



**First Response Group**

Total Security, Risk & Facilities Management

# **Commercial & Corporate Security Solutions**

Helpdesk: **0330 124 5670**

[info@firstresponsegroup.com](mailto:info@firstresponsegroup.com)



**First Response Group**  
Total Security, Risk & Facilities Management

## Introducing FRG Commercial & Corporate Security Solutions

**FRG are a leading multi-service Security, Fire & Facilities Management services provider delivering complete solutions to a wide range of private and public sector clients nationwide.**

We design cost-effective packages tailored to your exact requirements and expectations. Our experts help you to minimise risk, meet the latest regulatory requirements and deliver efficient and effective solutions that will help drive value through your business.

We are here to listen, offer honest advice and deliver a first-class service every time.

**WE LISTEN - WE RESPOND - WE DELIVER**

## Benefits



Detailed mobilisation & implementation planning



Full range of Security provisions



Consistency of service through tailored training packages



Responsive, attentive & locally based management



24/7 contract management support & helpdesk



Bespoke service level agreements

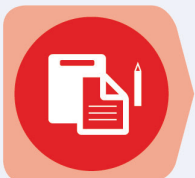


Robust absence & lone worker policies



Integrity, transparency & innovation

## How we do it



**SITE SURVEY  
& COMPLETE  
UNDERSTANDING  
OF BUSINESS  
NEEDS**



**PROPOSAL**

- Consultancy, design, discussions & solutions



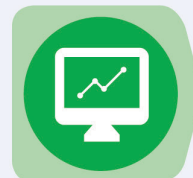
**NEW SERVICE  
SIGN-OFF**

- Agree service objectives & outcomes
- Agree terms
- Prepare & agree implementation plan



**MOBILISATION  
AND CONTRACT  
START UP**

- Pre-start meeting
- Mobilisation
- Assignment instructions
- Help desk information



**CONTRACT  
MANAGEMENT &  
STABILISATION**

- Weekly / Monthly audits
- Key performance metrics



**CONTRACT  
DEVELOPMENT**

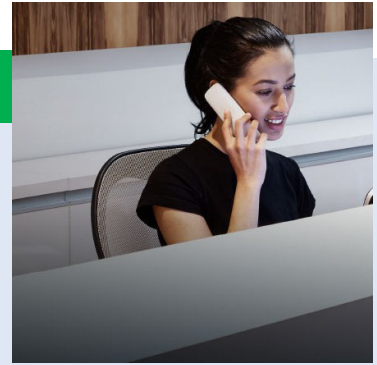
- Innovation
- Added value

# Security Personnel Solutions

## Front of House & Concierge

### Innovative 'Best in Class' solutions.

- Customer friendly SIA trained & licensed officers
- Smart corporate uniform – Bespoke options available
- Industry leading customer service training
  - ✓ Visitor welcome – creating exceptional first impressions
  - ✓ Telephone etiquette & internal communication procedures
  - ✓ Cultural awareness
  - ✓ Public relations skills
  - ✓ Confidentiality
- Contractor Management
- Post room
- Additional administrative support where required



## Security Officers

### Delivering security services with integrity, professionalism and quality.

- ✓ SIA trained, vetted & licensed Security Officers
  - ✓ Canine security solutions
  - ✓ Traffic management & Gatehouse services
  - ✓ Mobile patrols
  - ✓ Keyholding & callout
- Professionally screened & vetted
  - Tailored assignment instructions & risk assessments
  - 24/7 mobile support & robust lone worker procedures
  - Patrol management technology & meaningful reporting
  - Audited to NSI Guarding Gold standard



## NSI Guarding Gold

### Dedicated to high standards

NSI is the most rigorous inspection for businesses operating in the security industry. NSI Guarding Gold is the mark of approval for the elite reflecting our commitment to high standards of service, integrity, technical expertise and professionalism.

# Fixed Security Solutions

## CCTV Systems

**As experts in HD CCTV technology, we supply a complete range of the latest technology with advanced video analytics.**

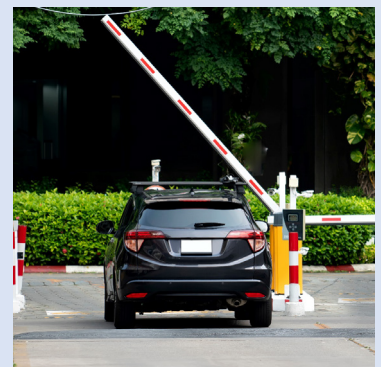
- Simple configurations or bespoke, integrated systems
- New installations & system upgrades
- Remote monitoring from the FRG Control Room
- Advanced analytics software
- Night vision capabilities
- Wireless options available
- Maintenance packages



## Access Control Systems

**Our wide range of access control solutions allow you to have full control of access & egress.**

- New installations, systems upgrades & maintenance packages
- Manned & unmanned options – SIA licensed operatives
- Biometrics – Reliable, resilient & data protection compliant
- Proximity systems - Full range of cards, tokens, readers & keypads
- Intercoms - Wired or wireless with audio and/or video
- Turnstiles & pedestrian gates
- Vehicle barriers including ANPR, automatic or manual options
- Admin training including ID card creation
- Integrate with existing systems
- Wide range of reporting capabilities



## NSI NACOSS Gold

**The mark of the security elite**

NSI NACOSS Gold is the premier electronic security systems scheme designed for companies who meet the industry's highest technical standards and maintain a commitment to continual improvement.

# Fire Protection Solutions

## Commercial Fire Alarm Systems

**We provide bespoke systems of any level & grade to protect your staff, customers and visitors.**

- Risk assessments
- Design, installation & maintenance
- Compliance to latest fire legislation & standards
- Permanent, temporary & wireless systems
- Remote monitoring from FRG Control Room
- Integration with security systems

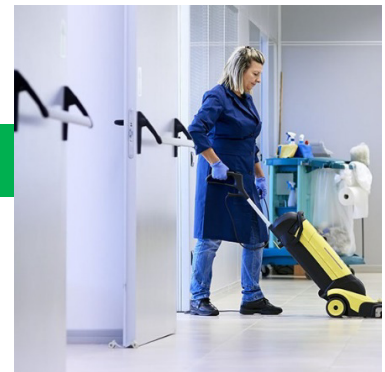


## FM Solutions

### Cleaning Solutions

**Cleaning and Hygiene Solutions bespoke to your needs.**

- Basic, specialist & deep cleaning
- Office, retail, warehouse & production
- Window & high-level cleaning
- Carpet cleaning
- Disinfecting washrooms
- Consumable supply
- Waste management
- Litter picking / graffiti & gum removal



### M&E & Building Maintenance Services

**Our design, installation, maintenance and repair specialists span the full range of M&E and building maintenance services.**

- Air conditioning
- Electrical services
- Plumbing & boiler services
- Heating & air ventilation
- Refurbishment services
- Renewable technologies
- 24/7 emergency call out
- Maintenance programmes
- Property Caretakers
- Landscaping & grounds



# Why FRG?

- ✓ National reach, local response
- ✓ Tailored solutions
- ✓ First Class service
- ✓ Consistency of service
- ✓ Responsive, attentive & locally based management
- ✓ Robust lone worker procedures
- ✓ 24/7 contract management support & helpdesk
- ✓ Bespoke service level agreements
- ✓ Accredited to the highest standards
- ✓ Socially and environmentally responsible
- ✓ Integrity, transparency & innovation at the heart of everything we do



**Head office:**  
 Unit 2, Gemini Business Park,  
 Sheepscar Way, Leeds LS7 3JB  
  
 0330 124 5670  
 info@firstresponsegroup.com  
 www.firstresponsegroup.com

*First Response Group Limited currently holds SIA Approved Contractor Scheme (ACS) status for the provision of Security Guarding, Key Holding and Public Space CCTV*