



An tÚdarás Slándála Príobháidí
The Private Security Authority

Private Security Industry Conference
George's Hall Dublin Castle
21st May 2012

**“Regulating the Security Industry:
the Experiences so far, the Lessons for the Future”**

Conference Report

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Introduction

This year the Board of the PSA decided to hold an industry conference in place of its annual strategy day. The conference offered an opportunity for industry stakeholders to engage with the Board on the conference theme “*Regulating the Security Industry, the Experiences so far, the Lessons for the Future*”. The conference at Dublin Castle, which was addressed by the Minister for Justice and Equality, was attended by licence holders, security industry employers and unions, security service users and certification bodies among others.

The conference involved 3 sessions evolved from the theme of the conference, *the ambition and the reality, tackling the reality and looking to the future*. This report contains summaries of these sessions.



**Minister for Justice and Equality, Alan Shatter TD,
with members of the PSA Board and CEO.**

Welcoming Address

Mr Ronan King Chairman of the Board Private Security Authority

The Chairman welcomed the conference attendance including;

- Minister for Justice and Equality, Mr Alan Shatter T.D., who was opening the conference and he thanked the Minister for his support for the PSA
- The many representatives of the industry and the many constituencies they represent
- The speakers who had travelled from overseas to give us the perspective of a different regulatory regime as in the case of Bill Butler, the CEO of the UK regulatory body, Hilde de Clerk, President of Confederation of European Security Services and David Hull, Senior Director of Global Safety and Security at eBay.
- All the other speakers and those who provide certification and training to the industry
- His fellow Board members – who were as one in their belief that that the day was a unique opportunity in the history of the PSA for the Board as a group to hear the views of the industry.

Opening Address

Mr Alan Shatter TD, Minister for Justice, Equality & Defence

Minister Shatter thanked the Board of the Private Security Authority for inviting him to open the conference and stated he was pleased to attend and to recognise and endorse the important role of the private security industry and the contribution it makes to the protection of our community. While the Conference looked to the future, the Minister said it was important to recognise what the Private Security Authority had achieved.

The Minister considered the theme of the Conference, “Regulating the Security Industry: the Experiences so far, the Lessons for the Future” a practical and focused one. With licensing in place for the past six years it was opportune to take time out to take stock of the impact of regulation on the industry and the lessons to be learnt for the future.

The Minister paid tribute to the Chairman of the PSA Board, Mr. Ronan King, all of the Board members, for their ongoing commitment to ensuring that the Authority delivers effective and cost efficient regulation to the benefit of the industry and general public alike and to Ms. Geraldine Larkin, CEO of the Authority and her staff.

The main issues considered by the Minister in his opening address were

- The reduced delays in vetting and said that there had been success in reducing what had been about a ten week wait to three.
- He had also prioritised the private security industry in amending its establishing legislation. The previous week he had signed regulations bringing into effect the next round of licensing for the electronic security sector from 1 October 2012
- Regulation of the private security industry is not about putting people out of business who are doing a good job. It is about delivering a secure service in light of the prevailing risks. While it is up to the Authority to deliver cost efficient service, it equally behoves the industry to work in partnership with the Authority which should help drive down its operating costs.

- The Minister recognised the challenge for the security industry and the Gardaí is to try and be one step ahead of the criminal for instance the Cash in Transit sector where he was aware of the significant capital investment over the last number of years in response to a spate of attacks and tiger kidnappings.
- Minister Shatter stated he was aware of the economic pressures put on providers by those who avail of their services to reduce costs and of ongoing business concerns in all sectors of all industries that regulation will stifle business, that it will make it more costly to deliver and more expensive to buy.
- The Minister noted that the Private Security Industry was a growth area across the EU and also developments such as industry consolidation as a result of both economies of scale and of technology offering new ways of operating. There was also the ongoing examination of what the State itself does and what it should rely on the private sector to do.

The Minister concluded by wishing the audience every success with the day and looked forward to meeting the Chairman the following day and hearing of the day's deliberations.



**Minister for Justice and Equality, Alan Shatter TD
addressing the conference**

There was one question to the Minister from the floor.

Mr Kevin McMahon, PSA Board Member, raised the issue of the limited number of inspection staff available to the PSA and asked the Minister to provide for an increase in the number of PSA inspectors to allow for improved enforcement of licensing. The Minister referred to the difficult budgetary position currently and for 2013 and the fact that the PSA budget had been increased for 2012. The Minister also referred to the fact that he had received representations requesting that the licence fees be reduced. He said it was his practice not to give commitments that could not be met.

Session 1

The Ambition and the Reality

Chair: Mr Ronan King Chairman of the Board Private Security Authority

Speakers:

Ms Geraldine Larkin, CEO Private Security Authority

Mr Sean Malone, President Irish Security Industry Association

Ms Esther Lynch, ICTU and former PSA Board Member

Summary of the presentations

Geraldine Larkin CEO Private Security Authority said when she was appointed in 2005 the vision and ambition was to set up a self financing licensing regime. In each year the Authority had achieved significant milestones. The reality prior to licensing for part of the industry included criminality in some instances, tax evasion in black economy operations and poor standards and high staff turnover in some businesses. The reality now was that;

- Licensing applies to 27,000 individuals and 732 licensed contractors employing 19,000 staff.
- PSA enforcement activities showed 95%+ compliance and this was supported by ongoing monitoring.
- Since the introduction of regulation over 1,000 unqualified licence applicants were no longer operating, 6,300 licenses had been refused or revoked and there had been 44 successful prosecutions.

Ms Larkin stated the Authority was engaged in ongoing refinement of its policies and strategies in order to raise standards and improve its efficiency and effectiveness. The future ambition for the Authority encompassed completion of licensing of outstanding sectors, further review in the light of changes in the industry, potential new roles and responsibilities and continued PSA partnership with industry.

Sean Malone, President Irish Security Industry Association said the ISIA had always been committed to quality and raising the standards of the private security industry and had welcomed the enactment of the Private Security Services Act in 2004, the formation of the Private Security Authority and the introduction of licensing in 2005.

Mr Malone said that the ISIA has worked closely with the PSA since its formation on all aspects of licensing and this close working relationship has allowed for the effective implementation of licensing and opened up good channels of communication.

Among the main issues covered in Mr Malone's presentation;

- There has been disappointment over the volume of PSA inspections carried out.
- ISIA welcomed the fact that many of the loop holes in the legislation that have allowed unlicensed contractors to operate have been closed off in the revised legislation.

- ISIA also welcomed the recent announcement that applications are currently being taken to license CCTV and access control installers and that the licensing of alarm installers is being updated to include maintenance.
- Mr Malone stated that licensing of CCTV Monitoring Companies needs to be progressed as soon as possible.
- He said the ISIA was aware from their discussions with the PSA that the licensing of event and entertainment security is being driven ahead. The ISIA believe it is now a matter of serious public concern that this sector is licensed and call on the government to ensure that this happens as swiftly as possible.
- The ISIA also understand that the PSA will be expanding the licensing of individuals to include those working within Cash in Transit.

Mr Malone informed the conference that the regulation of all areas of the private security industry along with a continuous focus on standards in industry puts the industry in a key position to provide security services to the public sector. The industry is now ideally placed to provide additional supports to the Gardaí, the prison service, immigration services and other areas supporting the public sector.



In her introduction Esther Lynch, ICTU and former PSA Board Member pointed out that as well as representing ICTU she was also a member of the High Level Group on Better Regulation and a board member of the Health and Safety Authority. Ms Lynch said in Ireland there was competitive advantage to be gained from the benefits of regulation rather than an emphasis on the costs. Ms Lynch stated the JLC/REA system was the only means to ensure higher standards, good terms and conditions and career progress for security industry employees and she urged the government to re-instate the REA system. On regulation Ms Lynch proposed a “7 habits of effective regulation” type approach as a way of looking at how regulation should operate. This included;

- Being ‘Pro-active’ where she saw changes in technology affecting the current and future need of regulation for instance regulation to include a register of privacy invasive practices used by companies where employee data was held such as fingerprint, GPS location data and alcohol and drug testing details.
- “Begin with the end in mind” to look at the purpose of regulation and Ms Lynch raised concerns about the government playing its part to ensure that public procurement was

not on a cost only basis so that companies that invested in quality and in their workers were rewarded in the procurement process.

- Going for “Win-Win” solutions related to investing in quality and supporting the JLC/REA arrangements. Currently without these arrangements a security employee who underwent a traumatic experience was not entitled to sick pay.
- Ms Lynch suggested “Leadership in helping others” as regulatory policy could involve the PSA setting up clusters of companies where more rewarding arrangements could be developed in the supply chain.

Summary of Open Discussion

Mr Martin Crothers, ISIA, raised the question in relation to CCTV as to who was responsible for data protection of images recorded and stored. Ms Geraldine Larkin responded that the PSA licensing of installers was concerned with the quality of the installed system. The PSA legislation did not cover data protection and this was an area outside PSA remit.

Michael McQuillan, Chairman Event and Entertainment Division ISIA, welcomed the PSA intention to license event security in latter part of 2013. Lack of regulation in this area was a matter of public concern. The ISIA was fully supportive of licensing and looked forward to seeing a timeline for the introduction of regulation in the sector.

Brian Hickey, AEI, raised two issues; first why there was no consultation in relation Controlled Electrical Works governed by ECSSA and RECI as regards CCTV and Access Control licensing and secondly the effect on the electrical apprenticeship scheme of the introduction of licensing of CCTV and Access Control. Ms Geraldine Larkin stated that licensing of CCTV and Access Control had been planned for many years and part of this had been public consultation on the CCTV Requirements for Installation document. In relation to Controlled Electrical Works she stated that CER was the regulatory body and the regulatory responsibilities of the PSA and CER did not overlap. On apprenticeships she said there was now a dedicated apprenticeship for electronic security. As regards the electrical apprenticeship she responded that there was scope within the options for on the job training modules to allow apprentices complete their assessments. Some current PSA intruder alarm installer licences are electricians and it is anticipated that these will also apply for CCTV and Access Control.

Éamon Devoy, TEEU, informed the conference that in relation to the electronic security apprenticeship there was agreement between FAS, the employers and the Union on outstanding issues which are now close to resolution.

Session 2

Tackling the Reality

Chair: Mr Ronan King Chairman of the Board Private Security Authority

Speakers:

Bill Butler, Chief Executive, Security Industry Authority, UK

David Hull, Senior Director, Global Safety & Security, eBay Inc

Summary of the presentations

Bill Butler, Chief Executive, Security Industry Authority, UK, outlined the responsibilities of the SIA under its legal framework and gave the conference statistics on its scale (365,000 active licences and 732 voluntary ACS companies employing 131,000 individuals) enforcement (98% compliance) and costs etc (costs 2011/12 £28.3m., revenue £33.7m. and staff 174). He also outlined improvements in services for individuals that had led to a Cabinet Office Customer Service Excellence Award. The biggest challenge facing the organisation was the upcoming London Olympic Games where SIA issues were security linked with the Games and associated venues and events and the displacement effect caused by security resources being diverted to the Games from other areas. The SIA had a detailed action plan and are working with partners and industry to manage these two issues. Success for the SIA will be the delivery of a safe and secure Games. The main points in Mr Butler's Presentation included;

- In October 2010 the UK Government had announced a phased transition for the SIA to a new regulatory regime in which the SIA would be an independent regulatory body with responsibility for business licensing, individual registration and enforcement with direct costs to be maintained at current levels.
- He said the regulatory regime was changing because the industry, licensed staff, buying requirements and public risk had changed since the SIA was established. The current scheme provides a foundation.
- The licensing of business will cover an estimated 4,200 businesses including 3,100 micro businesses. Business licensing criteria will be tailored for micro and new entrant business and most sole traders will be excluded. Fees will recognise the focus of licensing and relative size of businesses.
- On individual licensing Mr Butler said the emphasis was on 'fit and proper' status and competence tests. Applications would use digital rather than paper solutions and would be via approved licensed businesses or 'mediated access providers' such as the post office.
- Mr Butler looking forward said the SIA timetable would have to take account of the Olympics, the 2014 Glasgow Commonwealth Games and legislative changes and the UK wide regulatory position. He said the SIA planned that change to the new regulatory regime would be automatic for individual licence holders and ACS companies.
- Mr Butler suggested that as private security regulators there was a requirement that they take account of international standards, technical change, the relationship between industry, policing and security, the regulation of the unwilling and the cost, burden and benefit aspects of regulation.

David Hull, Senior Director, Global Safety & Security, eBay Inc., described the unregulated environment where there was a proliferation of unlicensed, unregulated security providers that included undesirable persons some with criminal records, low paid employees who worked excessive hours in poor conditions were relatively untrained and used illegal physical restraint and or weapons. He then described the operations and requirements of a client company such as eBay (comprising eBay(Marketplaces) PayPal(payments) and GSI Commerce (ecommerce) that employed 35,800 people in 119 locations in 34 countries. eBay's mission statement includes a commitment to preserve and protect the safety and security of employees.

- Mr Hull stated that that the corporation had 3rd party contracts with private safety and security providers and these provided Safety & Security Officers (not guards), building lobby receptionists, environmental health and safety, protective services, investigations and threat assessment and risk assessment, research and analysis services.
- Mr Hull informed the conference that the eBay Global Safety and Security organisation currently had 400 staff mostly uniformed Safety & Security Officers and 11 primary private security service and staff providers in 11 countries. All 11 providers are government licensed and regulated. Mr Hull saw the necessity for legislative compliance and enforcement especially for less than minimum pay rate employers.
- He also saw possible enhancements to the basic FETAC Level 4 so that job applicants could demonstrate computer skills, communication skills, safety as well as security knowledge and certain basic physical fitness abilities.
- Mr Hull concluded by summarising the client position that properly applied licensing and regulation supports the client's due diligence in their private security provider selection process.



PSA Chairman, Mr. Ronan King addressing the conference

Panel Discussion on 'Tackling the Reality'

Chair: Mr Ronan King Chairman of the Board Private Security Authority

Speakers:

Mr John O'Donoghue, Group CEO Noonan Services

Ms Freda O'Dowd, Midland Electronic Services

Mr John Barry, ISME

Summary of the Panel presentations

John O' Donoghue, Group CEO Noonan Services Group, said he was particularly interested to hear David Hull's presentation as the client was a key stakeholder in the industry. Currently they were operating in an industry with single digit profits if everything goes well and there was a difficulty in providing additional training in those circumstances. He emphasised that every legitimate employer endorsed regulation in the industry and nobody wished for a return to the pre-licensing environment.

Freda O'Dowd, Midland Electronic Services, said she represented MES and the Electronic Security Installers Association all of whom would have welcomed the introduction of licensing and the raising of standards in the industry. When she spoke to small and medium sized business owners in the weeks before this conference the common complaint was the cost of licensing and regulation which was a burden too much for small and medium sized businesses.

John Barry, ISME, said that increased paperwork was an issue for small companies this was particularly the case with employment law where businesses could face compensation claims and large fines for non-compliance. Small security firms were struggling with increased regulation and there was a need to simplify compliance requirements.

Contributions from the Chairman and Speakers

Ronan King Chairman asked Bill Butler for his views on the panel discussion. Bill Butler stated that there was balancing act between bureaucracy and a regulated industry. If all parties agree regulation is necessary then he suggested consultation to determine what is the balance required to give a responsible level of regulation. Ronan King Chairman said the PSA Board was aware of the issues raised and the particular problems of smaller operators. The PSA was concerned to drive down costs. The PSA was run on a shoestring budget and the Board had delayed the roll out of licensing because of concerns at spreading limited resources even more sparsely.

Summary of Open Discussion

Peter Moloney, Property and Facility Management Association, speaking on behalf of buyers of security services asked what are the PSA plans to engage with stakeholders he referred to data protection issues for CCTV and property owners. Ronan King Chairman said they would meet with the Data Protection Commissioner on these issues.

It was not sufficient to state that it was not covered in our legislation as this was not good enough from an industry point of view. Mr Moloney also queried how many property owners realised that if they employed an unlicensed installer or maintenance person or service provider that the property owner was also liable to be prosecuted. Ronan King Chairman asked David Hull about the issue of data protection in the multinational corporate context. David Hull responded that eBay was primarily looking at the quality of staff provided by a contractor to meet eBay's requirements and compliance with national data protection issues was an issue for those contractors and their staff.

Roisin Sweeney, FETAC, following from issues raised by David Hull on training, advised the audience, that there was more than the FETAC Level 4 licensing requirements training available. There were communications and IT courses available at level 4, security studies and security installer at level 5 and the security industry apprenticeship at level 6. The fact that 55,000 people had level 4 security awards and 27,000 licensees showed that the course was used for more than obtaining a PSA licence.

John O' Donoghue, Group CEO Noonan Services Group, said the public sector was the biggest buyer of security and there was a need for joined up thinking between public sector agencies. The public sector procurement process was based 60% on cost and 40% on a tick box exercise that all contractors could meet. He suggested that there should be a review of the criteria for public sector security procurement with PSA involvement.

Ronan King, Chairman asked the panel if regulation had improved the industry. Freda O'Dowd responded that smaller operators had welcomed the introduction of regulation in order to remove unfair competition that they faced from nixer operators and the black economy. However there was a lack of enforcement on the intruder alarm sector as the limited number of inspectors was taken up with man guarding. She also said the €625,000 turnover limit for licence fees was too high and the cost of licensing was putting people out of business.

Mike Mulhall, ECSSA, said his organisation represented 2,500 member companies. He noted that RECI or the CER were not represented at the conference. He said he wished to correct the misconception that CER was not concerned about the effect on Controlled Electrical Works of the extension of scope of PSA licensing to access control. He was also disturbed at the total lack of consultation with the industry. This work was electrician work and had always been recognised as such by the REA and the FAS syllabus requirements. There were electrical contractors who had maintenance contracts for electric gates, doors and barriers with their customers where both the contractor and their clients could not afford the increased costs due to the extension of PSA licensing.

Mr John Barry, ISME on regulatory compliance suggested co-operation between employment inspectors and the PSA in inspections on security contractors. Ronan King, Chairman said that

PSA were already conducting joint inspections with An Garda Síochána and were looking at co-ordination with other government agencies.

Denis Hughes AP Systems Ltd Kilkenny said IAS installer contractors such as his business operated to the SR40 and EN 50131 standards. However a recent concern was large installers using marketing companies (often sales people with 4 hours training) selling security systems in shopping centres or door to door. Ms Larkin said there was a distinction between making a sales pitch and actually doing a location survey and risk profile for an installation. If the latter was the situation the PSA would be concerned and follow up on this activity.



PSA CEO, Ms Geraldine Larkin addressing the conference

Session 3

Looking to the Future

Panel Discussion ‘Should the PSA impose higher standards through regulation?’

Chair: Mr Ronan King Chairman of the Board Private Security Authority

Panel Speakers

Ms Noirin Clancy, Jardine Lloyd Thompson

Mr Owen Reidy, SIPTU

Mr Ray Wheatley, Security Services Manager, Dublin City University

Summary of the Panel presentations

Noirin Clancy, Jardine Lloyd Thompson stated that her view was that market forces operate correctly and given a choice she was not pro-regulation and considered minimum regulation the best choice. Given that the industry had chosen regulation it was essential that licensing and enforcement was operated properly, fairly and efficiently. Higher standards for personnel would transition into higher standards for companies. It was essential that consumers were educated on the benefits of higher standards so that those making decisions on buying security services were prepared to pay for high quality services.

Owen Reidy, SIPTU stated his position was that the operation of market forces was not the way to go and regulation was essential especially regulation of the costs of labour through a REA or other legally enforceable collective agreement. SIPTU represented 50% of security guard employees and 75% of CIT employees. Since the collapse of the ERO there had been a collapse in pay levels apart from some decent employers who were maintaining pay rates. It was essential for the industry that businesses could make a reasonable margin and that employees could have a reasonable pay rate to allow them raise their families.

It was clear to SIPTU from the social dialogue process in Brussels and from CoESS that better regulation led to higher standards and better conditions of employment for employees. Here in Ireland public procurement was based on lowest cost and there was chaos in the transfer of undertakings process. In Sweden there was agreement that labour costs were taken out public procurement competition. High PSA compliance levels contrasted with 47% non-compliance in the security industry with NERA requirements. This showed there was unfair competition when market forces were allowed operate without regulation.

Mr Ray Wheatley, Security Services Manager, Dublin City University said in his view regulation was working. On compliance the PSA should have a confidential phone line so people could make complaints. There needed to be training and career development for security employees, use of technology in licence application and development of multiuse licences. Due to public sector austerity private industry was taking a greater role in the public sector security. When he started fifteen years ago in DCU all his staff were in house today 50% are provided by the private sector.

Contributions from the Chairman, Panel and Speakers

Ronan King Chairman responded that PSA introduction of an electronic application was imminent. In his opinion getting a security licence should be as easy as getting a driving licence if you are compliant. If you are not compliant you should be 'put off the road'. On Enforcement he emphasised that the PSA needed the co-operation of people who make complaints so they can take cases to court with complainants prepared to give evidence. Taking prosecution proceedings was extremely demanding in terms of time, money and resources for the PSA.

Mr King asked Hilde De Clerck, Confederation of European Security Services her views on whether the PSA should drive higher standards through regulation. Ms De Clerck Speaking from a European perspective, covering more than 30 countries, strongly agreed that regulation should impose higher standards. The European experience was that stricter regulatory standards led to a higher quality security provision and clients bought into this. The debate in Europe had moved on from regulation in order to remove 'cowboy' operators and criminality from the industry to defining the role and extent of private security in the public sector.

Noirin Clancy stated that from her insurance perspective it was clear that providers wanted to provide professional, well trained staff but end-users were interested in the cost per hour. The low cost options meant declining standards and increased claims so the key was to educate end-users.

Hilde De Clerck said she thought that buyers had to question the gap in quality of service between low cost operators and higher cost operators who were providing better trained staff and a more professional security service.

Mr Owen Reidy, SIPTU said there was an opportunity to rebalance the relationship between clients and contractors particularly in public procurement where stakeholders such as unions and employers could influence the requirements for tenders.



Summary of Open Discussion

Peter Fox ICTU said that companies that paid staff well found that clients wanted the lowest cost option so only legislation and regulation would ensure a higher quality of security service.

Bill Brown PSA Board Member asked Owen Reidy about SIPTU working with companies to raise standards through employee training but without causing the imposition of additional financial costs on employers. Owen Reidy SIPTU said that they were prepared to look at these issues in the context of the JLC and negotiation of a new REA where pay, conditions, training and the financing of training could be included in negotiation for agreement. He also suggested a JLC for CIT employees.

Ronan King Chairman noted that David Hull had mentioned in his presentation that compliance with minimum wage requirements in jurisdictions was part of the eBay requirements for their contractors. Owen Reidy SIPTU responded that there was a national minimum wage of €8.65 but there was an industry minimum wage under the ERO/REA of €10.01 rising to €10.75 after three years. Unfortunately some employers had taken the opportunity to drive down the industry minimum.

Ronan King Chairman praised the contribution of both employer and employee representatives on the PSA Board and their shared dedication to raising standards in the industry.

Session 3 - Part 2

Looking to the Future

‘Regulatory Experience in Europe’

Chair: Mr Ronan King Chairman of the Board Private Security Authority

Speaker: Ms Hilde De Clerck, Confederation of European Security Services

Summary of the presentation

Ms De Clerck outlined the role and membership of Confederation of European Security Services. The CoESS was founded in 1989, has 29 national member federations in 27 countries and 2 corresponding members, its membership represents 50,000 private security companies, 1.8 million employees and approx €35 billion of annual turnover. The Irish member is the Security Institute of Ireland. CoESS has developed strong partnerships with EU institutions and standardization bodies.

The issues Ms De Clerck discussed included:

- The definition of private security which includes traditional manned guarding in private premises and private areas but also manned guarding and maintenance of public order in public premises and areas. Private security also includes CIT, monitoring, call out and key holding services, close protection, private investigation, security consultancy, sales and installation of electronic security and sales and installation of physical security e.g.

locks and glazing. Military planning and execution, safety activities (e.g. fire & ambulance) and security storage are not considered private security.

- Government supervision of private security across Europe involved a social benefit aspect to regulation in order to guarantee citizens rights, to exclude criminal or undesirable elements from the industry, to clearly define the division of labour between police and private security, to protect clients and to add credibility to the private security industry.
- As part of the presentation Ms De Clerck showed a map of Europe colour coded to distinguish low, medium, strict and very strict regulatory regimes. Ireland was categorised as being in the medium category.
- Standards were a supplement to statutory regulation not a substitute for it. As standards are voluntary they can only provide guidance to the more professional part of the industry.
- The increasing role of private security in the public domain as a challenge for the industry as an increased supervisory role from regulatory authorities follows on from this development. However the private security industry was in a position to make a unique contribution to overall security.

Summary of Open Discussion

Mike Mulhall, ECSSA asked Ms De Clerck how many European countries include regulation of CCTV and Access Control under their national requirements. She said that it was in general legislation and there were also voluntary association like Euroalarm. Mike Mulhall said it was not regulated nor was it regulated in the UK. The introduction of licensing in Ireland was going to lead to serious safety concerns. Ronan King Chairman clarified that in most countries there was general legislation but it was not dealt with in a specific way. In countries where there was no regulation the industry followed technical standards. A contributor from the floor noted that the opposition to introduction of regulation of CCTV/Access now was like opposition to application of standards to intruder alarms in the 1980's. The national standard introduced then had subsequently been superseded by European Standards.

Ronan King Chairman said he was interested in the European map shown in Hilde De Clerck's presentation showing Ireland as low to mid-range in terms of regulation. The aim of the PSA as regulator was to ensure a level playing field in the role of 'referee' with the aim of improving the industry and the industry's provision of services to the consumer.

Niall Feeley G4S said that 60% of G4S business in the UK was from government contracts he asked how the security industry could encourage the government to use private security in running prisons for example. In the UK G4S was in the bidding to run police stations. Hilde De Clerck responded that there were different historical and political backgrounds in different countries. There was scope for private security to take over non-core tasks of the police. Private security was cheaper, more flexible and had large pool of qualified staff to draw on.

Bill Brown PSA Board Member asked about the European funding models for private security. Hilde De Clerck said that in Belgium and France a percentage charge was added to each client's bill and this directly funded the regulators administration, licensing and compliance costs. Bill Brown also asked Mr Owen Reidy if the unions would be supportive of private security in

taking a greater role in public security. Owen Reidy stated that SIPTU was part of ICTU and this change could only take place if there was agreement with the broader trade union family. The prison officers and Garda associations had affiliation/relationships with ICTU and their memberships would have a view on whether it was appropriate for private security to take on parts of their work. Any proposed change would have to comply with the terms of the Croke Park Agreement and whatever agreement followed it. Ronan King Chairman added that there were opportunities for the industry to move into security areas that the guards were moving away from.

He pointed to the transfer of Gardaí from passport control duties in Dublin airport as an example of a successful transition where the guards were reassigned to policing work (for which they had been trained) and administrative staff dealt with routine passport control checks.

Conference Summary and Close

Mr Ronan King Chairman and Ms Geraldine Larkin CEO

Ronan King Chairman asked Geraldine Larkin, CEO of PSA to act as rapporteur on the main points from of the day's proceedings.

Ms Larkin said she was setting out many but not all of the main themes from the day and she assured the attendance the Authority would review all the issues raised. The Minister in his opening address had acknowledged role and diversity of the industry, the investments made by the industry and the possible futures roles for the industry. In the morning session, given the licensing and standards were in place, issues raised include

- The cost of licensing and regulation particularly for smaller operators. Ms Larkin identified a need to look at moving the regulatory burden away from compliant companies. She said the PSA would look with interest at the SIA proposal for micro-businesses.
- In the morning sessions there were also issues raised on consultation and data protection.

In the afternoon session Ms Larkin noted an interesting debate on minimum or higher standards and how standards interplay with enforcement and resource issues. The Minister had spoken on the limited funding available and clearly the PSA need to prioritize the scarce resources available.

In the afternoon sessions Ms Larkin also referred to;

- Hilde De Clerck's map that shows Ireland in the middle as regards regulatory requirements. Ms Larkin said her conclusion from the discussions was that the private security industry was an imperfect market where the customer was not prepared to pay the cost of delivery of a quality service and therefore regulation was necessary
- The increased role for private security in the public sphere. This was an evolving debate and they could look at the experiences in the UK and in Europe.
- The comment on the role and involvement of purchasing groups in the UK model of regulation was also particularly interesting.

Finally the one most gratifying aspects of the day was the continued engagement of industry in partnership and dialogue with the PSA.

Ronan King Chairman thanked the Minister, distinguished speakers, panellists, the attendance, the PSA Board and Executive. He also said that any delegate(s) who wished could submit a written note to him if there was any specific issue they wanted him to take to his meeting with the Minister on the day following the conference.