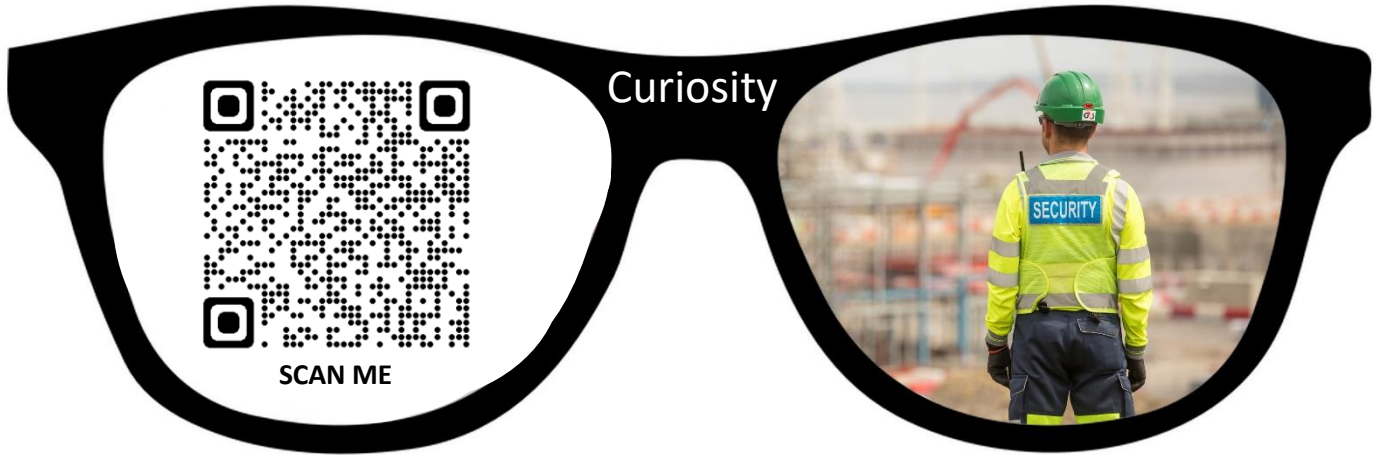




CANNON ASSET PROTECTION Ltd

The CAP WayTM

To Protect



GUIDANCE TO BUSINESSES HOW TO PROCURE PROTECTIVE SECURITY SERVICES



All my working life, I have protected others; first as a Royal Military Police officer for 24-years, then sixteen years as a senior corporate security leader, and now as the founding director and principal consultant for my one-man security consultancy.

I'm regularly asked what is required to protect a business, location, or specific items of property; or who is the best person to seek advice from? Often, people ask me if I can recommend "*some guys to roam around their factory or construction site at night to keep the kids out*" or "*find some CCTV to stop the local yobs nicking stuff from the yard*"!

Once, when I was asked by a university student earning a few quid as a lifeguard at a white-water rafting centre, "*what do you do for a living mate?*", his response to me telling him I was in security, was to asked,

"oh, ...days or nights?"

Unfortunately, the private security industry in the UK seems to suffer with a poor reputation and is seldom considered as a profession requiring specialist knowledge or skills.

This got me thinking... so I decided to document some guidance for those wanting to invest wisely when buying security services. The aim of this guide is to help you avoid hiring a *fox* to guard your *henhouse*.

HOW TO AVOID HIRING A FOX TO GUARD YOUR HEN HOUSE

*"Charlatan Protective Security Ltd guarantee to prevent all known crimes."
Eyam Charlatan, MD CPS™*



CHARLATAN PROTECTIVE
SECURITY

What to do when Buying Security Services?

When buying security services in the UK, there are several steps you can take to ensure you receive a high level of service and value for your money:

Define Clear Objectives and Requirements:

Clearly communicate your expected security needs and objectives, and desired outcomes to the security professional or service provider. Provide them with a detailed overview of your business operations and any specific compliance requirements. Assess the specific risks, vulnerabilities, and challenges your organisation faces. This will help you articulate your requirements to potential service providers and evaluate their suitability.

Conduct Due Diligence: Before engaging a security professional or service provider, conduct thorough due diligence. Verify their credentials, certifications, industry experience, and reputation. Check references and seek feedback from other clients they have worked with.

Request Proposals and Compare Options:

Request detailed proposals from multiple security professionals or service providers. Evaluate their proposed approach, methodology, staffing, and pricing structures. Conduct interviews to assess their understanding of your requirements, their approach to security, and their ability to meet your expectations. Look for providers who demonstrate a clear understanding of your business needs and provide tailored solutions.

Check for Accreditation and Compliance:

Research and evaluate multiple security service providers. Verify that the security professional or service provider holds relevant accreditations, certifications, or memberships with recognised industry bodies. In the UK, certifications such as the Approved Contractor Scheme (ACS) from the Security Industry Authority (SIA) can provide assurance of quality and compliance. Consider factors such as their expertise, reputation, client testimonials, and the range of services they offer.

Evaluate Training & Qualifications:

Inquire about the qualifications, training, and expertise of the security personnel who will be assigned to your project. Ensure that they receive appropriate training and certifications to perform their duties effectively and professionally.

Review Service-Level Agreements:

Establish a comprehensive SLA that clearly defines the scope of services, performance metrics, response times, reporting mechanisms, and key deliverables. Ensure the SLA aligns with your business requirements and provides a framework for measuring and evaluating the quality of service.

Regular Comms and Feedback:

Maintain open and regular communication with the security professional or service provider to discuss any concerns, changes in requirements, or improvements to the service. Provide feedback on their performance, address any concerns or issues promptly, and encourage proactive communication from their end. This promotes a collaborative and responsive working relationship.

“Charlatan Protective Security are world class, industry leading, with personal endorsements from the British Prime Minister.”

Weara Charlatan, Director CPS™

Performance Monitoring and Auditing:

Regularly monitor the performance of the security professional or service provider against agreed-upon metrics. Conduct periodic audits or site visits to assess compliance, adherence to procedures, and overall effectiveness. Provide constructive feedback and address any areas of improvement.

Continuous Improvement:

Encourage a culture of continuous improvement. Work collaboratively with the security professional or service provider to identify areas for enhancement, explore innovative solutions, and adapt to evolving security risks and challenges.

Contract and Pricing Considerations:

Review the terms and conditions of the contract, including pricing structures, payment terms, termination clauses, and any additional charges. Ensure transparency and clarity in all contractual matters.

Contractual Flexibility:

Ensure that the contract or agreement with the security professional or service provider allows for flexibility, such as the ability to adjust services, scale up or down, or address changing security needs as your business evolves.

By following these steps and considerations, UK businesses can increase the likelihood of receiving good quality service from their chosen security professional or service provider.



“At Charlatan Protective Security Limited, we are proud to repurpose equipment that others would discard, this is the cornerstone of our business sustainability model displaying world-leading green credentials.”

Ican Bodgitt, CFO CPS™

What are the rules that Govern Private Security Services in the UK?



So, what should I know when buying professional security services?

The UK Private Security Industry Act 2001: The PSI Act is legislation that regulates and governs the private security industry in the United Kingdom. It covers various aspects of the industry, including licensing, regulation, enforcement, and penalties. Here are the key areas covered by the Act:

Licensing of Security Operatives: The Act establishes a licensing regime for individuals working in specific security roles, such as security guards, door supervisors, close protection operatives, CCTV operators, and vehicle immobilizers. It sets out the criteria, qualifications, and requirements for obtaining and maintaining a license.

Regulated Activities: The Act defines and regulates specific activities performed by security operatives, including guarding, surveillance, protection of property, and vehicle immobilization. It sets standards for the provision of these services, ensuring that they are carried out professionally and responsibly.

Security Industry Authority (SIA): The Act establishes the Security Industry Authority (SIA) as the regulatory body responsible for overseeing and enforcing the licensing and regulation of the private security industry. The SIA is responsible for granting and revoking licenses, maintaining the Register of Approved Contractors, and ensuring compliance with industry standards.

Approved Contractor Scheme (ACS): The Act empowers the SIA to administer the Approved Contractor Scheme (ACS), which is a voluntary accreditation programme for security service providers. The ACS sets standards for quality assurance, professionalism, and best practices within the industry. Security companies can apply to be part of the ACS and undergo assessments to demonstrate their commitment to quality and professionalism.



Client Engagement: Clients seeking security services can use the ACS as a benchmark for selecting reliable and competent security service providers. The scheme helps clients make informed decisions and choose companies that have undergone independent assessments to verify their competence and professionalism.

Licensing by the Security Industry Authority (SIA):

The SIA requires individuals working in specific security roles to hold a valid license issued by them. The licensing scheme aims to ensure that individuals in security positions meet certain standards of training, qualifications, and suitability.



Some key points regarding licensing by the SIA include:

Licensing Criteria: To obtain an SIA license, individuals must meet specific criteria, including undergoing a criminal records check, completing relevant training and qualifications, and demonstrating their suitability to work in the security industry.



License Display: License holders are required to display their SIA license while performing their security duties. This helps provide transparency and reassurance to the public that the security personnel are appropriately licensed and authorised.

Designated Roles: The SIA identifies specific roles that require a license, including:

Security Guard: This license allows individuals to work as a security guard in various settings, including retail stores, office buildings, events, and public spaces.

Door Supervisor: Door supervisors are licensed to work in venues such as bars, clubs, pubs, and entertainment establishments. They are responsible for maintaining security and ensuring the safety of patrons.

Close Protection Operative: Close protection operatives, commonly known as bodyguards, are licensed to provide personal security and protection services to individuals who may face elevated security risks due to their occupation, public exposure, or other reasons.

Public Space Surveillance (CCTV) Operator: This license enables individuals to operate closed-circuit television (CCTV) systems for monitoring and surveillance purposes in public spaces, such as town centres, shopping malls, and transportation hubs.

Vehicle Immobiliser: Individuals working as vehicle immobilisers, also known as wheel clampers, require an SIA license. Their role involves immobilising vehicles that have violated parking regulations on private land.

G O V E R N M E N T B O D I E S



National Protective Security Authority

National Protective Security Authority ([NPSA](#)) sponsors the [Register of Security Engineers and Specialists \(RSES\)](#) which encompasses Generalist Security Advisors (GSA) and Specialist Security Advisors (SSA) in one of twelve different disciplines:

Chemical, biological, radiological and nuclear (CBRN)	Digital built environment
Explosives and weapons search detection	Hostile vehicle mitigation
Technical Surveillance Counter Measures	Electronic security systems
Protection against the effects of weapons	Force protection engineering
Protection against the effects of blast	Protection against forced entry
Personnel security (human factor)	Personnel security (insider threat)

A Register of Security Engineers and Specialists is a database or listing that maintains a record of individuals who have met certain qualifications, standards, or certifications in the field of security engineering and related specialisations. It serves as a professional directory or registry that helps verify the expertise and credentials of security professionals within specific domains.

In May 23, NPSA published version 10 of their [Guide](#) on how to procure the services of a specialist security consultant when undertaking a construction project.

UK National Cyber Security Centre ([NCSC](#)) offers a certification programme called the [Certified Cyber Professional \(CCP\)](#) scheme.



National Cyber Security Centre
a part of GCHQ

The CCP scheme aims to certify and recognise industry expertise in various areas of cybersecurity and the CCP scheme comprises different certification levels such as the Certified Cyber Professional (CCP) – Practitioner, Senior Practitioner, and Lead Practitioner the latter having expert-level knowledge and experience.



Government Advice. The UK government provides guidance and advice to businesses on procuring protective security services through various channels, including government websites, publications, and industry-specific resources. Here are some key recommendations and considerations provided by the UK government:

Risk Assessment: Conduct a thorough risk assessment of your business to identify the specific security risks and vulnerabilities you face. This will help determine the types of protective security services you require.

Engage Security Professionals: Seek advice and guidance from security professionals, consultants, or qualified security providers who can assess your security needs and recommend appropriate solutions.

Competitive Tendering: Consider using a competitive tendering process when procuring protective security services. This involves issuing a clear and detailed request for proposals (RFP) or tender, allowing multiple security providers to submit bids, and evaluating them based on predetermined criteria.

Accreditation and Certification: Look for security providers who hold relevant certifications, accreditations, or memberships with recognised industry bodies or schemes. This can provide assurance of their competence, professionalism, and adherence to industry standards.



Prequalification and Due Diligence:

Before engaging a security provider, conduct appropriate due diligence. This may include checking references, reviewing past performance, and verifying the company's compliance with legal and regulatory requirements.





Service-Level Agreements (SLAs):

Establish clear service-level agreements with the chosen security provider. SLAs should outline the scope of services, performance expectations, response times, reporting mechanisms, and any other specific requirements.

Ongoing Monitoring and Evaluation:

Regularly monitor and evaluate the performance of your security provider. This can include periodic reviews, site visits, audits, and feedback mechanisms to ensure the quality and effectiveness of the services provided.



Continuity Planning:

Consider the need for business continuity planning in the event of a security incident or crisis. This may involve developing contingency plans, establishing communication protocols, and considering the involvement of external resources, such as emergency response agencies.

It's important to note that specific advice and guidance may vary based on the industry sector, size of the business, and the nature of security threats faced. [Businesses are encouraged to consult official government resources](#), such as the gov.uk website, for the most up-to-date guidance on procuring protective security services. Additionally, [seeking advice from qualified security professionals or industry associations](#) can provide valuable insights tailored to your specific business requirements.

I N D U S T R Y O R G A N I S A T I O N S

In the UK, there are several membership associations and institutes dedicated to the field of protective security. These organisations serve as professional bodies and provide resources, networking opportunities, and educational programmes for individuals working in the security industry. Here is a summary of some notable protective security membership associations and institutes in the UK:



The Worshipful Company of Security Professionals (WCoSP):

Membership Offerings: The Worshipful Company of Security Professionals offers various categories of membership, including

Livery, Freemen, Yeoman, and Apprentice. Each membership category has specific criteria and benefits. Members gain access to exclusive networking events, educational programmes, professional development opportunities, and engagement with the wider security community.

The Chartered Security Professional (CSyP). The CSyP register is designed to recognise and promote excellence in the security profession. A CSyP is considered the highest level of professional recognition for security practitioners in the UK

and serves as a mark of excellence within the security profession, highlighting individuals who have achieved the highest level of professional competence and ethical conduct.



The Security Institute (Syl): The Security Institute is a professional membership body for security practitioners in the UK. It offers various membership levels, including Associate, Member, and Fellow, and provides access to networking events, educational

programmes, and industry resources. Syl promotes professionalism, best practices, and continuous development in the security field.

The Syl also manages the Register of Chartered Security Professional (CSyP) on behalf of the WCoSP.

“All Charlatan Protective Security guards come from the armed forces or police; therefore, they are the very best in the industry.”

Gotta Scarper, Training Director CPS™



ASIS International, a global professional association for security management professionals, offers several security certifications. These certifications validate the knowledge, skills, and expertise of security practitioners across various domains. Some of the prominent certifications provided by ASIS International are the Certified Protection Professional (CPP), Professional Certified Investigator (PCI), Physical Security Professional (PSP), and Associate Protection Professional.

These certifications demonstrate professional competency and promote continuous learning and development within the security industry.



The Association of Security Consultants (ASC): The Association of Security Consultants is a membership organisation that represents independent security consultants in the UK.

International Professional Security Association (IPSA): IPSA is a membership association that represents security professionals across different sectors, including private fire and security, corporate security, and government security.



British Security Industry Association (BSIA): The BSIA is a trade association representing the private security industry in the UK.

BSIA provides guidance, promotes industry standards, and advocates for the interests of its members.

The Security Commonwealth is an umbrella organisation of independent membership bodies across the security industry. It provides a forum to consult and co-operate in the common interest and in the promotion of professionalism, good practice and information sharing to enhance UK security. It currently boasts over forty security organisations within its membership.



Disclaimer. Charlatan Protective Services Limited does not exist, and neither do the Charlatan brothers. Bodgitt and Scarper are also fictitious characters within this unscrupulous company. Nevertheless, their claims are realistic and unfortunately the quotes attributed to CPS Ltd throughout this Guide are commonplace across the UK Security industry. Due diligence and personal research will counter these false claims.

Why Use Cannon Asset Protection Limited?

Managing Director & Principal Consultant: **Frank Cannon**



The Deputy Chair, Director, and Fellow of the UK Security Institute ([FSyI](#))
A BSc (Hons) in Security & Risk Management from the University of Portsmouth
A Masters Certificate in Critical National Infrastructure from Carlton University, Ottawa
A Chartered Security Professional ([CSyP](#))
An ASIS Certified Protection Professional ([CPP](#))
A certified Pipeline Security Specialist ([PSS](#))
A Level 7 Graduateship in Leadership and Management via the London City & Guilds Institute
A UK Cabinet Office strategic level emergency and crisis manager
A member of the Combined Industries Theft Solutions ([CITS](#)) organisation
A member of the National Infrastructure Crime Reduction Partnership ([NICRP](#))
Awarded the Queen Elizabeth II Commendation for Valuable Service ([QCVS](#)) for leadership in Kosovo (1999)

Global Success Delivering **The CAP Way**TM

Frank has delivered his strategic security governance approach across the globe...

As a veteran UK Royal Military Police ([RMP](#)) officer, serving a full 24-year career
In support of the UK Foreign & Commonwealth Office (FCDO) in Beirut, Khartoum, & Mostar
In support of the UN in Bosnia and Kosovo (7-operational tours totalling 3½ years)
Head of Security for two giga-construction projects in Kazakhstan (Tengizchevroil – [FGP](#))
Head of Site Security for Hinkley Point C New Nuclear Construction Project (EDF [HPC](#))

