



# Guardsman



**Company Profile**  
2023 / 2024

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## Get in Touch

For individual branch details see our website or page 8 & 9



0800 046 7886



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Hollinswood Rd,  
Telford,  
TF2 9TW



# About Us

## Professional Process and Security Solutions

Guardsman Security Group is a leading provider of security and managed 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 with offices across the UK 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.

**“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

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.

# 24/7 Control Room & Customer Portal

Live data tracking and real-time incident reporting through our dedicated control room, patrol and client software.

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 captured via our dedicated app integrated in our 24/7 national control room:

- » Complete transparency through our Customer Portal
- » 24/7 Guard GPS and Location data
- » 24 Hour manned control room
- » Geo-fence reports
- » Real-time reporting of incidents, events, and activity
- » Live tour and patrol details
- » Realtime analytics and incident response

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, People Hours 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: Guardsman Customer Portal: our client-facing contract management dashboard which provides KPI reporting, transparent security statistics and more at your fingertips in real time.

2016 11:15:00	0	0	CHK Taken	3000	1327
2016 11:15:00	0	0	Invalid	3000	1327
2016 10:45:00	0	0	CHK Taken	3000	1327
2016 10:17:00	0	0	Invalid	0811	0118
2016 10:16:00	0	0	Invalid	0811	0118
2016 10:16:00	0	0	CHK Taken	3000	1327
2016 10:15:00	0	0	Invalid	3000	1327
2016 09:47:00	0	0	CHK Taken	3000	1327
2016 09:38:00	0	0	Invalid	0811	0118
2016 09:28:00	0	0	Invalid	0811	0118
2016 09:27:00	0	0	Invalid	0811	0118
2016 09:27:00	0	0	Invalid	0811	0118
2016 09:26:00	0	0	ON Taken	3000	1327
2016 09:00:00	0	0	Invalid	0811	0118
2016 16:40:00	0	0	Invalid	0811	0118
2016 15:31:00	0	0	ON Taken	0034	0080
2016 15:30:00	0	0	Invalid	0034	0080
2016 15:29:00	0	0	ON Taken	0034	0080
2016 15:23:00	0	0	Invalid	0811	0118
2016 15:19:00	0	0	Invalid	0811	0118







## Control Room - Operational 24 hours a day, 365 days a year

All our security services are managed from our central hub by experienced operators.

The Control Room facility has been awarded the NSI Gold standard and is operated by highly experienced controllers equipped with the latest technology.

The Control Room monitors all our security officers whilst on duty to ensure they are in attendance and carrying out their regular patrols.

The controllers have site specific escalation procedures in place to ensure officers are booking on and off duty when they should be and making their hourly welfare calls.

AAaron Smith	_AA New Test		Days	<a href="#">Show location</a>	TelMe Android
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Small Site
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52°32'23.9"N 2°05'18.9"E x

[https://www.google.co.uk/maps/place/52°32'23.9"N+2°05'18.9"E](https://www.google.co.uk/maps/place/52°32'23.9)

The map shows a street view of an area in Birmingham. A red pin is placed on a building labeled 'Rosewood Animal Hospital'. Other nearby locations include 'Royal Mail Post Box', 'William Hill', 'Pet Care', 'Gallinet', and 'Castle St'. The road 'A4123' is also visible. The Google Maps interface includes a search bar, navigation controls, and a scale bar at the bottom.

# Employee Welfare

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

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.

## Further Commitments

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.



## » Equality And Inclusion

Equal opportunities for recruitment, training, promotion and pay.



## » Living Wage Provider

Gives confidence to our employees that we value them.



## » Personal Development

Annual career development meetings and plans.



## » Sharing Our Vision

Vision values leadership and objectives.



## » Employee Portal

Staff manage their shifts and holiday requests.



## » Community Awards

Recognition of employees and officers.



## » Benefits Packages

Life assurance, workplace insurance and Guardsman perks.



## » Staff Integrity

Staff can report issues, concerns and complaints anonymously.



# 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 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.





## Six regional branch offices offering national coverage

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### Northumberland

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Metropolitan House  
Swalwell  
Gateshead  
NE16 3AS

### Lancashire

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Basecamp Liverpool  
49 Jamaica Street  
Liverpool  
L1 0AH

### West Midlands

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Suite 2 A  
Blackthorn House  
Birmingham  
B3 1RL

(Head Office)  
Shropshire

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St James House  
Hollinswood Rd,  
Telford  
TF2 9TW

### South West

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Henleaze House  
13 Harbury Road  
Bristol  
BS9 4PN

### London & Home Counties

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Silverstream House,  
45 Fitzroy Street  
London,  
W1T 6EB

## Our Services

### Security Services

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.



## Security Guards

All our security guards hold SIA licences and are professionally screened and vetted. Our stringent recruitment and training processes guarantee our guards deliver unparalleled professionalism, flexibility, and customer service.

### Lowering costs, upping efficiency

We provide our security guards with the specific skills you need. Our bespoke classroom and on-the-job training is tailored to industry sectors, identifying specific security issues and threats to ensure our staff exceed your expectations and become valued members of your team. We can also deliver first aid trained and health and safety trained staff.

### Delivering quality

Our ethos is centred around providing exceptional customer experiences through quality of service. Our security guards receive professional assignment instructions and risk assessments and we provide robust lone worker welfare support.





# Security Guards

We help retail businesses across the UK effectively and efficiently protect people and profits. Our bespoke security services help prevent theft, meet regulatory commitments and reduce costs across all retail settings from standalone shops and department stores to supermarkets and retail parks.

## Keeping your retail premises secure

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Retail premises are at high risk from theft and antisocial behaviour which can damage your profits and reputation, and negatively impact staff and customer safety. Our SIA licensed security officers are an effective deterrent against thieves and vandals, keeping your store or unit and the assets within it secure and creating a safer environment for your employees and customers.

## Professional and reliable

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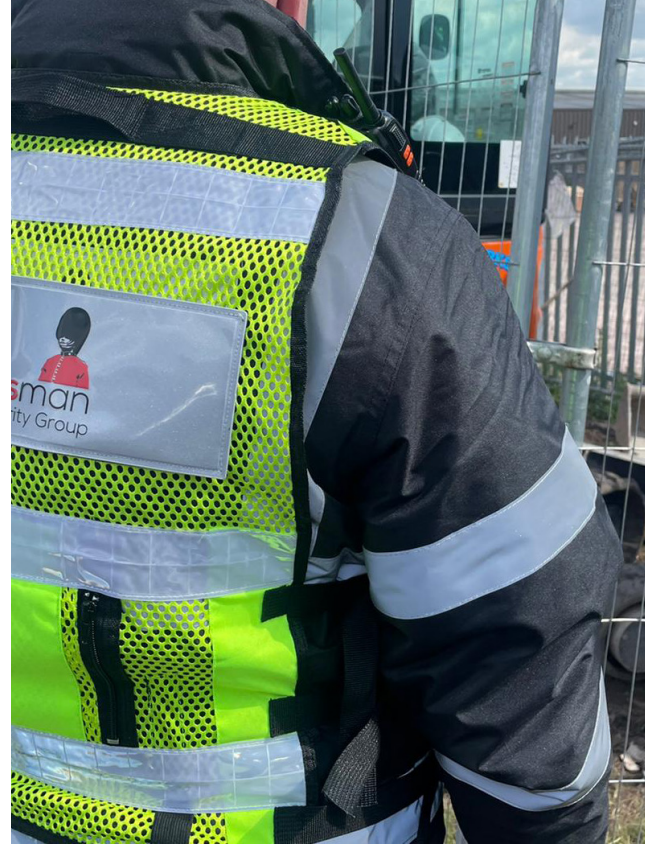
Our vetted and qualified teams receive retail specific training including conflict management and loss prevention, so when a security incident does occur in store we guarantee they respond with speed and professionalism, and with minimal impact on your business. Customer service is our priority. Our retail security officers operate as part of your team, ensuring friendly and first-class customer interaction and you can rely on our service to operate discreetly, respectfully and always with your needs in mind.



# Construction, Infrastructure & Utilities

Guardsman deliver site security, safety and FM services to the rail, utilities, highways, major projects and house building sectors nationwide.

We use our specialist construction industry expertise and experience to design and deliver innovative solutions which adapt to constantly changing site environments. From national infrastructure projects to timber frame construction, we are committed to ensuring your site is safe and your insurance obligations are met in the most efficient and cost-effective way possible throughout your project lifecycle.



## Construction Site Gatehouse Security

Our experienced and dedicated team of SIA licensed Gatepeople and Traffic Marshals control the flow of pedestrian and vehicle traffic through your site, ensuring every access is recorded. We guarantee a professional and welcoming first impression to visitors and contractors and we work to safety best practice and in compliance with all regulations.

## Temporary Cctv & Cctv Towers

Have eyes on your site 24/7 with our range of temporary CCTV solutions and mobile CCTV security towers. We supply, install and monitor the very latest systems designed to withstand harsh site environments with built in flexibility to adapt to the changing needs of your project.

## Construction Site Security Guardstowers

Our construction site security guards undergo stringent recruitment & vetting processes prior to working on site. They are SIA licensed & wear full uniform and site specific PPE. We guarantee our guards deliver unparalleled professionalism, flexibility, and customer service.

## Construction Site Cleaners

Our professional site cleaning operatives make sure your site is hygienic and safe for your workforce, contractors and visitors. We keep site accommodation, welfare facilities, offices and communal spaces sparkling and compliant throughout your build.





## Delivering Quality

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We believe in continuous training and development programmes to ensure our Gatepeople and Traffic Marshals deliver the latest security and safety compliance, coupled with unparalleled customer service.

Our employees receive professional assignment instructions and risk assessments and robust lone worker welfare support.

## Gateman & Traffic Marshalls

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Our experienced and dedicated team of SIA licensed Gatesman and Traffic Marshalls can ensure a safe flow of pedestrian and vehicle traffic through your site or premises, working to safety best practice and in compliance with all regulations.



## Front Of House & Concierge

- » Our Gateman and Traffic Marshalls can provide the following services as required:
- » Provide a professional and welcoming first impression to visitors and contractors as they enter
- » Ensuring every access to site is recorded
- » Check credentials of each visitor/contractor to ensure all those entering site are legitimate
- » Provide clear information on site specific rules to each visitor
- » Give direction of where and how to park for all contractors/visitors
- » Operate pedestrian access control turnstile and/or vehicle barriers
- » Provide a communications link with the management team regarding issues such as unknown visitors, a full car park, unexpected deliveries etc
- » Communicating with drivers and guiding vehicles to ensure manoeuvres are conducted safely
- » Taking appropriate initial action in the event of an incident

We provide smart, uniformed front of house staff to protect your organisation and provide unprecedented levels of customer service.

All our concierge officers hold valid SIA Licences and undergo crucial security training, CCTV operation and counter-terrorism.

With full UK coverage, our front of house services ensure we can supply expert staff for your organisation to offer a seamless and dedicated service for your business.

### Industry Leading Customer Service

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Visitor welcome – creating exceptional first impressions. Telephone etiquette & internal communication procedures.

- » Cultural awareness
- » Public relations skills
- » Confidentiality
- » Added value

Our concierge staff can offer extra services to increase efficiency and drive value.

- » Contractor management
- » Post room
- » Additional administrative support

# Waking Watch

Are you experiencing malfunctions with your fire alarm system? Is your water being turned off for construction, renovation, or repairs? Perhaps the fire marshal has suspended your stay put policy and you need to switch to simultaneous evacuation?

Whatever your fire protection needs, our fire watch and waking watch services can help.

Whether permanent or temporary, Guardsman provides expert 24/7 Fire Watch Services also known as Waking Watch Services, for any high-rise building, apartment blocks, commercial property or vacant property.

Our fire watch guards are SIA licensed and trained to spot fire hazards, initiate evacuation protocols and alert emergency services in the event of a fire. We will work with you and the fire marshal to minimise any potential dangers to loss of life, keep your business running smoothly without interruption.



# Public Sector

From council offices and public buildings to social housing, Hospitals and schools, we work with public sector clients across the UK delivering best in class manned security and safety solutions, ensuring public safety and value for money.

Our manned solutions can be applied across a wide range of public sectors:

## Education

Guardsman provide security services to a wide range of educational establishments, including schools, colleges and universities.

We also have a proven track record reducing risk across dorms and accommodation, providing a service that is personable, approachable and tailored to your specific needs.

Our staff and security personnel undergo our rigorous screening and vetting process which includes Enhanced DBS checks. In addition, our fully SIA licensed security staff receive training specific to education environment needs, such as conflict management, search procedures and evacuation protocol.

## Healthcare

Our security teams make sure hospitals, clinics and retirement homes are welcoming, safe and accessible for patients, visitors and staff. They also play a crucial role in protecting buildings and equipment from vandalism and theft.

We have extensive experience working with government and privately funded hospitals, clinics, labs, GP surgeries and retirement homes so you can be sure of the very best service.



## Local Authority

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Guardsman work within local authority frameworks to provide a full range of cost-effective local authority support solutions to keep public buildings and spaces safe and ensure that residents feel safe in their community. From council offices and social housing to libraries and museums, we work closely with local authorities to assess individual risks and challenges and deliver our security solutions with the minimum amount of disruption to public services.

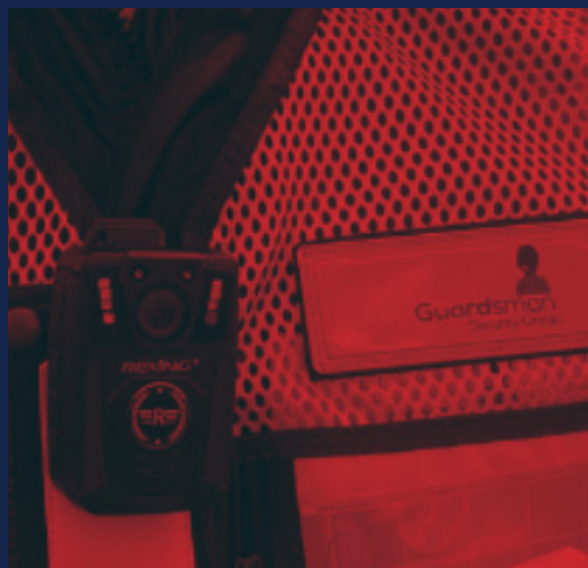
Our integrated approach increases cost efficiency, raises standards of delivery and brings added social value to the locality. You can have peace of mind we will deliver excellence without compromising quality or safety.

## Housing Associations

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Guardsman has experience working in partnership with housing associations across the UK giving us the expertise needed to deliver a full range of efficient and effective security services to aid health and safety compliance and reduce crime and anti-social behaviour.

As unoccupied property specialists we supply total vacant property solutions to housing associations and social housing nationwide to ensure assets are secure, all insurance and regulatory compliance obligations are met and property turnaround times are reduced.



## Offices & Property

Whether your commercial space is a stand-alone facility or a business with multiple locations spread across the UK, we work with you to provide bespoke and cost-effective manned security services tailored to the exact needs of your premises.

### Keeping Your Offices and Commercial Buildings Running Smoothly

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Whether you require static security officers, reception trained staff, out of hours security patrols or keyholding services, we employ the very best people to ensure they integrate seamlessly with your business operations. Our experience and expertise means you can always rely on Guardsman to take care of your office and commercial property security needs with reliability and professionalism.

Making the right first impression our SIA licensed security guards provide first class customer service to guarantee your business visitors are always professionally welcomed in a safe environment with a consistent corporate image. For reception assignments our qualified front of house and concierge staff receive additional training in telephone etiquette, public relations skills and discretion to offer unprecedented levels of customer service.

### Offering You More

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We train every member of our professional team to the highest industry standards, giving you peace of mind that your business is receiving the very best service and advice. All our officers are first aid trained and can also perform additional duties as required such as fire marshals, meeting room management, CCTV monitoring, lock/unlocking, post room management and more.



# Student Accommodation Security

With many units close together containing multiple tech devices and valuables such as laptops and smartphones, it is no surprise student accommodation is a hot spot for break ins and theft. With residents who are experiencing their first taste of freedom away from home it is essential student accommodation providers give parents and students peace of mind their housing provides a safe, secure and fully supported environment to study, rest and socialise.

## Deterring Antisocial Behaviour

The grounds surrounding student accommodation can often attract antisocial behaviour, especially at night. Our uniformed security officers can patrol both the buildings and grounds to deter antisocial behaviour and de-escalate situations before they become a public disturbance.

For larger estates with multiple buildings we can provide mobile security teams to patrol the areas in marked vehicles providing a powerful visual deterrent to criminal and vandals.

## Added Value

Our multi skilled officers can also help with the day to day running of your student accommodation, including health and safety checks, post room and car park management, increasing efficiency and helping you keep costs down.



## Safeguarding Students

Student accommodation can be a busy environment with students coming and going around the clock. Our SIA licensed security officers provide professional and personable reception security, monitoring access points to ensure only authorised individuals and accompanied guests are allowed on site.

To ensure the safety and wellbeing of students our officers can provide 24/7 concierge and helpdesk services. Our student accommodation security officers receive additional training, including mental health awareness and equality and diversity, to deliver professional and reliable pastoral support to students.

Our officers ensure a rapid response in the event of a fire or emergency situation, and we can also provide first-aid qualified officers to help with minor injuries and deliver primary care to students during medical emergencies.





# WARNING

**THIS SITE IS PROTECTED BY**

- **Manned Guarding**
- **Retail Security**
- **Keyholding**
- **Alarm Response**



**24/7 Control Room**

**0800 046 7886**

## Industrial

The often complex and hazardous nature of industrial sites means you need a company that understands the unique security demands of industrial environments and tailors this to your business. At Guardsman, we work across the diverse industrial sector to deliver total security solutions to manufacturing, warehouse and engineering sites. We protect against theft and vandalism to help you maximise efficiency.

### Manufacturing Security

Manufacturing plants house expensive machinery and tools which are a prime for theft or vandalism. Minimising risk from these threats to your workforce, your assets and your end product is our priority. Our professional and experienced team conduct thorough risk assessments to identify all known threats and hazards, so we can provide tailored security services that protect your employees and business operations including controlling access points, rapid response to security incidents and monitoring health and safety.

### Warehouse And Distribution Security

To maximise the safety and efficiency of warehouse operations and to help protect your valuable stock, we provide a range of firstclass manned security services to ensure your premises are protected consistently and professionally.

Our warehouse manned security services include SIA licensed security guards to control access, professional dog unit security to patrol loading bays and yards, gatehouse security to log vehicle movement and out of hours security to protect your assets, premises and your staff 24/7.

### Integrated Security

We understand the need to strike the ideal balance between electronic security solutions and a physical presence, giving you peace of mind while maximising cost efficiency.

Our bespoke packages integrate our manned security services with our advanced technology systems adding additional layers of security to your business.

# 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 of our existence, we've been devoting our hearts and minds to our clients security requirement, achieving great successes and building lasting relationships. Below is a small selection of clients that we have been proud to provide our services



one stop

ASDA



Willen Lake  
The Parks Trust

SPORTS  
DIRECT.COM

MERIT

Qi

REEF GROUP



Scotsdales



BARRATT  
HOMES

TORFEN  
COUNTY  
BOROUGH

Southwark



NHS  
University Hospitals of  
Derby and Burton  
NHS Foundation Trust

BBC  
RADIO  
SHROPSHIRE

BBC

NHS



[www.guardsmansecuritygroup.com](http://www.guardsmansecuritygroup.com)



0800 046 7886

# Accreditations



## Employee Welfare

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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