flagged as a major issue at Ministerial level. The European Parliament has reportedly only recently begun to engage with this Directive and the first reading will not occur until May/June 2005.

In essence the discussions, during the two-hour meeting, focused on the UK Government stance towards the Directive and their negotiating line. The three-month statutory public consultation period (April - June 04), elicited 116 responses with some major issues identified including the Private Security Industry. It was their view that the number of derogations will be kept to an absolute minimum in order for the legislation to remain worthwhile. Health and Safety issues were identified as a special case and should be

derogated following a study by the Dutch Government during its EU Presidency.

The Country-of-Origin Principle is clearly contentious with many professions, trade bodies and institutions due to concern that foreign enterprises operating a business without being subject to host nation regulation, will gain an unfair economic advantage and undermine national standards. Having said that, the country-of-origin principle only applies to enterprises having 'temporary' status and the Commission is still struggling to find an acceptable definition of temporary. The purpose of the principle is to allow foreign enterprises an opportunity to 'test the waters' before becoming fully engaged in an economic enterprise.

I believe the litmus test for the private security industry will be in the definition of temporary status. This we should get sometime during the coming year.



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FORTHCOMING EVENTS

If you would like to Sponsor a UK Seminar and/or take exhibition stand space then please contact Graham Bassett on 020 8626 3100

10 March 2005 – Chapter Spring Seminar, BAT, Globe House, London WC2

17-20 April 2005 – ASIS International Fourth European Conference, Security Solutions for the Future, SAS Radisson Hotel, Copenhagen

Late Spring/early Summer – Chapter Dinner Dance – TBA

16 June 2005 – Chapter

Summer Seminar, Royal Mail, Conference Centre, London, WC1

23 June 2005 – ASC Lunch, Royal Air Force Club, London

29 June 2005 – Chapter Golf Day – Liphook, Hampshire

9-11 November 2005 – Safety & Security Asia, Conference and Exhibition, Singapore.

Further information about these events including contact details and relevant Internet hyperlinks can be found on the Chapter website [\[www.asis.org.uk\]](http://www.asis.org.uk)

Chapter Golf Day – 2005

This year the ASIS Chapter 208 Golf Day will be held at Liphook Golf Club in Hampshire on Wednesday 29th June. The format will follow the same pattern used in previous years at Welwyn Garden City - namely 18 holes Stableford off full Handicap. Full details will appear in the May edition of the Newsletter but you should register early to avoid disappointment. The field will be limited to 40 players and the cost of the day is £70 per head. This price is inclusive of a

bacon sandwich on arrival and a 3 course Dinner after the Golf. Necessarily I have to take the first 40 that register and submit their Entry Fee.

Those interested should write to: Terry O'Neil at Pilgrim Cottage, The Green, Elstead, Godalming, Surrey. GU8 6DA.

Please enclose the appropriate remittance made payable to ASIS Chapter 208.

For those that do not know the Course at Liphook it is a stunning one and has recently celebrated its Centenary.

...OOPS!!!

BUCHAREST, ROMANIA: A man was arrested after he asked two policemen to help him start a stolen car.

AUSTRALIA: Three hooded bandits bungled what should have been a simple restaurant hold-up because they failed to kick in an open sliding door.

SAN JOSE: An unidentified man, using a shotgun like a club to break a former girlfriend's windshield, accidentally killed himself when the gun discharged, blowing a hole in his stomach.

ASIS Jargon Buster

Ever wondered what some of those strange initials and acronyms mean? Weep no more – help is here.

CPP – (Certified Protection Professional)
An ASIS International certification standard

IDG – (Item Development Group)
A Chapter sub-committee currently chaired by John Gilliland, CPP

LAC – (Legal Aspects Committee)
A Chapter sub-committee currently chaired by Pat O'Neill, CPP

PDC – (Professional Development Committee)
A Chapter sub-committee currently chaired by Barry Walker, CPP

PDD – (Professional Development Day)
An annual Chapter event that promotes development within the security profession

PCI – (Professional Certified Investigator)
An ASIS International certification standard

PSP – (Physical Security Professional)
An ASIS International certification standard

RVP – (Regional Vice-President)
Currently Peter French, CPP responsible for UK, Ireland and France

CPP WINS UK TOP SECURITY AWARD



Dennis Ahern speaking at the recent SSR[®] sponsored Development Day at Securex.

Dennis Ahern CPP (Certified Protection Professional), a member of ASIS International, UK Chapter 208, was awarded UK Security Manager of the Year at the recent Security Excellence awards held at the Park Lane Hilton. Dennis is the Head of Safety & Security for the Tate Art Galleries, and he has been an active member of ASIS for six years and a CPP since 2002. "I am extremely proud to have received this award as the other security managers on the shortlist were of a very high calibre. Membership of ASIS International and the CPP system of re-certification through continuous professional development has been an enormous help, access to the wealth of publications and the opportunities to network with more experienced security practitioners has given me direction and helped to develop my own skills. The nature of my position means that I have dealings with security professionals from around the world, a CPP provides a benchmark for others to feel confident that they are dealing with a competent person. In the UK many of the senior

practitioners, the ones who are moulding the future of the security industry as a whole, are certified protection professionals. I would certainly advocate that any security manager who is looking for a way of quantifying his or her knowledge through experience consider the CPP as a way of doing this. I also found that many of the ASIS CPPs have become good friends."

Dennis's line manager, Brian Gray, Tate's Head of Operations, certainly supports Dennis in his professional development. "As somewhat of a generalist I need to have a team with me who have the specialist skill sets to respond to the challenges which arise. I was not aware of the CPP annotation beforehand, but I now see this as a clear method of employers determining the level of manager they are looking for. Most other disciplines have very specific designations which do this, such as health and safety and fire safety, and I feel that the CPP will soon become the designation which will show that an individual has the right background."

For further information on the CPP programme please contact John Fitzpatrick on john.fitzpatrick@signet.co.uk or online www.asis.org.uk



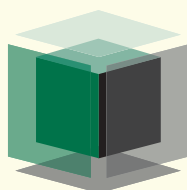
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