



Security Industry Authority



# The SIA Approved Contractor Scheme

## What's in it for you?



## What price do you put on security?

When it comes to protecting your buildings, 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 be an effective, fair and efficient regulator of the private security industry.

We are committed to the Regulators' Compliance Code, a statutory code of practice for regulators that promotes a risk-based, proportionate and targeted approach.



“ I generally feel that approved contractors are more organized and have more experience in what the client needs ”

“ the ACS Contractor is fully compliant to the standards that are set out in our tender, meeting all insurance, health & safety, financial requirements ”

“ the quality systems in place and service delivery standards are way in advance of non approved contractors ”

The above remarks were posted by security buyers as part of a third party on-line survey that was commissioned by the SIA in January 2009.

### **What our scheme means for your organisation**

In the search for highly skilled professional security contractors, our quality assurance scheme delivers an independent, extensive and rigorous assessment. We simplify the process of choosing the best security supplier, ensuring they can meet your individual needs and add value to your organisation.

To achieve our government backed quality accreditation, private security suppliers must demonstrate the highest levels of performance in the broadest range of business operations.

Security suppliers must meet 89 different performance indicators which are based upon widely recognised business improvement models (including ISO9001:2000 and the European Foundation for Quality Management Excellence Model). The scheme also draws upon Investors in People and includes relevant British Standards. As such, the ACS stands out as having especially comprehensive good practice criteria.

To find an SIA approved contractor near you, please call us on **020 7025 4190** or visit: **[www.sia.homeoffice.gov.uk/roac](http://www.sia.homeoffice.gov.uk/roac)**

## Choosing an SIA approved contractor can help you deliver best value and 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. And, following approval, we continuously monitor all of our approved contractors.

- **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 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 overleaf.



\* 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
- It trains and develops its people to deliver customer satisfaction and added value, to an agreed standard
- The leaders develop and implement an effective management system that continually improves the organisation and its performance
- It measures and improves performance against key customer and consumer indicators
- It measures and improves performance against key indicators for the way in which it supports the community and the environment in which it operates
- It meets 84 further performance requirements and is open to scrutiny by the SIA at all times



Only SIA approved contractors can display this accreditation mark.

Our website provides further insight on the procurement of private security services, including useful guides and reports which can be found at:

[www.sia.homeoffice.gov.uk/resources](http://www.sia.homeoffice.gov.uk/resources)

To discuss any aspect of the ACS call **020 7025 4190** or to find an SIA approved contractor near you, visit:

[www.sia.homeoffice.gov.uk/roac](http://www.sia.homeoffice.gov.uk/roac)



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