

The Standard



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Competency Key Focus
2020 Events
Standards Updates

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EDITOR'S NOTES

There's a lot said in the entertainment industry about those difficult sequels for successful music artists or films, because anyone can get something right once. However, it's often about whether or not they can produce something similar (or better) a second time around and – usually – the follow ups rarely live up to the hype.

When it came to the second issue of The Standard, there was also the small matter of it being a bumper commemorative issue for SSAIB 25 (so no pressure there!) However, we were delighted with how it turned out and – having been impressed by the size and overall look of the “bumper” edition – we've taken the decision to embrace the “bigger is better” philosophy and make that size the standard for The Standard going forward.

Of course, SSAIB 25 features heavily in the coverage of this year's issue and rightly so. It was an exceptional year for the leading certification body for the fire and security industries and it was a privilege to have been a part of the planning and execution of a number of events dedicated to marking SSAIB's 25 years of excellence.

There is an overview of the 12-month celebrations and an extended photo gallery to bring those events back to life in the pages of this magazine. Chief executive Alex Carmichael also looks back at SSAIB 25 and all that it involved, but looks forward to the future of the organisation as well.

With that in mind, we also catch up with new security systems scheme manager Frank Smith and discuss his first 12 months in the role – as well as his views on the security industry and the audit process that he has spent the last six years completing as an SSAIB auditor, prior to his promotion.

Frank's predecessor David Roscoe draws on his expert technical knowledge to give us a standards update for both the United Kingdom and the Republic of Ireland, while also considering why so few Alarm Receiving Centres have moved to the latest European standards.

We have the usual contributions from the rest of our scheme managers regarding what registered firms need to be aware of in the relevant schemes, in addition to our regular columns from our friends at BAFE (British Approvals for Fire Equipment), IFSEC and the FIA (Fire Industry Association).

Our annual Under the Spotlight feature returns, with Staffordshire-based SSAIB-registered firm ADB Alarms featured this time around. Sisters Samantha Bennett and Sarah Savigar discuss a whole host of security issues with us – in addition to their attendance at the SSAIB 25/Women in Security Awards joint celebration evening.

Hopefully, you'll enjoy reliving SSAIB's hugely successful silver jubilee in this issue - alongside reading about the latest developments across the security and fire industries – so, all that is left for me to do is welcome you to the third issue of The Standard.

Glen Maxwell, SSAIB PR and Communications Executive

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The Standard

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A view from the top

SSAIB chief executive Alex Carmichael looks back on SSAIB's successful 25th year and also looks ahead to what the future holds for the organisation

WELCOME TO the 2020s. As we move into a new decade, the fire and security industries can both take stock of what they have achieved in the last decade - as well as looking forward to an exciting and progressive time.

From SSAIB's point of view, one of the striking changes over the last decade has been the growth of British Approval for Fire Equipment (BAFE) registered fire companies, along with the continuing growth in the security industry.

We have also seen the issue of cyber security coming to the forefront and the tightening up of the data protection rules - via the General Data Protection Regulations (GDPR). On top of this, the technology has continued to evolve into smaller, smarter, and cheaper - but not always better - products.

Smartphones and smart technology - coupled with alarm systems - has enabled remote access for both end-users and engineers. Surveillance cameras have become smaller, cheaper and more versatile - as the integration and performance of analytics has grown.

Communications systems have changed the way we work and play and, during the next five years, the British Telecom (BT) IP transformation will impact on many fire and security users. We are seeing the IoT being applied to security devices and High Tec companies entering the security market, albeit so far in a peripheral manner.

The industry will, of course, ensure that it has the solutions the end-users need to keep their alarm signalling systems working; hopefully, at a reasonable cost and continue to offer the levels of service that have always been the hallmark of the industry.

Over the past decade, the number of alarm systems that have National Police Chief's Council (NPCC) Police URNs has slowly grown from around 1.145 million (2010) to 1.435 million (2018) and the

volume of false alarms have dropped from just over 200k to around 121k in this time. This currently equates to around seven false alarms per force per day.

The hard work the alarms industry and the Police are putting in to ensure that false alarms are continually reduced is to be applauded. However, the aim will be to reduce false alarms even further in the next decade.

Surveillance camera systems are making a bigger and better impact on society, with body-worn cameras and surveillance systems on drones becoming more common place. Automatic Number Plate Recognition (ANPR) has been on our roads for many years and, lately, there is a rise in Automatic Facial Recognition Systems and other surveillance camera systems utilizing embedded Artificial Intelligence (AI).

The innovation in technology in the surveillance camera sector has a lot of supporters, but is also generating a concern regarding the ethical and legal use of such technologies in day-to-day life. The protection of the privacy of individuals will no doubt be at the centre of any legislation dealing with the use of such technologies.

One of the main drivers for fire standards and better fire regulations over the decade has, unfortunately, been due to some dreadful fires - including the Grenfell Tower disaster. This has seen the spotlight firmly focused on fire safety in buildings and Governmental working groups are looking at ways to improve fire safety regulations.

One aspect of the drive for better fire safety that SSAIB has seen has been the increase in the number of BAFE-registered SP 205 Fire Risk Assessment organizations and an increase in the number of firms registered to the BAFE SP 203-1 scheme for fire alarm companies installing fire

detection and alarm systems.

Registration to the BAFE scheme should help to address end-user demands for higher standards of fire safety systems and services. This has kept SSAIB fire scheme manager Keith Strugnell and his team hard at work, while Keith is also looking to bring a new fire scheme in during 2020 (watch this space).

We are very fortunate to have Paul Phillips as SSAIB's compliance manager. Paul is chairman of the European intruder alarm working group and chairman of the BSI access control working group and - since joining the SSAIB - he has gained a great deal of experience of dealing with UKAS and the accreditation standards that apply to the certification schemes we operate.

Working with Paul is Dave Profit, SSAIB operations manager, and - between them - they ensure the smooth running of SSAIB's main operations, supported in the field by David Roscoe. This system works well and they have my thanks for all the success over the past year.

Our new security systems scheme manager Frank Smith has been kept busy ensuring that the new PD 6662:2017 requirements have been included in our management systems and our documentation updated accordingly, along with the necessary training.

The requirements of PD 6662:2017 became mandatory for registered firms on June 1, 2019 and Frank is keeping a

One of the striking changes over the last decade has been the growth of British Approval for Fire Equipment (BAFE) registered fire companies, along with the continuing growth in the security industry





manager Sheridan Doyle has been pulling her hair out sorting out the odd IT problem with IT manager Phil Yeoman.

On the guarding side, new scheme manager Dougie Callander is ably supported by predecessor David Taylor and Stephen Grieve (David's predecessor!). The Surveillance Camera Commissioner (SCC) certification scheme - under the guidance of Stephen - is going well for the SSAIB, because more organisations see the benefits of the SCC certification and the improvement it makes to the governance of their surveillance systems.

New guarding standards have been published and the revision of standards is on-going, so Dougie and his team will be informing you of changes to standards and our inspection regime.

The celebration of SSAIB's 25th birthday was a great success, enjoyed by the SSAIB board, auditors and staff members alike. My thanks go to all who organized and helped make the celebrations memorable.

I believe the 2020s will be challenging for the industry - including those relating to advances in technology - which could result in new entrants to the market, who are not encumbered by the traditional approach the security industry has taken to date regarding meeting customer needs, particularly in the residential system market.

We are aware of the changes that are taking place in the industry and realise that many more changes will follow in the coming years. SSAIB welcomes these changes and the associated challenges. I believe SSAIB-registered firms are well placed to deal with the changes that will occur and are in a position to take advantage of the opportunities such changes might provide.

SSAIB as a specialised certification body focussed on providing certification services to the security and safety industry and we are determined to ensure that you - our registered firms - are supported as the market place evolves over the next decade.

The certification services provided by SSAIB are intended to contribute to the growth of your business and to demonstrate that your expertise and professionalism - in partnership with SSAIB - can more than meet the expectations of all those with an interest in the services offered by the security and safety service providers registered by SSAIB.

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close eye on his auditors to ensure consistency and the quality of the service they provide.

David Roscoe took on the role of field operations manager and all scheme managers and auditors answer to him. He is relishing his new position and is slowly coming to understand the breadth and depth of the organization from a senior manager's perspective.

David is also the Chair of the BSI committee for ARCs and a member of the European working group for ARCs CENELEC TC 79 WG14, which recently saw the publication of the revised BS EN 50518:2019 Monitoring and Alarm Receiving Centre standard. This version of the standard incorporates the previous three standards (i.e. BS EN 50518-1, BS EN 50518-2 and BS EN 50518-3) into one standard (BS EN 50518) and is more like the old BS 5979 so can be used for different types of monitoring i.e. intruder, CCTV, social alarms etc. We are now inspecting to this new standard and have circulated the relevant information to our registered firms.

Our regional seminars have focused on installers, with talks by David and Frank on the PD 6662:2017 intruder scheme document and amendment 2 of BS EN 50131-1:2006+ A2:2017. Texcom provided an update on their new equipment and BT and CSL gave updates on their new transmission equipment that will aid installers when the BT IP transformation takes place in

around five years' time.

Other topics discussed were cyber threats and the Cyber Essentials scheme, an overview of the proposed Electronic Call Handling System (ECHO) and the proposed new Secured by Design (SbD) scheme for installers. Also discussed were the proposed updates to both the NPCC response to security systems policy and the Police Scotland policy. The seminars concluded with an update on the Trailblazer scheme and the CTSP register by SSAIB training manager Trevor Jenks.

SSAIB marketing manager Andrew Brown and his team of Joanne Ellis and Glen Maxwell have been increasing the number of events we attend, to promote the SSAIB and SSAIB-registered firms to end-users and specifiers - as well as industry professionals. Undertaking specifier events and seminars has raised a lot of interest in SSAIB - as we have found that many specifiers do not realise there are professional certification bodies working in the security sector.

On the social media side, SSAIB goes from strength to strength and this has helped us to promote SSAIB firms and the SSAIB ethos to a wider audience.

The SSAIB magazine *The Standard* has been well-received and we have had great feedback on the look and the content, so I only hope you enjoy this edition.

We have been making changes in the admin department in the last year - as we put more of our paper systems online. I know my administration

The certification services provided by SSAIB are intended to contribute to the growth of your business and to demonstrate that your expertise and professionalism can more than meet expectations

Well, what a year that was!

SSAIB marked 25 years of excellence with a series of celebrations throughout 2019.

SSAIB ACHIEVING 25 years of maintaining the highest standards of certification was rightly a cause for celebration for the UK and the Republic of Ireland's leading certification body for the fire and security industries. A lot of planning went into making sure that it was commemorated in the correct way and – with the benefit of hindsight – we'd like to think we managed to achieve that.

Starting off with a drinks reception at the Fire Safety Event in Birmingham back in April, our guests enjoyed an hour of chat, laughs and cupcakes on the first afternoon of the three-day exhibition. It was a great way to open the year-long celebrations and fitted in perfectly, alongside our old-school board design that matched some of the original SSAIB exhibition boards.

Next up was an SSAIB staff celebration event on May 14, 2019, which was quite unique in itself – as it marked the first time that SSAIB staff, auditors and board members met up for an occasion.

With a complex military operation needed to ensure the whole thing ran

smoothly, it coincided with the two-day Summer 2019 auditors meeting – held at SSAIB headquarters – and SSAIB board meeting.

The celebrations began with an hour-long boat trip aboard The Fortuna on the River Tyne, which saw the boat begin its journey by sailing under the iconic Millennium Bridge and then turn back to head down towards the mouth of the river. During the course of the journey, local historian and company secretary Alan Fidler gave an in-depth commentary of the history of the River Tyne and the ship-building empire that used to occupy it.

Sales and marketing manager Andrew Brown had been assigned as chief planning coordinator for the SSAIB 25 celebrations and he was delighted with how much of a success the boat trip was for everyone within the organisation.

Andrew revealed: "Never before in SSAIB's 25 years had SSAIB auditors, board members and staff all been together at the same time, so we were – quite literally – creating history with this event. Of course, it took an almost overwhelming amount of planning – as

we also incorporated the auditors' meeting and board meeting into the two days around the event, to ensure they were all in the same place at the same time.

"Everyone seemed to enjoy it and the photos documenting the afternoon are fantastic. It would be great to do it all again, but I think I need another 25 years to recover from planning everything for SSAIB 25!"

Luckily, for the sake of SSAIB and all of their registered firms, there was no mishaps on the boat so all of the SSAIB workforce safely disembarked and headed onto the aforementioned Millennium Bridge for some commemorative SSAIB 25 photos. Once chairman Geoff Tate and chief executive Alex Carmichael had been snapped with staff, auditors, board members and as part of an overall collective, it was time for the main part of the evening to begin.

Hosted by SIX restaurant inside the Baltic Centre for Contemporary Art, a three-course meal up in the iconic rooftop restaurant - overlooking the banks of the Tyne and the Newcastle



skyline – gave all sections of the SSAIB staff a further chance to integrate themselves fully while enjoying the breath-taking panoramic views of the city, before both Messrs Tate and Carmichael addressed the floor and thanked all staff members for all the hard work and dedication that had allowed the UKAS-accredited certification body to celebrate the fantastic milestone of reaching 25 years of excellence.

A fantastic meal was finished off with yet more cupcakes – but not the same batch as those from the month before, it should be added – and then all of the attendees made their way back home (which, for the auditors, was Whitley Bay for the evening.)

Having also been heavily involved in the organisation of the SSAIB 25 staff event, sales executive Joanne Ellis remarked: “After the amount of planning that had gone into it, it was such a relief that the whole thing went as well as it did. There was a fantastic atmosphere around the room throughout the night and everyone I spoke to afterwards commented on how much they had enjoyed themselves.

“SSAIB has a real family feel to it, so it was great to commemorate such a historic milestone with the ‘extended’ members from up and down the country as well. It was a fitting way to really start the SSAIB 25 celebrations, which is exactly what we were looking for when we were planning the evening.”

In what was a hectic few months for the sales and marketing team, the subsequent month included the small matter of continuing the celebrations for another three days at IFSEC 2019 at the ExCel in London.

Following on from the fantastic success that the SSAIB Ice Bar had generated 12 months prior, the decision was taken to do the same again for the latest edition of the showpiece security occasion – albeit with a different theme, which PR and communications executive Glen Maxwell revealed came to the planning team via an unlikely source.

Glen commented: “When it came to the theme of the bar, sales and marketing manager Andrew Brown remarked that it should feature some sort of 90s throwback – as this was the decade that gave birth to SSAIB. However – apart from the occasional remark about dressing up in ghostly shell suits or various other fashion faux-pas from the final decade of the 20th century – we were stumped as to what



SSAIB has a real family feel to it, so it was great to commemorate such a historic milestone with the ‘extended’ members from up and down the country

to pick with IFSEC getting ever closer.

“That was until compliance manager Paul Phillips came out with a throwaway comment in the office one day. He remarked: ‘My wife really likes the TV show Friends, which is – funnily enough – also celebrating its 25th anniversary this year.’

“The lightbulbs all switched on collectively as soon as the words left his mouth and the IFSEC organisers were fully on board with this concept idea when we told them as well, so we set about trying to recreate Central Perk – the famous coffee shop from the hit US sitcom that was so often frequented by Monica, Chandler, Ross, Rachel, Phoebe and Joey – for the SSAIB Lounge.”

The show itself was another outstanding success for SSAIB, which coincided brilliantly with the launch of our final celebration event of the year; hosting the Women in Security Awards in a joint celebration with our SSAIB 25 birthday celebration event.

A very busy drinks reception – that included a who’s who of the security industry – began with both Alex Carmichael and Professional Security magazine editor Roy Cooper discussing the event, its importance of recognising the achievements of females in the security sector and the necessary need for SSAIB approval for non-registered firms in the industry. It also meant a lot to us that a lot of our firms from across the UK and Ireland turned up to help us celebrate both occasions as well.

Andrew continued: “The SSAIB Lounge was full of hustle and bustle throughout IFSEC 2019, but it was very much standing room only on the Wednesday afternoon for the SSAIB 25/Women in Security drinks reception.

“To be able to welcome a whole host

of leading industry figures, fellow sponsors of the awards and some of the many manufacturers and trade organisations that were exhibiting at the prestigious security event was great for us and set us up perfectly for what was to follow when we hosted the awards show a couple of months later.”

That evening was indicative of the SSAIB Lounge across all three days of IFSEC – as our team didn’t stop from when the show opened on day one until the doors closed on day three. As you will read elsewhere in this issue of The Standard, that unbelievable success has made it an easy decision for SSAIB to once again sponsor one of the bars for the duration of IFSEC 2020 this coming September – albeit this time as the Official Installer Partner for the event.

Having already celebrated SSAIB 25 on the high seas once already in 2019, the SSAIB descended on the Dixie Queen aboard the River Thames in London in September for the SSAIB 25/Women in Security joint celebration evening.

Alex Carmichael and Roy Cooper were joined by Women in Security Awards founder Una Riley to welcome over 250 esteemed guests from across the security industry – including a number of our registered firms – onto the boat, ahead of the presentation of the five prestigious awards highlighting the fantastic achievements of females within the sector.

Our chief executive was joined by chairman Geoff Tate, operations manager Dave Profit, sales and marketing manager Andrew Brown, office manager Sheridan Doyle, sales executive Joanne Ellis and manned services assessor Lisa Nazareth as delegates of SSAIB, for what was the flagship event for celebrating the 25th anniversary of the creation of SSAIB.

The leading certification body for the fire and security industries was further represented by impressive balloons on every table and a commemorative tin of SSAIB sweets for every guest that proved to be a very sought-after handout an hour or so after the evening meal had finished!

A successful celebration of 25 years over the course of 2019 was a fitting end to the first quarter of a century of certification for SSAIB, so we would like to thank every single person that joined in the celebrations with us. All that is left to consider is how long do we wait until we start planning for our 50th anniversary?

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2019 Women in Security Awards

A great night was had by all at the 2019 Women in Security Awards, which was hosted by SSAIB in a double celebration with our 25th anniversary.

THE EVENT – which took place aboard the Dixie Queen on the River Thames, on Thursday September 12 – was a sold-out affair that not only celebrated SSAIB 25, but also the achievements of females working in the security sector as well.

As a proud supporter of the Women in Security Awards, SSAIB were honoured to be the hosts of this year's event – as it was the perfect way to further celebrate reaching our milestone 25th year as the leading certification body for the security and fire industries.

SSAIB chief executive Alex Carmichael began the evening by addressing the room and discussing both SSAIB 25 and the importance of celebrating the contribution of females across the security industry. The five awards then followed a celebratory dinner, before all of the guests danced the night away amid the backdrop of an illuminated London sky.

Alex commented: "It was a great night and a fitting double celebration for SSAIB's 25th birthday and the Women in Security Awards. With SSAIB being the hosts of this year's awards, I'd like to extend my congratulations to all of the very worthy, professional women that



received their awards from my good friend – the patron and founder of the WiS awards – Una Riley, who was ably supported by the inimitable Roy

Cooper from Professional Security magazine.

"I'd also like to say a very big thank you to all of the SSAIB-registered firms that came along to support this wonderful event - as well as all of the guests from the other organisations in attendance, who made it a night that many of us will remember for a long time.

"An event like this takes a lot of hard work, so a very big thank you also to Liz Lloyd from Professional Security for organising a wonderful night. I know I speak for everyone at SSAIB when I say that we're already looking forward to next year's Women in Security Awards event, which will be hosted by The Worshipful Company of Security Professionals (WCoSP)."

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The winners of the 2019 Women in Security Awards were as follows:

Security Manager – Jennifer Ciolfi, University of Dundee

Contribution to Industry – Amanda McCloskey, CIS Security

Business Manager – Bernadette Duncan MBE, AUCSO

Technical – Kiran Bhagotra, Protectbox

Frontline – Sara Stephenson, Sodexo

SSAIB would like to echo the sentiments of our chief executive by extending our congratulations to all of this year's Women in Security Awards winners and nominees.

A full gallery of images from the evening can be viewed

at <https://www.professionalsecurity.co.uk/gallery/women-in-security-2019/>



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The new era of competency

BAFE chief executive Stephen Adams discusses the previous decade and why the topic of competency has become a key area of focus within the fire industry.

Back in 2010, BAFE was a very different organisation to what it has become today. In January 2010, there was a total of 554 registrations to all the BAFE schemes available. Over the last decade, this number has increased threefold to over 1,750 registrations from 1500 companies offering specific fire safety services.

Let's not forget that third-party certification is still voluntary, but is now specified by a wide range of councils and other bodies to demonstrate the need for competency. BAFE has also developed and launched additional schemes - while continuing to monitor and develop our existing schemes - to widen the opportunities available to determine evidence of competency for specific fire safety services.

Notably, I would like to turn attention to the Life Safety Fire Risk Assessment scheme (BAFE SP 205), which has seen a rise in uptake in recent years. This scheme was developed, with the request from Government, after the Lakanal

House fire in 2009.

The recent rise in interest is important progress - as we feel very strongly that anyone providing this service should be third-party certificated to demonstrate annually assessed evidence of their competency. This is a promising look ahead to the next decade, which Government and the industry must continue to develop.

We cannot cover the last decade without discussing the tragic events that unfolded on June 14, 2017. The Grenfell Tower fire claimed 72 lives - as well as an ongoing list of major fires at Cameron House, Coolmoyn House, Bolton, Barking, Worcester Park and on and on.

The Independent Review of Building Regulations and Fire Safety by Dame Judith Hackitt after the Grenfell Tower fire mentions competency 70 times within the final document. In September 2019, Hackitt addressed attendees of the Westminster Local Government Association conference and told them

not to wait for regulations to 'raise the bar'.

Hackitt pressed: "My personal view is that the direction of travel is right, and progress on many of the aspects of implementing the recommendations [set out in the report] is encouraging. But we're not moving fast enough to change any of it. So, what are we waiting for? Why is there still a sense of waiting to be told?"

"More importantly still, I think you need to examine why you are doing this. You should be doing this because it's the right thing to do, not because the rules and legislation make you do it."

During the last decade, BAFE has made important steps to develop schemes that may not necessarily have a large potential market but are important for that section of the industry to have access to and establish evidence of their competency. These may include the kitchen fire suppression/extinguishing scheme (BAFE SP 206 - Kitchen Fire Protection Systems) and our most recent

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scheme launched in Q4 2019, for the service and maintenance of dry and wet riser/falling installations (BAFE SP 105), although there are - unquestionably - significant competence and fire loss issues in both sectors.

Close to half of the decade that has just passed, however, has been dominated by Brexit. In October 2019, the Fire Sector Federation called for 'a decade of change, after a decade of neglect'.

"After a decade of neglect in fire safety control, we must continue what has started into a decade of change to create new controls, competencies and systems that prevent anything like this happening again.

"It will take time and care to absorb all the findings [of Phase 1 of the Grenfell Tower Inquiry,] but we commit ourselves to do that to make our built environment a safer place."

Complacency needs to become a thing of the past

Often, people are far too complacent thinking 'this will never happen to me' and dismiss fire safety as just a desktop exercise to be compliant. Complacency and 'value engineering' regarding fire

Stronger building regulations in the interest of fire safety for new builds is excellent, but we must also focus attention onto the complete range of buildings presently being occupied, lived and worked in

safety will see a major shake up in the next ten years within the construction and refurbishment industry and this will - in turn - affect the fire safety industry and the need to demonstrate competency for specific services required in the built environment.

The 'Golden Thread' of information will intertwine BIM (Building Information Modelling) and ongoing fire safety records for a building throughout its entire life cycle to create a safer building. This - in turn - puts the onus on the person or people responsible for premises management to make safety a priority, as an accountable record will be available moving forward. We foresee third-party certification being a major factor of this.

Lady luck won't last forever

There have been far too many major fires in recent years, with luck - on the most part - being a key factor in avoiding mass fatalities.

For example, if it wasn't for the quick action of Cheshire Fire and Rescue Service (and some brave civilians,) the Beechmere residential home fire (08/08/19) would have been another large loss of life cultivating the topic of fire safety back to main headlines. How many more near misses do we need to mandate third-party certification?

At the 2019 Fire Sector Summit hosted by the Fire Protection Association (FPA) in November, FPA managing director Jonathan O'Neill implored the Government to "get on with it".

He stressed: "Make the changes in building regulations that are so obvious, they really don't require further scrutiny.

"Mandate third-party certification, ban single staircases in tall buildings, install sprinklers and high-integrity detection and evacuation systems and ban combustible materials in all high-risk occupancies, regardless of a building's height. This is not rocket science, so get on with it and get on with it immediately please."

The argument that 'if everyone got out, it's ok' has run its course. These are premises that provide people's livelihoods and/or people's residences and the effects of fire can be devastating, even without loss of life.

This disruption could be reduced with stronger regulation and enforcement of the fire safety legislation and better, consistent premises management, without looking solely at the bottom line. It's also important to note everyone may get out ok, but then emergency services have to get into these

buildings. If the spread of fire is not appropriately mitigated, who is accountable if they are injured or loss of life occurs?

The future

We must learn from past events to mitigate future risk from fire as best as possible. Grenfell was a tragic loss of life, but it did initiate a serious discussion about fire safety that was too long overdue.

Could this have been avoided by learning from the Lakanal House fire? What about international fires such as The Marina Torch residential skyscraper in Dubai (21/02/15)?

Although the latter was reported to have been started through human error, the external flammable cladding enabled a rapid spread of fire. The Telegraph reported at the time of the fire:

"The UAE revised its building safety code in 2013 to require cladding on all new buildings over 15 metres (50 feet) tall be fire-resistant, but older buildings are exempt."

The main question here is: why is everyone turning a blind eye to the current built environment? Stronger building regulations in the interest of fire safety for new builds is excellent, but we must also focus attention onto the complete range of buildings presently being occupied, lived and worked in.

When I started my career, 2020 was purely a date that science fiction movies would use to demonstrate an invariably dystopian future. However here we are, working with multiple UKAS-accredited certification bodies like SSAIB, continuing to strive for a competent fire safety arena and establishing a safer UK.

We all must continue our efforts to generate better working and supporting partnerships with Fire and Rescue Services, the insurance sector and the end-user (premises management) to drive a fundamental change in social behaviour regarding fire safety.

We are entering an advanced new era of competency and we look forward to contributing to this shift in a more responsible and accountable fire safe environment. UKAS-accredited third-party certification is by far the most robust method of generating evidence of competency.

We also must remember this is a mindset, a particular mentality to continue the development of higher echelons of quality all year round that the company will demonstrate during their assessment.

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Frank discussion

SSAIB security systems scheme manager Frank Smith discusses his first 12 months in the role – as well as his views on the security industry and the audit process

Congratulations on your new role Frank. How have you found the first 12 months as a scheme manager?

Thank you very much. It's been challenging, I won't lie.

It's totally different trying to get your head around it and it's different doing a management role, compared to an auditor role. It's quite good.

It's very interesting to see the background workings of the SSAIB and the measures that you have to put in place to ensure that SSAIB keeps running as an organisation. All the paperwork and the documentation, the audits, UKAS [United Kingdom Accreditation Service], training and regional meetings all make it quite complicated.

Your predecessor, David Roscoe, has moved up to field operations manager and still works very closely with yourself. How has he helped you to settle in and avoid a baptism of fire?

David Roscoe is an excellent mentor. He has provided support and guidance and he has encompassed the best thing that I like about SSAIB; they like to bring people on from within and they give you confidence and knowledge to do the job.

From coming in having not done any audits, to then doing audits on your own and then moving up again to managing the auditors and the scheme. Everyone from the CEO [Alex Carmichael], David Roscoe, Paul

If we can keep our registered firms up-to-date and keep them in line with Police policies, we can ensure that the good standards that we've built up will be the way forward.

Phillips, [and] Dave Profit etc., are all great to work with and they've been good to me throughout my time at SSAIB.

Obviously, with you stepping up, you needed to be replaced as the regional auditor for the North West. With Steve Walmsley coming in, did you take him under your wing in the same way that David Roscoe did for you?

Yes, I think I have really. Steve was, really, the first person to be employed after I moved up.

With Steve, I was asked if I could recommend anyone and I said that I knew someone that would be good at this job. I wouldn't have put my head on



the block for Steve if I didn't think he could do it and he's done alright.

He's done really well, actually. He'll ring me and I'll tell him 'do this Steve and do that' and he just gets on with it, which is great.

With the majority of SSAIB-registered firms holding security systems certification, how important do you see the security systems scheme manager position being in the SSAIB organisation?

It's a very important role and I think we need to ensure that the standards move in line with the way that the world is moving. There's certainly been a change in the way security systems are installed and operated in the last five years, which is – obviously – going to reflect on the industry as a whole.

Therefore, I think that, if we can keep our registered firms up-to-date and keep them in line with Police policies, we can

ensure that the good standards that we've built up and maintained will be the way forward.

Having made the step up from auditor to scheme manager, do you still enjoy the same camaraderie with the SSAIB auditors or do they now see you as the boss man?

No, of course I do. All the auditors have been very supportive to me, I get good cooperation from them and great feedback during meetings.

The team we have here at SSAIB is exceptional and they're an excellent bunch of auditors. Some are more experienced than others and it will be changing again in the years to come, when some guys retire – as there are a few on the team that are approaching retirement age and have gone down to part-time roles.

However, I'm more than confident that we can bring in the calibre of people

to match the calibre of people we have here already, because everyone seems to work well together and everyone works as a team without issue.

You still conduct both security systems and fire alarm inspection audits alongside your new duties, so how do you feel you have managed with the increased workload?

I get time aside to do tasks that are required with my new role, but I do think – doing this role – you still need to keep doing the audits. It keeps your knowledge up to standard and it keeps your technical knowledge going.

It's that sort of an industry where things change so quickly that it'd be easy – if you weren't involved in the audits – to lose touch with the technical knowledge, so it's good to carry on with the audits.

It also means that, if any of the auditors come to you with a problem,

there's more chance of you being able to relate to it more – as you're still keeping in with it and have more chance of seeing it from their perspective than if you weren't still auditing yourself.

You've had five years as an auditor with SSAIB prior to becoming the security systems scheme manager and continue to do audits, as we've discussed. You just touched on it slightly there, but how do you feel that time "out in the field" will help you in your new job?

I think the five years of experience I gained with SSAIB – and I've said this to many people now – probably equated to about 15 years of field experience, just because of the sheer variety of companies that I saw in that time. From companies with sole traders up to double-figure employees and the different types of systems, and how they're installed, all make for completely different types of environment.

The knowledge and experience I gained over those five years was invaluable – as was, I think, the vast amount of experience I gained of dealing with people. You were talking to various people on various levels - from the managing director to engineers and everyone in between - and it was good experience dealing with those people

and dealing with some of the issues you might raise during a visit, which could sometimes be quite challenging.

What long-term aims do you have for your tenure as scheme manager and how SSAIB implement the certification of this scheme?

I hope that I keep this role running and I hope I can maintain the same high standards as what I took it over in.

I'm sure the SSAIB will go from strength to strength, because I'm sure that firms will continue to need certification – as I think it's a very, very important part of the security systems industry.

That is especially true in regards to Police systems and Police resources being channelled more. We need to ensure that all of these systems are high quality, fitted to the relevant standards and operate correctly.

Not only was 2019 a great year for yourself, given your promotion, but it was a landmark year for this organisation as well – as we recognised the last 25 years of excellence for SSAIB. What do you think is the secret behind our success?

[Exhales] The secret behind SSAIB's

I'm sure the SSAIB will go from strength to strength, because firms will continue to need certification – it's a very, very important part of the security systems industry.

success? I think it's just that they built up an organisation – mostly under Geoff Tate and Dave Profit (but not forgetting those that started it) – and its success is built on its reputation.

We have a very, very good reputation as being a technical inspectorate, because our auditors are all very technically qualified. They've all come from engineering backgrounds and I think that the companies that we go to respect the fact that we have good experience, we know what we're talking about and we represent a really good organisation.

We ended the last decade looking back, but enter the 2020s looking forward to what SSAIB will go on to achieve. Where do you see SSAIB going in the next decade (and beyond)?

Who knows? I think this industry has changed so much in the last five years.

That's a very tough question. Where is it going?

Hopefully, SSAIB continues to go from strength to strength and stays on the same path that it has done for the last 25 years, which is upwards in my opinion – especially in the last seven years or so that I've been here.

It certainly changed – as there's more people here for starters. We increased our auditors and there's been an increase in office staff - along with an increase in schemes - and I hope this will continue as more schemes are introduced and, maybe, if we were to move into other areas.

I think it will continue to grow though and a lot of that is to do with the management.

They give you plenty of encouragement and tell you when they think you've done a good job. You're not constantly picked up on things if you do them wrong either – as we all do things wrong at times, don't we?

You sit there at management meetings and you look at the likes of Geoff and Dave and the experience we have here is massive. These guys have 20 years on me and I thought I knew a bit, but the stuff they come out with is mind-blowing.

It's a great organisation to be involved in. I could sit and list everyone in the office and they're all alright, likewise with the auditors as well.

We all work really well as a team and I hope that will continue.

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Double standards

Why have so few Alarm Receiving Centres moved to the latest European Standard? SSAIB reports.

In 2010, part one of a new European Standard applicable to Alarm Receiving Centres (ARCs) was published, with the standard named as BS EN 50518 – European Standard for Monitoring and Alarm Receiving Centres. Part one set requirements for the ‘Location and Construction’ of an ARC and was followed, in subsequent years, by part two – ‘Technical Facilities’ and part three – ‘Procedures and Requirements for Operation.’

CENELEC

European Standards are produced and approved by CENELEC - the European Committee for Electrotechnical Standardization - of which the UK is a member.

One condition of membership is that, when any new European Standard or EN (European Norm) is published, all member countries withdraw any national standard that covers the same scope. In the UK, this was BS 5979:2007 – ‘Remote centres receiving signals from fire and security systems’ – which, incidentally, had been in place for nearly 30 years.

In most cases, when a standard is withdrawn, we stop using that standard and commence to use the new standard. This has not happened with BS 5979 and, even though the new standard has been in place for nearly a decade, the majority of ARCs in the UK still operate in accordance with the withdrawn standard.

Why?

The main reason is expense.

The cost for an ARC - currently constructed in compliance with BS 5979:2007 - to change their doors, windows, locks, ventilation and so on to comply with the new standard can stretch into tens of thousands of pounds. Because of this expense, few ARCs have made the move.

The Police and insurance industry, while recognising the new standard, are still content with the old standard. Therefore, there is little incentive for an ARC to change.

There are other factors

EN 50518, when first published, only gave requirements for ARCs monitoring



intruder and hold-up alarm signals (I&HAS). This presented a problem for ARCs complying with the previous British Standard BS 5979 – as, along with I&HAS, this standard covered CCTV, fire & social alarms.

If they were simply to drop BS 5979 and replace it with BS EN 50518, they would be handling fire, CCTV & social alarms against any industry recognised requirements. The answer? BS 8591:2014!

BS 8591:2014 – Remote centres receiving signals from alarm systems was published to bridge the gap between the withdrawn BS 5979 and the newly published European Standard. BS 8591 may be considered, in simple terms, as BS 5979 with all requirements associated with monitoring I&HAS removed. It covers fire, social, CCTV, lone worker and vehicle tracking but not I&HAS.

It is a little disingenuous to suggest the words were simply lifted from BS 5979 and used in BS 8591 – as, in truth, the requirements were reviewed and updated; in particular, the section on handling fire alarms was greatly expanded.

So, if an ARC previously complying and accredited to BS 5979 wants to change to current ‘live’ standards, they effectively need to construct and operate to two standards - BS 8591 and BS EN 50518. For these reasons, you can understand the reluctance of an ARC to move to the latest standards.

The future for ARCs and standards

There may be a little light at the end of the tunnel. The European Standard, BS EN 50518, has had its first full review and revision and should be published later this year. The revision has addressed several issues such as;

- The three parts have been brought together into one document.
- The scope has been extended and it now covers ARCs monitoring I&HAS, CCTV, access, fire, social, people monitoring (lone workers) and lift emergency systems.
- There are now two categories as was in BS 5979, category one and category two. Category one has a higher construction requirement for resistance to attack than category two.
- Construction requirements for walls have been relaxed for ARCs on upper floors.
- Requirement for an alarm management system (system for the receipt and presentation of alarm information.)
- A section added on ‘Governance and Strategy’, including the need for a documented management system.

These changes may make it more palatable for ARCs to change to the new standard - as it now covers all that BS 5979 previously covered. For those ARCs that operate across borders, such as the Republic of Ireland, then the European standard makes complete sense - as they no longer need to operate and comply with multiple different national standards.

Certainly, any new ARC should have no hesitation in choosing the European standard for operation and compliance.

SSAIB can offer certification against any of the previous and current ARC standards and are ready for the revised BS EN 50518 when published.

Other standards not mentioned above that are applicable to ARCs:

- BS 8418 – Installation and remote monitoring of detector-activated CCTV systems
- BS 8484 – Provision of lone worker services

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SSAIB events and exhibitions

A new year brings a whole new set of exhibitions and regional meetings for SSAIB



Following the runaway success of celebrating SSAIB 25 throughout 2019, the leading certification body for the fire and security industries will look to replicate that achievement in the following 12 months with a host of exhibitions and regional meetings that will see them take in the length and breadth of the United Kingdom and the Republic of Ireland.

The first excursion for SSAIB will see us descend on the Hilton Metropole NEC in Birmingham on Thursday February 20, for the first of six Security Twenty20 shows planned for the year. This is then followed by two trips north of the border a month later – as the Edinburgh regional meeting takes place at the Double Tree by Hilton on the North Queensferry crossing on Wednesday March 18, before the Jurys Inn at Aberdeen Airport plays host to the Aberdeen regional meeting the following day.

Due to the outbreak of Coronavirus leading to some industry shows being rescheduled for later in the year, the next few months are relatively quiet for SSAIB – as only two regional meetings and one exhibition are planned between the months of April and August.

The Crowne Plaza in Belfast is the venue for the Northern Ireland regional meeting on Wednesday June 17, while there are also two trips to Manchester within a fortnight – as the regional meeting takes place at the Imperial War Museum North on Thursday July 2, before SSAIB attends the Security Twenty20 show at the Principal Hotel on Tuesday July 14.

Having been named as the Official Installer Partner for the show, SSAIB will proudly host the Official Installer Bar at the re-arranged IFSEC 2020 – as well as making a welcome return to

FIREX at the same show. Both events will see SSAIB once again occupy the ExCel in London between Tuesday September 8 and Thursday September 10, with the venue also incorporating the SSAIB's South East regional meeting and drinks reception on Wednesday September 9.

An Irish Security Twenty20 double-header sees SSAIB visit the Europa Hotel in Belfast on Tuesday September 29, ahead of a trip to the Red Cow Moran Hotel in Dublin two days later. Professional Security magazine also organise the Women in Security Awards as well, so we're hoping they're not sick of the sight of us in September - as we will also be attending this year's ceremony at Shakespeare's Globe in London on Thursday September 17.

The South Coast regional meeting takes place at the Hilton at Ageas Bowl in Southampton on Wednesday October 7, just 24 hours before SSAIB's attendance at the Radisson Edwardian Heathrow for CONSEC 2020. That event is bookended by another regional meeting later in the month – as the Future Inn Plymouth hosts the South West event on Wednesday October 21.

SSAIB make the traditional visit down to Park Inn Hotel, Heathrow for Security Twenty20 London on Thursday November 5, before SSAIB ascend back up to Scotland – as we conclude our exhibition schedule for 2020 at the Hilton Hotel in Glasgow, the destination for the final Security Twenty20 show, on Tuesday November 24.

One last regional meeting for the year takes place in December – as the British Motor Museum in Warwickshire sees the West Midlands take the chequered flag on Wednesday December 2.

Sales and marketing manager Andrew Brown commented: "Having looked back at the previous 25 years and celebrating the success that SSAIB has enjoyed during that time, we're ready to get back to looking forward and seeing where we can go heading into the new decade.

These events give us a fantastic platform to continue to get out and meet our registered firms, customers of those firms and any organisations that want to join us or who are looking for more information on what we can offer them.

"We'll have another busy 12 months and, while there are not as many events for us as in previous years, we have gone for the quality over quantity approach and we are confident that the events we are attending will be very successful for us once again."

SSAIB List of Events For 2020

Security Twenty20:
Birmingham – February 20
Hilton Metropole NEC, Birmingham

Security Twenty20:
Manchester – July 14
Principal Hotel, Manchester

IFSEC and FIREX 2020 –
September 8-10
ExCel, London

Women in Security Awards –
September 17
Shakespeare's Globe, London

Security Twenty20:
Belfast – September 29
Europa Hotel, Belfast

Security Twenty20:
Dublin – October 1
Red Cow Moran Hotel, Dublin

CONSEC 2020 – October 8
Radisson Edwardian Heathrow,
Heathrow

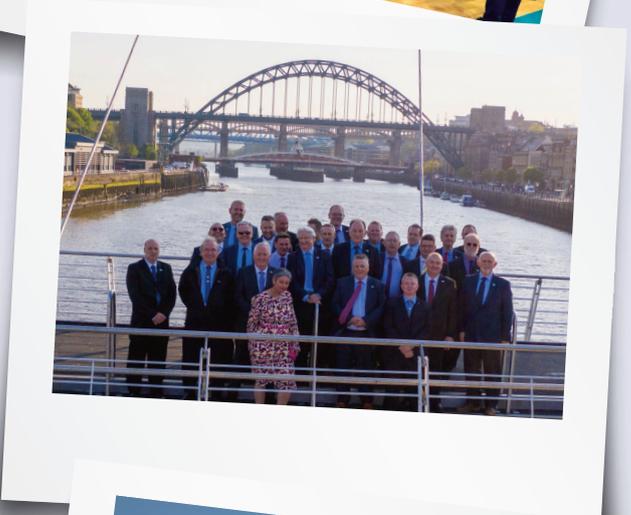
Security Twenty20:
London – November 5
Park Inn Hotel, Heathrow

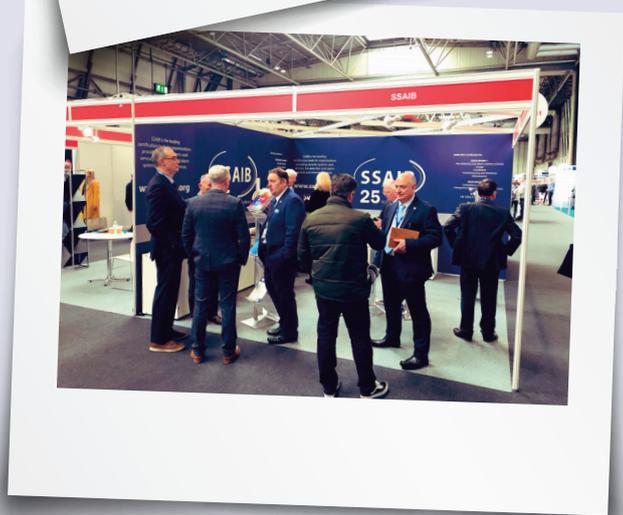
Security Twenty20: Scotland –
November 24
Hilton Hotel, Glasgow

SSAIB Regional Meetings

Edinburgh – Mar 18
Aberdeen – Mar 19
Manned Services Forum, London –
May 7
Northern Ireland – Jun 17
North West – July 2
South East – September 9
South Coast – Oct 7
South West – Oct 21
West Midlands – Dec 2

This list is correct at the time of printing. However, for an up-to-date list of our events throughout the year, please visit <https://ssaib.org/calendar/>.





SSAIB named as the Official Installer Partner for IFSEC and FIREX 2020

SSAIB are proud to have been named as the official Installer Partner for the 2020 IFSEC and FIREX shows, taking place once again at London's ExCeL from September 8-10.

As the leading certification body for security and fire alarm installation professionals, manned guarding services and monitoring, SSAIB-approved companies are exclusively invited to IFSEC and FIREX 2020 to meet with trained SSAIB personnel and engage with over 500 leading manufacturers and suppliers of security and fire safety technologies and services.

IFSEC and FIREX are the perfect learning environments for SSAIB companies where they can spend three days totally immersed in state-of-the-art technologies, solutions and discussions all focused around the driving issues in security and fire. It's where the entire security and fire communities always come together to collaborate, ask the big questions and find the practical answers to their current challenges.

SSAIB will also use its time at IFSEC and FIREX to host the regional South East meeting at the show, which makes it convenient for approved companies to make full use of their time at IFSEC; mixing SSAIB business with their own fact-finding and discovery.

The 2020 events also mark the return of SSAIB to FIREX International, where they'll be on hand to discuss various BAFE-approved certification opportunities in fire system design and installation, life safety risk assessment and the correct use and maintenance of portable extinguisher equipment. With

the national agenda now firmly fixed on promoting certified life safety schemes and awareness, SSAIB's presence at FIREX International will rigorously contribute to the show's stated aims of promoting expertise and guidance in life safety.

In line with the new decade, SSAIB will once again host the official Installer Bar in IFSEC that will have a dedicated 'Roaring 20s' theme to herald 2020. Look out for the Prohibition 'speakeasy' themes although, rest assured, none of the refreshments will be bootlegged!

SSAIB chief executive Alex Carmichael commented: "We are delighted to be named as the official installer partner for IFSEC and FIREX International 2020 – as they are the premier events for both the fire and security industries and we would very much encourage our registered firms to visit us there this September.

"We've also incorporated our South East regional meeting into IFSEC 2020, because it gives the many firms that attend our events the opportunity to immerse themselves in all the latest developments and technologies on show at IFSEC and FIREX. Not only can they do this and hear all the latest updates we'll be sharing, but they'll also be invited to join us at our Installer Bar for an informal catch-up and refreshments too.

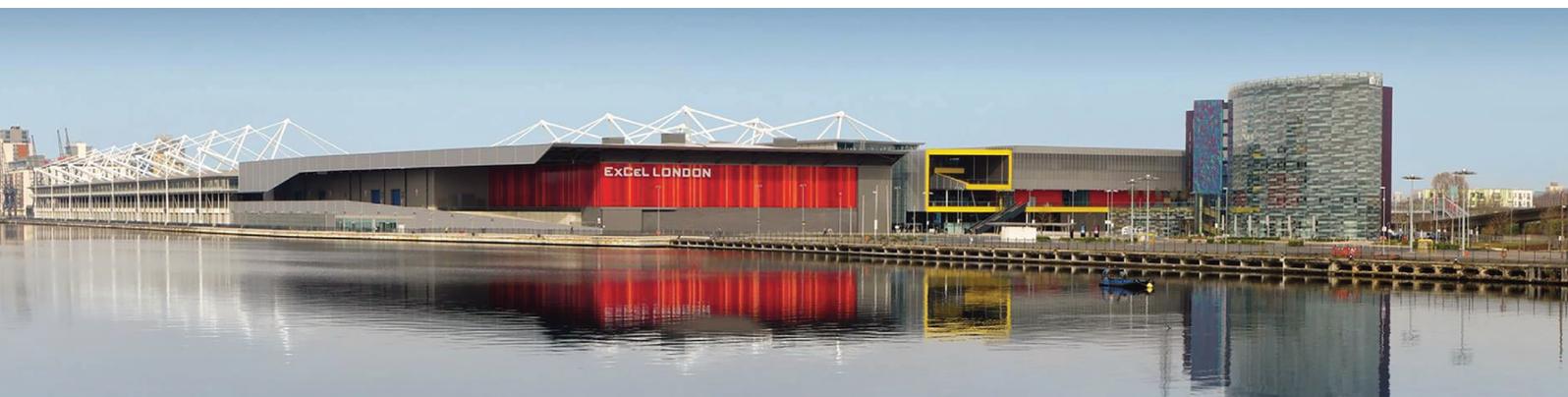
"SSAIB has enjoyed a lot of success

lending our name to an IFSEC bar over the last two years, so we've decided to try and build on that further by making a welcome return to FIREX as well. Due to the sheer size of the two shows, it's not always possible to take in everything in one visit and – this way – you'll get two chances of asking any questions you might have about the many schemes that SSAIB provide certification for."

IFSEC and FIREX warmly welcome an ever-strengthening partnership with SSAIB and look forward to welcoming their approved companies to this year's shows. With such comprehensive coverage across the whole of the UK, we're looking forward to meeting SSAIB's professional installers at IFSEC and FIREX and helping them overcome the everyday security and fire challenges they encounter.

Rachel Eaton, event manager for IFSEC International and FIREX International, commented: "I am very excited to announce the SSAIB as the official Installer Partner of IFSEC International and FIREX International in 2020. The SSAIB has been a champion of IFSEC for over two decades, so I'm also delighted to see the SSAIB return to support FIREX as well.

"Due to the strong relationship we have with the SSAIB, we have managed to bring Scottish installers back to both events; hugely improving the diversity of visitors and exhibitors we have on site."



SSAIB achieve BAFE certification milestone

SSAIB, one of the licensed certification bodies who deliver BAFE scheme assessments, are delighted to have achieved an historic milestone of 300 active BAFE scheme-certificated companies.

Looking back at last year - in September 2019 - BAFE registered A1 Fire and Security Ltd, who are the 300th active company on the BAFE Fire Safety Register that have been assessed and third-party certificated through SSAIB. They join the more than 1450 BAFE-registered companies who are third-party certificated, with over 1700 BAFE fire safety scheme certifications.

Devon-based A1 Fire and Security Ltd gained third-party certification and BAFE registration



to the SP203-1 scheme, for the design, installation, commissioning and maintenance of fire detection and alarm systems.

Matthew Weigham of A1 Fire and

Security Ltd stated: "Gaining certification to the BAFE SP 203-1 scheme, through SSAIB as our certification body, is vital to show our commitment to quality when providing our fire alarm services. This audit was important to us to prove we are competent, and the certification provides us with substantial credibility that will help us promote this service."

Stephen Adams, BAFE chief executive, said: "We congratulate both SSAIB on this milestone and A1 Fire and Security Ltd on gaining their third-party certification. SSAIB have been a long-standing supporter of BAFE, who are extremely proactive with their commitment to the fire safety industry.

"We wish them, and all of our licensed certification bodies, further

ongoing success in our combined efforts to develop the quality regulation of this industry?"

SSAIB chief executive Alex Carmichael added: "SSAIB are extremely proud to offer the BAFE scheme assessments for fire safety third-party certification in multiple disciplines. Our congratulations go out to A1 Fire and Security on gaining their certification and I would also like to congratulate our fire systems scheme manager, Keith Strugnell, and the SSAIB team on this achievement.

"We will continue to work with BAFE to support the future of fire safety and, through certification of quality companies like A1 Fire and Security, the fire safety of customers' premises."

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SSAIB staff changes ease off in anniversary year after hectic 2018

Following an almost chaotic overhaul of staff in 2018 – which saw an almost brand new manned guarding team assembled and a new sales executive named – the last 12 months have been a far more relaxed period for SSAIB, with only subtle tweaks made to the structure of the not-for-profit certification body.

After six years as a regional auditor, Preston-based Frank Smith made the step up to fill the vacant security systems scheme manager role vacated by David Roscoe in the

first quarter of 2019. In case you have missed it, Frank discusses his new position – and his first 12 months in the role – on pages 12-14 of this issue of The Standard.

The available regional auditor position for the North West was filled by Stephen Walmsley – as the Preston-born inspector was recommended for the role by his predecessor.

There was only the one change at SSAIB headquarters in their historic 25th anniversary year, but it saw the

leading certification body for the fire and security industries further increase the number of office staff in West Monkseaton, Whitley Bay.

Louise Sword has proven herself to be anything but an April Fool, after she started her administration assistant role on April 1. Louise was brought in - predominantly - to assist conformance administrator Lizzy James with her work on NCRs and dealing with paperwork e-mails, along with other administration jobs; including

chasing any overdue audit reports.

Finally, the aforementioned David Roscoe saw his job title change for the second time in a year. Having stepped down as security systems scheme manager for SSAIB at the start of 2019 to be named technical manager, David's new role was incorporated into the amount of organisational work he does outside of the office – as he was given the new title of field operations manager for the organisation.

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Toe the third-party line

Adam Richardson, FIA operations and content coordinator, explains how the association can help SSAIB's security customers to become more competent and achieve third-party certification.

First, it is essential for a proper introduction for readers who are unaware of what or who the Fire Industry Association (FIA) is. The FIA is the largest fire protection trade association in the UK and Europe, with over 900 members. We are a not-for-profit organisation and a major provider of fire safety training.

Our objective is to promote, improve and perfect fire protection methods, devices, services and apparatus. We achieve this through the representation of our members, providing technical support, guidance and opportunities for professional advancement through education - we deliver over 280+ individual courses at 17 venues around the UK.

Beyond that, we are instrumental in helping move the industry forward by promoting and shaping legislation and the professional standards of the fire industry through close liaison with Government and official bodies - as well as other key stakeholders.

One of these key stakeholders that we have a strong and long-lasting working relationship with is SSAIB. At the core of our relationship is the unwavering motivation to ensure that SSAIB's security customers who are currently

involved, or are interested, in the fire industry can become third-party certified. This article will aim to look at why this is important, now more than ever, and how the FIA can help you in this transition.

In short, this article is essential for anyone looking for third-party certification such as BAFE SP 203 (Fire Detection and Alarms), BAFE SP 205 (Fire Risk Assessment) or BAFE SP 101 (Portable Fire Extinguishers.) The FIA can pull all the elements together and help you through the process - all within 12 months.

We recommend everyone reads this article - as the industry is currently going through a transformational period, if you are not keeping up with the new changes, there is a real chance that you may fall behind your competition who are third-party certified. Before we look at third-party certification, we need to understand what is going on in the industry now and it can be summed up in two words: Grenfell and competency.

Grenfell and competency

The tragedy of Grenfell Tower - where 72 lives were lost on June 14, 2017 - highlighted the glaring failures in fire

safety legislation and regulation in the UK. As a result, this caused a period of transformation and wider desire for companies to be competent and third-party certified.

After the Grenfell Tower tragedy, a report was commissioned by the Government - resulting in Dame Judith Hackitt's Building a Safer Future: Independent Review of Building Regulations and Fire Safety being published in May 2018.

The report - coined as the Hackitt Report - stated it was absolutely fundamental for whole-scale cultural changes within the industry. There was a particular focus on the term competency; in fact, it was mentioned 239 times.

To be competent, persons must have sufficient knowledge, experience and skills needed to meet the requirements of the tasks related to the scheme. Competent persons must also have an awareness of their own limitations.

The FIA welcomed the Hackitt Report - as we have been calling, for many years, for improvements to the regulatory environment and competency levels in the UK fire safety industry.

Beyond calling for it, the FIA has

If you are not keeping up with the new changes, there is a real chance that you may fall behind your competition who are third-party certified



been instrumental in ensuring that the industry is becoming more competent – as we provide a range of industry-best training courses for individuals and a membership criterion that demands company certification to a relevant third-party scheme.

In these ways, it takes responsibility for both promoting competency in the sector and providing assurance that FIA members deliver credibility and the very highest quality in the provision of products and services.

Further to this, as part of a process of continuous improvement – and based on consultation with its members – the FIA has just introduced a new and more concise Level 3 qualification entitled Fundamentals of Fire Detection and Alarms in Non-Domestic Premises. This qualification aims to provide a comprehensive introduction to the Fire Detection and Alarm sector and a core understanding of BS 5839-1.

Ian Moore, FIA CEO, says: “BS 5839-1 has been our iconic guidebook for decades and is recognised as being at the forefront of every decision made on the design, installation, commissioning and maintenance of fire detection and alarm systems.”

Taking our new standalone qualification – which can take two or four days, depending on what training you have previously taken (more info available on FIA’s website) – is a great first step in your journey towards third-party certification. The very definition of third-party certification is where an “independent organisation has reviewed the process of a product and has independently determined that the final product complies with specific standards for safety, quality or performance.” Therefore, competency and third-party certification go together.

So why become third-party certified?

As discussed above, there is plenty of positive changes happening in the industry – because of the Hackitt Report – which has led to the Government strongly recommending third-party certification by saying that:

“Third-party certification schemes for fire protection products and related services are an effective means of providing the fullest possible assurances – offering a level of quality, reliability and safety that non-certificated products may lack... Third-party quality assurance can offer comfort, both as a means of satisfying you that goods and

FIA’s Route To Certification Package:

- An agreed number of days support on-site from the FIA compliance manager.
- Provision of a quality manual, generic process maps and other related documents to make up the BAFF QMS and guidance on work required.
- Two days of internal audits, as part of the on-site support.
- Once you’ve signed up to the Route to Certification Package, you can be a probationary member and access all of the benefits of membership right away, including the discounted training.
- Free FIA membership for 12 months.
- The total cost (certification body fees and FIA consultant fees) in one invoice, payable in four quarterly payments.
- On-site support at the actual audit, when possible, and additional help with the clearance of any Non-Conformities raised by the certification board; whether that be remotely or on site.

services you have purchased are fit for purpose and as a means of demonstrating that you have complied with the law.”

GOV.UK fire safety guidance documents (Quality Assurance of Fire Protection Equipment and Installation)

Beyond the Government’s recommendation and potential future legislation, the people responsible for the buildings are looking for companies that are third-party certified. This is because they need to prove that they have used competent service and product providers; as the responsible person(s) may have difficulty getting a full insurance payment, costly legal fines, legal costs, loss of property, loss of business and – at worst – be subject to all of the above.

What’s more, becoming third-party certified proves that you follow rules and more public bodies are requiring third-party certification. Because of this, huge markets could be lost to your business, such as: public bodies, local authorities, government departments, hospitals, schools and education authorities.

Any businesses worth their salt are all asking for companies to have some form of third-party certification, such as SSAIB.

If you are a certificated company, you can clearly prove your competence and differentiate yourself from much of the competition. Those customers who are aware of fire safety and the legal issues – as well as the value of third-party certification – will seek out those suppliers who are certificated, often via the scheme operator or certification body’s website.

This means newly-certificated companies receive new enquiries from customers they were not pursuing – or even aware of – and additional sales, at very little cost, are always welcome.

Customers who appreciate the value of third-party certification will generally be aware that doing the job right may cost more and should be prepared to pay a premium for it. By the same token, eliminating cut-price competition means profit margins are likely to be protected.

Many certificated companies claim that the discipline of third-party certification actually improves the company, because it forces you to examine your company more closely.

This results in finding better ways to do things and identifying potential problems, to avert any catastrophes before they can happen. The end result is a reduction of costs and a more pleasant working environment.

However, it can be a step into the unknown, which understandably can be a worry if you’re planning to get certified and then don’t get recommended for certification after the audit. That kind of situation can add extra time and cost onto obtaining certification; a hassle that no business needs.

If this is ringing a few familiar bells, then you may wish to consider the FIA’s Route to Certification Package.

It appears that it is only a matter of time before legislation will ensure that all companies have third-party certification – although, we do not know how long it will take. Legislation aside, third-party certification will boost your business in a multitude of ways from showing credibility, increasing your customer base and standing out from the competition.

The FIA’s fundamental qualification and Route to Certification Package will put you in the best position to become more competent and achieve third-party certification, so that you can improve your business and the industry.

Tel:0191 2963242

Beyond the Government’s recommendation and potential future legislation, the people responsible for the buildings are looking for companies that are third-party certified



MIND THE

Mind the gap

With a recognised and increasing skills gap appearing across the systems industry, employers must act now by taking on apprentices and upskilling their existing staff, explains Trevor Jenks

THIRD-PARTY certification has always been linked to the technical competence demonstrated by approved companies to meet the challenge of the fast-evolving technologies of today's security and emergency system market; challenges that increasingly call for technically competent, trained staff at all levels.

The skills gap across the industry is predicted to grow in the coming decade – therefore the need for third-party certified companies to continue to upskill existing staff, and for the industry to also have an active, innovative, apprenticeship programme to supply the system engineers and designers of the future, has never been more important.

Put under the media spotlight by

reports, for example of Dame Judith Hackitt, FiChemE. FCGL., in to the wider fire industry following the Grenfell fire disaster, the whole of the system industry needs to correct years of training neglect by proving and developing the technical competence held by its operatives.

Product training has always been provided by the manufacturers, who play an often-unacknowledged role in training and introducing new technologies – along with some companies who train their employees in-house – on how to fit their systems,



as well as compliance to the national standards and codes of practice. This is not enough to provide the numbers of systems engineers we need if our industry is to grow and to take on the challenges that the new technologies bring.

When I asked the question “why don't you do training?” the answer is almost always “Yes that's all fine, but where can I get it, where can I send my apprentice for training and – to a lesser degree – how much will it cost?”

National role

It was to help respond to those answers and to help existing and prospective SSAIB companies get access to the good



introduction to auditing. I also keep in touch with the colleges and providers to share information and encourage their involvement in industry events and competitions.

CTSP register

SSAIB has been an active supporter of the setting up and encouragement of the new Certified Technical Security Professional (CTSP) register. The CTSP recognises the existing achievements of system designers and installers, based on experience and qualification at technician level or above.

Customers can check that the system has been designed and installed by a registered person, competent to do so for the registered sectors, as part of the tender process. In showing the way forward, all SSAIB technical auditors, after completing their training programme as auditors and meeting the strict criteria for technical competence, gain registration with the CTSP.

Encouraged by SSAIB to do so, more approved company employees are applying for – and gaining – CTSP registration, which they can use to provide customer confidence in their competence and winning contracts. I look forward to the day when the voluntary industry standard is CTSP registration, without the need to have a mandatory scheme that will undoubtedly follow at some time if it doesn't.

Developing apprenticeships

SSAIB has been working as an active stakeholder of the FESS Employers Committee, which replaced the Skills Council in England, with the task of developing a new technical apprenticeship standard and setting the minimum standard for all engineers within the systems industry.

The new English apprenticeship programme is now in its third year and – with a threefold increase in apprentice numbers – has been a fantastic success story. It is still growing as well, as more colleges and providers come onboard. The introduction of the training levy for large companies has been a factor in the increasing number of providers and the FESS Standard, used by colleges and providers alike, truly creates a minimum standard for technical engineers.

The introduction of a separate and independent two-day assessment at the end of the three-year apprenticeship confirms the standard has been reached.

This assessment will become the foundation for existing employees to

quality training needed to meet the required standard that SSAIB created my role as national training manager.

My remit is to help develop a recognised minimum standard for the competence of system designers and engineers; To help develop and encourage an active apprenticeship programme across the UK to fill the skills gap for the future; To help develop methods for the existing workforce to prove their competence; To be a source of information on

training/apprenticeships – and their providers – for both SSAIB-approved companies and the increasing number of companies seeking SSAIB approval.

In short, as the national training manager of the technical inspectorate within the security and emergency system industry, I facilitate and enable training provision – as well as apprenticeships – making training accessible and allowing individuals to prove the required competence against a national/regional competence standard.

Approved companies can continue to upskill to keep pace with new technologies, while prospective

approved companies can access the training needed to prove the technical competence required for SSAIB membership.

The SSAIB is also working on a series of initiatives to bring opportunities for Continued Professional Development (CPD) and proof of competence to the market place.

I have been encouraging manufacturers to review their training and to support the apprenticeship programmes by having them go into colleges and companies to continue to provide their expert training, but including it alongside the product training, upskilling in the new technologies. This has given added value to such training and I continue to give support to manufacturers in this goal, highlighting those who provide such services.

I visit colleges and training providers throughout the UK and help them by facilitating their access to SSAIB companies, to manufacturers' training which supports the programme and to provide short presentations on the role of the inspectorates, the SSAIB and an

The whole of the system industry needs to correct years of training neglect by proving and developing the technical competence held by its operatives



prove competence against the standard and may be linked to the development of the new qualification-based ECS card system etc.

This will mean upskilling the existing workforce in some cases. However, this will produce an industry able to prove its competence for the first time, before it is made to do so by legislation and it will reward the companies – large or small – who have invested in their staff.

In Northern Ireland, SSAIB has helped to encourage the NIFSEF (the Employers Federation in Northern Ireland) to work with the colleges to develop an apprenticeship programme for Northern Ireland, considering local regional requirements to deliver their standard. Their new scheme is set to be in place for the start of the next college year and builds on their existing schemes, which also includes upskilling provision at the colleges for existing company staff.

In Scotland, SSAIB continues to support the established apprenticeship programme that has been in place for some time and meets the requirements of the Scottish system. As in Northern Ireland, the scheme – although meeting the local apprenticeship scheme regional requirements – still delivers a technical level competent engineer.

SSAIB also continues to encourage the college structure in Wales as well, but there are presently two schemes; the

old City and Guilds scheme, which is being withdrawn, and a JTL scheme. Both need to be urgently reviewed and replaced with a scheme in line with the rest of the UK's technical level ones.

The training levy is collected across the UK and the devolved regional governments decide how much of the collected funding goes back into a particular scheme. The new standard in England, for example, increasing the scope of the apprenticeship programme to cover intrusion, access control, CCTV – together with fire and emergency lighting, has meant that there is more money for the new apprenticeship programme.

In the regions of the new or old schemes, which concentrated on one sector, the funding to cover the new apprentice programme is not sufficient, placing an additional cost on the company. Ideally, the funding for the programme should be the same throughout the UK.

Competitions

The similarities of the regional schemes are demonstrated in the annual Engineers of Tomorrow (EOT) competition run at IFSEC for intrusion system and fire apprentices. As a stakeholder, SSAIB plays a major role in this competition – as we supply judges and help in the design of both competitions, as well as encouraging colleges to enter apprentices.

The SSAIB is working on a series of initiatives to bring opportunities for Continued Professional Development (CPD) and proof of competence to the market place

This is the showcase for the apprenticeship programme to the industry, with competitors coming from all regions. The apprenticeship standard and the technologies used show that they will be the engineers of tomorrow and what needs to be achieved across the industry.

This year saw the trial of the World Skills competition, which lifts the EOT contest onto a world stage as well as showcasing the industry at one of the largest career shows to school leavers in the country.

As SSAIB's national training manager, I cannot solve the engineer shortage of today. However, I can encourage employers to take on apprentices and upskill their staff.

I can continue to work behind the scenes to make sure that there will not be a shortage of competent nationally-registered technical engineers/ designers in the years to come, working for both SSAIB-approved companies and the increasing number of companies seeking SSAIB approval.

As an industry, we can no longer sit on the side-lines and watch the world go by. SSAIB has always supported technical competence and the apprenticeship programme, which it will continue to do so in the increasingly high technology system future.

The time to act is now.

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Industry exhibitions: why visit?

Taking a day off the tools to attend an industry exhibition can sometimes seem hard to justify at times, but a visit can be hugely beneficial to your business. James Moore, editor at IFSEC Global.com, details the benefits of attendance.

Taking time away from the 'day job' to visit an exhibition can seem a little counter-intuitive at times. After all, it's time out of an increasingly busy diary where you aren't earning.

However, much like the importance of CPD and training courses, attendance can be vital to the success and efficiency of your career and business – whether you're a sole trader, an employee or run a company of 100+ employees.

In the know

Perhaps the most obvious reason to attend an industry exhibition is to ensure you're up-to-date with the latest developments and technologies within your sector. The security world moves fast and - if you're not aware of new innovations - you may start losing ground to competitors, while engineers in the fire safety sector have a legal responsibility to keep on top of legislative updates.

Trade shows, therefore, offer an ideal opportunity to do this by speaking with industry associations or listening to expert speakers.

It can be hard to keep up with the latest news, insights and technology updates on a day-to-day basis. While industry publications - such as newsletters from the likes of SSAIB and IFSEC Global - are available, installers don't always have time to read everything, whereas trade shows can act as a one-stop shop to avoid missing major developments that could affect your business.

Speaking to our IFSEC Installer Council, it is clear that many cite networking with their favoured manufacturers as a key reason for their visits to trade shows. There aren't many times where you can meet with all your preferred partners and discuss the technical challenges you may face from installations face-to-face - as well as identifying new business opportunities.



Industry trade shows bring everyone together under one roof, offering visitors a unique opportunity to gain hands on experience with products.

And - while listening to expert speakers can be hugely beneficial - it's not always easy to quantify a direct, immediate gain from it. However, at IFSEC, attendance of particular seminars will ensure installers are awarded with accredited CPD points.

For instance, attending a seminar from Tavcom Training or the FPA will provide engineers with quantifiable evidence of further education – whether as evidence to show a manager, or any partnered associations that you're keeping up to date with the latest standards.

A fresh approach

As already discussed, it can be hard to find time away from the day-to-day processes of the business; installing products, quoting for jobs, invoicing and then starting again the next day. And, when you do take some time off for a well-earned break, work - quite rightly - shouldn't be at the forefront of your mind.

Taking some time away from the norm can provide you with the opportunity to reassess what your business goals are and the direction you see the company and your professional development going in for the future.

For instance, a growing trend of IP and integrated systems - both in residential

and commercial properties - may not have been an area of expertise for you previously, due to a lack of understanding on the subject matter. Spending some time with a related manufacturer – with the unique opportunity of face-to-face demonstrations – at an exhibition, however, could open your eyes to a wealth of new business opportunities.

For example, the Converged Security Centre and co-location with shows such as Intelligent Buildings, Safety and Health Expo and the Facilities Show have proven extremely popular with our installer council in recent years. In addition, this year the show will be co-locating with Counter Terror Expo for the first time – offering a whole new array of security products and engaging seminar content.

Networking doesn't just have to be constrained to associations and manufacturers, either. IFSEC provides an ideal platform for networking with like-minded installers and integrators, to find out whether they are facing similar changes or challenges and the solutions they may have used to overcome them.

Particularly for sole traders or smaller businesses, it's an ideal time to speak to colleagues from across the country and identify new opportunities.

Clearly then, while it can be difficult to find a spare date in the diary, a visit to IFSEC International is easy to justify from a business perspective. Keep up-to-date and get hands on with the latest product innovations, legislative changes and trends in the security and fire safety sectors, to ensure your future business and personal success.

Speaking to our IFSEC Installer Council, it is clear that many cite networking with their favoured manufacturers as a key reason for their visits to trade shows

IFSEC International is taking place at the ExCeL in London, on September 8-10 this year. Pre-event registration is now open, so visit www.ifsec.events/international/ to find out more!

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Under the spotlight

Sisters Samantha Bennett and Sarah Savigar, who run Staffordshire-based SSAIB-registered firm ADB Alarms, discuss the latest trends and developments in security as well as their attendance at the SSAIB 25/Women in Security Awards joint celebration evening.

“The event was wonderful, not to mention the food and bar! It is really nice to see the empowerment of women in the industry – as we found it to be very refreshing and we were delighted to meet [Women in Security Awards founder] Una Riley.”

On a night that celebrated the achievements of females in the security industry with the Women in Security Awards, it was apt that ADB Alarms were there as SSAIB’s guests for our own 25th anniversary celebrations – as the Staffordshire-based installer company is spearheaded by sisters Samantha Bennett and Sarah Savigar.

The pair - pictured with SSAIB training manager Trevor Jenks on board the Dixie Queen in London that evening - are responsible for overseeing the running of the organisation that was set up by their father Alan four decades ago and both women are actively encouraging more females to make the switch into the security industry.

Sarah continued: “Established in 1980, we have been – and, hopefully, will always be - a family run company. We believe we bring a wide spectrum of knowledge to the industry achieved by

experience and we also believe we have several unique selling points.

“ADB is now a female-run company offering a large variety of security services, such as intruder alarms, CCTV, access control, fire alarms, key-holding, home-automation, facilities management Systems... there isn’t much that we don’t do! Our aim is to become a one-stop shop for high quality, professional security needs.

“We would love to see more women in the industry. We are currently running a recruitment drive for our engineering department and we would love to see some female applicants.”

Mark of excellence

Working out of Stoke-on-Trent, ADB Alarms - who are also a BT Redcare-approved installer - have amassed nearly two decades of Security Systems certification and operations director Sam reveals the advantages that being SSAIB-certified for intruder alarms, access control and CCTV brings to their business, in what is an ever-changing security industry.

“The security industry has changed and evolved so much in such a short

period,” Sam explains. “We believe the industry is so much more than security now; it’s integration, smart home, analytics; the possibilities are becoming endless.

“There is so much at our disposal that we would go as far to say that security engineers are no longer ‘engineers’, they are specialists.

“Being part of the SSAIB gives us a mark of excellence and the SSAIB offers us fantastic support.

“They have always been ‘on the ball’ when it comes to developing standards and keeping us informed. They are up-to-date with market trends and have always been very informative and helpful with any queries we may have.”

With an increase in media attention on the security industry in recent times, ADB Alarms’ financial director Sarah – who has clocked up a decade’s worth of experience in the security sector - suggests that the benefits of that may have inadvertently brought about “a race to the bottom,” with DIY plug and play products becoming more widespread.

“Security in the media is always a good thing for the industry,” Sarah stated. “We would say the only downfall

No project is ever too big or too small, everyone has the right to feel safe and we pride ourselves on our family approach to all such projects

would be the vast amount of DIY products available – as you can quickly get caught up in a race to the bottom if you're not careful.

“Overall, however, we find that the media attention is very positive and people are more interested in features, which is great for business; given the advancements in the industry. We are finding that CCTV is more popular than ever and - with the support of our new marketing team - social media is quickly becoming a great way to raise awareness.”

Sam - who has worked in the security sector for over 16 years - added: “Integration has been a game changer in the industry, so the continuation and development of this will always make life simpler.

“Plug and play is a difficult one really - as there is such a vast array of products but, with manufacturers now developing their technology, we feel this will be beneficial to the industry in years to come.

“As we touched on earlier though, we are no longer installers; we are integration specialists.”

Family approach

ADB Alarms Group Ltd - who were initially certified by SSAIB back in November 2001 as ADB Alarms Ltd, before submitting a new application in their current guise in September 2007 -

pride themselves on being experienced in both security management and business management, but they also maintain their family-run organisation ethos by integrating themselves within their local community and getting involved in a number of ventures across the Staffordshire area.

“We are currently involved in several school projects, helping to secure the safety of our future generations,” Sarah reveals. “We also get involved in local community projects - along with churches and charitable organisations.

“No project is ever too big or too small, everyone has the right to feel safe and we pride ourselves on our family approach to all such projects.”

And while it's easy to rest on your laurels when you're able to continue to run a successful business, Sam was keen to stress that the Stoke-based installer company - who, in their own words, strive to provide a high level of customer service to all our clients no matter how big or small - are doing anything but as they put a successful 2019 to bed and enter the new decade.

“For the last 12 months, we have endeavoured to become completely paperless and that is something we have near-on achieved,” Sam disclosed.

“We have completely reformed our recycling policy and - with the introduction of plug and play devices - we can now post certain items and

provide support via a phone call which, in turn, reduces our carbon footprint.

“Over the next 12 months, we endeavour to continue in this vein while still offering a professional service to all our clients. Once we have completed this transition, we will look to begin plans to convert all our vehicles to electric this year.”

Brexit

One of the crucial issues on the horizon that will surely have some impact on the wider security industry is - what has been the elephant in the room for British politics in recent times - Brexit. Having seen the UK vote to leave the European Union in the 2016 referendum and then Conservative leader Boris Johnson's overwhelming victory in the December 2019 general election, the period of uncertainty that took place between those two votes now seems to be at an end.

However - despite not having any finalised leave terms agreed at the time of publication of this magazine - Sarah is more than confident that ADB Alarms will continue to prosper under whatever agreement is reached between the UK and the EU going forward.

When asked if she was worried about the effect that Brexit might have on their business and the security industry as a whole, Sarah calmly responded: “Brexit - the dreaded question! In short, no, we are not concerned of its effect on us as a business.

“As far as the security industry is concerned, we have spoken to our suppliers and associates and they don't seem to be too worried either.”

With women in the security industry being in seemingly short supply to begin with, it's even rarer to see two strong, confident women heading up their own installation company (never mind a successful one!) However, any budding females looking to make it in the security industry wouldn't go wrong if they were to try and emulate the exceptional example that both Sam and Sarah have set during their collective time spent at the head of ADB Alarms.

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Being part of the SSAIB gives us a mark of excellence and the SSAIB offers us fantastic support



Forward with Islington

SSAIB lead auditor Stephen Grieve summarises his involvement with the London Borough of Islington and their various surveillance camera systems.

IN THE February 2018 edition of National Geographic, one of their contributing writers - Robert Draper - provided an in-depth study of surveillance camera technology, under the ominous sounding title *They Are Watching You*.

I had spoken to Robert some months earlier - at the request of Tony Porter, the Surveillance Camera Commissioner - to provide him with an insight into the role of private security in operating surveillance camera systems in the UK. As part of this, I put him in touch with one of our registered firms - SecuriGroup Services Ltd and their MD Russel Kerr.

At the same time, I also mentioned to Robert that most public space surveillance camera systems in the UK were being operated by local authorities and that - to gain a better understanding of their approach - he should speak to Sean Tuckey, the CCTV crime and disorder manager at the London Borough of Islington.

Islington Council has the distinction of being one of the first local authorities in the UK to be awarded certification against the Surveillance Camera Code of Practice, in respect of their public protection CCTV scheme. This was achieved in November 2015 and, two years later, the scope was extended to also include the then stand-alone CCTV systems used by Housing and Adult Social Services and Parking and Traffic Services.

At that time, the Public Protection CCTV Control Room were managing 179 CCTV camera installations, while Housing and Adult Social Services were operating 1008 CCTV cameras - spread across 39 separate sites - and Parking and Traffic Services were operating 98 CCTV cameras for traffic enforcement and a fleet of 10 mobile enforcement vehicles.

In his article, Robert relayed his experience of watching the CCTV operators follow two men on mopeds as they raced down Upper Street in Islington at about 10:30am on a Saturday morning. Not an uncommon event in Islington - even these days - and one that still attracts the attention of the CCTV control room, given their efforts to



combat street crime in the borough.

Robert also commented on a demonstration of the capabilities of Islington's CCTV system, when it tracked a National Geographic staffer with an HD camera, ranging from a close-up view to one in which the subject was the distance of "more than three football fields." The article then went on to discuss other "watching" devices in use across the world and the emerging technology that supports them.

Going back to Islington and fast forwarding to November 2019, Sean Tuckey requested a further extension to scope to include several other council-owned sites with stand-alone CCTV systems - as well as the use of Body Worn Video, ANPR and Vehicle Mounted Video systems.

This reflected on his role as the Borough's Single Point of Contact (SPOC) for surveillance camera systems and that of his immediate boss Jan Hart - service director at Islington - who is the Senior Responsible Officer (SRO) for surveillance camera systems. Both roles were among the recommendations made by the Surveillance Camera Commissioner for 'relevant authorities', predominantly local councils and the Police.

Our latest on-site assessment at Islington took place over two days, to cover the extension to scope and included reviews of separate Data Protection Impact Assessments (DPIAs)

Islington set the standard for other councils to follow and give confidence that any concerns over privacy issues are being well managed in a transparent and accountable manner

that had been prepared for each of the systems being assessed. While Body Worn Video and ANPR now regularly feature in assessments against the Surveillance Camera Code of Practice, this was the first occasion on which a vehicle-mounted video system had been included.

Islington has a fleet of over 500 vehicles and - among the larger of these, including refuse collections vehicles, cage tippers and road sweepers - they have installed multiple camera sets that provide a 360° view around the vehicle. Not only does this benefit the driver and improve safety for other road users and pedestrians, but it also helps the council investigate insurance claims and allegations of bad driving.

The willingness of Islington to embrace the code of practice from an early stage; their commitment to follow through on recommendations from the Surveillance Camera Commissioner and their more recent ambition to extend the scope of their certification to include other surveillance camera systems is commendable.

To my mind, they set the standard for other councils to follow and give confidence that any concerns over privacy issues - as discussed by Robert Draper in his article - are not only understood by the council, but are being well managed in a transparent and accountable manner.

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SSAIB celebrate initial Surveillance Camera Day at IFSEC 2019

Following a day of SSAIB 25 celebrations on the second day of IFSEC, SSAIB followed that up by celebrating Surveillance Camera Day at IFSEC 2019.

SSAIB chief executive Alex Carmichael chaired one of the committees on behalf of the surveillance camera commissioner Tony Porter, so SSAIB were more than happy to commemorate Surveillance Camera Day 2019 throughout the day at the SSAIB Lounge - on what was the conclusion of another successful IFSEC for the leading certification body for the fire and security industries.

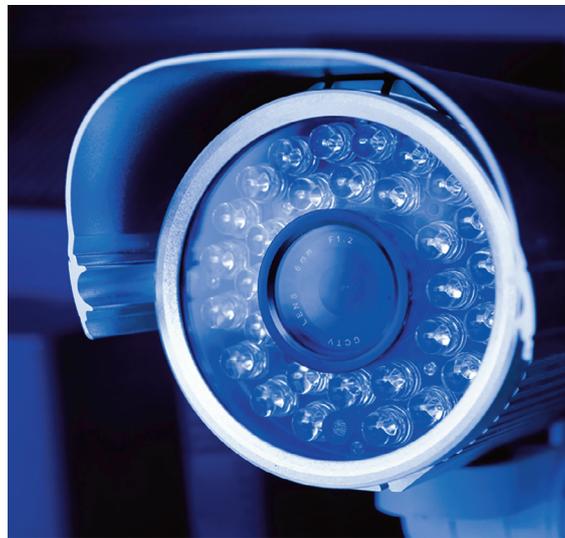
With the surveillance camera code of practice in full focus at the security industry's premier international event, SSAIB's lead auditor Stephen Grieve discussed the certification process for anyone wanting to become SSAIB approved for the scheme.

The certification journey

From the outset, we would encourage an applicant for certification against the Surveillance Camera Code of Practice to first complete the Self-Assessment Tool (SAT) that is available to download as part of an online toolbox that is published on the Surveillance Camera Commissioner website, at <https://www.gov.uk/government/news/launch-of-the-online-toolbox>.

This will assist you greatly in establishing your level of preparedness for the certification process itself and help our auditor better understand your current approach. Make certain that you specify what surveillance camera systems you are completing the SAT for - CCTV, Body Worn Video, Drone, ANPR or any combination of these.

The certification process is in two parts; an optional Step 1 Desktop Review, followed by a mandatory Step 2 on-site audit. The focus of Step 1 is to establish the current level of conformance with the Code of Practice by a review of policies and procedures related to the surveillance camera system.



You will be asked to forward a copy of your SAT and any Privacy Impact Assessment (PIA) or Data Protection Impact Assessment (DPIA) that you may have previously completed, together with any policy documentation. The auditor may ask for additional information if clarification is required over the purpose and justification for the system or related matters.

You will be provided with a copy of the Desktop Review report that is submitted to the Surveillance Camera Commissioner. This will include any identified non-conformance, good practice or opportunities for improvement. If any non-conformance is identified, this will need to be corrected before a recommendation is made to the Surveillance Camera Commissioner to grant Initial Certification against the Code of Practice. Once this has been achieved, your initial certification is valid for 12 months.

Completion of the Step 1 Desktop Review is then followed by the Step 2 on-site audit of the system within those

12 months. If the Step 1 option has not previously been taken, then the applicant proceeds direct to Step 2 and will be asked to submit the same documentation that would have been asked for at Step 1.

The focus of Step 2 is to verify that policies and procedures relating to the surveillance camera system are being followed. This will include records in respect of the disclosure of images and day-to-day management of the scheme. Depending on the number of separate systems being included in the application - and their geographic spread - the Step 2 on-site audit may need to be conducted over two or more days. However, this will be discussed with the applicant and the Surveillance Camera Commissioner before agreeing an appropriate bespoke approach.

Again, you will be provided with a copy of the Step 2 audit report that is submitted to the Surveillance Camera Commissioner. Similarly, this will include any identified non-conformance, good practice or opportunities for improvement. As with the Step 1 Desktop Review, if any non-conformance is identified then this will require to be corrected before a recommendation is made to grant full certification.

Full certification is valid for a period of four years, subject to an annual Desktop Review or - for those more complex applications where a bespoke approach has previously been agreed - an annual on-site audit.

Full costings on the certification process can be obtained by calling our office on 0191 296 3242 or by emailing ssaib@ssaib.co.uk. Should you prefer to have an informal discussion with our lead auditor, Stephen Grieve, please call him on 07870 336029.

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Setting the standard

An insight into the revision of standards in the industry, so you can ensure you comply.

British standards review

All British Standards are subjected to a 'systematic periodic review' at least every five years. This review - and subsequent revision - aim to rectify any content that has been identified as being unclear, inaccurate, disputable, or in any way unfit for purpose.

It also gives an opportunity to correct any errors that may have been made during the previous publication. There are a number of standards due for publication or review in 2020.

Electronic security sector

BS 8243:2014 - *Installation and configuration of intruder and hold-up alarm systems designed to generate confirmed alarm conditions.*

This standard is due for review in 2020. The standard is now very mature, having been in circulation - initially as a draft for development (DD 243) - since 2002. As it is mature, it is unlikely to see significant change. However, there is a proposal to remove some content.

BS 8243 primarily addresses installation and configuration requirements for the installer, but it also contains one section that is applicable to the Alarm Receiving Centre (ARC), containing recommendations for handling confirmed alarm signals.

The proposal is to remove this content and move it to a new standard (e.g. BS 859X) that will be applicable to all ARCs, irrespective of when they were constructed or whichever standard they claim compliance against.

Please note: *At present, there are three ARC standards called up by the Police and fire services - BS 5979, BS 8591 and BS EN 50518.*

If this proposal is accepted, it will slim down the total content - leaving it to focus wholly on recommendations applicable to the installer/maintainer.

BS 8418:2015 - *Installation and remote monitoring of detector-activated CCTV systems*

This standard is also due for review in 2020, but - although this standard is

mature - there is still little take up of the standard by the industry. The review of this standard will consider if it is fit for purpose.

Feedback from the industry suggests that the lack of acceptance or use is due to the complexity of the installation and cost. One proposal being considered is to introduce two categories of installation - similar to the grading of an intruder alarm system, where Grade 3 are more complex and introduce more security features than Grade 2.

The lower category should, ideally, be simple to install and suitable for premises where the risks are assessed to be low-medium. The higher category - suitable for medium-high - would then be similar to the present recommendations.

A further proposal - like that in BS 8243 above - is to remove the content that is applicable to the Remote Video Monitoring Centre (RVRC) and move this content into an ARC standard (e.g. BS 859X).

It is hoped a slimmed down standard, containing options for a more simple and affordable solution, will increase use of the standard.

prEN 50710:2020 - *Requirements for the provision of secure remote services for fire safety systems and security systems.*

A new standard is under development and at the draft stage. It will be a European Standard, giving requirements for secure remote services for fire safety systems and security systems.

The draft is scheduled to be out for enquiry around March time and final publication towards the end of 2020.

Monitoring centre sector

BS EN 50518:2019 - *Monitoring and alarm receiving centre*

The European Standard for Alarm Receiving Centres has undergone a full revision and was published in August 2019. The main changes of significance were:

- Previously, there were three parts;

now it is one consolidated document.

- The scope has been extended to include fire, VSS (CCTV), social, lone worker and object-tracking alarm systems.
- There are now two categories of ARC (in terms of construction requirements) - as was in British Standard BS 5979.

SSAIB Bulletin 1099 gives more details of the changes.

BS 8591:2014 - *Remote centres receiving signals from alarm systems*

Work commenced in January 2020 to review this standard. As part of the review, the publication of the European Standard EN 50518 will be taken account of and any conflicting content will require removing from the BS.

Please note: *CENELEC rules require conflicting content of a national standard to be withdrawn.*

It is likely that the remaining content will be moved into the proposed new ARC standard, e.g. BS 859X, as mentioned above.



Standards update Ireland

Electronic security sector

PSA 74:2019 – PSA licensing requirements

In March 2019, the PSA published a new standard - PSA 74 - which superseded SR 40:2005. This standard sets the licensing requirements for any company providing installation and maintenance of the following electronic security systems:

- Intruder alarms system
- CCTV systems
- Access control systems

The new standard goes into much greater detail than before when setting out the company requirements, which will result in an increase in time to complete our audit. The standard covers:

- Ownership – finance, insurance, premises, organisation, quotations
- Staffing – selection, screening, terms of employment, code of conduct, identification
- Operations – security, vehicles, equipment
- Compliance – licensing, standards

PSA 74:2019 became mandatory from October 1, 2019.

Electronic Access Control Systems (EACS)

At present, the PSA do not call up any specific standards relating to the design, installation, commissioning and maintenance of EACS. Providers of EACS only need comply with PSA 74 - licensing requirements to be able to operate in this sector.

The PSA - in conjunction with the

Irish Security industry - are developing a new standard, PSA 67, that will set requirements for the service provision. It is scheduled to be introduced during the first quarter of 2020 and will then result in a requirement for SSAIB to inspect installations during the annual audit.

Monitoring sector

IS EN 50518:2019 – Monitoring and Alarm Receiving Centre (ARC)

The European Standard applicable to ARCs has undergone a full revision and was published in August 2019.

The SSAIB has published a bulletin (Bulletin 1099: dated 10/12/19) summarising the changes. Although, a few of the more significant changes are:

- The scope has been expanded to include fire alarms, fixed firefighting systems, VSS (CCTV), access control, video/audio door entry, people monitoring, lone workers, object tracing, social alarms and lift emergency systems.
- Previously, the standard was comprised of three parts. The revised standard has combined all three parts into one consolidated document.
- The new standard has introduced two categories of ARC, Cat I & Cat II, with Cat II being applicable for ARCs that monitor systems in 'non-security applications' - e.g. Fire. Cat II construction requirements are lower than Cat I, in respect of resistance to physical attack. SSAIB recognises that registered

ARCs certificated to IS EN 50518:2013 may need time to familiarise themselves and implement the new requirements introduced by the revision and, therefore - if requested - will permit registered ARCs to remain certificated and inspected against the 2013 standard until December 31, 2020.

The PSA are currently looking at the differences between IS 228:1997, IS EN 50518:2013 and IS EN 50518:2019, before deciding on future licensing requirements for ARCs in Ireland.

SR 45:2013 – Remote monitoring of CCTV systems

Use of this standard - which is applicable to ARCs - was suspended by the PSA back in September 2018. One reason for the suspension was due to the fact that, for the ARC to comply with the standard, the installers also needed to play their part.

As this standard was only mandatory for ARCs monitoring CCTV systems, many installers were unaware of the requirements or simply ignored them. ARCs complained to the certification bodies and the PSA that - without installer compliance with SR 45 - they were unable to comply themselves.

The PSA have suspended use of the standard until the CCTV standard applicable to the installer is updated.

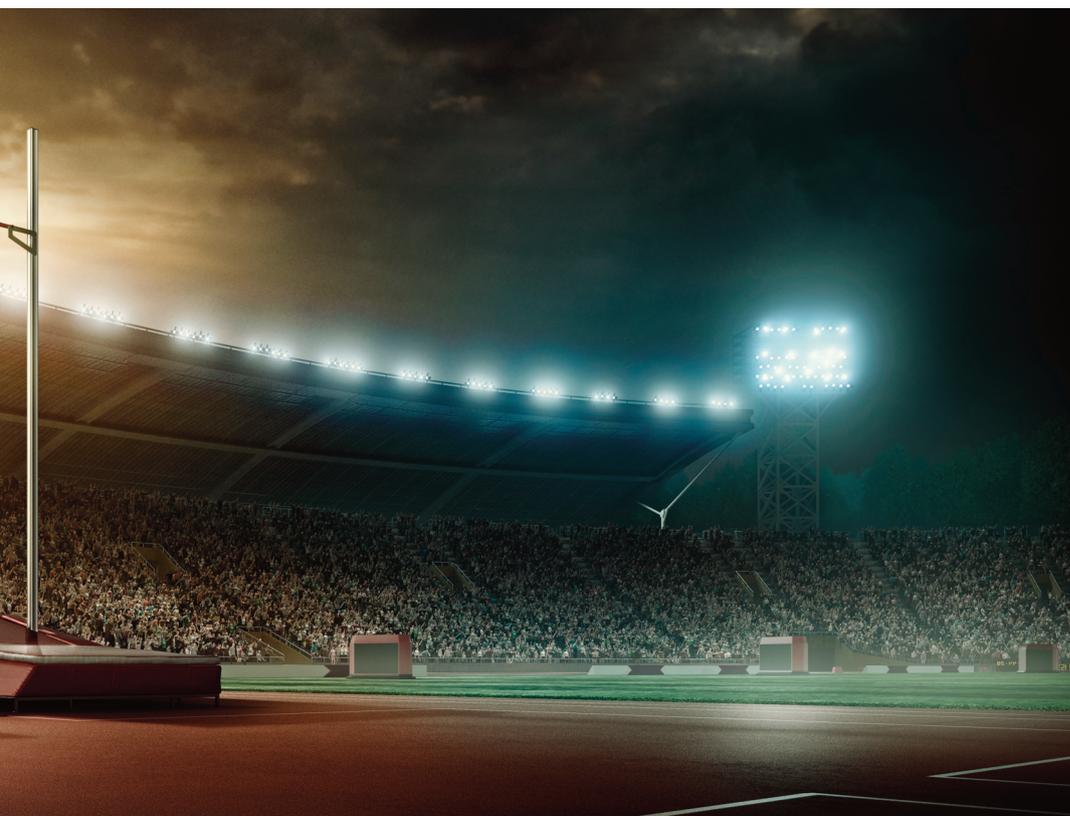
Private Security Authority (PSA) – Auditing body

The PSA have indicated that they will be changing the present auditing model. At present, the PSA utilise certification bodies that are INAB or UKAS-accredited to conduct on-site audits.

Please note: *The certification body conducts an on-site audit against the PSA licensing document, PSA 74 and the relevant installation standard e.g. IS EN 50131 series.*

Installers may choose to use any of the PSA-approved certification bodies that best meets their needs. In the future, the PSA intend to appoint a number of approved certification bodies and will nominate which of these audits which company.

Towards the end of October 2019, an 'Expression of Interest to act as a PSA auditing body' was published in national newspapers and on their website. The PSA will assess applications from interested parties and, then, issue an invitation to tender to selected organisations. It is expected that all current certification bodies will be invited to tender.



Manned services update

There have been some significant changes affecting Approved Contractor Scheme (ACS) companies in the last 12 months.

New ACS workbook

A new version of the ACS workbook was implemented on April 1, 2019. Extensive changes were made to the workbook – as, for example, there are now 78 indicators, the maximum achievable score is now 149 and indicators for corporate social responsibility and review of performance have been embedded in Criteria 1-7.)

Changes were also made to the Required Achievement Level (RAL) and the criteria that is used to justify scores above the RAL.

All ACS companies are required, by the Security Industry Association (SIA), to have a full assessment against all indicators in the first 12 months following implementation of the new workbook and must have a standard (long assessment) - as well as summary report - regardless of their assessment year.

The SIA have also issued new guidance and instructions in relation to the use of rolled-up holiday pay and self-employment, which SSAIB-registered manned services firms should be aware of.

New guidance on rolled-up holiday pay

Rolled-up holiday pay is any form of payment of holiday pay at a time other than when annual leave is taken. Following a case heard at the European Court of Justice in 2006 - Robinson-Steele v RD Retail Services Ltd - the use of rolled-up holiday pay was deemed to be unlawful and this was accepted by the UK Government.

The SIA have been considering this issue during the last 12 months. Although the ACS standard does not make specific reference to rolled-up holiday pay, indicator 6.3.1 refers to holiday policies and procedures and approved contractors are expected to comply with all statutory requirements.

The SIA has decided that - although rolled-up holiday pay is unlawful - it will consider written representations from companies who use it or wish to do so, setting out your rationale for why and how you use it.



We have been instructed to raise an Improvement Need for any use of rolled-up holiday pay, unless the SIA have received written representations from you and have accepted your use of it.

After you have submitted your representations, the SIA will decide whether your use of rolled-up holiday pay is acceptable. **Please note:** SSAIB is not involved in this process, but the SIA will inform us of the outcome.

The SIA have stipulated that assessing bodies must then carry out a revisit to review how rolled-up holiday pay is used.

If you use rolled-up holiday pay and have not yet made representation to the SIA, you should contact manned services scheme manager Dougie Callander at dougie.callander@ssaib.co.uk and he will be able to advise you on the process.

Changes to self-employed staff

The position regarding the use of self-employed staff has also changed slightly with the new workbook.

The SIA's default position is that all staff should be PAYE (Pay As You Earn.) As well as being able to produce a completed Check Employment Status for Tax (CEST) check for any self-employed roles - which can be found at

All ACS companies are required by SIA to have a full assessment against all indicators in the first 12 months following implementation of the new workbook

<https://www.gov.uk/guidance/check-employment-status-for-tax> - you must also be able to demonstrate that the agency legislation IR35 does not apply (i.e. that there is no supervision, direction or control in the labour supply chain).

If you supply dog handlers or close protection operatives, you should be aware that the SIA no longer gives these individuals an automatic exemption. Assessors have been instructed by the SIA to test CEST results in practice and will look at factors indicative of employment or self-employment.

It should be noted that it is not part of the assessor's role to determine whether employment status has been correctly determined – as only HMRC can do this. Even if you don't use rolled-up holiday pay or self-employed staff in your own company, you may use a sub-contractor or labour provider that does. Therefore, you must carry out due diligence into the terms of engagement under which agency staff are used.

Again, if you have any questions about self-employment, please contact manned services scheme manager Dougie Callander at dougie.callander@ssaib.co.uk.

Tel:0191 2963242

What should you look for to determine competence when choosing fire safety service providers?

The Answer

Third Party Certification

All BAFE Registered Organisations are Third Party Certified in one or more specific areas of fire safety

- Fire Risk Assessment
- Fire Alarm Systems
- Emergency Lighting
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+ more competency areas covered - see website for further information

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Promoting Quality in Fire Safety





SSAIB are rewarding the loyalty of their registered firms, with an enticing **20% discount** on the application fee for any further scopes that they apply for.

The company offers a range of product schemes – including security, fire, manned services and monitoring services – and management systems, which SSAIB-accredited firms can pick and choose as part of their accreditation.

This discount, which can be used multiple times for every further certification application, is certainly worth having – as, for example, a SSAIB-registered security firm that wishes to add fire systems to their scope could save more than £330 off the application fee.

Should you need any more information, phone the SSAIB Sales and Marketing team on 0191 296 3242 or contact us through Facebook, Twitter or LinkedIn.

www.ssaib.org



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