

Investing to support future growth

by Jonathan Levine

The security industry rarely stands still. It is constantly changing and evolving, throwing out new challenges to providers of security services notably in the form of licensing and new working practices, all within the context of a more competitive business environment and heightened concerns over the terrorist threat.

To stay ahead of the game, as I have said previously, we need to ensure that we plan for these challenges well in advance. We need to be in a position where our people, our processes and the services we deliver are sufficiently robust not simply to absorb the issues ahead, but turn them positively to our advantage to benefit our customers.

Central to our service are our people. Graham Cornwell, our Director of Operations, has continued a strategy of investing in the Operations team to further enhance our performance. This has been critical as the business continues to expand: we now have more than 2,000 officers working on more than 300 sites. In financial terms, this equates to a c£50 million business, and we need to invest in our support mechanisms to sustain growth.

The output from this investment programme is the appointment of three new Area Managers: Colin Keane, Stephen Lean, and John Fitzpatrick. Both Colin and Stephen have been with First Security for some time, Stephen having recently been promoted from Operations Manager. John joins us from Securitas. All of them bring a wealth of experience and enthusiasm to the role, which in turn we believe will result in enhanced levels of service and support for our customers, and further bolster the business as it continues to expand.



We believe we now have arguably the strongest Operations team in the country. But we cannot afford to be complacent. There is still much to be done.

As well as Operations, we have also made some changes elsewhere. Michael Brady is worth particular mention having taken over the reins from Rosemary Goyns as our Head of Personnel. Again this is a crucial role within the infrastructure of our business, and Michael and his team have already made a significant contribution to improving the recruitment, training and vetting of new officers.

The reason behind the investment in our people is straightforward: the challenges to our business, and the need to ensure our processes are constantly monitored and benchmarked, means we have to have the resources in place to fulfil our obligations not only to our industry, but – perhaps more importantly – to our customers.

This may seem as if we do not know what the outcome of some of the current industry challenges might be. But that is the difficulty. Working as part of The Core Competency Group of the Security Industry Authority (SIA), however, we do know that we will be raising the standards still further, and although there will be added cost, the result will be more highly trained and highly skilled officers which will benefit the industry and customers alike.

As we pass the half-way point of 2004, we can already look back on a very successful six months. Some of our success stories are covered in this issue, especially Clifford Chance, and the European Bank, but we have also continued to win further business with FPD Savills, BP (for its now famous AGM) and HSBC. I am delighted that Mick Egdell of Reuters took time out to be interviewed by *First Choice*, and his views on training, qualifications and the opportunities within the manned guarding industry for personal development make encouraging reading.

As you look forward to your summer holidays and a well-earned break, you can hopefully reflect so far on a job well done. Security officers do a difficult job in sometimes equally difficult circumstances, and are not always given the thanks or credit they deserve. On a day-to-day basis, we know we play a crucial part in improving security for our customers and members of the general public, and are in the front line with the law enforcement agencies in preventing further terrorist atrocities from taking place. Do please keep up the good work, stay vigilant, and stay safe.



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First Security Officer and Security Team of the Year

X-Ray Vision

by Digby Oldridge

First Security provided security for the European Central Bank's annual meeting at the London Hilton in April. The event required a high level of security for delegates including Prime Minister Tony Blair. First Security Officers worked closely with the Police and vetted all personnel coming in and out of the building. The rôle included operating metal detectors and x-ray scanners.



State of the ART!

First Security has played a leading role in this year's Beck's Futures exhibition at the Institute of Contemporary Art (ICA) in London. The short-listed artist Nicoline van Harskamp (pictured with First Security's Alan White) approached First Security to provide a security officer as part of her exhibition 'A Guide to London Guards' as a piece of 'living art'.

Nicoline's work involves creating collective, temporary, location-based experiences. She is interested in notions of surveillance in contemporary urban life. For the Beck's Futures, Nicoline highlighted the issues of social control in life by employing real-life, security personnel to monitor the ICA public spaces periodically, over the duration of the exhibition.

Information about the visiting guards and wardens was displayed in the exhibition space along with the exhibition booklets. The ID-badges of the guards and wardens who were not present were also on display. When taking a badge off the wall to attach to a uniform, a notice appeared stating that this person could be found at the exhibition.

The Beck's Futures award, now in its fifth year, was established to support emerging contemporary artists. It encourages experimentation and innovation in all fields of modern art.



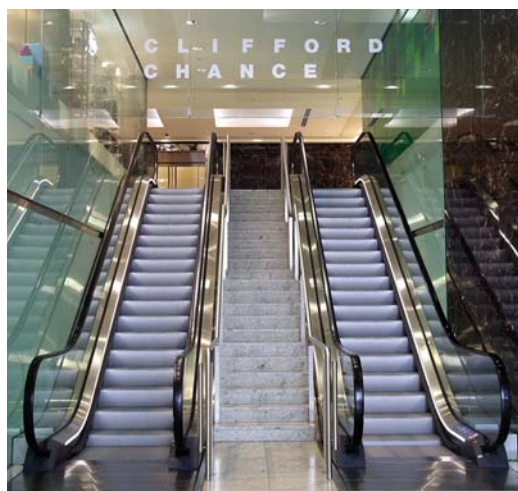
First Security Wins Clifford Chance contract

In one of the most significant manned guarding contracts to be awarded in London over the last 12 months, First Security has won the mandate to provide a range of security and concierge services at 10 Upper Bank Street in Canary Wharf, home to the integrated global law firm Clifford Chance.

A team of 30 staff work on site, providing security on a 24/7 basis. First Security's responsibilities include conventional security duties, such as manned guarding, staffing the fire control centre and CCTV monitoring, together with additional concierge-style services such as manning the front desk.

Responsible for the appointment is Pat Berry, House Manager at Clifford Chance. She said: "We went through a thorough and detailed tender process before opting for First Security. We had an opportunity of seeing how they worked in other similar environments, notably HSBC, and they came to us highly recommended and with a good reputation."

Clifford Chance moved to its new London headquarters in August 2003, an impressive 30-storey building housing more than 3,500 staff. "When we first moved here we had a fair idea of what we expected from a manned guarding perspective, but it was a bit of an unknown quantity. First Security has been good at listening to what we needed, and adapting its services accordingly."



A particular innovation at Clifford Chance is the use of a manned guarding company in a concierge role. "First Security officers are our visitors' first point of contact and provide the first impression of our business," Pat says.

"The type of officer we appoint is therefore very important, and we have tended to choose those who may have backgrounds working in the leisure industry, especially hotels. We also make sure they are suitably attired in suits and ties."

In choosing her team, Pat has selected a combination of men and women. "It works well to mix male and female officers as they complement one another," she adds.

Commenting on the appointment, Jonathan Levine, Managing Director of First Security said: "Our business has built an enviable reputation for the work we do in protecting some of London's most prestigious buildings, addresses and businesses.

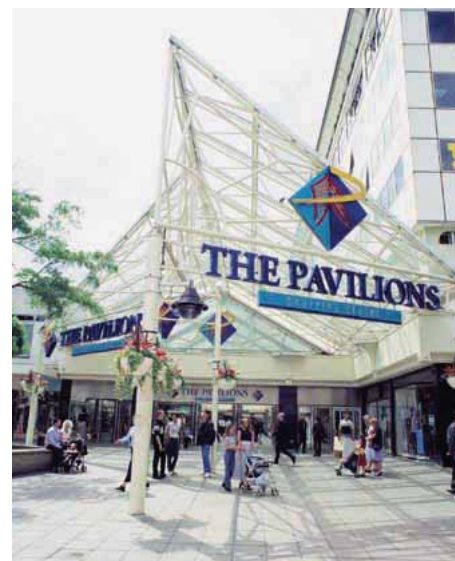
"We believe this is one of the most significant contracts of its kind to be awarded during the past 12 months and we are looking forward to a good working relationship with the client."

Pavilion Splendour

First Security has furthered its involvement with Prudential's property portfolio by taking on the security contract at The Pavilions Shopping Centre in Uxbridge.

With a weekly footfall of approximately 200,000, The Pavilions Shopping Centre comprises 365,000 sq ft of retail space, 142,000 sq ft of office space, 150 residential flats and car parking for 1100 cars. First Security has 12 officers on site tasked with protecting the building, tenants and shoppers.

Aaron Bayliss, Operations Manager at The Pavilions comments: "First Security's services came on line in May, after the conclusion of the incumbent supplier's contract. Given the potential difficulties inherent in a handover of this kind, First Security managed the transition smoothly and competently with the minimum of fuss."



First with the news

by Sean Feast

Mick Egdell is the Security Manager at Reuters responsible for Europe, the Middle East and Africa (EMEA). That means looking after some 170 offices in 62 countries – approximately 8,000 employees. His role is to provide the necessary advice and guidance to these offices, ensuring security standards are maintained and adhered to, and evaluating potential threats and business risk. A qualified CPP with 22 years security industry experience, he has enjoyed 18 fulfilling years at Reuters, but his career may have taken a very different path as Sean Feast of *First Choice* found out ...

SF How did you come to be involved with the security industry?

ME I started in the hospitality industry, gaining the relevant degree and then worked in hotels for two and a half years. I became a little disillusioned and considered joining the Metropolitan Police. In those days it took some months for your application to be processed, and while I was waiting I took a job as a contract security officer at Consolidated Safeguards. It was a very well respected business operating in the City and West End. My Area Manager at that time persuaded me that I could have far better career prospects in the security industry than in the Met. So I decided to stay, a decision I have never regretted

SF Did you stay for long?

ME I spent about three years at Consolidated Safeguards, rising to Inspector and then Chief Inspector. After the company was taken over, I started looking around at other jobs and applied to Reuters as a security officer looking after its London distribution centre. Soon after, I was promoted Supervisor and then went on from there. I became Assistant Security Manager, and finally UK Security Manager. After September 11th, we restructured our security operations and I was given responsibility for EMEA. This has involved a great deal of travel as I am responsible for offices in almost every country from South Africa to Scandinavia and the CIS, but it certainly makes the job interesting.

SF What do you look for in a manned guarding company?

ME Everyone assumes the answer will be 'the lowest price'. But that is not the case. We have to be comfortable with who we are dealing with. They have to deliver what they promise, providing a consistent level of service complemented by strong management support. We look for officers who are well trained, and companies with a low turnover of staff. This is important to bring consistency. We ensure our officers are treated well, and enjoy similar benefits to other Reuters employees, because that's how we see them. You need to have two-way respect.

SF How has the role of manned guarding – and the quality of officers – changed?

ME The role used to be one of a man standing at the door demanding to see your pass. Now, however, the security officer is an integral part of the systems and processes you have in place to protect your assets. Certainly they still have a security responsibility, but now they are very much in a customer-facing role. They are the first face our visitors see and, as we know, first impressions are vital. If a visitor sees a smart, attentive and efficient officer then that leaves a positive impression.

Today, officers seem much more interested in their jobs. They are our eyes and ears. If they see a problem they either tell us or deal with it themselves. They are much more pro-active. Training today is also different. When I started we were given two days' training. Now the training is much more in-depth, with much greater emphasis on customer care. Officers today have more things to consider, from the simple rules regarding power of arrest etc. to knowing how the Data Protection Act relates to CCTV monitoring. It is important, therefore, that officers seek out as much training and personal development as they can. They should be looking at taking professional courses and supervisory courses, and joining the relevant industry associations. The security industry can provide a great career but like anything else, you will only get out of it what you put in!

SF How do you see their role developing?

ME Guards, by definition, will always need to focus on the security aspects of their role, but other responsibilities will continue to evolve. In our Main Technical Centre, for example, the officers there have responsibility for managing the day-to-day functions of all of our networked access control and alarm management systems throughout the UK. Recently the manager responsible for the contract conducted an exercise to see where FSG could use staff already on the contract to add value to the service they provide. The results were surprising and many of the suggestions now form part of our operating procedures.

SF How long have you worked with First Security?

ME We started working with First Security in 1988/89. They began with one building and then expanded. We parted company for two years as we wanted to try something different, but returned to First Security later



once we had been assured that the issues we had once had regarding the management and support infrastructure had been addressed. We have a very open relationship. Open and accountable, with a good Contracts Manager who raises the standards of service still further.

SF What impact do you think licensing will have on our industry?

ME I think licensing has to be a positive step forward. It will help raise the profile of our profession, and hopefully eradicate the cowboy operator – otherwise what is the point? What I think we will see over time is that the quality of guards coming into the industry will improve. Inevitably the client will have to burden the cost. Contractors have to make a profit to exist, but if prices have to rise and that means that officers become more professional then it is a worthwhile investment.

SF How has the 48-hour week affected you?

ME Again we've have viewed it as a positive thing. If you make the hours more attractive then we hope to attract a better quality guard. But again, companies will have to pay. In 10 years time I would like to see an industry where our officers receive both the pay and recognition they deserve for what can be a difficult and sometimes tedious job.

SF What do you do away from security?

ME I like boating, and have just taken my Day Skipper's Course. I have a weekend retreat in Eastbourne by the Marina and plan one day maybe to buy my own powerboat. I'm also very keen on Motor Racing and particularly F1. Reuters sponsors the BMW/Williams team of Montoya and Ralf Schumacher, so I should support them, but I would like to see Jensen Button on the podium more. I'm tired of the same old faces!

Outstanding achievements

by Digby Oldridge

First Security has named Dave Gribble as its Security Officer of the Year and the security officers at HSBC Canary Wharf have been awarded Team of the Year.

Dave has been a professional security officer for more than 10 years and joined First Security in 2000 as a Security Officer at the Department Trade & Industry (DTI). In the same year he was promoted to Security Supervisor.



Dave received his award in recognition of his actions in August last year when he was called to assist with one of the DTI's employees who was suffering a suspected stroke. Dave took prompt action and

after assessing the situation advised on immediate treatment and arranged for an ambulance to be sent to make sure he received the necessary medical treatment.

Thanks to Dave's application of training and the professional and competent manner in which he handled the emergency, the man was taken safely to hospital, where it was confirmed that he had suffered a serious stroke.

First Security officers at HSBC Canary Wharf have also been commended for their work, with the Team of the Year award. Since the team has been on site it has significantly contributed to the generation and implementation of security and safety procedures that are now in operation.

The officers work closely with the facilities team, which means that fire drills and other practical exercises are carried out efficiently with everyone's full co-operation. The team has established a good rapport with



First Security Team of the Year photo:
From left to right - Chris Smith, HSBC (Head of Regional Security EMEA), Kennedy Bedminster, First Security (Supervisor), John Bottomly, First Security (Supervisor).

Canary Wharf staff and other neighbouring organisations and it has a good reputation amongst the other security teams.

Chris Smith, Head of Regional Security for HSBC Europe, Middle East and Africa, who made the presentation to the Team said: "The First Security Staff at Canary Wharf are a highly motivated, professional and dedicated team that provides an outstanding service and upholds the highest standards and traditions of a security force.

"The officers have integrated very well into the Headquarters 'family', they work well together and provide an essential input into all aspects of the day to day life at HSBC."

Jonathan Levine, Managing Director of First Security commented: "These awards are set up to formally recognise and commend the exceptional efforts of our officers. It always gives me great pleasure to present our Officer of the Year award as it goes some way towards demonstrating how much we value our officers, especially those who go above and beyond the call of duty.

"But this year we have also commenced the Team of the Year award to demonstrate the importance we place on the success that can be achieved when we pull together."

Going for Gold

First Security received further recognition of its commitment to working to the highest standards when it received a prestigious Guarding Gold medal, presented by the National Security Inspectorate's (NSI) Chief Executive, Tom Mullarkey, at the Chartered Insurance Institute, London in March.

The unique, numbered and framed Gold medal, produced exclusively for NSI by the Royal Mint, is awarded to companies which have achieved Guarding Gold approval, the premier scheme for companies involved in the provision of manned security services in the UK. By meeting Guarding Gold requirements, First Security can provide further assurance to its customers that it delivers the highest standard of service.

As Sandra Treanor, Quality/Health & Safety Manager says: "We are committed to providing both new and existing customers the best service and in recognition of this, we are proud to have received the Guarding Gold medal."



Running for charity

On 18th April, after 16 weeks of gruelling training, First Security's very own Sharon Newell took part in her first ever London Marathon 2004.



As Sharon explains: "The weather was wet and cold but the crowds were fantastic and I reached the 10 mile point barely realising it. By the time I reached the 24/25 mile point my legs were tired but seeing Big Ben pushed me onwards. I was making good time and with a burst of speed across the finishing line I came in at four hours and 14 minutes, which was 16 minutes faster than I expected. Count me in for next year!" Sharon ran to raise money for Cancer Research with the £100 being donated by First Security.

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Thrills and Spills

May 2004. Whithorn Farm in Godalming, Surrey. Eight teams of eight comprising First Security management, existing clients, potential clients and suppliers gathered to do battle in the annual activity day which included clay pigeon shooting, hovercraft driving, and various degrees of off-road racing. Prizes were awarded to those who had the most spectacular mishaps on each event, and to the team that performed the best throughout the day. The winning team - "The Bean Counters" - included Glenn Swaby, John Barry and Paul Crooks of First Security, Andrew Laws and Ian Thomas of Ernst & Young,

Arthur Maxted and John Maxted of Howe Maxted, and Dave Bell of Credit Suisse (pictured with Colin McFaul).

