



EXCELLENCE THROUGH OUR PEOPLE

## **Our Commitment to Consumers**

As part of Integrity's continued commitment to Consumers (the wider public affected by the provision of security services) a greater focus on Security's role in protecting and serving the public is desired as detailed below. This information is also being added to all site assignment instructions, included in the Company induction and furthermore Integrity are keen to support all staff in completing NVQ2 Customer Service training.

## **Impact of Service Delivery on the Public**

In recent times, the roles traditionally fulfilled by private security officers have overlapped those of the Police. This is due partly to the modernisation within the private security industry which has evolved over the years as facilitated through enhanced mandatory employee training and development. Ever since the introduction of the Private Security Industry Act (2001) and the establishment of the Security Industry Authority (SIA) which was charged with the responsibility of improving skills and professionalism, the private security training has improved beyond the basic skills training; covering areas like law regarding use of force, health and safety, dealing with fire and bomb situations, and so on. Consequently, private security has become better placed to take on more roles including those traditionally performed by the Police.







Notably, the International Professional Security Association (IPSA) defines a private security agent as a uniformed or non-uniformed individual employed to protect persons, property and premises within the employing organisations premises. The SIA description of the private security industry as 'extended police family' which should not seek to replace police accountability or service.

It's argued that the near equal number of private security and public police in Europe and particularly in Britain is not as a result of any significant reduction in public police numbers; instead an increase in demand for private security facilitated through changes in public policing priorities as privatisation has increased.

## **Your Role - Serving and Protecting the Public**

Security staff can play an important role in protecting the wider public. As security officers your duties include monitoring and guarding client premises and within your role you will come in to contact with members of the public and your actions when carrying out your duties can affect the wider community.

The choices you make, can impact the public significantly, these can include the actions you take when an incident occurs, instructions you give in an emergency situation and liaising with public consumers as part of your normal duties. As well as guarding premises it is also your role to protect the public from any adverse consequences resulting from your response to occurrences.

-  All staff should be polite and helpful to all consumers and serve as ambassadors for the Client, Company and the Security Industry.
-  Door staff are often the first people party-goers see on a night out to their local pub or club. As the night time economy has developed, the role of the door supervisor has changed. In highly-emotive situations, the door supervisor has to be able to protect the public and sometimes, him or herself from abuse.
-  Security Officer's are often required to liaise with the Police and other authorities.
-  CCTV Operator's often help gather intelligence and evidence in cooperation with the Authorities.
-  Security staff who have the relevant training are able to provide first aid to the public.
-  Security staff often summons and support the emergency services.

Should you require any further information then please contact the Office on 0845 643 5751.