



Uniformed Manned Guarding

When looking at Uniformed Security Officers we ask our potential clients:

- What is it you need of them?
- What is it you expect from them?
- What are the risks involved?
- Are there any alternative security solutions that reduce the cost of expensive manned guarding?

E.B. Guarding is accredited to the N.S.I. – the country's leading inspection body for companies providing security services, therefore, as a recognised first-class security provider, we need to firstly assess the clients' needs, evaluate the risks and devise a proposal, based upon those needs and the budget available.

At E.B.Guarding our responsibilities remain after the signing of a contract. Our experienced and proactive management team continue to look after your interests, therefore, leaving you time to manage your own business interests.

Our approach is simple "To engage in a working partnership with our clients." Partnerships are about a true sense of combined commitment and through this E.B Guarding hope to develop an understanding of your business activities. E.B Guarding expect to work with their clients to acknowledge their strengths and weaknesses and achieve cost effective, first-class results. Where possible, E.B Guarding endeavour to engage in monthly management meetings with their clients, when targets can be set in order to achieve each client's individual goals .We will adapt our business conduct to meet your company's changing needs.

E.B. Guarding is proud of our provision and customer service to our current clientele. We trust that all our customers are satisfied with our service and in turn promote our services to others. All our contracted services are entirely dedicated to our clients needs. This ensures accountability, quality, cost effective solutions and the retention of well trained security staff.

Our rates remain competitive and although we are not the cheapest, neither are we the most expensive. All our costs are delivered transparently to you and this enables you to see how we spend your money and most importantly, what we pay our people and our net profits.

Should you wish to receive our costing breakdown or simply to discuss your security needs, please contact us on **0844 800 1642** or email **sales@ebsecurity.com**

Physical Electronic System Procurement, Design and Installation

The current market place is filled with differing types of C.C.T.V, Access Control, Fire Systems and Intruder Alarms. It is our job to survey your premises and provide a risk assessment which can be mutually discussed. We can then provide you with the right system, based upon budgets to accommodate you.

E.B. Guarding Ltd and E.B. Monitoring Ltd offer a complete and comprehensive security solution service to meet your needs. Whether you want to rent, lease or purchase the equipment, we have many options available to accommodate you. In the majority of cases, most premises require a mixture of electronic systems to meet the client's requirements and some may require uniformed guarding to finalise the prevention of loss or damage, as an additional option.

We believe in not only providing competitiveness on cost, but also promoting an honest approach to ensure that the end user understands the risks, the consequences to your business and furthermore, to give your business what it deserves. Our aim is to promote, supply and install the right equipment as well as provide an after service that achieves minimal downtime and potential risk.

In our industry, technology has come a long way over the past 10 years. Every day a new piece of equipment makes its way into the market place. Our aim is to enter into a partnership, to forge strong and lasting business relationships and to succeed by delivering a high quality service.

As you would expect, our commitment to our present clients is to manage their chosen system for years to come and provide, not only a comprehensive service and maintenance package but also, our own R.A.R.C – Remote Alarm Receiving Centre.

Based at our offices in Redditch, the R.A.R.C is fitted with state of the art technology that offers dedicated service provisions for our clients only. Through this we are able to offer a unique service where our control room team get to know the complexities of our clients' systems and understand what stands out from the ordinary.

Our control centre offers a personal service where we can manage client's vehicle tracking devices, their lone workers and even daily/weekly reports on their access control systems.

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Premises Mobile Patrols, Alarm Response and Dog Patrols

As part of our Uniformed Guarding Division we offer a range of extra services as mentioned above. A mobile patrol is a service that provides a uniformed security officer and vehicle to patrol your building at random times throughout a designated period of time, usually nights and weekends. We can also provide a dedicated patrol vehicle and operative to patrol a number of group buildings to include opening and closing, mail collection and accepting out of hours deliveries, if you so require.

The cost of this service is based upon the size of the property, the time required to conduct the patrol and the risks attached to the site. Each of our patrol operatives carry a lone worker unit including panic alarm, real time tracking, as well as man-down capabilities, which, when activated will then phone or radio back to our control centre.

Although mobile patrols have their place within our service portfolio, there are limitations which each client must acknowledge. This is a shared service, which means possible intruders may get to understand the number of patrols being conducted. The service is more re-active than pro-active, although this is not to say it does not provide value for money.

Either in conjunction with our 24/7 Remote Alarm Receiving Centre or indeed your own, we can provide a mobile response officer to attend your premises when your company's Intruder Alarm activates, establish the cause of the activation and remain on site until this is resolved. This may require a client key holder attendance or, if the premises have sustained damage, resulting in an unsecured site, a uniformed security officer will be placed on site until the following day or until the intruder damage can be rectified.

Certain clients may require us to provide an opening or closing service, these may be as simple as that or they may include staff searches, turning on equipment and taking deliveries during unsociable hours. Whatever you may require, we can put forward a solution.

Dog patrols are a service which has seen a decline over recent years because of the Health and Safety aspects. However, in certain circumstances dog patrols can provide a valuable alternative to normal patrols or in addition to our other manned guarding solutions.

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Specialist Operations, Covert Surveillance, Theft Investigations, Valuable Load Escorts, Events and Temporary C.C.T.V Rentals and Time Share Security

From time to time your business may need to utilise one of the above service provisions. This may include insurance, fraud investigations, and video surveillance with witness statements, should any event reach company disciplinary or civil/criminal court proceedings.

Our operatives are not only discrete but professional in their approach to what can be both vital and sensitive matters.

We also provide test purchasing to demonstrate whether your staff members meet your quality expectations, or where suspicion of misconduct may be present. This will establish if employees are selling goods or services without going through the appropriate measures.

Covert Surveillance is an “art” that not only requires a specially well trained individual but may also include covert C.C.T.V and vehicle tracking. E.B. Monitoring are not outside of the law and all our operations are closely managed to meet current legislation.

In the majority of instances, such operations take time to conduct and clients are reminded that this is a never a route to a quick fix. We investigate thoroughly, recording and documenting all events. Working together with our clients E.B. Monitoring will either prove or disprove a dishonest act.

Some clients prefer us to provide an undercover security operative to become part of their workforce over a period of weeks. Here we can target any areas of concern the client may have and therefore prove or disprove any dishonesty, theft, fraud, or other misconduct. The process from start to finish takes time, our operative needs to establish trust with the workforce before targeting their attention to the areas of concern that have been identified.

Where a company has realised a loss or theft, we can provide that buffer between client management and workforce. We have well trained investigators, many with police or service backgrounds, with interview and detection technique training. Many clients see this as a last resort. We believe in providing a range of preventative measures to hopefully alleviate areas of concern before they occur.

Time share security is a service we offer to those clients that only need a certain amount of hours per week or month. This individual will carry out such in-house security work for a number of clients and provide the level of requirements to meet your individual needs.

Road Crime has seen a significant increase over recent years and many of our customers have suffered due to this. E.B.Security Group can provide a range of security solutions to meet these requirements. Just some of the solutions on offer include:

- Dedicated and live vehicle tracking
- Escorting high value loads
- Surveillance on drivers under suspicion of misconduct
- In vehicle covert CCTV
- Supply Chain Audits

Events normally centre around the summer months, however for all events Security must play a part in the planning process. Whether this includes simple car parking protection, gate security, programme sellers, mobile CCTV remove monitoring vehicles, manned guarding or safety officers, E.B. Security Group will cater to their clients' needs.

At times working with our accredited partners we are able to supply a disciplined and dedicated service incorporating all the business activities of our group divisions.

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EB Events and Safety Ltd

EB Event & Safety Ltd was created out of a desire to influence and inspire the events marketplace by providing thoroughly professional and accountable event safety, stewarding & security services.

Quality and Customer care is built into everything we do. We hold a wide ranging portfolio of clients across all industries and our commitment is personal, hands on, and transparent.

We have a proven track record of real expertise, of meeting our commitments and for providing exceptional value for money. We feel absolutely certain you will find our business methods refreshing and will confirm that E.B Events & Safety Ltd has a distinct competitive edge over our competitors.

Core Business Areas of Expertise

- Event Safety Planning
- Event Safety Management
- Event Stewarding
- Event Car Parking
- Mobile Patrols
- Response Teams
- Remote mobile CCTV Monitoring

EVENT MANAGEMENT

100% Total Commitment!

As a client, you have access to a talented and highly experienced team of event professionals who are committed to developing innovative and added value partnerships on events throughout the UK.

Our team is dedicated and highly knowledgeable in the field of crowd management, stewarding, crowd safety and event planning.

With the challenges of a fiercely competitive marketplace, leadership provides the crucial difference between success and failure. We therefore require a great deal from our management team.

Apart from event security expertise, they must also demonstrate their commitment to high standards. They must have strong leadership, management and communication skills. Our managers are trained, developed and empowered to deliver the EB Event & Safety vision, make the right decisions, continually improve our service levels and inspire and motivate staff.

EB Events & Safety Services

Event Safety

Fully qualified, experienced and dedicated people who understand your core business. They advise, support, plan and prepare on your behalf, ensuring full compliance with all matters safety related. Events can be fast and dynamic, requiring individuals, who can respond, change and adapt to the situation at hand.

Safety Stewards

The backbone of all event companies and normally the first point of contact between the public and the event organiser. All staff are trained to NVQ Level 2 in Spectator Control. Stewards assist the public in navigating around a venue, ensuring emergency and fire exits are always clear and assist with traffic management, car parking and ticket checking duties.

Event Security

These staff are licensed in the category of 'door supervisor' and can carry out any security duty or function at all venues and premises, including those where an alcohol, premises or entertainments licence may be in effect. These staff are primarily used for response duties (foot or mobile), ejections, illegal merchandising/ticketing, body searches, etc. They are also trained in communication, conflict management and basic control & restraint techniques

Football Event Teams

Licensed door supervisors are also trained to the Football Association's stewarding qualification standard, and are experienced in working amongst football supporters. These teams are fully conversant with current FLA policy and are continually updated on the latest legislative issues.

Control Room Management

We can provide you with the latest in mobile control room facilities, fully equipped with experienced control room staff and equipment. This facility dovetails into your emergency plan and can co-ordinate and control your complete communications strategy.

Dog Handlers

Highly trained, professional and legally compliant staff who carry out a vital role in securing temporary or permanent facilities.

Mobile & Foot Response Teams

Legally compliant staff who carry out a vital role in responding to any incident that may occur. These staff can be deployed to a multitude of scenarios, covertly or overtly.

Control Room Managers and Staff

Many of these staff have spent several years in emergency services control room environments, as Managers and shift supervisors and are able to plan and deploy as required on any scale.

Our Customers

Our customers are fully involved in all that we do, from conception and planning, to selection of staff and customised training and the final briefings and deployment plans.

We believe it is vital that our customers get exactly what they want, without compromising on safety.

We can provide references upon request, but deliberately do not publicise where we are working, or who with, to ensure complete customer confidentiality.

We ask all our customers to tell us in writing, what they think of the company, the staff, and the services we provide for them. We react and adapt to the customer needs accordingly.



E.B. GUARDING LTD

TUPE / Changing suppliers

For many new clients the prospect of changing security suppliers can be a daunting task. We hope the following will assist you in that process and show you that at E.B. Guarding Ltd, we can take away a great deal of that anxiety and concern.

To ensure all our clients receive only the very best advice and customer service, we believe in being open and transparent in respect of our uniformed service provisions. The aim of the information below is to explain how the process works and to inform the reader about E.B.Guarding Ltd. along with our service and responsibilities.

What does this mean to you? Your questions answered...

1) Will your service delivery change?

No! E.B.Guarding Ltd. will continue to provide the same level of operational cover throughout the change of contractor and will keep you informed of all developments that require your attention.

2) Why has this change occurred?

For many of you the service from your present provider has fallen below your expectations. In some cases this has nothing to do with the actual security operatives on your site location, but with the management surrounding them. For others it will be the need to procure a company that offers the full range of security solutions. E.B. Guarding Limited is highly experienced in Uniformed Manned Guarding, Mobile Patrols and Key Holding, all of which are provided in-house. In conjunction with our S.I.A accredited partners, Aegis Service & Aftercare Ltd and Aegis Security & Technology Ltd, we are able to provide every possible aspect of physical system procurement, design and installation. This includes CCTV, Access Control, complete Fire Detection Systems, External Fencing and Road Blockers, and Intruder Alarms. Together we are able to offer the country's leading quality assessed and officially recognised security solutions in the industry today. With this business relationship going forward, it will ensure that our clients receive only the very best delivery of our service solutions based upon our one-stop shop.

3) Can we beat our competitors?

We believe in providing the right quality of service, looking after your future requirements and reducing the operating costs of any system or Manned Guarding Service. We may not be the cheapest but we strive to meet your needs with integrity, honesty and true transparent costing, which can always be justified.

4) Who manages the TUPE procedure?

The core responsibility for TUPE rests with both the outgoing company and the incoming service provider to ensure that every aspect of TUPE is fulfilled. There will be times when we need to work with our clients to ensure this information is correct and that we meet or surpass the employees' legal and statutory rights.

5) Can I choose the uniform design that the security officers wear?

Yes, we tailor the service to meet our client's precise requirements, which can include bonus payments or customer staff discount schemes.

6) Who will invoice me for the services?

All our clients who receive the majority of our service provisions will be invoiced directly by us. All our invoices are factored through Venture Ltd. For those clients receiving any installation or service / maintenance via our jointly owned company "Aegis", invoices will come from Aegis and all such invoices will display the E B brand.

7) Who will be our day to day contact?

A full contact list of names, titles and telephone numbers is included in this welcome pack.

And Finally...

We are pleased to have sent you this information about our company and the service provisions it provides and look forward to contacting you over the coming weeks. For those of you who wish to contact us sooner, please do so by calling or e-mailing us as shown below.

EB Security, Our Business is Your Security

- Static Uniform Guarding
- Vehicle / Security Officer Patrol Services
- Covert Surveillance
- Vehicle / High Risk load tracking / Escorts
- Insurance / Theft / Loss Investigations
- Time Share Security Management
- Remote Central Station Monitoring
- Intruder Alarms
- CCTV
- Fire Alarm Systems
- Access Control
- Physical Security - Gates, Barriers and Road Blockers.

We look forward to meeting you and answering any questions you may have.

Kind Regards,

A handwritten signature in blue ink, appearing to read "Phillip C. Richford".

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