

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 multi-faceted venues including Permanent Security Teams (PST), specialist event day support and corporate conference and banqueting requirements.



Asset protection - Ensuring the integrity of your venue, including internal assets, people and venue reputation.



Quality delivery - A uniformed, high-performance customer facing team with an adaptable, can-do mindset.



Brand ambassadors - Our teams integrate with your venue, adopting and promoting your vision, aspirations and values.



Safety always - Proactively promoting a positive health and safety culture and leading by example.



Accountability - We take ownership of all elements involving our teams.

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. Our SIA licensed security officers are vetted to BS7858.

FRG also provide specialist event day venue services including:

- **Protected persons and VIP services**
- **Xray and baggage searches**
- **Specialist canine services - drug, explosives and pyrotechnics**
- **Behavioural Detection Officers**
- **Crowd Safety Security Officers**

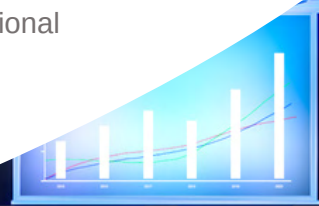
All our stadium and venue security officers are equipped with body worn cameras to aid incident handling and transparency.

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.



How we do it



SITE SURVEY & UNDERSTANDING OF VENUE NEEDS

- Asset protection
- Event days
- Corporate & banqueting
- Vision & values



PROPOSAL

- Bespoke solution tailored to venue
- Consultancy, design, discussions & development



NEW SERVICE SIGN OFF

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



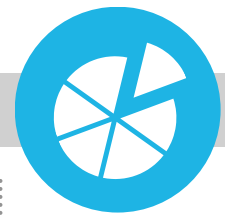
MOBILISATION & CONTRACT START UP

- Pre-start meeting
- Mobilisation
- Assignment instructions
- Local recruitment
- In-house training



CONTRACT MANAGEMENT & MOBILISATION

- Robust processes & procedures
- 'At a glance' daily reports
- Weekly/Monthly audits
- Key performance metrics



CONTRACT DEVELOPMENT

- Adaptive to venue requirements
- Innovation
- Added Value

Why FRG?



- Nationwide delivery
- Professional and adaptable services tailored to your venue
- Experienced delivering to complex, high-profile venues
- Specialists in asset protection, risk management, control of restricted areas, counter surveillance, and control room operations
- 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



0330 124 5670

info@firstresponsegroup.com

www.firstresponsegroup.com