

Dolphins are highly intelligent creatures. They form strong bonds with members of their pod and work closely together to protect each other and find food.

# First Security. The natural choice.

Collaborative.  
Adaptive.  
Future focused.



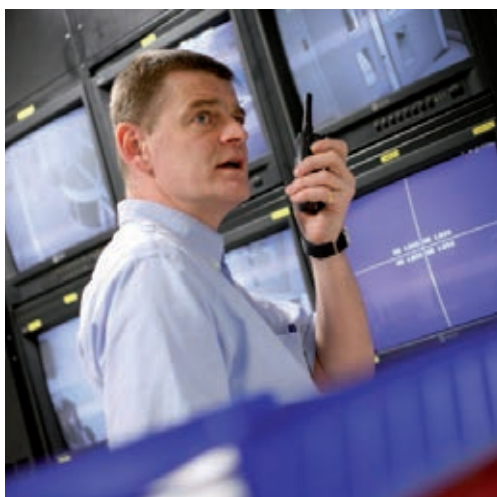
# Benefitting through collaboration

**First Security has been putting its clients' security at the heart of everything it does for over 25 years. As a result, we are now one of the UK's top ten suppliers of manned guarding and total security.**

Our collaborative approach means we can offer a truly flexible and bespoke service from back office planning and management to frontline interactions.

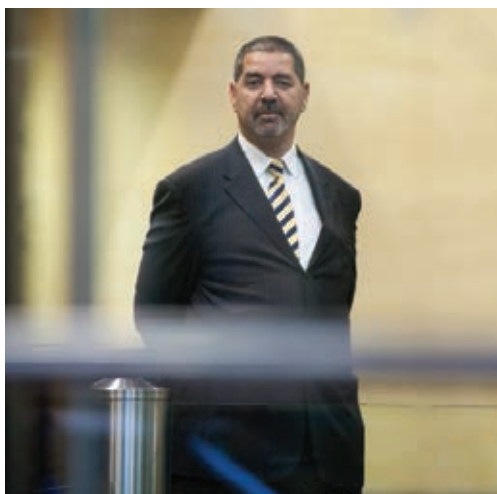
Amid a climate of new regulations, tighter margins and some fairly hostile economic conditions, more and more clients are looking beyond a guard-focused security service and are demanding a technology driven, cost-effective, risk-based partnership.

Our intelligent, innovative approach to protection and our unparalleled obsession with quality, makes us a natural partner in this rapidly changing environment.



## Delivering peace of mind

First Security's bespoke incident management system was developed on behalf of a major financial client and short-listed in the Security Excellence Awards 2012. The online, interactive workflow management system provides a central point of command and control. It allows all incidents to be communicated in real-time, and guarantees all activities are tracked and monitored. The in-built escalation procedures ensure no action or person is left out in a time of crisis, whatever the incident.



**Top 10 security provider for over 25 years**

The clown fish lives securely amongst the poisonous tentacles of anemone, protecting it from predators and benefitting the anemone by attracting food.

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Founded on our investment in great people, from frontline engagement to back office planning, we deliver smarter security solutions through collaboration which benefits everyone.



# Adapting to the needs of your environment

At First Security our focus is on all our clients' individual security requirements. We understand that the service we provide to our clients must reflect these changing and varied needs.

Powered by Interserve, our range and depth of experience across the commercial world has provided us with the insights to look beyond today and the everyday to develop solutions based on each of our client's environment, brand, business performance and reputation.

From strategic future-proof planning, to providing best in class security officers, we serve and protect retail stores, leading banks, investment houses, distribution and data centres, retail and business parks, leading exhibition, arts and cultural centres, as well as the professional services sector.

By combining our proactive and intelligent workforce with the best technology, we can guarantee a robust, reliable formula capable of protecting your people, customers, buildings, assets and reputation, not just today but tomorrow too.

So from front of house to event management and from security consultancy to store detectives, you can rely on our valued personnel to contribute to the highest standards.

**Our experience in delivering security enables us to offer you a range of additional services to support your ongoing needs:**

- Business continuity planning
- CCTV installation and maintenance, including remote monitoring and visual verification
- Covert security operatives and store detectives
- Executive protection services
- GPS tracking and control of vehicles
- Retail and supply chain loss prevention support
- Security consultancy
- Specialist security installations
- Surveillance and counter surveillance services
- Training and development for client security teams

## Beyond the everyday

During First Security's well established relationship with the world's largest financial organisation, we have developed our services to match this client's new challenges. Innovations in service delivery include coaching their team in counter terrorism and counter surveillance fields with a view to improving preparation and providing enhanced security for high profile events. We have also introduced an event management team, drawn from security personnel across this client's portfolio of sites, to provide not only experience, credibility and capability but continuity of service delivery across all of this client's events.

**2,200 manned guards working to protect you nationwide**

Some chameleons can blend into their surroundings for security and benefit from a 360° arc of vision, with the ability to focus on two things at once.

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We are uniquely placed to adapt our resources and blend our services to perfectly match the demands of your environment.



# Focusing on the future today

In the ever-changing security landscape it's imperative that your security provider is able to meet both your current and future needs.

With our exceptional levels of staff retention allied to the SIA training that our security officers receive, we have established an excellent reputation throughout the industry. Our recent Approved Contractor Scheme Accreditation score of 120 puts us in the top 2.5% of manned guarding providers. This industry recognised capability will provide you with the peace of mind that the highest professional standards are constantly being applied.

By offering a flexible, bespoke service we look beyond today to develop a strategy based on continuous improvement through:

## Mobile vigilance

Our mobile patrols service will keep a vigilant eye on your premises where the security need does not require an on-site officer. These patrols are supported by an electronic monitoring system which records their movements in real time, patrols and regularly forwards updates to our client.

## Seamless front of house

Our front-of-house receptionists all have excellent customer-facing skills. They're handpicked to suit your brand and your culture. They are also highly trained security personnel who must complete on-site training ahead of deployment.

## Your keys in safe hands

We can take the risks of responding to any incident away from our clients, by being key-holders for any premises protected by an intruder alarm. Our key holding services stretch across London and nationwide, with our team of SIA guards offering a fast and dedicated response.

## More services you can rely on

Our security trained and screened personnel can also act as building managers, concierge, community wardens, telephonists, post room operatives and messengers. To ensure continuity of service, First Security always has reserve officers and receptionists site-trained and familiar with every assignment.

## A targeted response

When a top high street retailer came to First Security looking for a cost-effective solution to prevent theft and shrinkage, we gave them an intelligent but simple response. By mapping crime and shrinkage against the allocation of security officers and detectives, we were able to target the high-risk areas and maximise loss prevention across their national portfolio of stores.

**Delivering our  
security services  
24/7 to over 300  
customers**

As their environment changes, so some garden birds are laying their eggs earlier to thrive in the climate of the future.

# 1

At First Security we don't simply provide exceptional service in manned guarding, we also focus on continuous improvement to meet your future needs.



For more information call  
**020 7837 5424** or visit  
[www.first-security.co.uk](http://www.first-security.co.uk)

**SMARTER SECURITY. PERSONAL DELIVERY.**





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