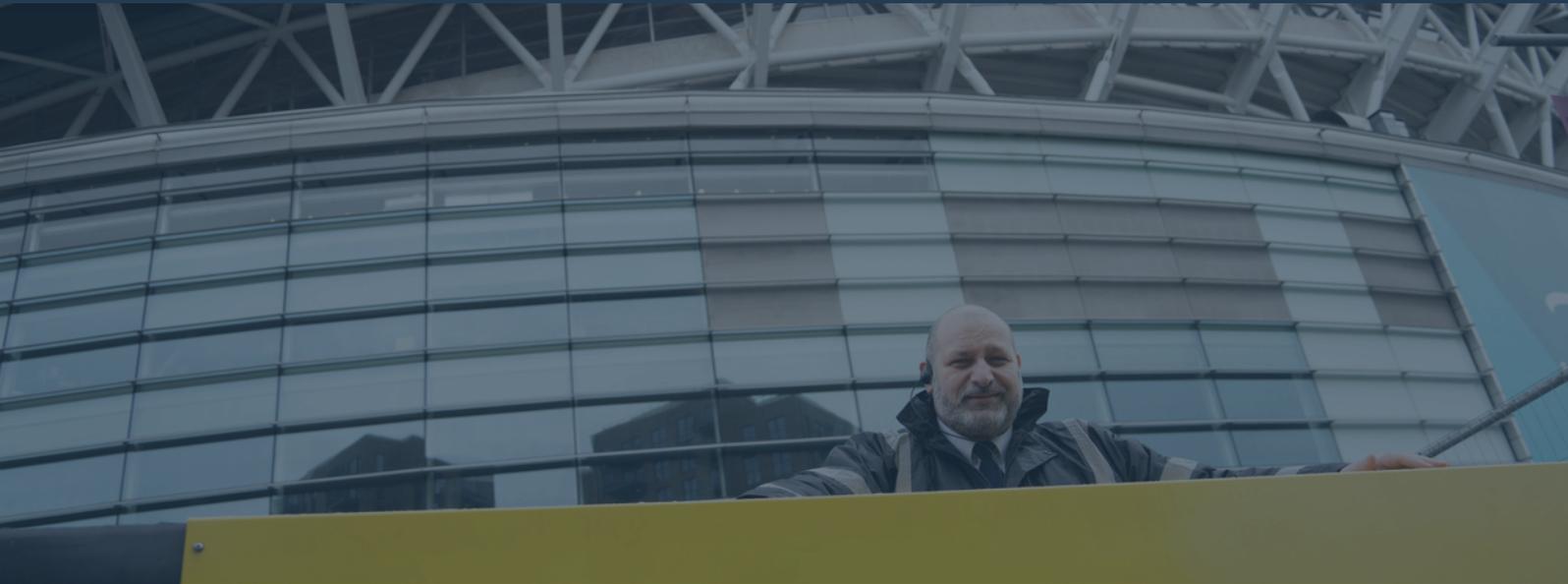




First Response Group
Total Security, Risk & Facilities Management



STADIA & EVENTS SECURITY SOLUTIONS





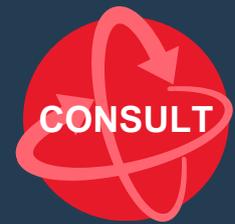
ABOUT FRG



First Response Group
Total Security, Risk & Facilities Management



OUR UNIQUE APPROACH



Expert 360° support at every stage, ensuring compliance, transparency, and continuous improvement.



Unique challenges solved with upskilled teams and agile service delivery that scales fast and flexes to your needs.



Our 'one team' ethos delivers more than safety - we deliver confidence, success and an enhanced reputation.

First Response Group (FRG) is a trusted partner in stadium and event security, delivering specialist solutions for some of the UK's most iconic venues and live events.

We provide expert, integrated services designed to protect fans, performers, staff, and infrastructure - ensuring safe, seamless, and unforgettable experiences. Our consultative approach, innovative mindset, and agile service delivery model mean we don't just meet expectations - we raise the bar.

From matchday and concert security to crowd management, VIP protection, and control room operations, FRG brings the expertise, people, and precision needed to safeguard reputation and enhance operational performance. Whether supporting a one-day event or managing year-round stadium operations, we deliver end-to-end protection tailored to your environment, your risks, and your audience.

CONSULTATIVE PARTNERSHIP



www.firstresponsegroup.com

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

**WE LISTEN
WE RESPOND
WE DELIVER**



SECURITY PERSONNEL SOLUTIONS

Our award winning stadium, arena and event space specialist teams are experienced in delivering trusted solutions for multi-faceted venues and high-pressure environments including Permanent Security Teams (PST), specialist event day support and corporate conference and banqueting requirements.

PERMANENT SECURITY TEAMS (PST)

Our highly trained Permanent Security Teams act as your brand ambassadors, ensuring the integrity of your venue or event.

- Mobile and static security officers
- Gate house officers
- Front of house, reception & concierge
- CCTV and control room monitoring
- Keyholding and alarm response
- Protected persons and VIP services
- Xray and baggage searches
- Corporate event and banqueting support - additional fully flexible services, adaptable to your schedule.



SCREENED, VETTED AND TRAINED

Our SIA licensed security personnel undergo stringent recruitment and vetting in line with BS7858 standards, alongside enhanced customer service training to ensure professionalism and safety at every touchpoint.

To support effective incident management and promote transparency, all our stadium and venue security officers are equipped with body-worn cameras.



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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CANINE SECURITY SOLUTIONS

CANINE SECURITY TEAMS

Canine security adds an extra layer of protection at stadiums, arenas, festivals and high profile events, providing a visible and highly effective deterrent.

- Dedicated professionals working to a professional code of conduct and site-specific assignment instructions
- Highly Trained Handlers
- Fully uniformed
- Routinely assessed through continuous in-house training and certification through Highfield accreditations.
- Focused on dog welfare
- Supported 24/7 by the FRG Control Centre

SPECIALIST DETECTION DOGS

Where you need additional security support for high-profile venues or high-risk events, First Response Group can provide expertly-trained specialist detection dogs. Our threat assessment identifies the specific passive and proactive canine search and detect requirements for your specific venue or event.

Our specialist detection dog teams are trained to conduct searches for:

- Drugs
- Explosives
- Pyrotechnics
- Other prohibited substances

EVENT DAY SERVICES

We offer comprehensive event day support designed to create a secure and welcoming environment for all attendees. Our services ensure the smooth operation of events while upholding the highest standards of customer service.

Whether integrated with our existing PST services or provided as a standalone offering, our dedicated team works closely with you to tailor solutions that meet your event's unique requirements, ensuring a seamless and safe experience for everyone involved.

- Event planning and logistics management
- Crowd safety security officers
- Behavioural detection officers
- Close protection officers
- Search and screening
- Response teams
- Access control
- Asset protection





WHY FRG?

- Professional and adaptable services tailored to your venue or event
- Nationwide delivery
- Experienced delivering to complex, high-profile venues
- Innovative and agile service delivery
- Specialists in asset protection, risk management, control of restricted areas, counter surveillance, and control room operations
- Award winning teams
- Recruitment from the local community
- NSI Guarding Gold accredited
- Focus on training, compliance and transparency
- 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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