

The heart of...



Issue 4. Feb 25



**Meet the inspirational
George Mitchell!**

Welcome to the Heart of Amulet:

In this edition:

- Welcome to the New Year and our first Heart of Amulet in 2025.
- Frontline Focus: An inspirational insight into the selfless work of our own Heart of Amulet and shining star winner George Mitchell
- Screening the Screeners! We take a closer look at the work of our own Screening experts.
- Get to know more about the fascinating journey Barnaby Vallance, our Compliance and Risk Director, has taken en-route to his current role here at Amulet.
- The latest Community updates and much more...



A toast to the New Year!



The HOA team are delighted to welcome all our readers into 2025. Wishing you all a New Year filled with growth, collaboration and success!

We encourage you to share your news stories with us. Share the difference you are making in your role, in your community. Share your thoughts on how we can improve this Newsletter. What would you like to see in it? Your input is vital in shaping our future editions.

Please email us your news and stories to newsandviews@amulet.co.uk

Winner!! Winner!! Winner!!

We would like to kick start this issue with a thank you to all those who entered our Heart Of Amulet competition by completing the wordsearch on the back page... MASSIVE congratulations to our very own Humera who took the winnings of £200 in Love 2 Shop vouchers.



Winner!! Winner!! Winner!!

It's the talk of the Town!

Join us at our next Town Hall Meeting: Company and Community updates and a chance for you to provide us with your feedback. Look out for your invitation!



Contents:

- Meet the team special with our spectacular screening team!
- Get to know Barnaby Vallance, our Compliance and Risk Director .
- Amulets Shining Star! Learn more about George Mitchell and his great work with the Samaritans.
- Community Corner, A look at what's coming up and many ways and opportunities to support.

And much, much more

Our Commercial team have been extremely busy over the last three months. We are delighted to welcome our new customers and colleagues on board. Here are just a few of the highlights.

You are very Welcome..



We are delighted to be welcoming the first tenants to Bristol's **Welcome building**. Our Amulet team are working closely with Knight Frank covering nine floors of striking architecture designed for a new way of working.



Extending our Knight Frank partnership across the Northeast. Welcome to **The Lumen** (Sean pictured) and the aptly names **Partnership House** in Newcastle upon Tyne!



As one door opens..

So does another and another.. In fact, our Tech team are making sure that over 100 doors at **Millennium Point** are upgraded and working perfectly under the building's brand-new server. **Great work Team!**



The strength of existing relationships and our understanding of our customers' future requirements enables us to grow together. Congratulations to all involved in continuing to improve and extend our relationships with our existing customers.

Other great news. We have renewed our contract with c2c, the award-winning train operator running services between [Fenchurch Street](#) and [Shoeburyness](#). Developing and growing together.



Expanding our service to provide even more coverage and a new Revenue protection team for the Docklands Light Railway!



We are delighted to continue working alongside Chiltern Railways. A great relationship since 2011. The future will see us implement an exciting new model across the network.



The Heart of Amulet

“Wanderlust Meets Watchfulness: The Dual Passions of a Risk Expert”

Meet Barnaby Vallance – The Compliance and risk Director of Amulet.

When you think about the path to a fulfilling career in security, you might not picture teaching English in South America or navigating visa restrictions in Brazil and Argentina as the most obvious route to take.. but for one individual this winding journey has led to a flourishing career in the security industry, blending global experiences and personal growth into a compelling story of transformation. That individual is our very own Compliance and Risk Director Barnaby Vallance, and we were delighted to be able to learn more about his fascinating journey.

Back in 2012, returning to the UK after 5½ years of living in South America, Barney had not planned to get into security. It was the first opportunity that came along. Before his career started, life was an adventure on another continent. Having learnt Portuguese while living in London, he embarked on a journey to Brazil, teaching English and immersing himself in a vibrant culture.

However, visa restrictions prompted a move to Buenos Aires, Argentina, where he not only adapted to a Spanish-speaking environment but also met his future wife. They married in Buenos Aires in 2011 and built a life together before returning to the UK. The experiences in South America left an indelible mark, shaping both their adaptability and global perspective.

Barney jokingly admitted that he doesn't know whether he made the right choice in coming back or not, but undoubtedly agreed he didn't and has no regrets!

Barney took his first steps in the security industry as a screening assistant for AOS Security, a small firm based in Peterborough. By 2017, Churchill acquired AOS, drawn by its enviable contracts at iconic locations like Trafalgar Square, Parliament Square, London Zoo, and the c2c contract. This acquisition marked a turning point, as Churchill merged its security division with AOS, creating the newly branded Amulet.

Like any major transition, the early days post-acquisition was a mixed bag. Adapting to Churchill's ways of approaching issues initially raised questions and challenges —after all, there's a natural inclination to believe your current approach is already effective. However, the realisation that being part of a larger organisation brought invaluable resources and opportunities that transformed his outlook. The potential for growth became apparent.

Barney worked his way up, taking on training in quality management and health and safety. These skills became the foundation for managing certifications, accreditations, and the rigorous SIA audits.

The annual SIA audit is a significant aspect of his role and a major undertaking. However, what stands out about working at Amulet today is the extensive support and readily available information. Whether it involves highlighting social value initiatives or ensuring compliance, the resources put the team in a stronger position than ever. Barney loves to find ways to enhance what we do and how we do it!

Today, Barney now oversees the employee screening team in Peterborough and regularly conducts risk assessments and audits across the country. Splitting his time between being on-site, working on projects, and tackling tasks at his laptop. It's a varied role, and that's what keeps it exciting. Being able to get out and about to all the different sites is what Barney enjoys most about his role, visiting fascinating locations, from film studios and shopping centres to rail contracts and even London Zoo! A recent highlight was a trip down memory lane as Amulet began work on the Clarks contract, a nostalgic moment for someone who grew up with the brand and always got their school shoes from there (didn't we all!).

When he's not auditing sites or poring over compliance data, he's indulging in his passions. He is a huge fan of cinema, though he isn't able to go as often as he would like to. Socialising with friends and family and music festivals.

Camping has also become a favourite pastime, especially since the pandemic. While wild camping is something he's eager to try, he's not entirely sure he can convince his wife to join him! His family ties remain international, trying to visit Argentina every 18 months to see friends and family, Meanwhile, his home is a hub of activity, hosting a steady stream of South American visitors. Jokingly admitting it's like having a revolving door!

As a child, he dreamed of many careers, from wanting to be an architect—despite not being able to draw—to countless other ideas. Although it was his passion for travel and experiencing different cultures that always stood out.

Places like India, Asia, and Africa remain on his list as he has always imagined going to them, and he'd eagerly embrace the chance to work somewhere like Mozambique. If Amulet went international, Who knows? Sir David Attenborough might have some competition on his hands!

Looking ahead, Barney sees technology as a game-changer for compliance and risk management. Fully embracing being better at using technology, AI, for instance, has huge potential to improve processes, make us more efficient. By embracing advancements, the industry can stay ahead of the competition and make strides in areas like data monitoring and performance evaluation. It's definitely about embracing the possibilities!

However, when asked about his greatest achievement, without hesitation he answered his daughter.

"She's incredible. She's started secondary school this year and has taken it all in her stride. She's bright, independent, and has such a positive personality. She definitely got her mum's brains".

From the sunny streets of Brazil to the bustling office of Peterborough, his journey has been anything but predictable... bringing a wealth of worldwide experience and guiding his team to great heights, we are so pleased that our wanderer returned.

If there's one takeaway from his story, it's that life's twists and turns can lead to extraordinary opportunities. Whether it's a stint in South America or a career you never expected, embracing change can open doors you never imagined.

Fun facts...

If you could bring one figure into your job, who would it be, and what role would they have?

I'd like to see Bob Mortimer in a business situation and see what kind of chaos he could cause. Chief Entertainer would be his role. I'll just get him along to the Christmas party.

If you could swap jobs with anyone in the world for one day, who would it be?

It's probably not a very original answer but, I really enjoy David Attenborough. It combines the idea of travel and work. It's just incredible the things the guy has seen and done alongside teaching so many people.

If you could travel to any place in the world, where would it be and why?

If I was travelling by myself, I think I would choose to go to India. I think that would be a wonderful experience. And Japan, if I was going to Japan, that would be where I'd love to go with my wife and daughter for the food, for the culture.

What's the best piece of advice you've ever received?

It was advice that a friend's dad gave me. I was going for a job interview in my early 20s, and he was in a role of coaching people back in to work, so I just thought I'd speak to him. He said to me the one bit of advice that I can give you when you go for an interview, he said when you walk in the room, make sure that you offer your hand to the person who's going to be interviewing you. Be assertive, offer your hand and introduce yourself. that'll just have a psychological impact. It will give you confidence. it's kind of like the upper hand almost, you know, and it worked!



If you were a drink (coffee, cocktail, tea, etc.), what would you be and why?

One thing I really like is Mate (MAH-tay). Which is a drink from South America, from Argentina and Uruguay in particular. It's a cup and it has a straw. You pour hot water from a flask and pass it round. It reminds me of South America. It's a really social drink, all sharing the same pot, just adding water each time..

What's one thing on your bucket list that you haven't checked off yet?

I've never seen my favourite band live. So, I would love to see Nick Cave and the Bad Seeds live in concert. The thing is, is that I did have tickets to see him about 20 years ago now. A friend of mine, got me tickets for my birthday, but it turned out to be the night before I was best man at a wedding, so I couldn't go.. and now said friend is divorced!!

Finally, in our last newsletter, we asked Margaret to leave a question for the next interviewee - How do you manage your time within your workday?

Lists, definitely lists. Writing down what you need to do in your day and trying to tick them off one by one.

Meet the team special!

Taking a closer look...

If you are reading this then congratulations!
You made it through screening before you started your role.

You and the people you work alongside all came through screening before they started with Amulet. But why do we take such a close look at those who want to join us? Why is it so important and just how do we do it? Let's find out more!

What is screening?

Amulet screen each candidate to BS7858 Standards, this is the process that employers use to screen security personnel before they employ them. It gives best-practice recommendations, sets the standard for the security screening of staff in an environment where the safety of people, goods or property is essential. This includes data security, sensitive and service contracts and confidential records. It can also be applied to situations where security screening is in the public's interest.

The whole screening process can take anywhere from a couple of days to a couple of months. This usually depends on what is provided by the applicant and how responsive they are to requests for further information. We begin by checking the identity of the person we are vetting and making sure they have the right to work in the UK, we check over all the documents we have received to make sure all the information is matching and accurate. From here we conduct a credit check and check for financial sanctions. A credit check also help to confirm someone's identity and their current and previous addresses.

Next, we check employment history, we must confirm what someone has been doing for the last 5 years with some sites requiring 10 years. Whether it may be employment, education or claiming Universal Credit, we must verify everything. To do this we request employment references but sometimes we might need to ask for evidence such as bank statements, payslips or education certificates. Sometimes we can struggle to complete someone's employment history if there are gaps with no explanation or if we are unable to verify what has been provided to us. Some sites require a DBS so we can issue one if needed prior to someone beginning their new role!

Alongside the screening process we also have other daily tasks to complete such as renewing ID badges and DBS's, issuing Licence Dispensation Notices, checking and renewing right to work documents and dealing with general enquiries. These are all tasks that come into screening on a daily basis.

What do we do that sets us apart from the rest?

During the screening process we conduct social media and Google name checks. Sometimes we may find something negative online which makes us think that a candidate is not suitable for a role with Amulet. We also verify their full 5-year employment history and complete all checks before someone is cleared to work. The British Standard is more flexible and will permit some checks to be completed within the 12-week period after someone has started. We however don't do this because we believe it is more efficient and thorough to complete the full checks before someone begins on site.

Screening is a vital part of Amulet, as completing background checks on each person ensures that they are the right person for the role they are applying for and the company as a whole. It allows both colleagues and Amulet to thrive.

Challenges we face?

One common struggle we face is verifying employment history. If we don't receive the correct documents or have long gaps which candidates are unable to explain, then we may have to cancel the screening. We have had some questionable responses when asking about gaps in employment history. One example of this is when we once asked a candidate what they had been doing for the past 5 years, and they responded by saying "I didn't do anything during this time. I stayed at home and ate snacks, I was on Tinder a lot, I ate beans on toast and watched Tipping Point. Hope this helps". It might seem amusing, but it is a great example of what we can be up against!

Meet the team special continued...



Cara

I am the newest member of the screening team. Starting in February 2024 and coming from a customer service position, I had no previous experience in admin or security but was welcomed with open arms by the screening team. I have since learned so much and feel very confident in my role. I have now been with Amulet for nearly a year and couldn't be happier!

Rebecca

I have worked with Amulet since October 2023 as a Screening Administrator. I first started my career in the childcare sector, developing to a Deputy Nursery Manager role. I then transitioned to various HR/Admin positions before beginning my role with Amulet. I really enjoy being a part of the team and seeing what challenge each day brings. It has been interesting learning about the security sector and speaking with the officers before they start their employment with us.

Irene

My career with Amulet started in 2015 when I joined the business as Financial Controller. I changed roles in 2018 to become Screening Manager. I retired in 2021 but, due to the huge growth Amulet achieved in 2022/2023, I was asked to return to help out for 3 months in April 2023. I'm still here, working part time, enjoying working in a new team and contributing to the daily business of screening and administration work. There are many good reasons to be here. March 2025 will mark 10 years since I joined and it's been a fast moving, interesting journey working with great teams. I like to think it's keeping me young; I'm enjoying my 3 days in the office as well as my two days off!

Marthar

I started working with Amulet in 2023 and like Cara, I had no prior administrative experience or knowledge of the security industry. While the first few months were challenging, I quickly learned and adapted to the role. As I approach two years in February, I can say that I still enjoy what I do. I'm grateful to have a great team and look forward to what the future holds.

Ioana

I started with Amulet in September 2023 as a temporary employee then transitioned to an official Amulet employee in December of the same year. I'm truly grateful for the opportunity to be part of such a great team. Every day, I strive to do my best and help others in the team as well. I have been told I have a knack for piecing together complicated employment history. I still learn new things every day and am looking forward to further developing my skills in the future.

Tracey's Story

Two years ago, Tracey Cheung, our Head of HR, started her running journey with the goal of pushing herself further than ever before. Now, she's taking on her biggest challenge yet—running two marathons this year for Missing People.

Her first is in April, but the ultimate test will be the Berlin Marathon in September. To get to the start line, she needs to raise £1,500—and that's where you come in.

With your donation, you're not just supporting Tracey's journey—you're supporting families desperate to find their loved ones. Every pound helps provide vital resources, from operating the 24/7 helpline to funding the urgent search efforts that bring people home.

How You Can Help

♥ Donate today – Every contribution brings Tracey closer to her goal and helps families in crisis.

Good Luck Tracey!



Berlin Marathon for Missing People

Missing People supports hundreds of missing and exploited children every week. We care for adults on the brink of despair and suicide, every day. And for families living through the trauma of not knowing where their loved ones are, the charity helps them to cope, and to find hope. As the only dedicated charity in the UK providing a lifeline to anyone affected by



Help us reach our £1,500 target!
Make a donation with **JustGiving**

Missing People: Bringing Hope to Families in Crisis

Every 90 seconds, someone goes missing in the UK. For their families, every second that passes is filled with fear, uncertainty, and heartbreak. The Missing People charity is a lifeline for those searching for answers, providing support, raising awareness, and helping bring missing loved ones home.

Why Missing People Matters

When someone disappears, their family is left in turmoil—desperate for news, struggling with the unknown, and often feeling powerless. Missing People offers crucial support:

- ✓ A 24/7 helpline, offering emotional and practical support to families and missing individuals.
- ✓ Awareness campaigns, sharing urgent appeals nationwide to help bring people home.
- ✓ A safe space for those at risk, including children escaping abuse and adults in crisis.
- ✓ Advocacy and policy work, pushing for better protections and police response to missing cases.

For those left behind, Missing People is their only hope. But they can't do it without your help.

Reward and recognition



Q1 and Q2 Results.

Congratulations and thank you to all our winners from Q1 and Q2 2025.

Q1

1. Everyday Excellence Award Winner:

Nathan Brown
Royal College of Paediatrics and Child Health

2. Intelligence Led Award Winner:

Daniel Preevey & Kyler Turp
Thurrock Council

3. Always Seek Better Award Winner:

Harry Hussain
Severn Trent Water

4. Leadership Award Winner:

Balbir Biring
Northern Trains

5. Putting People First Winners:

Karl Buckton Nicholas & Simon Firth
Northern Trains

6. Outstanding Act Award Winners:

Jeffery Tickner & Martin Pritchett
East Midlands Railway



Q2

1. Everyday Excellence Award Winner:

Caitlin Talbot
Bevan Brittan

2. Intelligence Led Award Winner:

Dayle Belfield
EMR Derby

3. Always Seek Better Award Winner:

Laura Waller-Brown

4. Leadership Award Winner:

Eddie Sempira
ZSL Whipsnade

5. Putting People First Winners:

Keith Banfield
CBRE Clarkes

6. Outstanding Act Award Winners:

Eugene Obeng & Megan Gallagher
Northern Trains Manchester

If you would like to nominate someone for one of the awards above, please check out the criteria below and contact your line manager.

<https://churchillcontractservices.sharepoint.com/sites/Amulet/Shared%20Documents/Forms/AllItems.aspx?ga=1&id=%2Fsites%2FAmulet%2FShared%20Documents%2FGood%20News%20%2D%20Reward%20%2D%20Recognition%2FOn%20The%20Spot%20Awards%20Certificate%20Templates%2FAward%20Criteria%20%2D%20Terms%20and%20Conditions%2Epdf&parent=%2Fsites%2FAmulet%2FShared%20Documents%2FGood%20News%20%2D%20Reward%20%2D%20Recognition%2FOn%20The%20Spot%20Awards%20Certificate%20Templates>

A focus on the Frontline..



If you are Inspired by the difference you make to other people's lives and driven on by your desire to make them feel better about themselves, you are truly a special individual. We were delighted to meet with such a person and learn more about them and the difference they are making to all they meet in their role.

George Mitchell has worked as Travel Safe Officer on the Northern Trains Contract for almost two and a half years. George is based at the Bradford Interchange and is responsible for managing and reducing anti-social behaviour across the rail network. However, as George explained, there is more to the role than just applying the Railway Bylaws and educating those who chose to ignore them.

“The role as a Travel Safe Officer is more than just a visual presence on the network, it puts people at ease knowing that someone is there. I am often required to deal with those who are vulnerable, those who need safeguarding and those who find themselves in need of help whilst in a crisis”

It was such a situation that had a profound effect on George and led to his involvement with the Samaritans. George provided support to a vulnerable person, listening and caring for them at their greatest time of need

“The initial involvement with the Samaritans was due to myself and a fellow colleague who had been able to support an individual at a time of crisis, this was done by making that individual feel that someone was there to listen to them, offer them support, care about them and most of all help them to see beyond their intrusive thoughts.”

George was asked to take part in their Small Talk saves Lives Campaign.

“I was of course more than happy to be involved with such a project to help spread the awareness around those who may be in crisis and let that individual know that someone is there to listen and offer support; or even listen to them in their time of crisis

I was asked to attend the launch campaign at London's Kings Cross Station to be a story teller and how I had been able to help and support an individual in their time of crisis, I was able to publicly speak about how to break down the stigmatization around what to say or how to make initial contact with someone who may need that support at time when they feel like they have nowhere to turn to.

At the event I was able to speak with a person who had turned to the Samaritans for support and was able to make a positive impact on this person by taking time to have a chat.”

George very much enjoys his work; each day throws up new challenges but also new opportunities to help and support those in need. George is part of a great team, and he welcomes the support his colleagues and management offer.

“The best thing about my role is the team and management I work with, the support that we provide each other and as such make it feel like a work family

The most rewarding part about my role is knowing that I can make a positive impact or a contribution towards rail users and provide a better day to some as well as a comfort in the feeling of safety and security whether this be directly or indirectly.”

A focus on the Frontline continued..

George's great work has not gone unnoticed. Last year he was recognised for his outstanding efforts as not only our Heart of Amulet winner, but he was also awarded the Exceptional Achievement Award at our Shining stars ceremony.

George is delighted to be recognised, and he also acknowledges the team around him that make it all possible.

"Whilst working for Amulet and Churchill Group I feel like I am not just another employee, I have been fully supported throughout my role as a Travel Safe Officer whilst working on the Northern contract, it feels amazing to know that what I believe daily is just carrying out my duties to my best ability each day has ultimately led to these awards.

As such upon receiving these awards I feel proud of myself as it's not something I would have thought I would have been able to achieve without the support from Amulet and Churchill Group who strive to push their staff in being able to achieve such recognition."

"If individuals feel supported and gain recognition for their achievements it helps them to flourish and grow their ability to provide a quality and professional service.

"I take inspiration from those around myself, and knowing that if I can help or make someone feel more positive about themselves it gives me a sense of a job well done."

Clearly so much more than a job well done. Living the values and inspiring and helping all those around him. Thank you, George!



George's Fun Facts!

What do you like to do outside of work?

I enjoy time with my family and making those memories.

Pastimes/ Hobbies?

I have an avid interest in Motorcycles and enjoy the odd DIY project

What would be your all-time favourite motorcycle?

Royal Enfield 650 Scrambler

Can you name your top three Movies/ Books / Food/

Tuscan garlic chicken

Lamb tagine

Who doesn't like a good stone baked pizza?

If you were hosting a party, what three people would you invite and why?

Lee Evans for the comedy value

Samuel L Jackson for the one liners

Judi Dench for the sophistication and class

Security advice Intel Hub...

Below is a list of reports which are available that the team provide for clients and the business, interpreting crime figures to show trends across the country.



Chris and Lauren from our Intel team would be delighted to discuss how these reports can be of benefit to your customers.



Quarterly Threat and Risk Report

This high-level report gives executives an accurate view of their area, its current changes, and future trends. It offers a long-term perspective, forecasting likely developments beyond current activities.

The report supports planning, policymaking, and understanding broader regional and national trends.

Thematic Risk Report

A thematic risk report provides an in-depth analysis of a specific risk-related issue facing an organisation. Rather than covering all risks, it focuses on one key area of concern. This report supports decision-making, risk mitigation, and resource allocation in a targeted, informed way.

Single Issue Vulnerability Assessment

A single-issue vulnerability assessment report analyses a specific weakness in an organisation's systems, processes, or infrastructure. It assesses potential impacts and provides actionable recommendations, including technical fixes, process improvements, and security measures.

Intelligence Services Provided:

Subject Risk Profile

A subject risk profile report offers a detailed analysis of risks linked to a specific individual, group, or entity.

It compiles relevant data to highlight potential challenges. This report supports informed decision-making, risk management, and strategic planning.

Monthly Insight Report

This focused report provides in-depth analysis of threats, risks, incidents, and hotspots related to a specific area, business, or theme. It uncovers trends, patterns, opportunities, and challenges beyond surface-level data. Designed for decision-makers, it supports informed choices and strategic planning with accurate, up-to-date intelligence

We are here to help you wherever we can. To find out more and enquire. Feel free to contact us at: intelligence@amulet.co.uk

HR Updates..

New Starter Corner!

We are excited to welcome 4 new starters within the business this year so far..

- James (Jim) Dixon – Technical Services Contract Manager
- Hannah McMahon – Social Values Manager c2c
- Sasha Lowe– Business Support Administrator
- Ollie Brown – BDM Graduate

We hope you are all settling in nicely!

Important takeaway policies

Conflict of Interest Policy

The purpose of this policy is to define and manage conflict of interest relationships in the workplace to ensure fairness, integrity and transparency and legal compliance, in all business dealings and to protect the interests of the Churchill Group.

If you believe this policy applies to you, please reach out to our HR team.

Menopause Policy

Menopause is not a taboo subject. As an organisation, Churchill understands the impact Menopause can have on a person, and recognises that to be able to talk about it openly, without embarrassment or judgement, is the key to ensuring our employees feel able to continue their work in a supportive and inclusive environment This policy provides clarity of what menopause is and sets out the information for all employees on providing suitable support to manager menopausal symptoms at work, or those who are perhaps affected indirectly, for example, line managers, partners(including same sex partners) and colleagues.

If you believe this policy applies to you and you would like to find out more, please reach out to our HR team.

The First Line of Support: Why Mental Health First Aiders Matter

Mental Health First Aiders (MHFAs) play a crucial role in making workplaces healthier and more supportive. They provide a safe space for employees to talk about their mental health, helping to reduce stigma and encourage early support. This leads to happier, more engaged teams. By promoting a culture of care and understanding, MHFAs help create a positive work environment where everyone can thrive. Please click the below link to find out more and who is available for you to reach out for some support.

<https://churchillcontractservices.sharepoint.com/sites/Wellbeing/SitePages/Mental-Health-First-Aiders.aspx>

Special events over the coming months

All of Feb	LGBT+ History Month
17th Feb	Random Acts of Kindness Day
24th Feb	Emotional Health Awareness Day
28th Feb	Rare Disease Day
28th Feb - 6th Mar	Eating Disorder Awareness Week
All March	Brain Tumour Awareness Month
All March	Ovarian Cancer Awareness Month
1st Mar	Zero Discrimination Day
3rd Mar	World Wildlife Day
8th Mar	International Women's Day
10th - 16th Mar	Nutrition & Hydration Week
12th Mar	National No Smoking Day
14th Mar	World Sleep Day
16th Mar	Young Career's Action Day
17th - 23rd Mar	Debt Awareness Week
18th Mar	Global Recycling Day
21st Mar	International Day for the Elimination of Racial Discrimination
21st Mar	Red Nose Day

From 1st April 2025, door supervisors and security guards must undertake refresher training to renew their licence.

Whilst the new 'refresher' qualifications became available from 1 October 2024, the training becomes mandatory for all renewals from 1st April 2025. The qualifications update safety-critical skills door supervisors and security guards use to keep the public safe.

As of October 2024, all existing door supervisor and security guard licence holders had completed the 'top-up' training so are now qualified to the same standard. The refresher training ensures operatives refresh their skills in safety-critical areas and learn up to date content on spiking and terror threat awareness.

Within the press release issued by the SIA, Tony Holyland, Head of Individual Standards, says:

"Professional security operatives play a critical role in improving community safety and protecting the public in the UK. As the challenges around public safety increase so do the expectations about what security should be doing and be trained to do.

We recognise that skills can fade over time, this new requirement will ensure that operatives have up to date and refreshed safety critical skills.

A key element of our role as a regulator is to work with the industry to raise standards in private security. The new requirements will help achieve this."

For door supervisors:

- conducting searches
- physical intervention
- protecting people in vulnerable situations, including content on spiking
- terror threat awareness – ACT/You can ACT certificate

For security guards:

- conducting searches
- protecting people in vulnerable situations
- terror threat awareness – ACT/You can ACT certificate

Individuals holding a door supervisor licence can choose one of the following options:

- take the door supervisor refresher training and renew their door supervisor licence
- take the security guard refresher training and switch to a security guard licence

Amulet will continue to support staff with the cost of the training and licence renewals. You should contact your line manager 6 months prior to your licence expiry date to arrange your training course. They will help you to identify a suitable course and the business will make the booking for you.

You must remember that you are unable to conduct any security duties without the relevant SIA licence, so make sure you leave plenty of time before the expiry date to complete your training. Good luck!

