



# Manned Guarding

Alliance Security Ltd has been taking care of businesses for over 25 years.

## Manned Guarding

Alliance Security Ltd has been taking care of businesses through the provision of manned guarding services for over 25 years.

Our client list reflects a broad range of industries and company sizes from global corporations through International Financial Services and technology companies to national and local charity organisations.

While our formal 'badges' such as our accreditation as an Investor in People, achieving ISO 9001, and an undertaking to become an 'approved contractor' in the regulated environment support our commitment to Quality, it is more informal indicators that we believe are the real hallmarks of an excellent Security company. These include our enviable employee retention rate (over 80%) and our superb client retention rate - including a number of household name clients that have been with us for more than ten years.

We have a strong commitment to our people as they are the bedrock of what we do. Our Security Officers are well trained with a focus on customer service and the opportunity to undertake more specialist training where required. They are well supported in all aspects of their role and well managed. This commitment to our staff is returned through the delivery of service excellence.

Our Security Management staff are experienced and highly qualified with many undertaking academic research on Security issues. They take an 'open and honest' approach to our clients while our organisational structure allows for our clients to have access to management on a 24/7 basis should this be necessary.

We protect people, property and assets for clients in areas such as:

- Commercial Property
- Manufacturing & Industrial
- Warehousing & Distribution
- Education
- Private Estates

## Value Added services

We try to ensure that our clients get the best value from their Security spend. For many this means that we can enhance value by undertaking soft Facilities Management tasks around the building or site.

Additionally, Alliance is able to directly supply other staff such as receptionists, Security receptionists, maintenance staff, post room staff and more.



# Our Approach

At Alliance our ultimate aim is keeping you safe from the risks that could affect you. Our initial approach is to identify the Security requirements a prospective client has. From there we can take a number of directions to delivering an optimal solution including a free of charge review of the existing Security set up where appropriate. This is then used as a basis for recommending a more effective solution that meets the Security requirements and other needs of your business.

## The set up for our manned security services includes:

### Security Management

- Dedicated Security Manager
  - Experienced as a Security Manager, qualified in Security to a postgraduate level, focused on delivering excellent service
- Works on an 'open and honest' basis to facilitate the kind of communications that makes the partnership work.
- Management support so that every client has access, should it be necessary, to management level at Alliance 24 hours a day, 7 days a week, 365 days a year.
- Clear approach to contract mobilisation and Security implementation programme
- Mutually agreed performance measures - defined in the Service Level Agreement (SLA) and Key Performance Indicators (KPIs)
- Quality Assurance measures such as Patrol Management Systems
- Clear support system with dedicated rostering staff using a computerised system to provide relief Security staff and maintain continuity in service provision
- A **SUITABLE** Security team
  - Screened
  - Uniformed
  - Insured
  - Trained
  - Able

Each member of our Security team will be licensed, therefore screened, competent and able to undertake a Security role in accordance with the Private Security Industry Act 2001

Alliance operates a full commercial pre-employment screening package. Our Security personnel are therefore screened to BS7858 and potentially more depending on your requirements.

Each Security team member receives SITO Certificated training incorporating the BJT and Communications and Conflict Management with a special focus also on Customer Service.

### Staff Commitment

Our approach to our people is as important as our approach to our clients and at Alliance we operate a 'Quality of life, Quality of service' programme where we believe that a commitment to the welfare of our staff leads to a strong sense of identity with Alliance Security, a high retention rate and a positive return in the delivery of our Security services.

We commit to our staff in the following ways:

- We aim to achieve pay rates that attract and motivate good staff
- We also deliver on other aspects of this that are important to our staff such as pay being accurately calculated and delivered on time in a convenient manner.
- Training
  - Alliance Security is an Investor in People. In addition to the standard training our Security teams receive, there are also opportunities for further in-depth or specialist training which can range from areas such as First Aid through to awareness for Counter Terrorism. It can also be in areas that can lead to achievement of academic qualifications such as NVQs or City & Guilds.
- Career Development
  - At Alliance we are committed to developing staff from within. As an equal opportunities employer we recruit on merit and indeed we promote on merit alone. Our success stories include one of our team who began with us eight years ago as a Security Officer and is now one of our senior Security Management team and holds a postgraduate qualification in Security Management from the University of Loughborough.

- Operational support
  - Standard 42 hour working week with capped overtime
  - Flexibility in rostering
  - Management & Supervisory support
  - Employees all report in to management level have an annual performance review
- Security Licensing
  - Each member of our Security team will be licensed to undertake a Security role in accordance with the Private Security Industry Act 2001

Alliance Security Ltd  
Alliance House  
180 Kingston Road  
Leatherhead  
Surrey  
KT22 7PZ

For more information on our services please contact us on 01372 362213 or email us at [info@alliancesecurity.co.uk](mailto:info@alliancesecurity.co.uk)