

# Tailored. Not uniform.

Security solutions to suit your business.



Profile Security Services Limited



# Flexible security that meets your needs



## A Welcome Presence

Profile does more than simply meet you at the door. Manning office premises or offering concierge services, our security professionals are versatile and obliging. They're selected to meet a variety of specific objectives.

With a mix of static officers and security patrols they will handle enquiries at reception, tackle health and safety issues at work, administer first aid and much more.

Fully trained and part of your team, they'll add flexibility and value. As well as fulfilling a security role, they can support your switchboard, manage your car parks, provide a vital key holding role and carry out a range of other duties.

Whether this is a brand new assignment or you invite Profile to take on existing arrangements (under TUPE provisions), we will design solutions and services that reflect well on your organisation.

## A Seamless Fit

In situations where your premises welcome large numbers of the public, we can re-align our security presence to be highly visible or quite unobtrusive.

We recruit people from a wide variety of backgrounds who bring customer-facing experience, tact and a friendly smile (and all the skills you'd expect should trouble or the unexpected occur).

We have years of experience manning shopping malls and other visitor attractions that draw large crowds – indoors and outdoors.

Far from standing out, we can integrate fully as members of your own team, uniforms and all. You set the direction, we'll fit the profile.

*Fully trained and part of your team, we'll add flexibility and value*

## More Than A Uniform

Our front line can be highly visible. When you need an effective deterrent in a hostile environment, we'll be there.

In these circumstances, many might simply provide an intimidating presence. Instead, our security professionals take a different approach.

Assertive rather than aggressive, they take charge of a situation long before it gets out of hand. They'll defuse tension and use their conflict resolution techniques to ensure a positive outcome.

Our manned guarding teams and mobile patrols will be keeping watch whatever the season, whatever the reason. Keeping trouble at bay, around warehouses, yards and gated compounds, around the clock.

## We Go Further

Every member of the Profile team shares our company ethos: to grow without compromising the quality of our service delivery, by looking after the welfare and development of our employees and putting our customers first.

Security personnel on your premises, their Supervisors, Operations Managers, our specialists who look after Health & Safety, the professionals who train our *entire* workforce – all share the same Profile commitment.

## Always Innovating

As well as applying our talents, we're always striving for new ways to work smarter. Where technology can be driven to deliver higher standards of security, we'll innovate.

For example, we've introduced a rapid response CCTV solution, a stand-alone service that can be rapidly deployed where there is no access to electricity or phone lines. Construction sites, festival venues, remote locations can all be captured and monitored where you need short term, short notice cover or anticipate higher threat levels.

## Expect The Best

In every situation, we recognise that your good name and reputation are at stake.

Far more than simply assessing headcount, infrastructure and placing a value on the goods you have under your roof, the Profile Management Team measures goodwill, peace of mind, brand value and other intangibles that contribute to the success of your business.

That's why we place such emphasis on selection and training. Behind the Profile uniform, you'll find quality in depth. Individuals that have been meticulously screened, vetted to meet and exceed the most stringent industry standards.

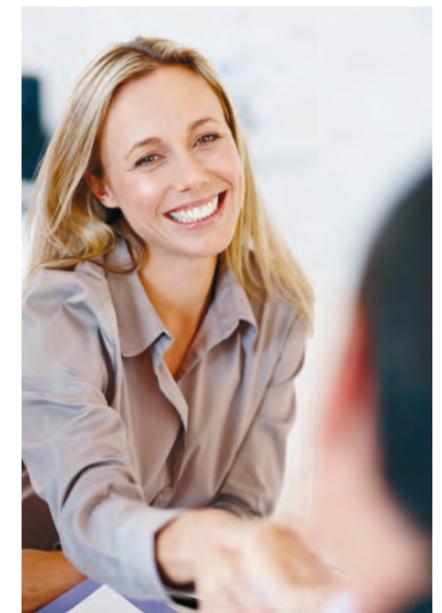
## Judged Among the Best

Profile Security Officers – as well as the company's root and branch management teams – routinely meet and exceed the standards set by the security industry's watchdog. Measured annually, we consistently perform among the very top tier of security service providers.

Our quality standards meet stringent international ISO benchmarks and we are accredited by all the major national professional organisations. A look at our website provides an up-to-date snapshot. Go to [www.profilesecurity.co.uk](http://www.profilesecurity.co.uk) and click on the 'News' link, or see the details under 'About Profile Security'.

*Profile takes you far beyond common preconceptions about security. We provide total, tailor-made solutions.*

*As our name implies, we'll match our profile to the specific needs of your organisation.*



# Profile means dynamic management



## Our Figures Speak For Themselves

There are many reasons for Profile's exceptionally low staff turnover.

Our Security Officers are encouraged to take up full-time employment, to take a long-term view and rise to the challenges and rewards we set out before them.

We foster an approach where they continuously develop their knowledge and the understanding of the challenges they face. More than mere officers, they become *practitioners in security* in the broadest sense, fully trained before they start, and working up to the next, most up-to-date qualifications available in the industry.

## A National Network

We use our nationwide presence to ensure our pay and employment terms are among the best in the business.

We look at competitor activity within our industry and at the employment map in the region where you are. This local knowledge means we can attract the best candidates and we can keep them motivated, with training, holiday and sick pay, incentives and a long-term career path. To say nothing of the benefits that cascade from knowing that our team is also part of your team.

## Standards That Never Flag

Profile's management structure also ensures that your Contract Manager and your Operations Manager keep a close eye on your needs. And because we have offices in your region, you'll have no problems with contact and access.

Our manager-to-contract ratio is low by comparison to that of others in the security industry. It's designed to deliver consistent customer satisfaction, making sure we continuously assess your priorities, implement solutions that are right for you and that we exceed your expectations.



## One Focused Point Of Contact

Managing your security needs is what makes life with Profile so much easier than with many of our competitors.

From the start, you'll have one dedicated Operations Manager, a single point of contact for you and for the security personnel assigned to your contract.

You'll notice a difference very quickly. Issues get sorted right away. Key Performance Indicators – agreed in advance and constantly monitored – stay on target. And Service Level Agreements live up to the stipulations you make.

With regular meetings to suit you and a flat management structure that connects your Operations Manager to the entire spectrum of Profile's core and bespoke services, you'll profit from every innovation and share best practice, whether you're in a single location or, like us, you have a network around the country.

*Our manager-to-contract ratio is designed to deliver consistent customer satisfaction*

## Hands-on For A Quick Response

Working under locally based direction, our Security Officers are closely supervised and supported. Out-of-hours, our National Help Centre gives them access to advice and back-up around the clock, 365 days a year.

As a national infrastructure specialist, Profile uses the flexibility of its national reach to your advantage. When it comes to reaction time and manning challenging situations at short notice, we'll be there with all of our skills and resources.

## Proven And Experienced

Since Profile was established in Aberdeen in 1980, the company has enjoyed continued organic growth under the leadership of its two founders. Our turnover places us among the leading security companies in the UK. We remain independent and privately owned, all of which means we can remain focused on our customers.

Whatever the size and nature of your organisation, you can count on our experience.

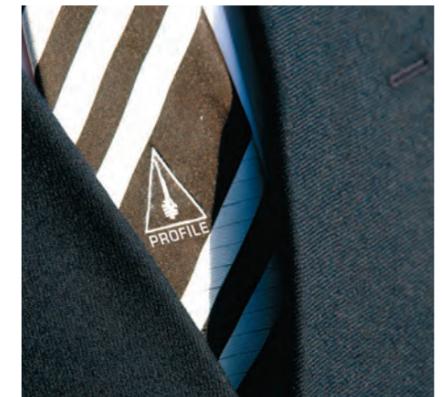
Whatever your needs, we'll provide security that's designed around you: Profile Security.

## Profile Keeps Watch Over...

- Corporate headquarters
- Distribution centres
- Data centres
- Banks, financial institutions
- Power stations, oil rig bases
- Government departments
- Heavy industry
- Light engineering sites
- Managing agency sites
- Pharmaceutical companies
- Passenger terminals
- Leisure complexes
- Retail premises
- Shopping malls
- Warehousing
- Transport & logistics depots
- Cruise ships and ports
- Schools and hospitals
- Events – indoors and out

*A simple, startling statistic shows how Profile's approach makes a difference.*

*In an industry known for its high turnover of personnel, Profile's staff turnover is less than half the national average.*



# Profile: security in all its forms



*Profile can support your business in more ways than you'd imagine.*

*The services listed here can each be tailored and combined to suit your situation.*



## Security Services

### Manned Guarding

Our core services provide complete managed solutions that can be tailored to single or multiple sites nationwide.

### Mobile Patrols

Covering extensive gated sites and often rugged, inaccessible or security sensitive terrain, our patrols keep watch.

### Alarm Response

Dealing with an accidental alarm activation, on site within moments of a break-in, we'll bring practical support and reassurance.

### Key Holding

High-profile, liveried vehicles and uniformed officers can provide convenient 24/7 access solutions to minimise disruption and risk.

### Electronic Security Solutions

We offer a full range of bespoke solutions that take advantage of state-of-the-art developments in electronic surveillance.

### Access Control

Our technology can give you access to premises remotely. Managed by our Help Centre, you maintain complete control.

### Security Reception

A central point of contact for all employees, and a welcoming, informative presence, we merge front-of-house service with security.

### CCTV Monitoring

With advice on planning and installation, we can help run your in-house CCTV operation, adding experienced hands to your team.

### Remote Monitoring

Our round-the-clock remote security systems use sophisticated camera and audio solutions to monitor your premises from our Help Centre.

### Rapid Response CCTV

Where wired-in systems do not exist or you need added cover, we can deploy and operate temporary monitored CCTV as a rapid, flexible turnkey solution.

### Aviation

From monitoring access points to X-ray screening passengers and freight, Profile will plan and implement entire solutions.

### Maritime

Our specially trained Port Facility Security Officers protect our borders and oversee cruise and ferry passenger arrivals and departures at ports around the country.

## Facilities

### Mail Room & Messenger Service

A coordinated, secure solution to all your internal and external communication needs, from bulk mailing to paging and despatch.

### Switchboard

Courtesy and efficiency count when it comes to first impressions. Our skilled operators include multi-lingual staff.

### Car Park Management

We organise patrols, uniformed attendants, on and off-site enforcement staff, excess charge notice processing and payments.

## Special Services

### Lone Worker Monitoring

For reassurance and security, regular checks link and support those working alone to our National Help Centre.

### VIP Protection

Uniformed, suited or unseen, our specially trained Close Protection Specialists will provide cover at home and on the move.

### Crisis Management

Working with the emergency services, we are adept at dealing with the unexpected, be it the threat or the aftermath of an event.

### Electronic Sweeping

Using the most up-to-date detectors and sweeps, we are equipped to counter the growing threat of industrial espionage.

### Asset Protection

We can look after a broad range of high-value assets such as gold and diamonds, whether during production or in transit.

### Health & Safety Reviews

With a thorough understanding of current legislation, we'll conduct a comprehensive on-site appraisal of your H&S issues.

### Security Surveys

We'll put our experience to good use, troubleshooting your premises to identify weaknesses and suggest improvements.

### 24-Hour Help Desk

Where you need support and advice to direct callers to the right answers, versatile temporary or permanent teams can help.

### Training

Our full-time professionals run courses on or offsite at times to suit you, from first aid to advice for executives travelling abroad.

## Security Consultancy

### Private Investigations

With discretion the watchword, Profile can organise a private investigation service to allay or confirm your suspicions.

### Risk Assessment

We'll review your plans for change and expansion, looking at the security implications for buildings or new plant.

### Vetting & Screening

Working with external partners to ensure objectivity, our in-house experts will carry out applicant reviews in line with BS7858.

### Litigation Support

Dovetailing with our investigation and surveillance work, we will gather evidence and trace witnesses to support you in court.

### Anti-Social Behaviour

We work with Local Authorities and Housing Associations to help bring order to the streets, combating benefit fraud, fly-tipping and more.

### Surveillance

Police and Special Forces trained, our specialists are experienced in the many techniques required to gather evidence.

### Background Checks

Our corporate services carry out due diligence work, tracing assets, validating takeovers and combating money laundering.



# Contact Profile



To enquire about any of our services or to arrange a site visit and full proposal, contact your nearest Profile office.

## Head Office

Stable Yard  
Walk House Farm  
Barrow upon Humber  
North Lincolnshire  
DN19 7DZ

t: 01469 533 339

## London

374 Wandsworth Road  
London SW8 4TD

t: 0207 498 3511

f: 0207 627 1468

## Birmingham

Hastingwood Industrial Estate  
Wood Lane  
Erdington  
Birmingham B24 9QR

t: 0121 386 8419

f: 0121 386 6825

## Warrington

S1A Warrington Business Park  
Long Lane, Warrington  
Cheshire WA2 8TX

t: 01925 234 666

f: 01925 234 729

## Leeds

Brooklands Court  
Tunstall Road  
Leeds LS11 5HL

t: 01132 704 520

f: 01132 715 358

## Cardiff

Regus House  
Malthouse Avenue  
Cardiff Gate Business Park  
Cardiff CF23 8RU

t: 02920 263 864

## Southampton

Enterprise House  
Ocean Village  
Southampton SO14 3XB

t: 02380 574 508

## Edinburgh

220 Easter Road  
Edinburgh EH6 8LE

t: 0131 554 7527

f: 0131 555 4610

## Glasgow

Suite 10, Buchanan Tower  
Buchanan Business Park  
Cumbernauld Road  
Stepps  
Glasgow G33 6HZ

t: 0141 779 9275

f: 0141 779 5764

## Dundee

Suite F16  
Faraday Business Centre  
Faraday Street  
Dundee DD2 3QQ

t: 01382 836 846

f: 01382 836 847

## Aberdeen

53 Wellington Street  
Aberdeen AB11 5SX

t: 01224 588 950

Email: [enquiries@profilesecurity.co.uk](mailto:enquiries@profilesecurity.co.uk)

## Visit our website

For the latest information about the services we provide, visit the Profile Security website.

- Find out about the sectors we operate in
- Keep up-to-date with our News section
- Read our regular Newsletter
- Get help with maps locating our nationwide offices
- Keep in touch with topical issues via our social media links

[www.profilesecurity.co.uk](http://www.profilesecurity.co.uk)

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