

WILSON JAMES POLICY STATEMENT



Policy Title	Security	Policy No.	G16
Owner	Chief Operating Officer	Date Issued	Nov-13
Author	Managing Director - Security Services	Date Reviewed	Jan-22
Scope	This Policy applies to the security sector of the Wilson James business.		
Responsibility	The Policy owner is responsible for ensuring that this policy remains current and up to date and shall formally review the policy on an annual basis.		

Service & Product Delivery

Wilson James seeks to achieve excellence in every aspect of our security business and is committed to the continual improvement of our security management system. We will provide our customers with dedicated security teams who are trained to deliver security management through professional training.

Each site maintains a set of security management system procedures that are compliant with the Wilson James Integrated Management System standard operating procedures and additional customer product / service delivery requirements. Wilson James works in partnership with all customer's to create procedures to ensure that customer requirements are fully understood and are met.

All security team members are required to work in accordance with the Wilson James values at all times. Failure to do so may result in disciplinary action being taken if a complaint is made about an individual's conduct or if service is not delivered in accordance with training provided.

Complaints

Any security team member who receives a product or service delivery complaint must immediately report it to their Wilson James Line Manager who will record, investigate and resolve the complaint in accordance with Wilson James standard operating procedure IMS-QA-SOP-No.4 Complaint Reporting; all complaints will be escalated to Wilson James senior management if they are not resolved in a timely manner to the complainant's satisfaction.

Legal Compliance

To maintain compliance with legislation, regulation and the SIA Approved Contractor Scheme (ACS) approval, Wilson James will only provide security management teams and officers who hold a valid SIA licence and WJ Identity Card.

To maintain compliance with legislation and regulation for aviation security sites, Wilson James will work in accordance with the requirements of the:

- Civil Aviation Authority (CAA)
- Department for Transport (DfT)
- Airport Authority policy and standards



WILSON JAMES POLICY STATEMENT

SIA Licence

Prior to completing duties on any Customer site, the individuals must be in possession of the SIA licence stated below:

Security Officer	Front line licence LDN (Licence Dispensation Notice) Decision to Grant Letter
Security Supervisor / Team Leader	
Security Manager / Duty Manager / Shift Manger	
Any other operational security role where the individual may need to carry out front line security duties, including intervention when security incidents escalate / direct management of security team members	
Zero front line duties carried out Administrators , Directors or any other support position	Non-Front Line Licence LDN (Licence Dispensation Notice)

All SIA licence holders need to have a First Aid Certificate (in date) when applying for a licence or when the licence is renewed. Information on this and SIA Upskilling course requirements are detailed in [IMS-SOP-Licence Management](#)

Any licence requests for new starters outside of the above guidelines must be escalated to the Head of Training & Compliance.

Licence Funding

Wilson James pay for all SIA licences required for the job-role and any associated training when a licence agreement is signed by the individual employee.

When the employee does not sign the relevant agreement, the application or training will not be organised by Wilson James Ltd.

Wilson James Identity Pass

All new employees who hold an SIA Licence will be issued a Wilson James identity pass.

All SIA licences required for the job-role and the Wilson James identity card must be carried by the employee whenever they are on duty. If an employee fails to bring their SIA licence to work, they must be sent home to collect it (unpaid absence).

Agency Labour

Wilson James only use labour agencies when the use of labour agencies is authorised by the client. All labour agencies used by Wilson James have passed a robust supplier selection audit; this pre-approval audit confirms that the company completing security screening is approved to the BS7858 standard by a UKAS accredited audit body and all agents deployed have completed screening checks. Agencies are not permitted to accept any screening risks for any agent deployed to a WJ Site. Agents deployed to a Wilson James contract must hold an active SIA licence (LDN are not permitted). The Wilson James contract terms and conditions invoke the requirement for agencies to check the SIA Public Register of Licence holders on a daily basis to prevent deployment of agents whose SIA licence has expired or is inactive (suspended or revoked). A copy of the public register is maintained by the agency which enables Wilson James to confirm daily checks are carried out during the supplier surveillance audit program.

WILSON JAMES POLICY STATEMENT

Continuous Improvement

To achieve continual improvement, Wilson James will:

- Identify, set and monitor security objectives and performance targets
- Cascade the security objectives to all security functions within Wilson James
- Continually improve the security management system and monitor process effectiveness

Security Management System Approvals

To confirm our commitment to achieving excellence, Wilson James will maintain our security management system approvals to the current standard with an SIA/UKAS accreditation body:

- SIA ACS NSI Approved Contractor Scheme / SIA Licence Management
- BS 7858 Security Screening of Individuals employed in a security environment
- BS 10800 Provision of Security Services
- BS 7499 Provision of Static Site Guarding Security Services
- BS 7960 Door Supervision
- BS 7958 CCTV Management & Operation
- BS 7984-1 Keyholding & Response Services
- BS 7984-3 Provision of Mobile Security Services
- BS EN ISO 9001 Quality Management Systems

The Managing Director – Security Services will ensure that this policy is reviewed if there is any change to the business scope which may affect the continuity, or relevance of the security management system (including acquisition or merger with other organizations).



Gemma Quirke
Chief Operating Officer



Barry Dawson
Managing Director - UK Security