

Securitas UK Marks Ten Years of Stars Programme

2 months ago



[Securitas UK](#) is celebrating the tenth anniversary of its STARS programme, marking a decade of innovation in front-of-house security and service delivery.

Launched in 2016, STARS has grown from a small initiative into a global service operating across 27 countries. Today, the programme supports 89 clients worldwide and is delivered by more than 900 trained professionals, with support from over 20 global trainers.

The milestone highlights Securitas UK's continued commitment to raising standards in front-of-house services; combining reception excellence with a visible, professional security presence. In a massive contrast to the industry standard, 60% of STARS employees are female - a statistic usually representing 12% when compared with men.

STARS are SIA-licensed with training built on customer service excellence. Transferrable topics that relate to all industries include guest profiling, access control, counter-terrorism awareness, fire safety, and bomb threat protocols. Every year those on the programme must complete an annual refresher course to maintain STARS status. Emergency first aid and fire marshalling are further modules delivered plus inclusive-specific themes like neurodiversity and deaf and disability awareness and working therapy dogs.

The programme has also adapted to global challenges and changing client needs which involved transitioning to a combination of e-learning and virtual training alongside on-site mentoring. This helped STARS to grow without compromising the high standards and intensive engagement associated with them. In recent years, training modules adapted to better support inclusive and accessible workplaces, with content focusing on neurodiversity, accessibility and inclusive customer service.

Developed by Jacey Bloomberg, now Director of STARS, the programme was created to address the changing role of reception and front-of-house teams, blending customer experience with proactive discreet security-enhanced site protection.

“What began as an idea is now a globally recognised service delivering real value for both our clients and our people,” said Jacey. “We are incredibly proud of how far the programme has come and excited about the future.”

Since launching, STARS have expanded rapidly, supporting global organisation across a wide range of sectors including corporate, finance and technology. Other customer-facing markets in the pharmaceutical, defence, aviation, and healthcare sectors are also actively serviced by Securitas STARS. This growth has been driven by a strong focus on training, consistency and service quality, becoming a comprehensive programme.

Jacey Bloomberg explained why STARS represents the very best of Securitas: “It is people-focused, innovative and built on a commitment to excellence. Its development over the past decade reflects the trust our clients place in the service and strength of the model itself.”

Off the back of the success of Corporate STARS, they have developed Data Centre STARS and SOC (Security Operations Centre) STARS - themes specifically tailored to those environments.

As STARS celebrate their 10-year anniversary this is certainly an ideal opportunity to reflect on their achievements. A look back in time that has laid successful foundations for the next stage in the programme’s growth.