

## Kingdom Security Officer awarded industry distinction for selfless work helping university student in distress

2 years ago



A **Kingdom Security** officer has been awarded one of the highest accolades in the industry at the prestigious ASC Pacesetters Security Officers of Distinction Awards 2024. The awards celebrate the incredible achievements of security officers whose bravery and determination make them true assets to the industry.

Gaynor Iveson, who is employed by Guarding Company of the Year Kingdom Security, and who is deployed as a security officer, was a comforting presence for a university student.

Gaynor, who works in campus accommodation security, was recognised for supporting a distressed student in a critical situation.

Gaynor's journey into the security industry started just three years ago, making the achievement even more remarkable. Working for Kingdom Security, part of Kingdom Services Group, Gaynor works on the campus and her main day-to-day involvement includes managing fire alarms and students locked out of their flats, however in her role she is trained for most things.

Her dedication and resourcefulness came to light when she was alerted to a student in distress at the accommodation. When she visited the student in her room, Gaynor offered a comforting presence without which the student may not have confided in her that she had been sexually assaulted. Gaynor quickly arranged for emergency accommodation and supported the student through the process of reporting the incident.

Gaynor attributes her success working in security to her past background in customer service and her experiences as a mother. "I initially thought that security officers needed to be exceptionally tough, but I've found that the university/student role needs a personable approach." Gaynor says, "I'm 4'11, so I'm not particularly intimidating! But people do open up to me, which means, at times, I can help them." Gaynor has been pleasantly surprised by how her compassionate nature has been an asset in her duties.

Working closely with a team of 25-30 security officers on campus, which includes five other women including her sister, Gaynor's influence has been significant. "My sister saw how happy I was and my positive experiences and enthusiasm in the role and wanted to join and work at the University with me!"

Gaynor's move from customer service to security proves that a background in the military is not a prerequisite for success in the security industry. "There are so many women who have valuable experience in customer service who don't consider security as a career path, as it's still such a male-dominated industry. But they likely have all the skills you need to do the job - compassion, resilience, efficiency, empathy and friendliness!"