



Company Profile 2021 / 2021



Welcome

KNOW OUR BUSINESS

I would like to take this opportunity to provide you more information on our services.

Guardsman have been established since 2002, founded and managed by ex-service personnel, Guardsman, are committed to offering our clients a range of high-quality security guarding services to **BS 10800:2020** standard and designed to protect people and premises to ensure that businesses run as smoothly and successfully as possible.

Our security personnel are all fully **SIA licensed** with the Security Industry Authority (SIA), and subject to extensive background checks to **BS 7858** in the screening of individuals working in a secure environment and assure that the highest standards of professionalism and security are always offered.

As part of our services, all of our officers are supplied with **Body Cameras** and **FREE** Guard patrol systems are installed on your premises.

To offer transparency and monitor performance all clients have access to our dedicated **GUARDSPRO System**,

The Client Web Portal sets free the stress of individually communicating

on-site activities and essential site information to yourself. The system allows you the client to view the on-site movement of the guards with a live tracker and access to live incident reports, visitors' logs, site tour reports scheduling and much more in real time at your fingertips, 24/7 at your convenience.

The Guardsman Management team draw upon more than 35 years of experience each in the armed forces or security service sector and are fully compliant with **ISO 9001- 2015**, and we also pride ourselves on our **CHAS** health and safety accreditation.

As part of our continued commitment to employee welfare we are also **Living Wage Foundation accredited** and a member of **The Mental health Charter** and committed to **The Armed Forces Covenant** supporting ex-service personnel.

Our professionally trained security personnel combine a commitment to safety with excellent customer service, and we operate a 24-hour control room for any incidents that may arrive.

We invest in and value our security officers and understand well trained, experienced, presentable, and professional security guards are at the heart of any effective, well-rounded, security solution provider.

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About Us

Professional Process and Security Solutions



Today, Guardsman Security is a national provider of security and facilities management working with a broad range of clients from blue chip companies to small businesses across the UK.



Our Mission

Highest Quality to our Customers

GUARDSMAN Security Group is a leading provider of security services throughout the UK. Established in 2002 and managed by former ex-military personnel. The business was established to fill a gap in the market for a company that could provide a range of tailored, flexible and integrated security services to organisations across the West Midlands.

Today, it is a national provider of security services working with a broad range of clients from blue chip companies to small businesses across the UK.

The company attributes its success to being founded on a culture of excellence that is shared by all staff and employees. It invests heavily in training of all personnel to ensure it upholds the best possible standards.

The quality of the service delivered is demonstrated by a highly impressive long-term client retention rate, recommendations, and a wide range of accreditations.

Whatever the size or sector of your business our security will provide peace of mind for you, your business and your people.

OUR mission at Guardsman is to continually provide services of the highest quality to our customers to ensure that their clients, their premises and the general public stay safe and secure. With a wealth of knowledge and experience spanning two decades and through offering a range of security services, we provide bespoke solutions to ensure complete customer satisfaction.

Our team are the core part of our business therefore we are committed to ensuring that our employees are trained to the highest of industry standards. We promote equal opportunities and believe that internal employee development is the key to our success.



Customer Portal

Live data tracking and real-time incident reporting

GUARDSMAN are a data driven organisation. As a client you will have access to all contract information via our customer portal, site specific and consolidated reporting:

- Complete transparency through our Customer Portal
- Live 27/7 Guard GPS and Location on your site
- Live staff check in and reporting
- Geo-fence reports
- Real-time reporting of incidents, events, and activity
- Live tour and patrol details
- Realtime analytics

Whatever the size or sector of your business our security will provide peace of mind for you, your business, and your people.



OUR digital systems provide you with advanced analytics that help with effective security planning.

We will utilise a vast array of digital tools and systems to enhance the quality of our operations and increase the efficiency of our officers.

OUR guard reporting system, Guardspro, will enable officers to capture and report valuable real-time data and information

in a more efficient and dynamic way, leaving them to do what they do best - evaluating and responding.

Consolidated management information will then be presented to you for analysis and interrogation in real-time through: Guardspro Customer Portal: our client-facing contract management dashboard which provides KPI reporting, transparent security statistics and more at your fingertips in real time.



Employee Welfare

Year-on-year, our staff retention rate is one of the best



EQUALITY AND INCLUSION

Equal opportunities for recruitment, training, promotion and pay.

LIVING WAGE PROVIDOR

Gives confidence to our employees that we value them.

We are a people company and we believe that motivated, engaged and recognised officers are essential to deliver and maintain excellent service, value and continuity.

To achieve this, we have developed an

Employee Excellence methodology which outlines the key stages of the Employee Journey and we have a multitude of accompanying initiatives in place to ensure that we actively engage, motivate and recognise our staff.



PERSONAL DEVELOPMENT

Annual career development meetings and plans.



EMPLOYEE PORTAL

Staff manage their shifts and holiday requests.



BENEFITS PACKAGES

Life assurance , workplace insurance and Guardsman perks.



SHARING OUR VISION

Vision values leadership and objectives.



COMMUNITY AWARDS

Recognition of employees and officers.



STAFF INTEGRITY

Staff can report issues, concerns and complaints anonymously.

We are also fully committed to supporting the mental health and wellbeing of our staff:

All staff will complete Mental Health England accredited Mental Health Awareness training.

Staff will have access to our 24/7 Employee Assistance Programme for confidential counselling, support and advice.



Local Presence

We have a local branch based approach across the UK

ALTHOUGH we are nationwide providers of security services, we operate according to a local, client- centric philosophy and deliver services locally through our regional Branch locations.

This means that your security requirements will be delivered by local teams, overseen by local managers and administered by local operations support.

We have a strong local presence throughout the UK with both static, mobile and technology services. Key members of our local management team including the Branch Manager, Deputy Branch Manager and HR Business Partner who live locally and operate from your local branch.

This means that you will receive:

- A prompt, responsive service
- Regular management support
- Frequent site attendance
- Highly visible local leadership

LOCAL Branch Managers, will manage your account and be responsible for the strategic delivery of your requirements.

They will be your single point of contact for all queries and are fully empowered to make key decisions at site level, providing

you with faster resolutions when it matters most. All Managers will track on-going KPI performance and will report management information to you monthly.

Local Deputy Branch Managers, will provide operational support to your site team. They will be responsible for officer engagement, welfare and training, as well as performance management.

You Regional Area Director, will be your point of escalation should you have any major concerns or issues that cannot be resolved by your Branch manager alone.

Out-of-hours, our 24/7 Communications Centre Helpdesk will assist you with all emergency requests. Any escalations will be passed to our local on-call Duty Manager to resolve.

We strive to continue to provide complete peace of mind for our growing base of clients across the UK by offering security services that cater to individual customer needs and are provisioned by the most qualified people in the business.

CHESHIRE & NORTH

Grosvenor House
3 Chapel Street
Congleton
CW12 4AB

SHROPSHIRE & WALES

Stafford Park 13
Telford
Shropshire
TF3 3AZ

WEST MIDLANDS

Suite 2 A
Blackthorn House
Birmingham
B3 1RL

(HEAD OFFICE) WALSALL

Townend House
Park Street
Walsall
WS1 1SN

LONDON & HOME COUNTIES

2nd Floor College House
17 King Edward House

Five regional branch offices offering national coverage



Our Services

Onsite Security



MANNED GUARDING

Guardsman manned Guarding offers a reliable, reputable and experienced SIA Licenced manned guarding service for businesses across the UK.



RETAIL SECURITY

Guardsman is an extremely reliable, customer service and client-led provider of retail security solutions. We have experience in looking after clients on the high street, in shopping centres and at retail parks.



CONSTRUCTION

The attendance of professionally trained security officers on your construction/building site can significantly minimise the chance of vandalism, theft and other crime.

WE have vast experience of successfully delivering site security services and we ensure that all guarding hours are fully covered by fully trained and competent licenced staff.

We train all officers in the specific skills required to successfully deliver on-site security services, including access control procedures, open and lock down procedures, and incident and escalation procedures.

Our robust processes and procedures, including detailed Standard Operating Procedures and Assignment instructions, ensure that as a minimum, our on-site security teams:

- Play a proactive role in the day-to-day running of the site
- Protect the property, personnel, and visitors to the premises from injury, loss, or damage
- Protect the premises from malicious damage and loss or damage arising from fire, flood, waste, or theft
- Diligently patrol and provide an appropriate presence to deter the activities of thieves, vandals, or trespassers in or upon the premises
- Respond to alarm activations and emergencies.

Our core on-site security capabilities include a multitude of services and roles, including:



LICENSED TRADE

Guardsman's licensed trade division specialises in providing highly-trained SIA licensed door supervisors for bars, pubs, clubs, and luxury hotels throughout the country. theft and other crime.



EVENT SERVICES

We have exceptional experience in the supply of event security services and event safety personnel to some of the UK's most popular outdoor events. throughout the country.



CLEANING SERVICES

Commercial cleaning may not be a security service, but at Guardsman Security, we treat it like one. This means that our commercial cleaning staff liaise with the same 24/7 control room as our security staff and are delivered to you with the same award-winning customer service.



Our Clients

A true partnership is a two-way street – ideas and information flow openly and regularly, based on a foundation of mutual trust and respect for one another's expertise – and our clients embrace this philosophy.

Our client list speaks for itself. Since our earliest days, we've represented and secured businesses and projects from start-ups to Fortune 500 companies with that same partnership approach and dedication at the core of every engagement.

Every day, since 2002, we've been devoting our hearts and minds to our clients security requirement, achieving great successes and building lasting relationships.

Enclosed is a small selection of clients that we have been proud to provide our services.





Accreditations



ALL Security personnel supplied by Guardsman hold a current SIA licence , valid DBS and fully vetted to British Standards. We are fully compliant with ISO 9001- 2015, and we also pride ourselves on our CHAS health and safety accreditation.

As part of our continued commitment to employee welfare we are also Living Wage Foundation accredited and a member of The Mental health Charter and committed to The Armed Forces Covenant supporting ex-service personnel.

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