



# SSG Newsletter



Safeguard Security Group

Security Personnel  
Security Systems  
Monitoring

1st December 2008



Security Industry Authority

## News Update

**Oct—Dec 2008:** From today, applicants applying for a Security Industry Authority (SIA) licence and those renewing their licence will benefit from new, streamlined criminality criteria checks.

The SIA always carries out a criminal record check on anyone who applies for a licence. If an applicant has a criminal record, it does not necessarily mean that they will be refused a licence

However, if an applicant has convictions, warnings, cautions, absolute/conditional discharges, admonishments or charges awaiting trial for offences, the SIA will make a decision according to the seriousness, relevancy, sentencing/penalty and time since sentencing.

The new criteria introduce new convictions and allows greater flexibility in the licensing decision. Nick Smith, Assistant Director, Government and Legal said:

**"The revised system builds on the previous criteria by maintaining our commitment to public protection. We believe by including consideration of the actual sentence or disposal received for a conviction it has a greater flexibility and increases fairness."**



## Managing The Credit Crunch

As we all know by now, the world appears to be in meltdown in a social and economic slump? Investment and Employment institutions, once considered "safe as houses", are crumbling. All news is depressing and deeply pessimistic. Here at SSG we are bucking this trend. We are constantly recruiting new employees and winning new contracts. I firmly believe our success can be credited to our company's mantra; "Exceeding Customer Expectations".

Businesses still require their property protecting, but understandably, they have increased expectations year on year. As a company we are set up to ensure we continually meet these expectations and deliver beyond them.

We have introduced a number of added value services for the benefit of our customers. I am confident

these services have contributed to the 'higher-than-industry-standard' contract retention. Further, we have prioritised employee satisfaction, thus reducing the level of staff turnover on all our customer sites. This has resulted in consistency, continuity and a surpassing of customer expectations.

As both a family man and company MD, I am also deeply concerned about the future. Consequently, my principal areas of concentration are: ensuring that complacency in our business is averted, high levels of delivery to our customers maintained and expectations exceeded.

If we can achieve and exceed all of our targets and deliver at these levels, then I am unequivocally convinced in our company's continued development and progression.

*Marc Green - Group Managing Director*

## Quality Assurance & Licensing

SSG's Personnel Division has recently undergone an assessment by the BSI for continuance of the Quality Assurance standard ISO 9001.



For the 5th year running the company succeeded by zero non conformances on any of its processes and therefore continues to demonstrate its commitment to delivering a quality managed service.

The scope of quality assurance is soon to hit our systems division with an audit to be conducted again by the BSI due in January 2009. The three year point is -

- upon the industry where security licenses will need of renewing. This means that if you were working in the security industry when licensing came into effect your license will need renewing from March/April 09.

We are making everyone aware who needs a renewal and expect reciprocal cooperation. If anyone decides to renew themselves or does not cooperate, be assured, if your license has expired and you do not have a replacement you will be not allowed to work. If anyone has any queries regarding this issue please contact either Lisa or Jo at the office.

*Simon Richardson—Group Op's Director*





## New Business Opportunities

### Sales

Traditionally, this period is quiet as key decision-makers have been away on holiday and this year has been no exception.

One exciting addition to our client base, however, has been the Vasanta Group. From their warehouse in Wakefield, they distribute nationally to household names such as Staples, NHS etc.



You can just imagine the scope for theft there and so good access control is needed from the gate-house.

We also look after security reception duties at their call centre in Bradford where thousands of orders and deliveries are processed each week.

We warmly welcome Steve Johnson and Roy Emmott who have joined us under TUPE and we wish them a successful career with us.

Negotiations continue on a number of other potential contracts across

a wide spread of industries. Much of this activity has actually been created by the credit crunch; strange as that may seem. This is because we have written to a number of organisations who use our competitors and we have offered them a free security survey and risk assessment to identify where security can be improved at a lower cost. Obviously, many users are looking for savings on overheads and have enthusiastically taken up our free offer.

I will keep you posted on new developments, as they come in.

### 'SSG continue to win new business'



A valuable addition to our growing portfolio of UPS business with a site at Coventry Airport. This site once belonged to Lynx Carriers who are now part of UPS. We look forward to a long and productive working relationship.

We have recently re-signed the Leeds based Maritime Transport Ltd depot for another year and based on the sound performance over our first year have now been awarded another depot which is only a 'stones throw' from the Old Trafford stadium in Manchester.



### Fletchers **FLETCHERS**

Bakeries are part of the Northern Foods Group. They manufacture and distribute a wide range of fresh and frozen bakery products. We welcome them as another addition to our growing portfolio of food manufacturing and distribution businesses.

The group's systems division are pleased to be awarded a ¼ million pound contract with Sappi UK Ltd. We are to supply powder coated palisade fencing for the entire perimeter of the site. The group has also supplied Sappi with guarding services over the last three years.



### Operational News

Several SSG Officers have undergone training in Health & Safety and this has been proven to have given our customer a service beyond that which would be expected. More recently the security team at W2R Bovis Lendlease were presented with a crystal vase in recognition to their commitment to health & safety during the course of their duties.

OFFICERS OF THE MONTH;

**September-Adrian Cross** (Alcoa—Birmingham)

For exceptional work

**October-Anjam Javed** (Senior Area Relief)

**November - Steve Ashby**, Site Supervisor at Bedewell Industrial Park in Newcastle.

Steve joined us earlier this year and has quickly got to grips with a challenging site and set a high standard for his team to meet and this has won praise from our client and from their tenants on site.

### H.R News

Over the last few months we have really progressed with appraisals and we have had a lot of positive feedback.

SIA Renewals, its amazing how fast 3 years has gone and one question I get asked all the time is do we get a reduction for a renewal and the answer is unfortunately no. The SIA Licence fee is the same as if you were applying for it first time around that means £245 big ones. If you are worried in regards to applying for your renewal or your Licence is about to run out in the next few months and nothing has been done yet, please feel free to call me at the Office and I will be happy to help.

Hope you all have a good Christmas and for those that are working at least you can spend all that extra money in the sales.

Lisa M. Ashworth  
HR Manager

## Case Study- Thornton Waste Technology Park

Much emphasis has recently been placed on the words "green" and "renewable" when referring to the importance of preserving the Earth's resources and holding back climate change.

S&G is therefore pleased to be serving on a major construction project which is currently under way in Lancashire. Waste 2 Resources (W2R), a joint venture partnership between Bovis Lendlease and GRD Minproc, have been appointed by Lancashire Waste Partnership to construct a state-of-the-art facility for converting household waste into a useable resource.

When completed, the facility will, for example, take your garden waste and convert it into compost. Residual Waste will be processed in a "Reduction, Recovery and Recycling" system which will include power generation and the production of bio-gas. Great care has been taken in the design to ensure that neighbours are not disturbed by noise or by smells.

During construction, great attention is paid by W2R to Health & Safety and their policy is that nothing is so important or urgent that it cannot be done safely. They operate an Incident and Injury Free (IIF) regime with regular briefings and instruction on Health & Safety

topics. The duties of our security team, headed up by John Murray (pictured below-hard at work) includes providing Health & Safety Induction briefings to contractors and John himself carries out toolbox talks on a chosen subject in order that safety is kept at the top of everyone's agenda. The team, each of whom holds the Working Safely qualification, also has to measure wind speed and hoist colour-coded flags to denote whether construction work can continue.



We were enormously proud, therefore, when W2R awarded our Colin Meredith the individual Monthly Health & Safety Award for his outstanding contribution to safety on site. Congratulations Colin and thanks for all your are doing.

*Peter Leonard -  
Business Development Manager*

## Cutty Sark—"What's the worse that can happen?"



**Cutty Sark**

After braving the elements on the oceans and Cape Horn, the valiant tea-clipper Cutty Sark was finally brought to grief by the negligence of the security staff who were supposed to be looking after her in her dry dock in Greenwich.

You may recall the dramatic images of May 21<sup>st</sup> last year when the historic tourist attraction was shown ablaze from bow to stern. The Metropolitan Police enquiry has concluded that the fire was caused when an industrial vacuum cleaner was left on over the weekend and the guards, who "had put their feet up for



the night" had failed to carry out the patrols that would have detected the fire. In addition, they had falsified the Daily Occurrence Log by completing it in advance up to 07.00hrs.

Needless to say, their employer, unnamed in the report, has dismissed them. However, this incident, where over a century of sea-faring tradition could have been completely destroyed, was caused by the negligence of two idle and irresponsible employees.

It serves to demonstrate the importance of maintaining full vigilance and carrying out the Assignment Instructions' duties completely regardless of how routine and mundane those duties are. Disaster is always lurking around the corner to catch the unwary.

sappi

## 'Security Officers Pass Police Test'

Police officers from the Lancashire Constabulary who accompanied Jack Straw have praised our security effectiveness. They said they sent a car to the site to see what would happen, and they were refused access. Sappi's Health, Safety & Environmental



Specialist Barry Cooper forwarded the following message;

*"Well done guys and thank you, keep up the good work. It is at these times we need to be alert, and you have delivered on this totally".*

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*Barry Cooper -  
Sappi UK*



Smarta Organisation is proud to be associated with SSG as their preferred training provider.

Smarta offer accredited training and development courses throughout all industry's and would like to offer services to all staff & Customers.

It is proven that training in the workplace contributes towards staff retention, improved loyalty and increased productivity. Whilst some courses are voluntary and some are legislative, they undoubtedly contribute to both the above & morale, giving an all round feel good factor.

As you are associated through SSG, Smarta would like to offer a discount on all training / development courses. Please contact Mark Slack on 0870 950 2000 or via email [mslack@smarta.org.uk](mailto:mslack@smarta.org.uk) or through the website [www.smarta.org.uk](http://www.smarta.org.uk) where you can see an overview of all the courses that we can offer you and the savings that you can make.

Bespoke courses can also be designed by qualified Lecturers to meet any internal training / audit requirements to a very high standard, please contact Mark for further details.

Some courses available are: **IOSH** (Institute of occupational safety and health) **Managing Safely**, **IOSH Working Safely**, BIIAB Personal licence (For running pubs and clubs) **BIIAB** Door supervisor, First Aid, CCTV Operator, Tourist Board Welcome Host and Welcome Host plus. There are many more courses available, please visit the website or call for details.

Some recent clients include: West Midlands Police (CCTV Training for Alcoa Europe staff) and the Accor Hotel Group (Personal licence) who have been very pleased with Smarta and have input us as an approved supplier.

Mark Slack -  
Training Manager