



**First Response Group**

Total Security, Risk & Facilities Management



# Security Personnel Solutions

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## Introducing FRG Security Personnel 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.**

Security personnel are at the heart of FRG's origins, and our ethos remains rooted in delivering exceptional customer experiences through unmatched professionalism, agility and quality of service.

Our bespoke training programs are tailored to the unique challenges of your industry, addressing specific security concerns and threats. This ensures our staff not only meet but exceed your expectations, becoming integral and trusted members of your team.

**Making security a trusted part of your team.**

## Benefits



NSI Guarding Gold accredited



SIA approved contractor



Consistency of service through tailored training packages



Responsive & attentive management



24/7 contract management support & helpdesk



Bespoke service level agreements

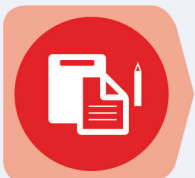


Integrity, transparency & innovation

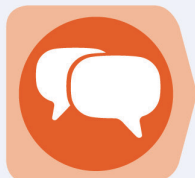


Award winning teams

## How we do it



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



**PROPOSAL**

- Consultancy, design, discussions & solutions



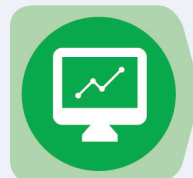
**NEW SERVICE  
SIGN-OFF**

- 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



## 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



## **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.

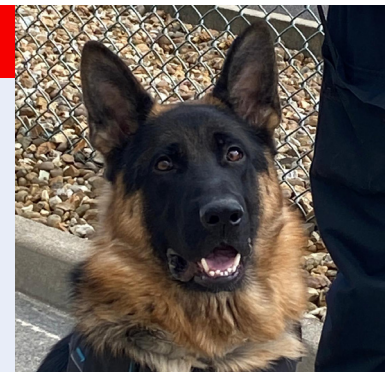
- ✓ Provide a welcoming first impression
- ✓ Recording site access
- ✓ Checking credentials
- ✓ Providing information & directions
- ✓ Operating access control turnstiles and vehicle barriers
- ✓ Ensuring safe manoeuvring
- ✓ Incident response



## 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



## ACS Pacesetters The UK security 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?

- ✓ Making security a trusted part of your team
- ✓ Security personnel experts
- ✓ Tailored solutions
- ✓ Award winning teams
- ✓ First class service
- ✓ 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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*First Response Group Limited currently holds SIA Approved Contractor Scheme (ACS) status for the provision of Security Guarding, Key Holding and Public Space CCTV*