



Security Industry Authority

What price
do you put
on security?



When it comes to protecting your staff and members of the public, you can't put a price on security – or on the peace of mind that comes from knowing you've got the best people in the private security industry working for you. That's why the Security Industry Authority (SIA) has created the Approved Contractor Scheme (ACS).

The ACS provides a recognised hallmark of quality within the private security industry. So when you choose a security supplier who is an SIA approved contractor, you can be sure that the security staff they provide are amongst the best.



About the Security Industry Authority

The SIA is an independent organisation that was set up by the government under the terms of the Private Security Industry Act 2001. Our mission is to help protect society by collaboratively developing and achieving high standards within the private security industry.

“Our ability to consistently deliver first class security is very much due to the close working relationship we have developed with our security supplier. SIA accreditation is significant because I can be confident that our provider is committed to the compulsory licensing of its staff and has also fulfilled a clearly defined and independently assessed set of quality criteria. The officers they deploy meet the highest industry standards. Once on site, and familiarised with our procedures, each officer is regarded as a highly valued extension to our in-house team”

Bob Stronarch,

Head of Security, Guy's Hospital, London.

What does the ACS standard mean for your organisation?

When you purchase security services from an SIA approved contractor, you have independent proof of their commitment to quality. The ACS Standard, which is a government supported initiative, encompasses all aspects of business operations and includes a rigorous set of operational and performance standards for companies providing private security services.

To achieve approved status, suppliers need to meet 89 different performance indicators. Based upon widely recognised business improvement models – ISO9001:2000 and the European Foundation for Quality Management Excellence Model™ – the scheme also draws upon Investors In People and references applicable British Standards. As such, the ACS stands out as having especially comprehensive good practice criteria.



Approved contractor status delivers valuable operational advantages which provide peace of mind through good practice quality assurance.

To find an SIA approved contractor near you, please visit www.the-sia.org.uk/roac or please call 020 7025 4190

Choosing an SIA approved supplier can help you meet your security obligations in many ways:

- ✓ **Good practice and continuity of quality**
The employment practices of your supplier will have been thoroughly assessed for good practice, including employee screening*, benefits, training and conditions, the right to work in the UK and social security legislation.
- ✓ **Greater flexibility and operational effectiveness**
The ACS Standard promotes service customisation and added value, so the services delivered can be tailored for your precise requirements. Additionally, approved contractors have special dispensation to deploy staff who are still waiting for their SIA licence application to be processed (it is illegal for non-approved contractors to do so) – adding further to their operational resources.
- ✓ **Leadership and innovation**
Because the ACS is a voluntary scheme, you can be sure that providers will be customer focused, highly responsive to change and eager to adopt new methods and working practices.
- ✓ **Extend your security network**
The ACS offers the potential for enhanced working relationships and 'joined-up' police, business and community initiatives.
- ✓ **Transparency**
All scheme information is published on the SIA website to ensure credibility and transparency. You can also ask prospective suppliers for details of their independent assessments. To learn more about the criteria ACS approved contractors need to meet, please see reverse.



*The nature of your organisation may warrant further employee screening.

An SIA Approved Contractor can demonstrate that:

- It has processes in place to monitor and manage service delivery to both customers and consumers (Criteria 2.4).
- It trains and develops its people to deliver customer satisfaction and added value, to an agreed standard (Criteria 6.2).
- The leaders develop and implement an effective management system that continually improves the organisation and its performance (Criteria 7.4).
- It measures and improves performance against key customer and consumer indicators (Criteria 9.1).
- It measures and improves performance against key indicators for the way in which it supports the community and the environment in which it operates (Criteria 9.5).
- It meets 84 further performance requirements.



Our website provides further insight on the procurement of private security services, including useful guides and reports.

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The Security Industry Authority is committed to being a model of good regulation. We will be proportionate, accountable, consistent, transparent and targeted in all our work.