



First Response Group

Total Security, Risk & Facilities Management

Facilities Management Solutions

FM Team: **0330 174 2695**

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First Response Group
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Introducing FRG Facilities Management Solutions

FRG are a leading Facilities Management services provider delivering complete solutions to a wide range of private and public sector clients nationwide.

We design cost-effective FM 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 safety and building management 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 FM solutions



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



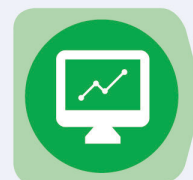
NEW SERVICE SIGN-OFF

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



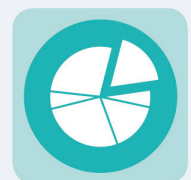
MOBILISATION AND CONTRACT START UP

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



CONTRACT MANAGEMENT & STABILISATION

- Weekly / Monthly audits
- Key performance metrics



CONTRACT DEVELOPMENT

- Innovation
- Added value

Cleaning & Maintenance solutions

Cleaning & Clearance Services

Our cleaning technicians are trained and experienced delivering best practise service from end of tenancy cleans to specialist services.

- Basic, specialist & deep cleaning
- End of tenancy cleaning
- Communal cleans
- Window & high-level cleaning
- Carpet cleaning
- Builders & sparkle cleans
- Commercial cleaning
- Property clearance
- Graffiti removal
- Site hygiene operatives
- Washroom services & sanitary units



Corporate Members of the British Institute of Cleaning Science

FRG share the BICSc values, providing best practise cleaning solutions delivered by professional and protected cleaning operatives to ensure a safe and clean environment.

Maintenance Services

With support from our dedicated maintenance teams, your property is in safe hands.

Our team of qualified tradespeople deliver reactive or planned building maintenance with the skills and resources needed to meet the demands of your property.

Our Property Maintenance services include:

- Painting & Decorating
- Plastering
- Joinery
- Glazing repairs
- Plumbing & Electrical
- Fire alarm services
- Air conditioning
- General building repairs
- Landscaping & grounds
- Drainage
- Pest Control
- Compliance management
- Maintenance programmes
- Refurbishment services
- Renewable technologies
- 24/7 emergency callout

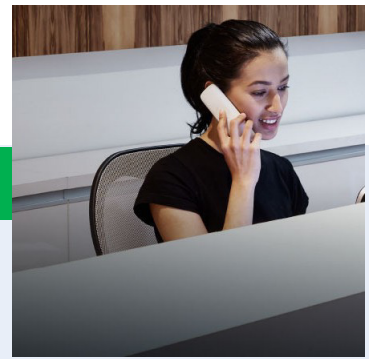


Personnel Solutions

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 & Canine Security Teams

Delivering security services with integrity, professionalism and quality.

- ✓ SIA trained, vetted & licensed Security Officers
- ✓ Canine security solutions
- ✓ Traffic management & Gatehouse services
- ✓ Mobile patrols & vacant property inspections
- ✓ Keyholding & callout
- ✓ Tailored assignment instructions & risk assessments
- ✓ 24/7 mobile support & robust lone worker procedures

Fire Watch Officers

24/7 monitoring of fire hazards

- SIA licensed fire watch officers
- Trained to spot fire hazards, initiate evacuation protocols and alert emergency services
- Suitable for any high-rise building, apartment block, commercial or vacant property



NSI Guarding Gold

Dedicated to high standards

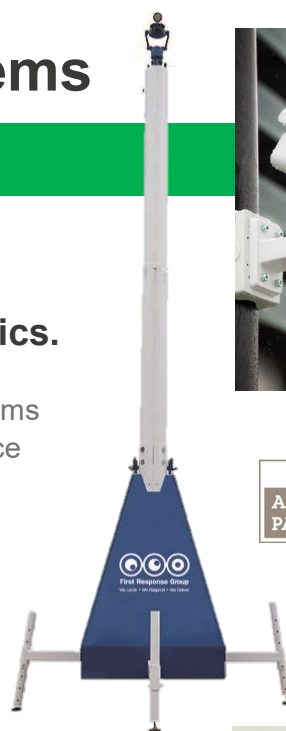
NSI is the most rigorous inspection for businesses operating in the security industry. NSI Guarding gold is the mark of approval for the elite reflecting our commitment to high standards of service, integrity, technical expertise and professionalism.

Fixed & Temporary Systems

CCTV Systems & CCTV Towers

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

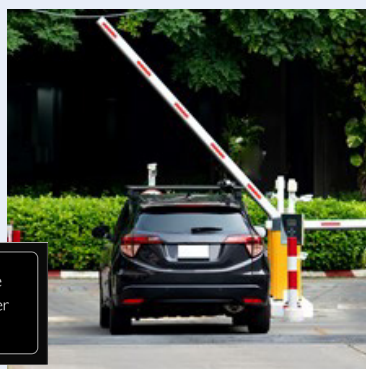
- Simple configurations or bespoke, integrated systems
- New installations, systems upgrades & maintenance packages
- Remote monitoring from the FRG Control Room
- Advanced analytics software
- Night vision capabilities
- Wireless and self-powered options
- Fever Screen cameras available



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
- 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



Fire Protection systems

We provide bespoke systems of any Level & Grade to protect people and assets.

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

Vacant Property Protection

Boarding Up Solutions

We have a vast range of flat steel sheeting to cater for all property classes and variations.

Our versatile and cost-effective system can be tailored to secure any size of opening ensuring against risk from intruders, glass breakage and ingress of the elements.



Perimeter Protection

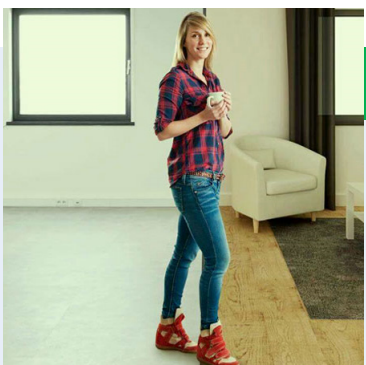
To protect against illegal entry on foot or by vehicle we provide a range of solutions to secure compounds, car parks and fields.

- ✓ Heras fencing
- ✓ Palisade fencing
- ✓ Wooden hoarding
- ✓ Concrete barrier blocks & telescopic bollards
- ✓ Video verification intruder alarms

Property Caretakers

Short term caretaker occupation.

- SIA trained, vetted, and licensed security officers
- Combine with electronic security solutions
- Minimum 28 days occupation



Property Guardians

Occupation to reduce vacant property risks.

- Vetted, reliable & trustworthy occupants
- Trained to monitor and identify risk and maintenance issues
- Commercial benefits: reduced rates and management costs

Case study

FRG helps tenant with a drain emergency

A client contacted FRG on a Friday afternoon with an emergency assignment; A tenant had reported a blocked drain and sewage leaking out into the garden at one of their properties. The client needed an urgent response along with a costing.

FRG had an operative on site within the hour who provided a full diagnostic and a cost for the clean-up. After authorisation, all work was completed by 4pm the same day and all waste was disposed of professionally offsite. A full report and photographs were provided to the Property Manager.



Why FRG?

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

**SECURITY & FIRE
EXCELLENCE AWARDS**
2022 WINNER



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