

# Meet the installer

Security life with Mark Gray of Sitewatch Fire & Surveillance

**What would be a typical project for you?**

Small installations to large projects we offer flexible packages to tailor the needs of individual customers.

**What is the best thing about working in security?**

We have a varied scope of works giving us a variety of challenges throughout the industry.

**Is third party accreditation beneficial to your company?**

Yes we are proud to be part of NSI, with the insurance market and the standard being recognised - it's truly a mark of excellence and most certainly helps our business go from strength to strength.

**Do you think there is a skills shortage in the industry? Any trouble recruiting?**

Yes we have experienced the difficulty in getting skilled engineers; we currently have three apprentices in the hope to fill this gap.

**Are there any common requests from customers that give you problems?**

No - we will always try and accommodate the customer at the end of the day - the customer may not always be right but they are the customer and we will always try our best to give 100% satisfaction.

**What is the industry's biggest myth?**

Nobody really knows where myths come from they are based on information passed around where information gets distorted. Being in the security sector there is a need of secrecy due the nature of our business. Inevitably the legitimate security industry is always shadowed by false alarms and the way they can be defeated as seen on the movies. However in the years to come the security industry will feature some of the most exciting developments.

**What will be the impact of smart/home automation on the security sector?**

This will have a big effect on those businesses who deal in the residential market; but I can see security companies who normally just deal with commercial properties get into this sector of the industry. Home automation is being advertised everywhere and with the current crime rates in all areas there will be a large uptake of smart and home automation.

**Are you concerned about Brexit?**

Yes of course it's the not knowing what impact it



**Name:** Mark Gray  
**Job title:** Sales Director  
**Time in security/fire:** 31 years  
**Company:** Sitewatch Fire & Surveillance  
**Location:** Halesowen, West Midlands  
**Areas of expertise:** CCTV, access control, barriers & gates, intruder & fire alarms  
**Accreditations:** NSI NACOSS GOLD, NSI FIRE GOLD and BAFE

will have on supplies etc.

**What would make your job easier?**

A paperless office.

**What is your ultimate/fantasy electronic security product?**

A product that guarantees not to f/a and to activate in the event of a break-in which would make me a multi-millionaire.

**What advice would you give to a younger version of yourself?**

Don't go in to security/sales ?????? Only joking. Ensure that you keep up to date with the latest technology and IT.

**Will England ever win the football World Cup again?**

Yes of course, we live in hope and I'm always having a positive outlook towards life.

**If you won £25,000 what would you do with the money?**

I would probably give the staff a treat and a donation to charity.

*"The customer may not always be right but they are the customer and we will always try our best to give 100% satisfaction"*

