



First Response Group

Total Security, Risk & Facilities Management



Guarding Solutions

Helpdesk: **0330 124 5670**

info@firstresponsegroup.com



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Introducing FRG Guarding Solutions

FRG is a leading multi-service Security, Risk and Facilities Management services provider delivering professional services to a wide range of private and public sector clients nationwide.

Guarding is where FRG began and our ethos is centred around providing exceptional customer experiences through unparalleled professionalism, flexibility and quality of service.

Our bespoke classroom and on-the-job training is tailored to industry sectors, identifying specific security issues and threats to ensure our staff exceed your expectations and become valued members of your team.

We listen – We respond – We deliver

Benefits



NSI Guarding Gold accredited



SIA approved contractor



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

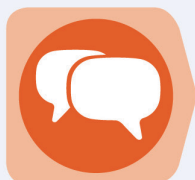


Integrity, transparency & innovation

How we do it



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



PROPOSAL

- Consultancy, design, discussions & solutions



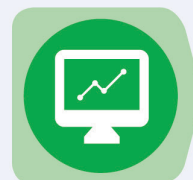
**NEW SERVICE
SIGN-OFF**

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



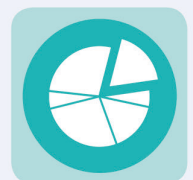
**MOBILISATION
AND CONTRACT
START UP**

- 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

Security Officers

Delivering manned security services to occupied and vacant properties and construction projects with integrity, professionalism and quality.

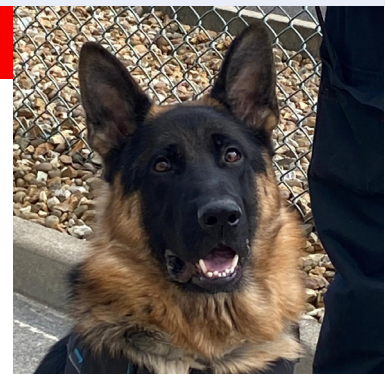
- ✓ SIA trained & licensed security officers
 - ✓ Out of hours security
 - ✓ Mobile patrols
 - ✓ Keyholding & callout services
- Professionally screened & vetted
 - Tailored assignment instructions & risk assessments
 - Bespoke industry sector training
 - Rapid deployment
 - Robust 24/7 lone worker welfare support
 - Tailored to your needs



Canine Security

A single dog & handler team provides a more effective security solution vs several static security officers, making it a cost efficient solution for high-risk and remote locations.

- **Enhanced deterrent:** The physical presence of a security dog & trained handler poses a striking deterrent
 - **Enhanced detection:** Dogs have heightened senses enabling them to detect intruders from distances over 300m
 - **Reduced crime:** A canine security team is more effective at containing suspects, reducing violence & deterring criminals
 - **Reduced risk:** With the capability to defend itself and its handler, a security dog is rarely engaged & reduces the risk of threat & harm to security officers
- SIA licensed professionals qualified by NASDU, NTIPDU or BIPDT
 - Fully uniformed with marked vehicles
 - Routinely assessed through continuous training and certification



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.

Gatehouse & Traffic Management

Our team of SIA licensed gate people and traffic marshals can ensure a safe flow of pedestrian and vehicle traffic through your site or premises, working to safety best practise and in compliance with all regulations.

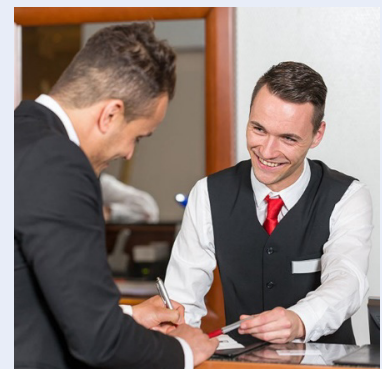
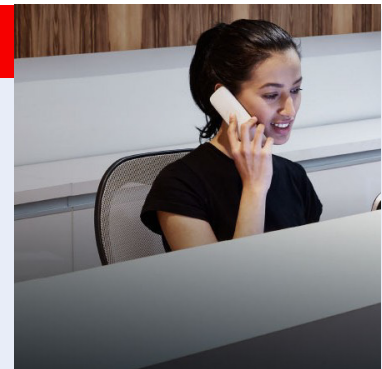
- ✓ Provide a welcoming first impression
- ✓ Recording site access
- ✓ Checking credentials
- ✓ Providing information & directions
- ✓ Operating access control turnstiles and vehicle barriers
- ✓ Ensuring safe manoeuvring
- ✓ Incident response



Front of House & Concierge

Innovative 'best in class' solutions to create a safe and welcoming business environment.

- 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
 - ✓ Counter-terrorism
- CCTV operation
- Contractor Management
- Post room
- Additional administrative support where required



ACS Pacesetters

The UK security guarding company elite

Only Approved Contractor Scheme security guarding companies scoring in the top 15% in Security Industry Authority (SIA) benchmarking and assessments are eligible to join this exclusive group.

Waking Watch

We provide professional and experienced waking watch services tailored to your premises.

- Walking patrols of residential areas
- 24/7 monitoring of fire hazards
- Trained to initiate evacuation protocols and alert emergency services in the event of a fire
- Fast deployment
- SIA trained, vetted and licensed officers



Why FRG?

- ✓ National reach, local response
- ✓ Tailored solutions
- ✓ First Class service
- ✓ Consistency of service
- ✓ Responsive, attentive & locally based management
- ✓ Robust 24/7 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



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