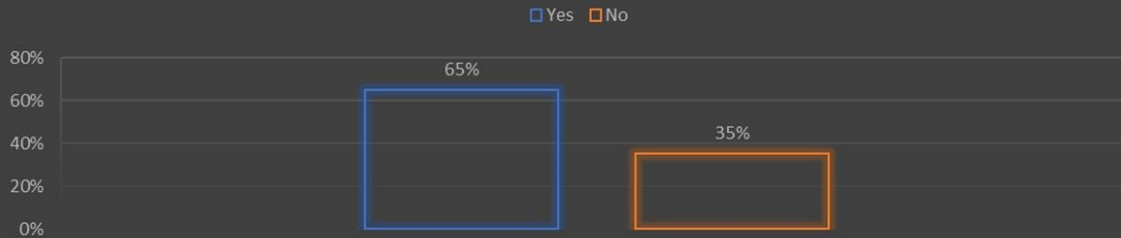


Question 1

In the last 12 months, have you struggled or failed to meet contractual obligations?



Network members:

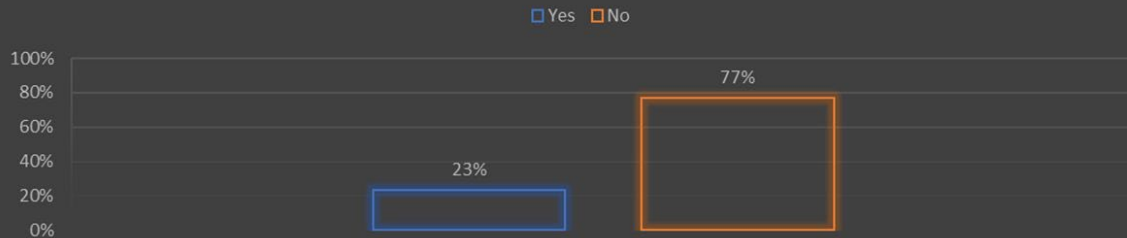
- *"We are reliant on agency providers for additional tasking"*
- *"Many casual door supervisors have drifted into other types of work during the pause of the NTE and have not returned"*
- *"COVID testing centres are pulling valuable resources away from other sectors"*
- *"Manpower is a major issue, for retail especially. People wanting to work in retail has lowered significantly. Buyers want security to intervene. Abuse has increased significantly."*
- *"People simply will not work in a role where they are likely to be physically and verbally abused. Violence at events is growing rapidly. This is unacceptable."*
- *"The challenges we are facing are not exclusive. Drivers, hospitality etc. all suffering. We need to make the industry more attractive, particularly at entry level. Pay rates are challenging."*

Member solutions:

- *To reduce violence against our staff, we have developed an advanced guidance scheme for our guards. This places them closer together, with more communication and tools to deter and/or deal with potential violence from members of the public.*
- *We have forged new relationships with other approved contractors to help ease the burden of workforce shortages. We share our supply chains where possible, helping to reduce the pressures we are all facing.*
- *We have proactively worked with our customers to reduce hours for the same rate. This has enabled us to make roles more attractive by offering less hours, for the same wages. We have been able to recruit on these jobs, whereas others we have not.*

Question 2

Have you lost business as a result of failing to meet obligations?



Network members:

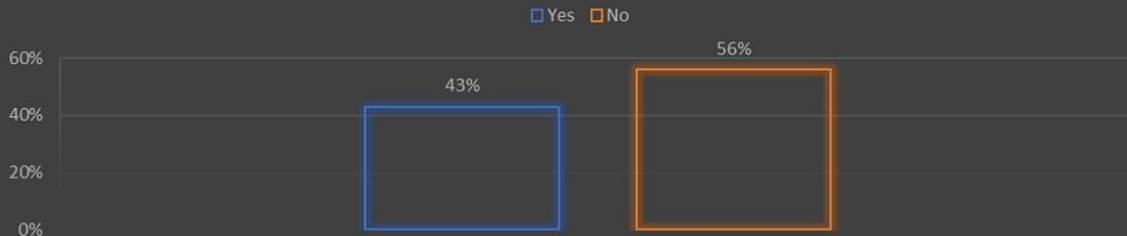
- *"We did not tender for a large contractor with a pre-existing client, because we are already struggling to recruit. We did not want to jeopardise our relationship with our customer."*
- *"We have won significant contracts recently. However, going forward we will not be able to take on any new contracts as we cannot recruit the workforce to fulfil these."*
- *"There are lots of licence holders, but lots of licence holders no longer work in the security industry. The current state of industry and the availability of workers is heart-breaking."*
- *"I am happy to say that we have not lost any contracts"*

Member solutions:

- *We acknowledge to our clients that there is an issue before it occurs. We must be honest and transparent with our customers, whilst offering suitable alternatives to mitigate labour shortages, such as hybrid arrangements.*

Question 3

Have you reduced or stopped tendering for new business as a result of labour shortages?



Network members:

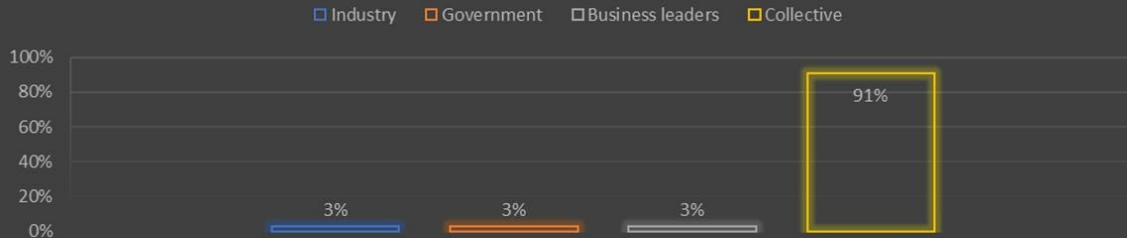
- *“There is not a shortage of people, there is a shortage of buyers willing to pay the right fees to draw workers into roles. We offered up a role at £16ph and have received 160+ applicants.”*
- *“We have found a number of ‘black-spots’ throughout the UK where recruitment is very challenging.”*
- *“The main reason for not losing any business as a result of labour shortages is because of relationships, being transparent with clients and offering other solutions/hybrid approach”*
- *“We have made efforts to stabilise what we already have rather than going for new business.”*
- *“Screening in accordance with BS7858 is difficult and drives many job applicants to businesses that do not screen to this level.”*
- *“There is a growing issue of pay rate suppression by the large TFM companies, which also has an impact on single service delivery, through setting pay rate precedents.*
- *“The NHS is very much focussed on price. There are some exceptions but cost is always a key driver”*
- *Major events and sports are set to re-open fully next year. This year many festivals and sports grounds have had reduced capacity, therefore the need for reduced security provision. If we are struggling now, then what will happen next year when everything re-opens fully.”*

Member solutions:

- *We need to stand strong as an industry and turn new customers away if they are unwilling to pay the right fees due.*
- *We need to focus on educating our clients. We also need to educate the public and the media. The public wouldn’t be able to do the nice things they do if our great employees weren’t there to protect them and the venues. Security are the frontline between you being able to go to a club or not. They are the frontline between you being able to go and watch your favourite sports team or not.”*
- *“We should consider creating an article to promote the industry and its capability in this way to buyers, the public and potential new recruits”.*

Question 4

Who is best placed to intervene to improve operating conditions?



Network members:

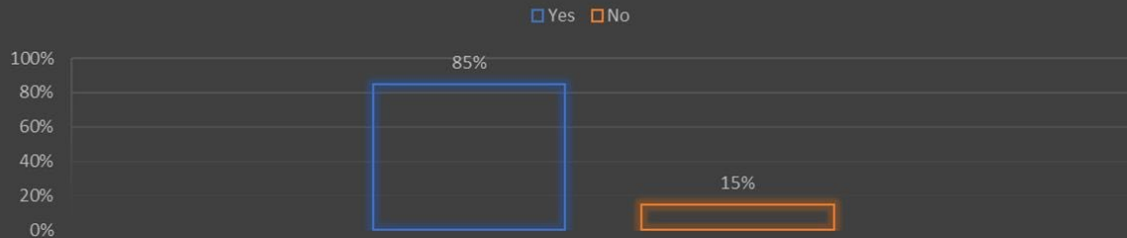
- *“A strong trade association with one voice, does this exist?”*
- *“As businesses offering quality services, we need to collectively push back on buyers offering low price contracts. This may cause temporary instability, but if we all stick to our guns, then they will have no choice if they want/need quality provisions. Approved contractors should sign an MOU.”*
- *“Buyers are often vested in the incorrect areas.”*
- *“Private security industry is the 4th emergency services.”*
- *“I think Associations are essential. An overarching Association would be a fantastic way of bringing all areas and disciplines into one focussed voice.”*
- *“ACS assessing bodies need closer collaboration to ensure consistency in their assessments”.*
- *“SIA are reviewing the ACS / business standards, including how we assess. SIA will involve security business and others in this consultation.*

Member solutions:

- *Industry is missing a collective voice. There is no one trade association that provides a collective voice for us. There are several groups but these are all disjointed. We need one clear and collective voice to represent the whole industry, and to work closely with Government and the SIA.*
- *As businesses offering quality services, we need to collectively push back on buyers offering low price contracts. This may cause temporary instability, but if we all stick to our guns, then they will have no choice if they want/need quality provisions. Approved contractors should sign an MOU.”*
- *“Business licensing would help deal with operating conditions, as shown in this call there is clear appetite for business licensing among approved contactors.”*

Question 5

Is the instability we are seeing in every sector?



Network members:

- *"It is hard to say, but it sounds like it from everyone's discussion today".*
- *"Top-up training blackspots throughout the UK could influence the instability in the NTE because more people might move to SG".*
- *"We can only comment for the sector we work in – NTE and retail."*
- *"Top up training is going to bring us back to 2006 all over again not enough security operatives and then the security operative going to the highest bidder."*
- *"Downgrading' from DS to SG will have an impact on events which means the issues within some sectors will get worse".*
- *"We put forward 100 people for top-up training and only 35 passed the course."*
- *Employees will not travel up to 100 miles to complete a course when they can find alternative employment without the need for upskilling".*
- *Very little training in the South West leading to instability.*

Member solutions:

- *SIA do not have direct influence in training, but can have the right conversations to influence more accessible courses and ensure nationwide coverage.*