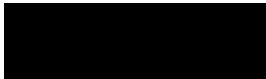


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Date:
20 October 2025

Dear Madam

Inquest touching the death of Gabriella Jaiyesimi

Thank you for your Regulation 28 Report dated 26 August 2025, issued following the inquest into the death of Gabriella Jaiyesimi.

We write on behalf of T.S.S (Total Security Services) Limited (T.S.S) in response to your Regulation 28 Report.

Within the report you raise a number of matters of concern. We have adopted your numbering to respond in relation to the specific concern directed to T.S.S:

- 4. The T.S.S security officer was first aid trained, but did not tell anyone that he was first aid trained.**
He told [you] repeatedly that his job was simply to do whatever the duty manager told him to do. Despite being the only first aider present, he took no responsibility at scene. He failed to offer Ms Jaiyesimi or the duty manager any meaningful support at all.

Response

T.S.S recognises the importance of the concern raised and has carefully considered the specific circumstances revealed by the evidence presented by its security officer who attended Ms Jaiyesimi.

T.S.S only employs officers who hold a valid SIA licence. This is a permit issued by the Security Industry Authority (SIA) to perform licensable activities in the UK's private security industry.

The licence ensures that officers have received training and are prepared to perform their duties. In order to obtain a licence, officers must attend an SIA-endorsed training course.

Since April 2021, the SIA has made it a legal requirement that all persons enrolling on a Door Supervisor or Security Officer course must hold a valid Emergency First Aid at Work qualification or equivalent. The SIA will not allow officers to complete courses without evidence of a valid Emergency First Aid at Work qualification.

As the SIA regulates the requirements of the first aid course towards its accreditation, T.S.S does not have any authority to view or assess the validity of the Emergency First Aid at Work qualification. However, to satisfy itself, T.S.S conducts a monthly audit to ensure that all its employees continue to hold valid licences that have neither been revoked nor expired.

Regarding the relationship between Tesco PLC and T.S.S security officers, we consider it important to clarify that the security officer was not employed as a first-aider and there has never been, nor is there currently, a contractual requirement by Tesco PLC for T.S.S security officers to provide first aid to Tesco employees or members of the public in Tesco stores. This is on the basis that Tesco has its own provision for first-aiders within its stores who are called to any medical emergency. There are no current T.S.S employees who hold a role as a Tesco first-aider.

In the event of a medical emergency, T.S.S expects all its employees to follow their SIA licence training. This includes, when required, assisting emergency services and following any instructions provided.

Almost all of T.S.S's officers obtain their own licences by attending training courses provided by third-party SIA-endorsed providers. As this is a matter regulated by the SIA, T.S.S does not control where or how officers complete their training. The security officer involved in this incident completed his SIA licence training through the third-party SIA-endorsed awarding organisation, Pearson, on 24 June 2023. T.S.S had no involvement in his first aid training.

We trust this information is of assistance and provides reassurance regarding the extent of the action T.S.S. is able to take. As we know that you will share this response with Ms Jaiyesimi's family, T.S.S would like to express its sincere condolences for their loss.

Yours faithfully

Clyde & Co Claims LLP