

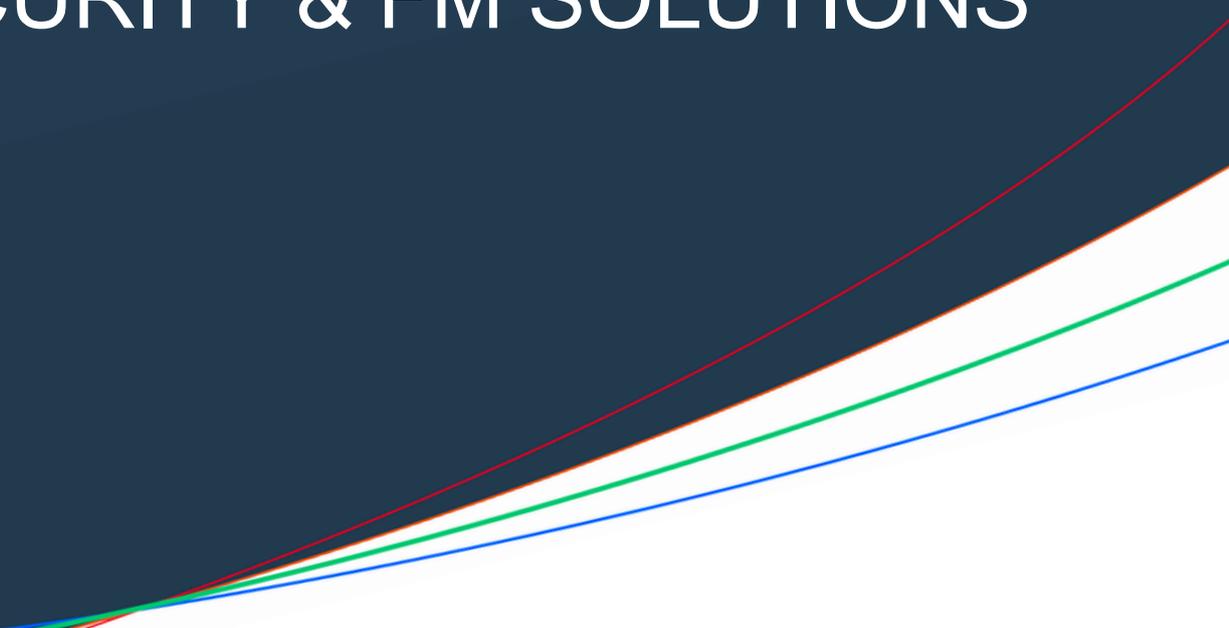


**First Response Group**

Total Security, Risk & Facilities Management



# CORPORATE & COMMERCIAL SECURITY & FM SOLUTIONS





# ABOUT FRG



**First Response Group**  
Total Security, Risk & Facilities Management



First Response Group (FRG) is a leading security and facilities management specialist delivering comprehensive services across the UK.

We provide expert integrated solutions for corporate and commercial portfolios, upholding the highest standards of protection and peace of mind for our clients. Committed to reliability, innovation, and tailored approaches, FRG ensures that every client's unique needs are met with precision and care.

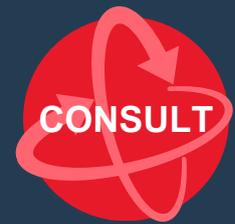
Our expertise spans diverse sectors, supporting high-profile clients with bespoke security and facilities management solutions designed to safeguard people, property, and reputation. Whether protecting corporate offices, retail spaces, and hospitality venues or managing complex logistics and operational environments, FRG guarantees a secure and seamless experience for your business.

## FULL LIFECYCLE PARTNERSHIP



[www.firstresponsegroup.com](http://www.firstresponsegroup.com)

## OUR UNIQUE APPROACH



Expert support every step of the way, ensuring compliance, transparency, and continuous improvement.



Unique challenges? Solved. Cutting-edge tech, upskilled people and agile service delivery.



We help clients safeguard assets, streamline operations, and elevate brand reputation.

**MAKING SECURITY & FM  
A TRUSTED PART OF YOUR  
TEAM**

**WE LISTEN  
WE RESPOND  
WE DELIVER**



# SECURITY PERSONNEL SOLUTIONS

We understand the unique security requirements of corporate and commercial environments and provide specialist personnel to address these needs proactively. Our security teams are highly trained to deliver exceptional protection, ensuring the safety of your people, assets, and premises while fostering a secure and professional atmosphere.

- Mobile and static security personnel
- Gatehouse officers
- Front of house, reception & concierge
- Specialist canine teams: security & detection
- CCTV and control room monitoring
- X-ray and baggage searches
- Keyholding and alarm response
- Upskilled personnel: FREC 3, behavioural detection, protected persons, VIP services and more



## SCREENED, VETTED AND TRAINED

Our SIA licensed security personnel undergo stringent recruitment & vetting processes and enhanced customer service training.

FRG is proud to be an ACS Pacesetter. 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 elite group.



## NSI GUARDING GOLD

NSI Guarding Gold is the mark of approval for the elite reflecting our commitment to high standards of service, integrity, technical expertise and professionalism.



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# TECHNOLOGY SOLUTIONS

We deliver innovative security technology solutions tailored to your business needs, seamlessly integrating electronic security with a physical presence to provide the perfect balance for comprehensive protection.

## ADVANCED CCTV SYSTEMS

- Simple configurations or bespoke, integrated systems
- New installations, systems upgrades and maintenance
- Remote monitoring from the FRG Control Room
- Advanced analytics software & night vision capabilities
- Wireless and self-powered options
- Temporary systems and towers
- Vacant property protection
- Added value: intuitive surveillance, performance monitoring, footfall heat mapping and more



## PEOPLE & VEHICLE

## ACCESS CONTROL SYSTEMS

- New installations, systems upgrades and maintenance packages
- Touch free Biometrics – reliable and data protection compliant
- Proximity systems – full range of cards, tokens & readers
- Intercoms – wired or wireless with audio and/or video
- Turnstiles – full or half height
- Vehicle barriers - Automatic ANPR or manual



## NSI NACOSS GOLD

NSI NACOSS Gold is the premier electronic security systems scheme designed for companies who meet the industry's highest technical standards and maintain a commitment to continual improvement.

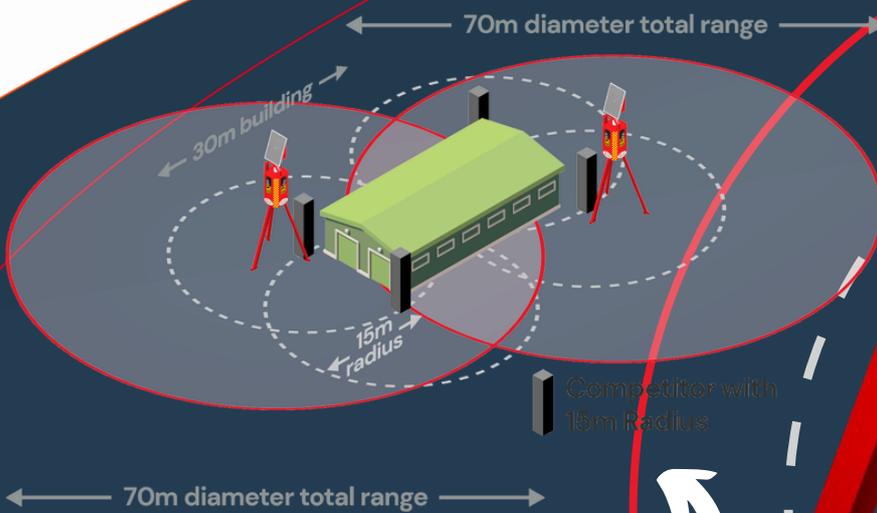
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# FRG DETECTPLUS M-PIDS

The DetectPlus M-PIDS (Mobile Perimeter Intruder Detection System) redefines mobile security with its seamless fusion of cutting-edge wireless detection technology and FRG's crime deterrence expertise.

Tailored for outdoor surveillance, the DetectPlus M-PIDS provides a striking visual deterrent for vacant properties, car parks, building perimeters and other high risk or high theft areas - without the need for power or lengthy installation times.

- 70m total range - omnidirectional surveillance
- Wireless - solar and battery powered
- Enhanced HD imagery - day & night
- AI analytics - false alarm filtering
- Optimum sensor height
- Rapid deployment
- Striking visual deterrent - 2.3m tall
- Mobile & scalable
- Tamper-proof
- 24/7 monitoring by FRG NSI Gold Control Room



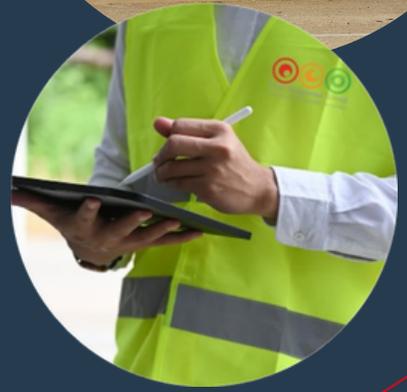
A single M-PIDS unit can often achieve the effective range of up to four competitor units with shorter range.



# VACANT PROPERTY SERVICES

Our experienced team of security and FM professionals work with you to design bespoke and cost effective solutions to mitigate vulnerabilities, protect your assets and fulfil compliance obligations.

- Vacant property inspections
- Security officers
- Canine security teams
- Intruder alarms
- Perimeter intruder detection systems
- Temporary CCTV systems & towers
- Steel security screening & doors
- Concrete bollards & barriers
- Fencing
- Clearance & cleaning
- Utilities drain down
- Drone surveys
- Site monitoring
- Property maintenance



## UNAUTHORISED ENCAMPMENT REMOVAL

Our innovative strategies to effectively minimise damage or tipping, reduce the risk of theft and decrease clear up costs.

- Rapid response teams
- Serve & Evict notices
- Removing people, animals and vehicles with Police in attendance
- Clearing dumped rubbish
- Re-securing the site
- Risk assessment review



# FACILITIES MANAGEMENT

With integrated support from our Facilities Management division, your assets are in safe hands.

### Hard services

- Mechanical & Electrical
- SFG20 standards
- CAFM systems
- Asset tracking & lifecycle conditioning
- Emergency response service
- Planned preventative maintenance
- Statutory compliance management

### Soft services

- Cleaning & hygiene
- Logistics & estate management support
- Site health & safety
- Property maintenance
- Loading bay management
- Post room management

### Project Management

- CDM compliant
- Office refurbishments
- Plant, technical & infrastructure installations





# WHY FRG?

- Integrated solutions specialists
- Nationwide delivery
- Consultative approach
- One contact for all services
- Innovative and agile service delivery
- Comprehensive solutions designed to solve your challenges and enhance your operations
- Regulatory and insurance compliance experts
- Award winning teams
- Highly accredited
- Socially and environmentally responsible

**THE SECURITY & FIRE AWARDS FOR EXCELLENCE**  
 MONDAY 23 DECEMBER 2023 - FM HARROGATE  
 GROSVENOR HOUSE - PARK LANE - LONDON  
**WINNER**



## WE ARE EPIC!

Our EPIC values define what matters to us and what it means to be part of Team FRG.

These four guiding principles are at the heart of the way we work with each other, our customers, our service partners and the wider communities in which we operate.

**MAKING SECURITY & FM  
 A TRUSTED PART OF YOUR  
 TEAM**

**WE LISTEN  
 WE RESPOND  
 WE DELIVER**

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