



Pivotal

PROTECTIVE SERVICES

Specialist Security Services for the Individual, Family and Business

Pivotal Protective Services Limited is an independent, expert and comprehensive security service with a global reach. We are committed to maintaining the highest level of professionalism and customer service, an ethos developed over many years of experience protecting British and overseas prime ministers, heads of state, royalty, senior politicians, ambassadors, private individuals, and their families.

For our client's complete security requirements we closely associate with a select international network of experienced and discreet specialist consultants. We are proud to be able to offer an extensive range of security services with a strong emphasis on our specialist field of providing the highest calibre of Personal Security from initial surveys and assessments through to practical, bespoke solutions with on-going management and support. We support our clients with professional but flexible consulting, project management and operational provision. Most of our projects come to us by referral and recommendation.

Our services include, but are not limited to –

RISK EVALUATION

The Risk Evaluation services that we provide have been successfully used over many years for both high and low profile individuals and businesses and are an area of expertise. With our comprehensive surveys and analytical audits Pivotal Protective Services aims to assist with the understanding and management of security risk.

For complete reassurance all our work is conducted by operationally qualified and experienced consultants in both subject matter and, importantly for our clients, producing detailed reports for the highest level of government. Areas of exposure will be highlighted and so, working together with the client, we will identify the most effective and practical methods to mitigate the risk and address shortfalls in procedures.

Residential And Building Surveys

Pivotal Protective Services conducts in-depth security surveys on residential properties and business premises. The report will identify the strengths and weaknesses of the buildings, grounds and environment, and highlight the vulnerability of both occupants and contents.

We will provide a professional, but practical, set of recommendations that can be readily adapted to produce quite bespoke and effective solutions.

Our company has vast experience in surveying all types of property from small to large residential homes and country estates to corporate premises. Where technical enhancements are necessary we will recommend only the best, suitably trusted and qualified suppliers. Further, we can assist with any tendering process and will, if required, project-manage the complete installation, liaise closely with the selected contractors and attend regular site meetings on behalf of our client. From start to finish, we will ensure a totally professional outcome.



Vulnerability Studies

Our Vulnerability Study is a particular area of expertise. It is a personalised and totally confidential specialist study and report on a person's individual circumstances that reveals all areas of exposure and risk. In building a picture of the person's lifestyle it can incorporate as much or as little as is revealed by them but honesty and transparency have always provided the best results. Used to great effect for many discerning individuals it is as intensive a survey as you wish it to be. By its very nature it can be intrusive, but above all else, is guaranteed confidential between the individual and the consultancy. For a detailed assessment of the actual personal risks, rather than purely the perceived, the process analyses private, personal and public personas with the ultimate aim of achieving a set of practical solutions that address any areas of concern. It will not eradicate them by implementing complete change, but will accommodate a chosen or preferred lifestyle. It would be professionally negligent not to highlight areas of exposure so this is confidentiality communicated so that, if required, agreed measures can be taken to mitigate the risk. Pivotal Protective Services acknowledges that one 'package' certainly does not 'fit all' and so solutions are bespoke to individual needs.

A Vulnerability Study is not limited to high net worth clients or those facing specific threats. Whilst a full study can be a time-consuming and labour intensive process a much shorter advisory service is often sought by those that feel 'vulnerable' (for whatever reason) but who also feel that a comprehensive study and report is unnecessary. Some even choose to either supplement or pre-empt possible official action by conducting the process 'off the record' where a lengthy, searching conversation gives rise to clarity, less confusion, an agreed Action Plan and an altogether more positive outlook. If required, timely follow up sessions can be scheduled to assess progress and provide reassurance.

This latter personal and discreet option is a cost-effective alternative to a full survey and can also be conducted at any suitable or neutral location. It has proven to be most popular with clients who are uncertain what they are faced with. It is quite possible that they need some professional

verification or totally confidential support and advice from a career detective with an exceptionally strong personal security background and understanding of an individual's personal safety concerns.

Security Audits

An audit of existing security arrangements, whether personal, residential, operational or technical is often used as a management tool to assess developmental requirements, to achieve independent third-party verification or to secure budgets. Pivotal Protective Services will provide the knowledge and expertise of Subject Matter Experts to assess current practices against industry standards and report findings in a comprehensible, clear, concise and objective style. No jargon, professional and to the point.

PERSONAL



At Pivotal Protective Services we understand that personal security should be exactly what it says - *personal*. It is core to our consultancy ethos. With an *international* capability we provide specialist advice and an expert service based on many years of experience protecting prime ministers, heads of state, royalty, senior politicians, private individuals and, of course, their respective families. We appreciate that understanding an individual's needs is an important aspect to the

overall success of integrating personal security. We will assess vulnerability, identify areas of exposure and provide practical solutions with the most appropriate means of mitigating the risk. Individual circumstances will vary but this may include a number of specialist technical and physical recommendations. Our Vulnerability Study is an ideal first step for those who require, or who believe they need, our specialist attention.

Although referred to as 'personal' security, Pivotal Protective Services specialises in providing unrivalled, bespoke security solutions for the whole family unit (see Family Office). As a specialised area we can provide our expert consultancy service directly to a client and their family on either a short or long-term arrangement. We can also work with the Family Office team to advise on family or group security arrangements or to carefully assist with the complete or partial implementation and integration of security into family and business life.

Personal security does not necessarily mean a 24/7 response, unless of course the threat warrants or it is requested by the client and/or principal. We firmly believe that 'one size does not fit all' since everyone's circumstances are different. A personal security team will vary in make-up. Large or small, it will be more than capable of being low-key, unobtrusive and discreet. This is, in fact, what we recommend and specialise in. Whatever level of personal security is required, or desired, all of our recommended operators are expertly effective yet sympathetic to the

Principal's needs and are as overt or unobtrusive as desired. This flexible approach to providing discreet but efficient personal protection is key to our success. Everything is manageable.

The body of security operators assigned to someone's personal security is more commonly referred to as a 'close protection' team. There are other specialists (see Investigation) that can enhance the personal security of an individual (and indeed can replace a team in certain circumstances) but the main core will consist of one or more of the following:

- Personal Protection Officer (PPO)
- Close Protection Officer (CPO)
- Close Protection Driver
- Residential Security Team (RST)

Close Protection

If it's assessed that personal security is required, or is requested by the client, then Pivotal Protective Services can provide a set of options, all of which will start from a base recommendation. In furtherance, we can support our client with a full security team, operators of which will all be from solid security backgrounds, experienced, licensed and appropriate to the assignment. Whilst we appreciate that it's not a dating agency, there is such a thing as compatibility. Whenever time and opportunity permits, compatibility of operator to 'principal' will be achieved at the outset.

Operators working closely with a principal will have extensive experience of working not purely as a 'bodyguard' but rather as a Personal Protection Officer (PPO). The roles are poles apart, a phenomenon that will be realised once the operators start to work and make things progress smoothly for their principal. Our Personal Protection Officers have all worked directly with high profile and often very 'public' figures and understand the human dynamics of, and need to achieve, a sound professional relationship. They will also have extensive experience working in a support role (Close Protection Officer), making them fully competent and most useful to their principal. Not purely functional - professional.

At the forefront of what we do is our customer service as there will often be some fear of family or personal upheaval and intrusion. Many a prominent politician has dreaded the thought of receiving personal protection but once implemented, with very few exceptions (if any) and in acknowledgement of the quality of service, they've regretted losing this inherited and most valued asset. Although this is based on working for extended periods with a principal it is our intention to fully replicate the sentiment for our clients, no matter how long the assignment.

Residential Security

An effective method for protecting any (large or small) residence, its occupants and contents is the implementation of Residential Security Officers (RSO). Again only trained, qualified and experienced security operators should be used for this most important role. They will attend to all aspects of access control, the overall security of the property, its contents and the occupants when in residence. Monitoring closed-circuit television (CCTV) cameras, fire and intruder alarms (if installed) the residential security officer will be the first line of defence, liaising with the personal security team and/or driver and the authorities if required. Importantly, they will be responsible for evacuating the occupants in the event of a fire or other emergency.

Close Protection Driver / Security Chauffeur

A frequently underestimated role within the security team is the Close Protection Driver / Security Chauffeur. Their importance within the working team is as important as all of the others. Like the rest of the team, a specialist role requires specialist training. Our security drivers are fully trained, qualified and experienced in specialist protection driving techniques, greatly enhancing a principal's safety when in a vehicle. It is very common for Principals to engage the services of a security-trained driver without being escorted at all times by an accompanying Personal Protection Officer. Whilst not recommended in cases where there are major risks or where a visible deterrent is required, it is an option for consideration.

Implementation With Empathy

With many years of experience working within this unique form of very private and personal security and having established numerous 'new' operations with Principals and/or clients we acknowledge that it may prove to be a daunting time and experience for all, let alone the principal's family and friends. This is actually quite normal and is where careful integration and security by design become paramount to overall success. The options will be numerous depending upon the circumstances and risk involved. As reputation is paramount we want to get it right from the start so prior to, and throughout the whole process, we will ensure that there is clarity of understanding where concerns are addressed long before they become an issue. If practices need fine-tuning to suit our client then so be it.

Only by discussion will concerns be properly addressed so we actively encourage an all-important meeting with the principal, always prior to commencing and then at scheduled or requested times throughout a mid to long-term assignment. This process is essential at every level of protective service and assists the overall success.

FAMILY OFFICE

The Family Office is a unique and very private entity with its quite distinct nuances, distinguishing it apart from the normal security environment. It requires sensitivity, resolve, a very select but extensive professional network and a high level of integrity and understanding to provide the best possible security service to a private family. More often than not a family can appear quite disjointed and disorganised and yet, in contrast, be extremely successful and complete. We understand the subtleties of working for a family. Whether the sphere of a family's private and business interests are already extensive, or they're on the increase, there may be a need to conduct a full review and incorporate all, or some, forms of security either for personal, business, travel or even insurance purposes. From starting afresh to developing an existing security operation, Pivotal Protective Services benefits from substantial experience operating within this quite unique environment. In working closely with the client and their staff we will provide an unrivalled comprehensive consulting and security service.



As a specialised area we can provide our expert consultancy service directly to a client and their family on either a short or long-term arrangement. We can also work with the Family Office team to advise on family or group security arrangements or to carefully assist with the complete or partial implementation and integration of security into family and business life.

It may be that the family has already decided, for whatever reason, that it requires a full-time security input or is deciding whether or not to incorporate one into their sphere of family and business activity. Is this the right direction? Perhaps an indirect management or consultancy approach is more desirable than a full time specialist and direct employee? If a full time security manager or team were sought, what would be the most appropriate source and process of recruitment? What particular qualifications and experience should the candidates possess and what measures would need to be taken to ensure a newly appointed professional understands the uniqueness of the role? Without extensive experience of working in this environment it is difficult to assess the uniqueness of the private Family Office, how they operate and indeed, why they operate. In order to progress professional measures there is a distinct need for individual strength of character, patience, resolve, discretion, confidentiality and ultimately, complete and unreserved trust.

Pivotal Protective Services is able to provide an unrivalled depth of understanding and advice at each and every stage of integrating a security manager or team into a Family Office. We are ideally placed to discuss the process, options and expectations and will provide our knowledge and support to the client and/or principal's Family Office team, whether openly or behind the scenes.

In order to meet the requirements of a Family Office our consultancy can provide exceptionally discreet operators, male and female, who are not only qualified in close protection but are highly experienced in working as Personal Protection Officers (PPO) to high and low profile political, royal, diplomatic and private families. They understand the subtleties of working with total discretion and, of course, with children of all ages.

Business And Family Travel

Our carefully selected Family Office security operators are often used on a purely ad-hoc basis to accompany on higher-profile business meetings or on family holidays, both at home and abroad (see [International Travel Advice and Liaison](#)). Sometimes they will act in support of a pre-arranged local security presence. International travel is in fact where their resourcefulness and organisation skills come to the fore. Not only will they provide an unobtrusive and discreet accompanying security service but, when required, will support the client by managing daily itineraries and making last minute changes to meetings, travel arrangements and activities, and all with the family's security firmly in mind.

INVESTIGATION

Pivotal Protective Services is an expert investigative company that specialises in all types of investigation and detection services. Our expertise is gained by many years of accumulated experience in security and criminal detection by security Developed Vetting (DV) detectives working at top-secret level. Our services provide for a complete investigative process from basic research to physical detection and evidential intelligence gathering. In keeping with our company ethos all investigation and detection services are discreet and sensitive to the client's needs.

Working within statutory legal parameters Pivotal Protective Services will conduct totally confidential and discreet enquiries using former detectives, now specialising in private investigation with solid, proven backgrounds in investigation and detection. No investigation is too large or small and includes:

- Identity verification
- Personal relationships
- Business associations
- Sickness absence
- People and Asset tracing
- Loss investigation

Surveillance



Surveillance, whether physical or electronic, is commonplace in today's modern world. What others are doing or what they're doing to you can be relevant to many people at some point in their lives. Ensuring a sterile environment, free from any form of visual or physical attack, is essential. Whether it's providing surveillance awareness training to a chauffeur, pursuing someone's activities where evidence is essential in order to progress personal aims or checking if someone is eaves-dropping in your home, office or mode of transport like private jet or boat, we have the capability to deliver a quality product. Pivotal Protective Services will assess the risks, recommend preventative measures and, if required, arrange for the solution to be implemented. Our surveillance services include:

- Physical, evidential surveillance
- Electronic Surveillance Counter Measures (ESCM) - 'Eaves-dropping'
- Surveillance awareness training for chauffeurs and staff

The term surveillance covers a multitude of activities but basically means the observation of others or something or avoiding / counteracting this observation. It is important to know that Pivotal Protective Services will only conduct its work within legal bounds. Before accepting any such task we must be satisfied that the integrity of both the Client and our company will not be tarnished in any way.

Pivotal Protective Services will use only qualified and experienced operators to conduct surveillance. The operators will have worked at the highest level of national security and organised crime. All activity can be evidenced and used in subsequent legal proceedings.

Surveillance Awareness Training

What would the company executive's driver / chauffeur do if he thought he was being followed? What action would a company employee take if the same happened at home or even overseas? Perhaps someone is in a position of responsibility and could be followed from their home or place of work? Is it possible that someone's movements are likely to be, or are already being, observed? This aspect of basic personal security (anti-surveillance) is often overlooked and awareness training is a simple method of raising individual awareness levels to equip people to look after themselves, and others, to provide a simple but effective form of personal security.

Pivotal Protective Services will deliver surveillance awareness training to vulnerable individuals and those who are in a position where they suspect that they are being, or may be, observed. We also provide discreet in-house training to all company employees and international travelling staff.

Counter Surveillance

You could have an important or other meeting that you want to make sure is conducted in a 'sterile' environment without prying eyes and ears. Surveillance operators will discreetly ensure that your meeting is conducted without fear of intrusion.

Protective Surveillance

As an alternative to low-key personal security, or perhaps to support it, protective surveillance can be used to provide a 'covert' form of personal security, particularly when arriving or departing set locations or in transit between the two.

SPECIALIST SUPPORT

Our Specialist Support is the 'catch all' of the services that are provided by Pivotal Protective Services. We pride ourselves in taking a comprehensive and professional approach to all that we do so that our level of support extends far beyond consultancy, surveys and operations. If it's not on our website Pivotal Protective Services can most likely do it anyway, and securely, giving our clients complete confidence and peace of mind.



Technical Security Installation

Ensuring the safety of your residence, occupants, contents and grounds is most important to us. Implementing an integrated technical security system of any description can be a large investment with measures that can include intruder and fire alarm systems, perimeter protection, access controls and a monitored closed-circuit television (CCTV) system. What type of system best suits your property? Will it be intrusive and is it fail-safe? What make, type and specification of equipment, how will cameras be monitored and if so, by whom? Do you need fire and heat detection and combative equipment? The installation of an integrated technical security system can be a daunting process for anyone and can often be too large an investment to get wrong.

Pivotal Protective Services can advise on, and implement, all such security projects. The initial stages of a technical security installation are critically important whether it's being designed for a new build or a listed property, town house or country estate. We can be there for you at these initial stages, surveying the property and grounds to ensure that all areas of vulnerability are allowed for in the specification and that the project is conducted sensitively and in our client's best interests. We are then able to assist with any tendering process and will project-manage the installation, regularly reporting to a management team as necessary.

Security (Penetration) Testing

How security compliant is your organisation and how aware is your staff? Often referred to as 'penetration testing', safely and constructively probing the viability of security systems is an essential tool for management of all levels. Whether it's a secured estate, property, warehouse, company office or an individual or company Information Technology (IT) system, security testing can be used to verify the effectiveness of both staff and systems. It can often be used as the justification to engaging a specialist consultancy service or indeed as part of the whole process. With proven, evidenced results it reveals the extent of effectiveness and can be the catalyst required to secure a project budget.

Security Awareness Training

Often when there are perceived risks, or actual risks are identified, a 'one package fits all' approach is taken to providing a solution. At Pivotal Protective Services we will strive to ensure that cost-effective measures are carefully thought through and viable solutions delivered to our clients. The prospect of engaging a full personal security team isn't everyone's idea of addressing a problem. More often solutions are found in the smaller and more discreet approach. It could be that the driver or chauffeur, front of office / reception, household staff etc., would benefit from security awareness training. This latter approach is not only discreet, but it's a cost-effective and efficient means of increasing the overall level of security when it's recommended or considered that more extensive protective measures are not required. Whatever the circumstances, we can assess the requirement and deliver bespoke training to meet the needs of the client.

International Travel Advice

Many employees need to travel on company business, whether it's within Europe or somewhere further afield. Do all employers properly assess the risks involved before asking someone to travel, and do they consider their employee's personal safety once there? Does the employee have the time to stop, think and consider the implications of being asked to work overseas, particularly where there are widely known risks? Is there anything more than vaccinations, travel insurance and a passport to be considered before leaving home? What are the risks in the country and how does one avoid them when travelling outside of the hotel?

Kidnap & Ransom (K&R) is a particular area of concern and is common in many countries around the world but for various reasons is rarely reported other than for those instances of higher profile personalities affected from time to time. Regardless of wealth, it's common.

Pivotal Protective Services will discuss the employers needs, the employee's itinerary and make a practical assessment based on available information, local knowledge and intelligence.

International Travel Liaison

It doesn't have to be only K&R that's considered; general security advice, a single point of contact (SPOC) either in the UK or country travelled to, or even a travelling security liaison may be required. A single point of contact is always at hand in time of need, whether it's advice or something more immediate. In addition to actually escorting someone a travelling liaison can be particularly beneficial when deployed in a country in advance of the arriving employee(s) where, working from a schedule or programme, they are able to assess venues, hotels, locations,

transport etc., and can liaise with local hosts or receiving staff if required. Where warranted there may even be a need for a locally trusted security presence to ensure the daily safety of the travelling employee or executive.

Overseas conferences are very popular with the larger, more global, commercial interests. This is one area where staff is often left to their own devices to explore outside of the conference venue or hotel, particularly in the evenings. In countries where there are significant security risks it is always beneficial to have instant security advice and, if necessary, a presence when moving within a town or city or indeed, across country unassisted.

Travel Liaison is a very common method of working securely when travelling and where it's assessed that personal security is not required, but it's felt that an immediate point of contact would be desirable. This is, in fact, most popular with government ministers and senior company executives. It can, however, be used effectively by any company employee and even family members if a secure travelling companion is required.

International Courier Service

Our consultants are totally trustworthy with proven, secure backgrounds and will go 'the extra mile' to ensure that packages are delivered from point of collection to point of delivery, whether escorting larger loads or small letters and parcels. This service is a regular requirement of the Family Office that is reluctant to rely on the standard couriers to transport personal items from one place to another, and often across the globe.

Technical Surveillance Counter Measures (TSCM)

Feel secure from prying eyes and ears - often referred to as 'anti eaves-dropping', this tried and tested electronic method of privacy quality assurance is used to good effect in circumstances ranging from private homes to private aircraft and boats, marital disputes to conferencing events and from politics to multi-national business dealings. On conclusion of the examination an immediate verbal report can be provided and then supported by a detailed report of all findings.

Information Technology (Cyber) Security

It's a fact that in the modern world, with technology at the forefront, everyone will require some form of protection from external electronic interference, but to what extent? You don't need to be a multi-national corporation, senior politician, media celebrity or football team manager to consider the consequences of your communications being intercepted, criminally or otherwise. Information, integrity, identity, time and huge expense could all be lost if left even partially unprotected.

How secure are the communications within your company, office or private family networks? Do you need to or should you worry about it? Is there a policy in place that will help staff understand what is required and be a part of this important aspect of your business and private communications? Is there a communications procurement policy in place? Is it something beyond comprehension or so unlikely to happen to you?

Key to all questions is 'How private would you want your communications to be? If the answer is 'private' then you may well need to review your procedures by commissioning a test of the existing systems and a report on subsequent findings. This simple, cost-effective measure can not only be used as third-party verification but will greatly assist in establishing an overall, long-term strategy for those with systems already in place but which need revision, or those individuals, families or companies new to the needs of IT security.

As a specialised subject, Pivotal Protective Services will provide expert consultancy to assess and then develop a secure IT platform for our client. We will assess the existing infrastructure and, where necessary, make recommendations for the short-term gain. We will detail a timely development programme to address the longer-term requirement of implementing positive change without major disruption.

Policy And Procedure Reviews

How relevant and compliant are your organisation's security operation policies and procedures? Does your workforce or security provider operate using Standard Operating Procedures (SOP's), and if so, are they regularly maintained, relevant and understood by all? Whether it's a private residence or business premises, is there a policy on Access Control? Is reception staff equipped to deal with a suspicious character or package? What action should be taken in the event of an emergency and complete evacuation of premises?

Pivotal Protective Services will provide a full report on validity and where revision needs to be addressed. Working in conjunction with management and staff we will audit existing documentation and practices and assist in establishing security policies and procedures.

Control Room Management

Whether it's a multi-national business, high street restaurant chain or local distribution company, behind many good operations is a control room, staffed by people with knowledge of their specific spheres of responsibility. Is there corporate document that details operational actions? How efficient is the system and how does the staff interact with these actions? How accountable is it to the senior management? Are there mechanisms in place to alert supervisors and managers alike?

Pivotal Protective Services consultants will work in conjunction with managers and control room staff to optimise the efficiency of your Control Room.

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- A global response to global concerns -

Proud to be a member of

