

# STADIUM & ARENA SOLUTIONS

A new approach to ensuring the  
safety and success of your  
venue and events



## Our Mission

To provide our customers with the  
best service and innovation, through  
motivating, supporting and training  
our employees and creating a culture  
of 'inclusion and happiness'.



**First Response Group**

Total Security, Risk & Facilities Management

## Why FRG?

The reason we are different is our people.

We believe in investing in our employees to  
ensure your venue is managed by a highly  
skilled, SIA licensed team focused on quality  
and committed to exceeding expectations.

We **listen** to your requirements.

We **respond** to the needs of your venue.

We **deliver** a premium, tailored service.

**We listen - We respond - We deliver**



## Industry leading in-house training

As a Highfield approved training centre, our venue security and  
event teams all receive bespoke customer service, conflict  
management, counter terrorism and insider threat awareness  
training to deliver consistency and excellence as standard.

# Our services



Our stadium, arena and event space specialist teams are experienced in delivering trusted solutions for your Permanent Security Teams (PST) and conference, banqueting and events requirements.

## Permanent Security Team (PST) services

Our highly trained SIA licensed Permanent Security Teams (PST) provide core security functions including mobile and static security officers, CCTV and control room monitoring, and key holding with specialist venue services:

- Protected persons and VIP services
- Concierge and reception roles
- Xray and baggage
- Canine specialist services - drug, explosives and pyrotechnics

All our stadium and venue security officers are equipped with body worn cameras to aid incident handling and transparency.

## Events, conference and banqueting support

We provide reliable and professional support for your corporate event, conference and banqueting needs as an additional or stand alone service:

- Dedicated event manager
- Security officers
- Overnight security patrols
- Hospitality services

Our services are fully flexible and adaptable to your schedule and delivered with our commitment to exceptional customer service.

- Nationwide delivery
- Professional and adaptable services tailored to your venue
- Experienced delivering to complex, high-profile venues
- People focused supportive and inclusive company culture
- Recruitment from the local community
- NSI Guarding Gold accredited - the mark of approval for the security elite
- Focus on training, compliance, safety and integrity across everything we do
- Socially and environmentally responsible



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