

## Review of International Developments

During the 10 years since the inception of the Fireball Group, the world has changed rapidly in relation to the need for security and security providers are changing their business strategies to take account of these new customer and client requirements. Fireball Group has been amongst the leaders in this field.

The main issues over the past 10 years are:

1. **Globalisation** has opened every country in the world to international demands for adequate security. For example, multi-national companies (MNC's) demand the same standard of security in India as they receive in the US, Australia, Europe and the UK. Fireball has been involved with many MNC's and we are working hard to meet their requirements;
2. **Investigations and Due Diligence:** Globalisation has created an enormous market for companies seeking information about potential partners via acquisitions and mergers. Many companies from around the world are seeking information about India, its environment, its risk profile, and where to safely invest. Companies are also interested to check the background of management and employees. Companies also wish to protect their brand's from counterfeiting, and other forms of intellectual property theft. In all these emerging areas, Fireball Investigations is providing excellent services and a huge opportunity exists to grow this business. Links with London, and the Middle East are being developed via partnerships, and, senior management are members of organisations such as the World Association of Detectives (WAD), and, the American Society of Industrial Security (ASIS), which involves Fireball in worldwide networks.
3. **Terrorism** on an international scale, as demonstrated by the attack on New York by Al Qaeda on 9/11, in the year 2001, has revolutionised security thinking and practice. No longer can security provider think about guarding on its own, security companies now have to provide "total solutions", which look at all aspects of:
  - a. **Risk and threat levels;**
  - b. **Security strategies based upon the risk assessments;**
  - c. **Business Continuity Plans for the aftermath of an attack or disaster;**
  - d. **Disaster management plans;**
  - e. **Training for all staff on**
4. **Quality Standards:** are now being demanded by clients, who want to see value for their money, and, that security providers are concerned with the quality of their services. Fireball has instituted ISO 9001 -2000, and, has also adopted the principles of the Excellence Model in our planning and organisational development.

5. **Security Standards**, (linked to quality standards), are now the biggest issue in the world of security. After 9/11, in the US, the whole world is trying to find a common approach to security, for every aspect e.g.
  - a. **Land**;
  - b. **Sea**;
  - c. **Aviation**;
  - d. **Roads and transportation systems**;
  - e. **Border security**;
  - f. **Cyber security**
  
6. **Security Training**: Is now at the centre of these global developments towards standards, and quality. The whole world is seeking to upgrade the training of its staff, from guards, to supervisors and managers, and they seek accreditation for their training courses from world class institutions. For example MNC's such as Vendanta, are recruiting graduates from Indian Universities and intensively training them to become security managers. Fireball Group has been involved with these developments via our sister company OSSIM.
  
7. **OSSIM**: Fireball Group has developed a strong relationship with our sister company, OSSIM, which has been set up under a different brand, outside the Fireball Group, to explore and develop all the above international developments for the purpose of educating and training the security industry of India. Based in Chandigarh, OSSIM is developing "standards for security" in partnership with the Quality Council of India (QCI), and, will soon be accredited by IGNOU, the Open University of India. Training is taking place of@
  - a. young Indian (men and women) to prepare them for careers in middle and senior management of private security companies in India;
  - b. MNC's, such as Vedanta, as mentioned above;
  - c. Army and police personnel, who are retiring and seeking a second career in the security industry are being offered a course to help them make the transition;
  - d. OSSIM is making a partnerships with:
    - i. the DGR to assist in training army retirees;
    - ii. The Confederation of Indian Industry to develop courses and training for all the major companies in India;
    - iii. The Chambers of Commerce of India, to similarly assist and develop a range of training and consultancy, such as seminars, that will bring the international best practice in security to Indian companies;
  
8. **Developments in Technology**: The world of security, on a global basis, is now starting to consider and to take advantage of the opportunities of technology to make the provision of services more cost effective, and less manpower intensive. Automation of communications technology means that businesses and homes can be made much more secure, and, the client can by means of mobile phone technology, keep an eye on their own assets via satellite technology. Containers can be tracked around the world by silicone chips installed in the container which indicates where it is in transit and where

and when it was last opened. Suitcases and cargo can be tracked around airports and kept safer, and so on. Fireball systems, have been making great strides in these fields and have a big future.

9. **Next 10 Years for Fireball!** These are just a few of the exciting developments in the past 10 years in the security industry of India, and the wider global environment. Fireball has placed itself at the head of these developments, and is well positioned in the industry to keep ahead of competition and to provide a world class service for its domestic and international clients. Our close working relationship with OSSIM, puts us in a unique position to influence the growing debate in India on standards, training, and quality, and, to access the best of staff, trained by OSSIM, to boost our future development and provide careers for the youth of India..

We hope all our staff share in these exciting developments for our Group of companies and will work with us to develop the potential of the company in the years ahead!