

Linx International

Linx International Ltd is the latest addition to SITO's STEPS partnership. Here, Angus Darroch-Warren gives an introduction to the company and its services.

→ In 1987, following a successful career in the police service, David Gill founded Linx International Limited, a Security and Risk Management Consultancy based in Walton-on-Thames. The company has a wide range of experience in assisting clients across an array of different business sectors and is retained by a number of blue chip organisations.

It was not until some ten years after its formation that Linx decided to formalise its specialised training programmes and

Programme for front line managers but, at that time, no one was able to provide what was required so Linx was commissioned to design a bespoke course.

Combining the skills of an experienced training course designer and a recently retired police drug squad officer, the course was developed and rolled out in a series of workshops to the client's front line management nationally. The course was a resounding success and has since been delivered to a range of organisations and evaluated by the Health & Safety Executive,

resulting in Linx being asked to consult with the drafting of national guidelines on issues relating to drugs in the workplace.

Building on the success of the drug training, Linx developed a series of other courses

which tend to be bespoke to meet individual client need. For example, a global consulting firm was the victim of commercial espionage with frontline staff being targeted by bogus callers. Staff members were systematically deceived into divulging sensitive commercial information. Gavin McCormick, Linx's Special Project Manager led an investigation and subsequently identified the parties responsible. Linx was subsequently asked to design a pilot workshop to train frontline communications staff in what the client wanted to term

Handling Dubious Callers – a course that was subsequently delivered throughout the client's European network.

Another course Linx has designed is Handling High Value Goods. The course was developed for a leading electronics manufacturer in response to escalating incidents of goods vehicles conveying Hi-Tec freight being hi-jacked. The course was developed in conjunction with the client's third party logistics providers. Since the inception of the course, and implementation of the handling requirements, the initiating client has experienced zero product loss.

Linx has also designed a number of bespoke Personal Security courses which include kidnap avoidance training designed specifically for expatriates posted to hostile regions overseas. The gas and oil industry in particular insist on staff and contractors receiving such training as part of their induction programme.

According to the Linx team, a vital ingredient to the success of the courses has been the underpinning knowledge of the core subject.

There are some very capable 'classroom trainers' but few that combine these skills with sound practical experience of their topic. The unofficial



Lynda Steer

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provide training as an additional benefit to its increasing client base. The conscious decision to add training to Linx's service portfolio arose after David Gill was asked by a major civil engineering company to lead a team to conduct security and risk assessments of a multi-million pound construction project. The team's findings identified widespread supply and abuse of controlled drugs within the 1500 strong work force. Linx consequently approached a number of training companies on the client's behalf to source a Drug Awareness



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company motto 'We make it our business to understand our client's business' is typified by the company's involvement over the past three years in providing Supervisory Skills and Cash Handling training to over 200 employees from some of the UK's leading Parking Enforcement companies.

Assaults on parking attendants are becoming increasingly violent, therefore conflict management is key to the training Linx delivers to staff that interface with the public. 'We emphasise the importance of an employers legal duty of care - tasking someone to empty parking cash machines without any formal security training would be irresponsible and indicate a disregard towards staff safety' says David Gill. Additionally we are able to provide a structured Customer Care programme for all levels and spheres of the industry. These courses are easily transferable to the needs of security companies as there are many similarities between the two industries.

As a SITO STEPS partner the Linx International team is looking forward to delivering professional, quality courses that will develop those within the security and related industries. Only through the increased investment in the training of staff can the industry shed its image of poorly skilled, poorly paid workers and become a dynamic force that, in partnership with the Police and other agencies, will be a vital tool in securing the future.

**For further details contact:
Angus@linx-int.com
01932 225151**



David Gill