

Keeping property,
products and people safe,
right around the clock



Security Services:

**Retail, Commercial, Corporate, Mobile Patrols,
Special Events, Receptions, Construction Sites,
Alarm Response, Gatehouses,
Leisure Parks, Car Parks
and VIP**

Keeping property, products and people safe,
right around the clock



24-7 Security Solutions, 24-7 Security Guarding Services and 24-7 Security Systems
all working in partnership as part of the 24-7 Security Group.

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1. MISSION STATEMENT

24-7 Security's aim is to provide high quality and proactive security manned guarding services, incorporating total security solutions and support services to Clients within its chosen markets.

We can provide detailed written specifications, based upon precise risk assessments. Our assignment instructions and security personnel are designed to meet and surpass expectations and be recognised by our Clients and competitors alike as a demonstration of quality, based on the principles of ISO9001.

We will, as a service, continually improve in all that we do, conducting ourselves in a transparent manner that exemplifies the Security Industry.

We will be forward thinking, whilst remaining flexible and competitive at all times.



Mission Statement

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2. INTRODUCTION

24-7 Security Solutions keeping people and property safe around the clock throughout the UK.

24-7 Security Solutions provides tailored solutions to meet a wide range of clients needs. From mobilization of individual security officers for clients with requirements relating to retail, commercial, corporate, mobile patrols, special events, reception, ,construction sites, alarm response, gatehouses, leisure parks, car parks and VIP escort to complete packaged bespoke security solutions.

24-7 Security Solutions attributes its success to people. Our goal is to consistently provide well-trained and motivated manpower to meet the security needs of Clients and provide additional solutions to address other non-core support requirements at reasonable cost.

1. Security Services - retail, commercial, corporate, mobile patrols, special events, reception, ,construction sites, alarm response, gatehouses, leisure parks, car parks and VIP escort
2. Special Events - stewards, supervisors, crowd control, close protection
3. Close protection & secure road / rail / air transportation
4. Reception Services - greeting guests, employee access and incident management, as well as fire and bomb scare marshalling and drill management
5. 24-hour remote CCTV monitoring of sites
6. Special, covert and theft investigations
7. Office and remote site
8. Leisure Parks and Car Park management
9. All types of electronic overt / covert surveillance
10. CCTV, intruder alarms, access control, barriers, fire alarms & external detection
11. Test purchase, high value load escorts

3. SECURITY SERVICES

Retail Security Officers

Retail security demands specialist skills.

At 24-7 Security Solutions we understand the importance within the retail industry of balancing essential security needs with the highest levels of customer care and staff protection, providing a secure and friendly shopping experience for the public. Through a specialist retail division, all our customers are supported by a dedicated retail management team with considerable experience of the retail environment

- Theft deterrence
- Loss prevention
- Help and assistance to shoppers
- Civil arrest procedures and police liaison
- Staff Protection
- Confrontation management
- Customer Safety

An effective deterrent.

Over £600 million a year is spent by the retail sector on crime prevention. At 24-7 Security Solutions we ensure value for money, offering more than a front of house presence. Identification of crime hot spots, risk assessment, effective deterrent methods and knowledge of loss prevention are all integral elements of our Security Officers' training. High visibility is also crucial to their deterrent value and our Officers can be uniformed to suit every environment.

Customer care is key

Customer care is at the forefront of security provision. From everyday occurrences such as shop theft to the sensitive handling of lost children or abusive and threatening behaviour, our Security Officers reflect the levels of professionalism, courtesy and efficiency that shoppers expect from our customers' brands.

Total security solutions

In-store crime can be addressed most effectively using a combination of manned and electronic security services. As part of our bespoke security offer, we can provide control room personnel, remote surveillance services or supply, install and maintain CCTV and access control systems.

Safety and security for shoppers and tenants

Shopping centre managers and owners face an increasing challenge as they strive to increase footfall, provide a welcoming and friendly shopping environment and at the same time maintain the highest levels of security for shoppers and tenants.

Customer care, specialist skills and training

Our experience in matching individual personalities and skills with the tasks required of specific security roles has enabled us to develop comprehensive training programmes dedicated to all areas of the centre including shopping malls, reception, control room, loading bay and car parks.

- Help and assistance to shoppers
- Crowd management
- Tenant liaison
- First aid and fire safety when required
- Theft prevention
- Civil arrest procedures and police liaison
- Security patrols

From everyday occurrences such as shoplifting and criminal damage to the more sensitive handling of lost children or abusive and threatening behaviour, our Security Officers will be trained in all aspects of shopping centre security.

Management of emergencies

The effective management of an emergency situation is also vital and we understand the impact that these incidents can have on business. Every minute lost has a detrimental effect on retail sales.

Total security solutions

As part of our bespoke security offer, we can provide fully trained control room personnel and supply, install and maintain electronic surveillance systems. Around the clock security can also be provided by our remote surveillance centre.

Commercial Security Personnel

First impressions count

Security personnel are often the first contact that visitors experience and the front of house impression they create is important. Working with many different businesses, from banks and financial institutions to pharmaceutical and petrochemical companies, 24-7 Security Solutions has developed comprehensive training programmes to ensure a courteous, friendly and efficient approach to meeting and greeting visitors. Our security personnel will also be carefully trained and uniformed to reflect the style and culture of each business and the working environment.

- Access Control
- Reception Duties
- Client Staff Protection
- Safety Monitoring
- Fire & Utilities Safety Monitoring
- Crime Prevention, Detection & Reporting

Specialist Training

Protecting premises and the integrity of a business is always our priority - whether a high or low profile security presence is required. The management of access and egress and the recognition of potential risks in all areas are also central to our site-based training.

- Fire and flood
- Theft and fraud
- Criminal damage
- Loss of confidentiality
- Terrorism

24 Hour protection

Throughout day and night our customers can rest assured that their business will be in safe hands.

- Search procedures
- Internal and external building patrols
- CCTV, remote surveillance and access control
- Internal and external building patrols
- Energy conservation
- Out of hours telephone response
- First aid when required
- Fire-fighting when required
- Disability awareness
- Health and safety procedures

Complementary services

Should additional support be required, we can also undertake a range of services to complement the activities of our customers' own staff.

- Post room duties
- Interior and exterior plant maintenance
- Reprographics
- Building management services

Corporate Security Personnel

24-7 Security Solutions works in partnership with some of the UK's leading businesses. 24-7 Security Solutions provides tailored security services for our customers corporate needs and strives to create an open, yet secure environment. 24-7 Security Solutions has all personnel approved by Security Industry Association, and is currently in process to obtain the Approved Contractor Status.

Security management services:

- Protecting your people
- Protecting your assets
- 24 hour protection

Our People:

Security is often the first point of contact that your visitors experience, so creating the right first impression is essential. Every company is different; ensuring that our people understand your style and the culture of your business is important. People are at the centre of our security services. We have to provide relevant and effective training and development to deliver an outstanding level of service to our customers

- Devising a corporate security policy.
- Setting up an in-house team.
- Ongoing management of the corporate security operation.
- Executive protection programme.
- Asset and property security programme.
- Corporate travel security programme.

Mobile Patrolling

In line with each customer's specific requirements, high profile, uniformed Officers in clearly identified vehicles, will visit and inspect premises at agreed frequencies. Accurate data on each visit can be provided and the use of warning boards on the exterior of a building can be an effective deterrent for would-be vandals and intruders.

In addition, we can provide a range of added-value services such as checks on fire extinguishers, plant watering, the preparation of conference rooms or even audit a clear desk policy.

In accordance with BS7984 requirements, 24-7 Security Solutions can also manage your key-holding responsibilities. Working closely with the 24-7 Security Solutions Communications Centre, our Mobile Patrol Officers will respond to alarm activations, day or night, eliminating the risk to employees of intruder confrontation, next day fatigue or key holders committing drink driving offences. Our Officers are also carefully trained to liaise with the Police, alarm companies and repair contractors to re-secure your premises as soon as possible.

24-7 Security Solutions Accompanied Visit service has been designed to protect our customers' most valuable asset - employees. If the presence of a staff key holder is required following an alarm activation, 24-7 Security Solutions Mobile Patrol can offer an escort service to collect from their home address and return them safely after their tasks have been completed.

24-7 Security Solutions School Watch is a service designed to provide mobile security cover to schools and colleges outside of working hours and during the holidays. Schools are increasingly being targeted by vandals, petty thieves and drug users. Working in partnership with local police and local education authorities, this scheme will actively decrease crime levels.

24-7 Security Solutions Business Watch is a programme designed to provide security services to a group of businesses that operate within a defined area. Our Business Watch service is ideally suited to business parks, industrial estates and retail parks.

- Key Holding Response
- Alarm Activation Response
- Routine Patrolling
- Single & Multi Vehicle Emergency Response
- Security Staff Support
- Multiple Retail Outlet Visits

Special Events / Conferences / Sporting Events, Annual General Meetings / Product Launches

Professional and discreet Event Security teams are essential to ensure the smooth running of your event, whilst providing safety and security to you and your customers.

24-7 Security Solutions expertise will be on hand from the planning stage, regular site visits and a guiding hand for your H&S policy and subsequent risk assessment are all part of the service.

Liaison with the Police, licensing department and local authority are all included at a very competitive fee.

24-7 Security Solutions Events team consist of professional, highly motivated and highly trained SIA Operators.

All are fully licensed and fully insured – yet again affording you the peace of mind to concentrate your efforts and resources elsewhere, safe in the knowledge we have you covered.

- Entry Control
- Door Supervision
- Safety Management
- Stewarding
- Liaison & Information Dissemination
- Emergency Response Support
- Specialised Security Services
- 24/7 Response Services
- Analysis of Crowd management Systems
- Command & Control Access points
- Contingency planning & Development
- Conference & exhibition security
- Security for AGM's, corporate events & product launches
- Crowd Control
- Security Screening

Specialist Event Personnel

- Backstage security
- Blazer security
- CCTV and control room operators
- Car park staff
- Crowd management
- Entry control
- Fire marshals
- Front of house exhibition staff
- Hospitality and V.I.P. area staff
- Helicopter transfer and V.I.P escort
- Marshals
- Pit teams
- Response and ejection security
- Safety stewards
- Security stewards
- Segregation staff
- Turnstile security

Reception / Concierge

In today's modern world, image conscious businesses are utilizing services of fully uniformed, highly professional trained security officers with the benefits of courteous telephone manner, excellent communication skills and computer literate personnel to welcome their clients and visitors.

Our reception security officers also facilitate our clients by ensuring all visitors to the premises are appropriately screened and are issued with visitors ID cards and have also signed the visitors book to prevent any undesirable incidents to take place and maintain the corporate image.

Reception security officers can also play a vital role as post room operative.

Receiving postage and package and its further distribution to the concerned department.

24-7 Security Solutions can provide a bespoke uniform in line with client requirements.

Construction / Building Sites

Tailor-made solutions

Our experience of working in partnership with many of the UK's major building and construction companies has enabled us to provide tailored security solutions developed to the unique requirements required by any client.

- Gatehouse
- Reception
- Out of hours telephone calls
- Lone worker monitoring
- Management of emergencies
- Warehousing
- Car parking
- Storage areas
- CCTV, alarm monitoring and access control
- Security patrols

Using comprehensive site surveys and bespoke training programmes, 24-7 Security Solutions will address every site-specific detail from the size or level of risk, to the type of plant and equipment, the level of site activity and site personnel, or the value of goods in production.

Protecting your assets

The reputation of our customers' business is important to us and we will ensure that all internal areas and perimeters are subject to the most stringent levels of security. Whether our customer is a national construction company or small to medium building company - continuity and safety are always our priority.

Protecting your people

The welfare of staff and protection from security threats often demand specialist knowledge. Our security team will be carefully trained on health and safety requirements and the recognition of potential risks and the implications of failure to comply with requirements. With an increasing focus on lone worker safety, we can also provide security patrols to monitor these areas.

24 hour security

Working closely with our customers, we will provide cost effective security solutions that protect property, products and people, right around the clock.

Alarm Response / Key Holding

In accordance with BS7984 requirements, 24-7 Security Solutions can also manage your key holding responsibilities. Working closely with our clients, our Mobile Patrol rapid response security officers will respond to alarm activations, day or night, eliminating the risk to employees of intruder confrontation, next day fatigue or key holders committing drink driving offences. Our Officers are also carefully trained to liaise with the Police, alarm companies and repair contractors to re-secure your premises as soon as possible.

- Key Holding Response to Alarm Activation
- Key Delivery
- Key Management
- Duplicate Key Storage

Gatehouses / Warehouses / Regional Distribution Centres

Tailor-made solutions

24-7 Security Solutions delivers tailor-made security solutions to many of the UK's leading warehousing and distribution companies.

From logistics operations to temperature-controlled food handling, high-tech electronic equipment, pharmaceuticals, new vehicle distribution, bonded warehouses or the storage, loading and transportation.

Vehicle control and gatehouse duties

- Monitor vehicle loading
- Reception duties
- Protection from internal threats
- Protection from external threats
- Security patrols
- CCTV and alarm monitoring
- On site fleet management

Specialist experience and training

The need to control stock and operational costs, ensure the highest levels of safety and maximise the efficiency of deliveries are central to our training. Whether random load integrity checking for multi-drop distribution vehicles, security sealing checks or covert operations to reduce shrinkage are required, investment in the right security staff will ensure greater operational efficiency, less risk and greater profitability.

- Vehicle and personnel search procedures
- Security sealing procedures
- Covert operations
- Customer care and telephone skills
- First aid and fire-fighting when required
- IT literacy
- Bespoke assignment instructions and training
- Stock audits

Leisure Parks / Entertainment Venues

Safety and security for public and visitors

Leisure Park or Entertainment Venue managers face an increasing challenge as they strive to increase footfall, provide a welcoming and friendly and entertaining environment and at the same time maintain the highest levels of security and safety for the general public and visitors

Customer care, specialist skills and training

Our experience in matching individual personalities and skills with the tasks required of specific security roles has enabled us to develop comprehensive training programmes dedicated to all areas of the Leisure Park or Entertainment Venue including shopping malls, reception, control room, loading bay and car parks.

- Help and assistance to public and visitors
- Crowd management
- Tenant liaison
- First aid and fire safety when required
- Theft prevention
- Civil arrest procedures and police liaison
- Security patrols

From everyday occurrences such as shoplifting, anti social behaviour and criminal damage to the more sensitive handling of lost children or abusive and threatening behaviour, our Security Officers will be trained in all aspects of Leisure Park or Entertainment Venue security.

Management of emergencies

The effective management of an emergency situation is also vital and we understand the impact that these incidents can have on business. Every minute lost has a detrimental effect on sales and revenue.

Total security solutions

As part of our bespoke security package, we can provide fully trained control room personnel including supply, installation and maintenance of electronic surveillance systems. Around the clock security can also be provided by our remote surveillance centre.

- Unruly Behaviour Suppression
- Safety Coordination & Control
- Client Staff Protection
- Crowd Management
- Door Supervision
- Car Park Control

Car parks

24 hour protection - Safety and security for vehicles

Car parks can be particularly vulnerable during the hours of darkness. 24-7 Security Solutions can combine security patrols with electronic surveillance to ensure the protection of car parks throughout day and night.

24-7 Security Solutions can provide trained uniformed security officers at your car park to monitor all the movements which incorporate the facilities of entrance and exit and monitor and remove if necessary any unwelcome visitors and escort or direct all the allowed visitors.

National statistics show that around 30% of vehicle crimes occur in car parks*. The Safer Parking Scheme, run by the British Parking Association for the Association of Chief Police Officers (ACPO), is designed to show drivers where they can park safely.

One hundred and ninety-four car parks in Yorkshire are proud holders of the Park Mark®, which is only awarded following a rigorous Police assessment. This takes into account a number of crime reduction criteria, including use of lighting, staff patrols, CCTV and other measures which create a safer parking environment suitable for the local area.

Journalist Nick Ross, presenter of BBC's Crime watch programme for 23 years, is a strong supporter of the scheme. He comments: "Car crime has halved in the last 10 years or so, mostly because of sensible counter-measures. It's a real success story. Manufacturers have put in better locks, motorists have learned to remove valuables and park in safe environments, and car park operators are doing their bit too. If you want to stay safe it's worth watching out for the Park Mark® logo."

Latest Government figures* for crime in the **Yorkshire** area show, on average per month:

	North	South	West
Instances of theft from vehicles	358	1717	2040
Cases of vehicle theft	169	642	781
Instances of criminal damage to a vehicle	416	1268	1781

VIP Escorts / Safe Transportation

The peace of mind afforded by the professionalism of 24-7 Security Solutions by your side will allow you to concentrate on the task in hand.

24-7 Security Solutions Ltd offer a professional, discreet service.

We will supply a cost effective solution after a thorough assessment of your needs, giving maximum protection at a competitive price.

Hotel & Residential Security

24-7 Security Solutions provide hotel & residential security for a VIP travelling and overnight stays in hotels or private accommodation.

Safe Transportation Security

24-7 Security Solutions can provide security and safe transportation by road, rail or air for a VIP travelling to or from an event, place of work or home.

We can supply overt or covert Male or Female teams, depending on your specific requirements.

Our security team can be there 24 hours a day 365 days a year.

Following are just a few examples of the services offered:

- Monitoring access to residence.
- Monitoring mail, deliveries.
- Maintaining existing security systems.
- Providing a presence to unwanted visitors.
- Monitor, maintain both inside and outer grounds.
- CCTV monitoring.
- 24/7 threat detection.

4. SERVICE PLEDGE

Clients have the option to enter into a Service Pledge Agreement (SPA). This is usually based towards whether or not manning levels are maintained and records kept regarding patrols etc. 24-7 fully intend to deliver the specification, but in addition, we go a stage further by asking that our Clients work with us to agree a specific Service Pledge for each site.

24-7 "Service Pledge" sets us apart from other security service providers, as Security guarantees that 24-7 will support their sites effectively.

24-7 Service Pledge is more to do with the way the operation is managed and the perception of our service by the various categories of customers that we come across whilst fulfilling our role.

Opposite we have outlined a typical 24-7 Service Pledge definition that promises that we will communicate with our people and communicate with our Clients on a regular planned basis and where appropriate, with the Public.

24-7 define clear and concise communication as a key factor to providing a high quality service and building a professional relationship with all its clients.

Weekly	As circumstances often change, we call our Client weekly to check that we are delivering the current requirement. Twice Weekly on-site visit by Mobile Supervisors across all shifts plus ad hoc management visits.
Monthly	Review Meeting with Day to Day Client regarding Assignment Instructions, Health & Safety and Incident Reporting.
Quarterly	Complete Operational Review Undertaken with written Reports to include assessment of incidents and suggestions for process improvements.
Annually	Annual Review document presented including proposed budget

Our Service Pledge can include any aspect of our service, as specified by our Clients. We do not dictate what it should comprise; it can cover anything that relates to our relationship, from Client Meeting schedules and Agendas, to electronic security patrol and monitoring systems (Deister, Autclock, Partner Patrols System) providing reporting and allowing customer feedback and comments.

5. ASSIGNMENT INSTRUCTION

Assignment Preparation

In order to provide a firm basis for the ongoing monitoring and management of our performance, we always conduct a Security Survey Audit to review the following issues:

- 1 Risk and threat assessments
- 2 Previous losses and security incidents
- 3 Health and Safety policies and systems
- 4 Current security policies, procedures, systems, equipment and assignment instructions
- 5 Current security staff organisation, tasks, capabilities, records, qualifications and training

The Security Audit will provide the basis for a Security Plan that would contain recommendations for any adjustments to current policies and procedures, as well as cost effective options to enhance security, should these be considered necessary and appropriate.

We believe that any Client relationship should involve continuous co-operation and partnership. In this way, we have a sound basis upon which to build a service that entirely reflects our Client's needs. Also, such a relationship will establish communication channels that will bring any non-conformance of the requirement to our attention at the earliest possible opportunity ~ remedial action can then take place without delay.

The Security Plan is the basis for the production of detailed Assignment Instructions. These contain the specific rules, procedures and guidelines for the execution of all security staff duties. Once agreed, they form part of our contract and will be linked to our Service Pledge. Copies are held on site and in our Control Room. As a living document, Assignment Instructions are subject to continuous review and, when necessary, amendment, so as to ensure that the security systems evolve to meet changing threats and risks.

Assignment Management

We maintain a high management to Client ratio, enabling us to provide reliable and professional services and effective management and support to our deployed security supervisors and officers.

Our aim is to:

- 1 Establish a strong and meaningful working relationship with our Clients and their staff.
- 2 Ensure that the assignments are operating efficiently and effectively and that all site security staff are correctly trained and thoroughly familiar with their Assignment Instructions.
- 3 Visit sites at least once per week during the day to liaise with Clients, check the appearance, performance and welfare of security staff, as well as visiting sites at least twice a month at night or weekends.
- 4 Hold a minuted meeting with Clients once a month, to assess performance and review requirements.
- 5 Produce Assessment and Appraisal Reports relating to Security Officers and arrange continuous training and testing on their behalf.
- 6 Be on immediate call in the event of any emergency on site.

A dedicated Operations Manager will be ultimately responsible for the performance of 24-7 operational staff on site. He/she receives weekly site status reports and personally visits all sites every month, to meet and inspect our security staff and to discuss their performance with Clients. 24-7 also produces quarterly Assignment Audit Reports for Clients, to ensure that Security issues are constantly reviewed, assessed on a month by month basis.

To ensure that 24-7 deliver the expected high level of service to Clients we provide Mobile Supervisors to visit each site and monitor and maintain a high level of service, 24-7 mobile supervisors are on duty around the clock, 24-7 Security Solutions operates a 24-7 working policy

Mobile Supervisors would attend all sites on an adhoc basis, as well as in accordance with schedules agreed with Clients. In an emergency, or should the need arise, Mobile Supervisors will cover a vacant position until a suitably trained Officer has been placed on site.

6. QUALITY PEOPLE

24-7 staff are our most important asset and considerable time and resources are devoted to recruiting, selecting, vetting, training and retaining the right people. Stable working teams are the mainstay of any security operation and it is a key goal to make sure that 24-7 build effective teams that are both responsible and accountable for the well-being of people and property on any Client's sites.

As it is understood that 24-7 are only as good as our people on site, each complement of staff is carefully chosen, to fulfil the needs of individual contracts and arrangements.

It is crucial to our success that 24-7 have the right person, doing the right job, at the right time. The type of person required for a high profile Security Contract, where regular interface with the Public is a feature of their role will, most likely, be quite different from the personality required from a static overnight Guard.

Recruitment & Vetting

Finding the right people with the necessary personal qualities and skills for the job is demanding. 24-7 therefore have to attract a large number of applicants and make extensive use of all the available resources for finding new recruits.

Our prime sources are: -

- 1 Advertisements in local and national newspapers
- 2 Personal recruiting by our own security staff
- 3 Employment (Job) Centres

We encourage Clients to become involved in the final stages of the recruitment process if they wish to do so, to ensure they are content with the selection of staff who will be assigned to their site.

Selection

Our selection process starts with an applicant's first contact and is followed by completion of a detailed application form, interviews and literacy tests and a 13 week probationary period of employment. The primary criteria for selection are:

- 1 To be smart, with a presentable appearance
- 2 To be articulate, literate and numerate
- 3 To have a background that satisfies the Company's stringent vetting procedure
- 4 To have an education and employment record compatible with the task
- 5 To satisfy minimum health requirements for hearing, sense of smell, sight perception of colour, physical ability and psychological stability

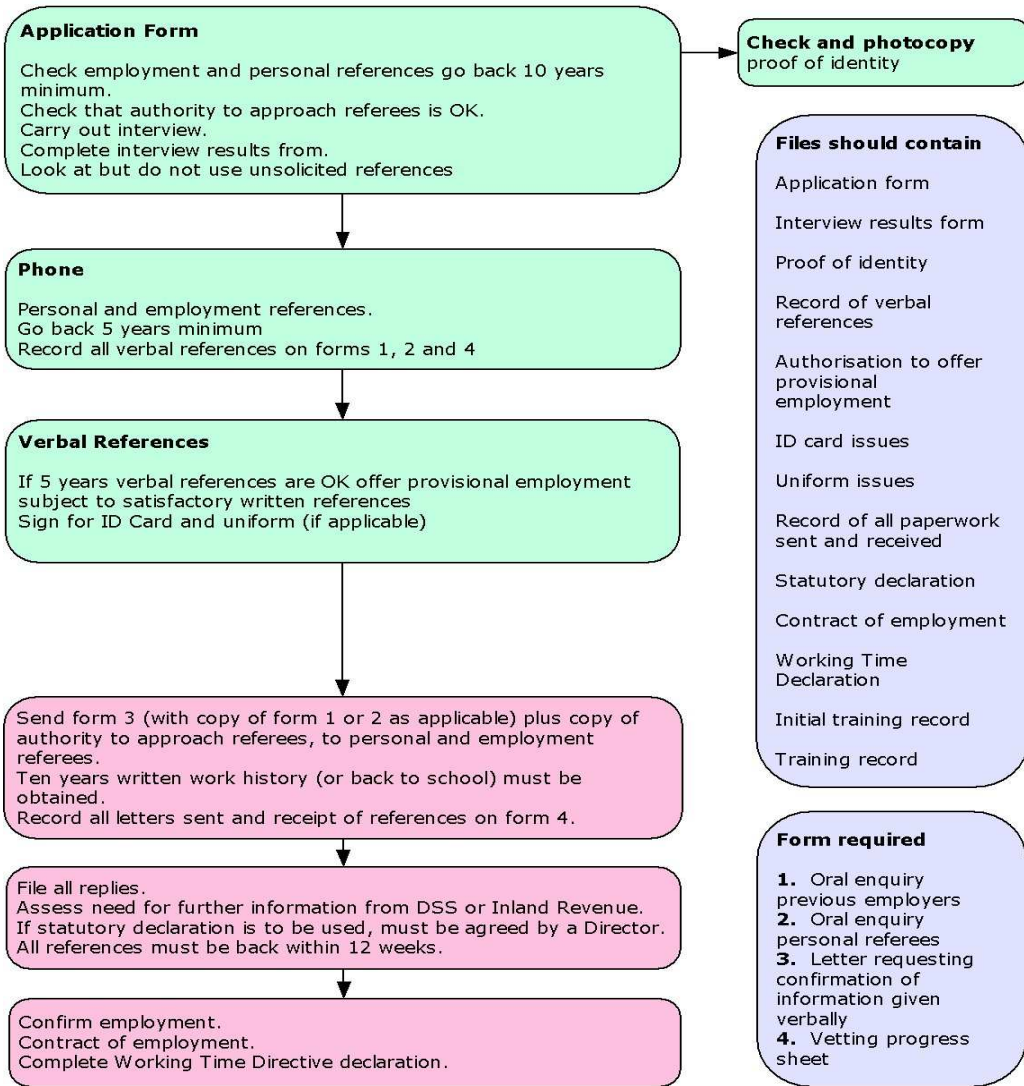
Vetting

24-7 Security conduct thorough background and reference checks on each applicant in accordance with BS 7858.

Initial telephone vetting is carried out at the time of interview and written confirmation follows. Full enquiries go back for a minimum of ten years.

24-7 Security where necessary can process a criminal record check, utilising the Data Protection Form.

Security Screening Process



Induction Training

All new staff are trained and qualified to the standards stipulated in BS 7499 and must attend and pass a level two in Security Guarding and SIA Licensed

Assignment Training

All staff selected and approved for the assignment, will complete Assignment Training, prior to operational deployment. Contract Managers are then responsible for site continuation training and will arrange for staff to be tested on assignment systems and procedures, on a minimum 3 monthly basis.

Specialist Training

We will arrange for training courses in a variety of additional specialist skills, including First Aid and Fire Prevention, where these are considered necessary. Specialist training is normally charged at cost to Clients.

Professional Training

Professional qualification training has a significant impact on the capabilities, confidence, initiative and performance of security officers and supervisors, and is a cornerstone in staff retention and stability. We have adopted the progressive SITO/City & Guilds training systems and provide the following courses:

- 1 SITO/City & Guilds 7274 Part 1 – For all Security officers who have completed a minimum of six months service.
- 2 SITO/City & Guilds 7278 Part 2 – For Security Officers selected to fill Senior Security Officer appointments.
- 3 Supervisor Assessments – We assess and evaluate Security officers selected to fill supervisory appointments.
- 4 SITO/NEBSM Supervisory Skills – Selected Officers will be sent on this course.
- 5 City & Guilds 7527 Security Management – Supervisors who have been selected for management appointments will be required to complete this course.

Retention

Retention of high quality staff is essential for stability and continuity. Our terms and conditions of service are constantly reviewed to ensure that we achieve this.

Currently they include:

- 1 Above average rates of pay
- 2 Fully paid annual leave
- 3 Professional training and qualifications
- 4 Individual assessment and appraisal to aid development
- 5 Uniforms and PPE when necessary
- 6 Good opportunities for promotion and career advancement

Dress and Appearance

Our Security officers are usually the first to meet and greet anyone entering our Client's premises. They represent not only 24-7 Security, but more importantly, our Clients. Considerable effort is therefore devoted to their dress and presentation.

They are provided with smart uniforms designed for their specific tasks, with variations to cater for weather and seasonable changes.

These can be adapted to meet Client requirements, should this be requested.