

## THE ACS PACESETTERS SECURITY OFFICER OF DISTINCTION AWARDS LUNCH 2018

We would like to start our Newsletter by announcing that The ACS Pacesetters Annual Security Officer of Distinction Awards Lunch will be taking place at Royal Windsor Racecourse on Wednesday, 23 May 2018.

The membership of The ACS Pacesetters is growing year on year as organisations make it their target to reach the minimum SIA ACS score of +136 (the top 15% of all accredited companies) during their annual inspection.

We will be inviting our members and their clients to nominate Security Officers and Door Supervisors who have gone above and beyond in their role. Each year the nominations are truly amazing and individuals have, at times, risked their own lives to assist others. It is always a very difficult decision for the judging panel to arrive at their final selection to receive these prestigious awards.

We also take the opportunity to raise funds for a charity during the event and in 2017 we raised over £1,100 for Thames Valley Air Ambulance, a very worthwhile cause. This year we intend to support Veterans in Action, a small Hampshire based charity, who help those who have suffered the effects of war or who have found the transition to civilian life difficult. VIA take a non-therapy approach and instead use the outdoors, adventurous activities, expeditions and centre based projects to help rebuild the confidence, self-esteem and self-belief of those who suffer.

Each year we have organisations who are service providers to the security guarding industry and members of The ACS Pacesetters who sponsor the awards lunch and without whom we would be unable to stage this event. If you would like to promote your company at this year's event or offer a prize for the charity raffle, do not hesitate to contact us for further information on 01844 260350 or email [Lynda.moore@fmcontractwatch.co.uk](mailto:Lynda.moore@fmcontractwatch.co.uk)



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SSG Support Services Group LTD

# NEWS BOARD

## Two new members join The Pacesetters in 2018



Privately owned, SSG Support Services Group LTD is our first new member of The ACS Pacesetters in 2018.

SSG Support Services Group are rapidly expanding within the security guarding industry. Their client base includes retail, construction, corporate and commercial organisations and they offer a nationwide service. The company pride themselves on carefully balancing essential security needs with the highest levels of customer care and staff protection, providing a value for money, secure and friendly environment.

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



SafetyNet Security Group Limited is a Birmingham based company which was founded in 2002 and has their main client base in the East and West Midlands.

The company offers a full range of security services including static guarding, concierge services, key holding and mobile patrols. In 2013 SafetyNet security Group commenced deploying Street Marshals in line with the Community Safety Accreditation Scheme.

[www.safetynetsecuritygroup.org](http://www.safetynetsecuritygroup.org)

## WANTED Security Guarding Company with up to £5m annual turnover

Our client is a national Security Guarding Company which also provides some associated Facilities Management Services. They have ACS accreditation and are in the top 15% of all approved companies.

They are currently looking to purchase a company with up to £5m annual turnover and are seeking organisations which provide security guarding/mobile patrols/key holding, but will also consider companies who have cleaning services as part of their turnover. The business currently operates throughout England and they would consider any area with the exception of the South West. Funding is in place.

If you are considering selling your security business, either now or in the near future, please contact us to discuss this opportunity on 01844 260350. All enquiries will be dealt with in the strictest confidence.



## Register of Senior Managers and Directors seeking Employment

We currently have a number of Senior Managers and Directors registered with us who are seeking senior positions in the Security Industry. They are all experienced individuals who have had a successful career in the industry for a number of years. If you have vacancies available at Management and/or Director level we would be pleased to introduce these applicants to you.

Successful introductions are subject to a fee which will not exceed 5% of the annual salary.

**For further information please contact Lynda Moore by email:  
[Lynda.moore@fmcontractwatch.co.uk](mailto:Lynda.moore@fmcontractwatch.co.uk)**

## Ward Security celebrates employee excellence at star awards evening

National security provider Ward Security has announced its top performing employees of the year at its annual Star Employee Awards Ceremony. From its 900 strong team, Ward Security presented 15 employees with a Star Award in recognition of their commitment, loyalty and for outstanding achievements during their employment in 2017.



More than 50 employees were nominated by team leaders and clients to receive a Ward Security Employee Star Award, with all nominees being invited to attend the Award Ceremony, which took place on Friday 26th January at The City Grange Hotel in London. The Awards presented include those which closely represent the company's core "PRIDE" values, which David and Kevin Ward founded the business upon.

Over 180 people attended the Awards evening, presentations to the winners were made by clients of Ward Security, with the coveted "Employee of the Year" Award being presented by Commissioner Ian Dyson of the City of London Police.

This year the Employee of the Year title was awarded to two outstanding security officers from Ward Security's Dog Handling team. Christopher Dale and Gary Kennard, both demonstrated outstanding skills in defusing situations which could have potentially become major police incidents. In both cases the police and clients commended their efforts and agreed these officers had demonstrated excellence in performing their roles. Both employees received a trophy and a cheque for a £1,000.

Kevin Ward Managing Director of Ward Security said "Our annual employee awards evening is all about celebrating and recognising outstanding actions and excellence in our team. There are individuals in every company that go above and beyond the call of duty and very often they are unsung heroes or people that just think they are doing their job. However, we don't want our team to go unrecognised, we fully believe we are only as good as the team we have in place and having a dedicated evening where we can properly celebrate the team is hugely important to us and our business. David and I would like to congratulate everyone that was nominated throughout the year and of course to this year's worthy winners."

### The full list of winners are;

<b><i>New Starter of the Year</i></b>	Mark Specht	<b><i>Protection Award Winners</i></b>	James Gemmell & Gordon Hewitt
<b><i>Team of the Year</i></b>	55 Bishopsgate	<b><i>Respect Award Winner</i></b>	Neil Humphreys
<b><i>Operations Leader Winner</i></b>	Jahan Dad	<b><i>Integrity Award Winner</i></b>	Emily Shah
<b><i>Frontline Employee Winners</i></b>	Aaron Page-Baldwin, Santa Figg & Nasir Hussain	<b><i>Teamworking Award Winner</i></b>	ADM Erith
<b><i>Operations Administration Support Winner</i></b>	Helen Hall	<b><i>Excellence Award Winner</i></b>	Trevor Corps
		<b><i>Employee of the Year Winners</i></b>	Christopher Dale & Gary Kennard





## Security firm First Response Group has high ambitions appointing new CEO

One of the top multi-service and security providers in the UK, First Response Group (FRG), has announced the appointment of a new CEO, Simon Alderson, to implement its partnership business plan and rebrand to FRG.

Mr. Alderson, 42, has nearly 20 years' experience in the sector, gaining several directorships, including running the Netherlands division for VPS Ltd and as their UK Commercial Director. In 2013 he became the first elected chairman of the British Security Industry Association (BSIA), Vacant Property Protection Group.

The FRG's Board of Directors selected Mr. Alderson because "he is exactly the right fit for our business in view of the next 10 years strategic business planning, which seeks growth organically and via acquisitions. Simon has the experience, knowledge and ability to implement our new mission, which is to provide our customers with the best service and innovation, through supporting our employees, and creating a culture of inclusion and happiness."

FRG aim to strike up 'great customer partnerships' in 2018. In a UK sector comprising over 10,000 firms, FRG was listed last year as one of the top 100 Security Services companies by the industry analysts, Plimsoll.

"The two owners of FRG, Jamal Tahlil and Edgar Chibaka, have spent over 10 years building a superb foundation with a highly credible customer base." explains Mr. Alderson. "Their enthusiasm, commitment and integrity are why FRG is already known as a multi-services company to trust and rely on. Its key ethos is to treat customers as clients not as some commoditised account number, where only the bottom line

counts. As such, this year we want to develop more great customer partners where we can deliver tailor made services that both meets their requirements precisely and adds value to their company."

"It will be exciting times as we continue to gain contract wins for our emphasis on service delivery to, and partnership with, our major customers, including transport hubs, insurance, utility companies and construction giants." Simon concludes.

Mr. Tahlil, 37, first developed the business in his twenties, and, together with Mr. Chibaka, 44, the two Leeds-based businessmen have built FRG into one of the ACS Pacesetters, placing the company in the top 15% of firms accredited by the Security Industry Association's 'Approved Contractor Scheme'. They both have instilled a company ethos that supports community initiatives, with FRG raising tens of thousands of pounds for local charities such as Leeds Mencap. Mr. Chibaka is also a Pastor at a local community church.



Simon Alderson

## Graff Diamonds Security Team rewarded with 2017 Silver Fox Certificate

The Silver Fox Audit Scheme, a division of FM Contract Watch, carries out audits and training exercises to test security guarding teams and has been contracted to provide this service to Graff Diamonds for several years.

The 'Silver Fox Certificate' was presented to Security Supervisor - Chris Hill and Global Control Room Co-ordinator - Michael Wright on behalf of the in-house security team at Graff Diamonds in recognition of the outstanding results achieved during the numerous tests carried out during 2017.

Nathan Bray, Group Head of Risk, stated 'I am delighted with the outcome of the 2017 audits which has resulted in us receiving this award. We use an independent company to regularly test our security team as part of our ongoing security training programme'.



# YOU MAY NEVER KNOW HOW GOOD YOUR SECURITY IS UNTIL YOU HAVE IT INDEPENDENTLY TESTED



## The Silver Fox Team carries out audits to test security and reception teams across a wide business sector.

Our team of experienced Auditors attempt to gain unauthorised entry into the building and move around unchallenged. Their method of entry is always by conventional means.

We test the Security Officers or Receptionists who are tasked with the initial access control, alongside employees whose actions may make the site vulnerable to those with criminal intent. Our audits are designed to highlight areas and practices which may not always be obvious, but allow a breach of security.

In addition, to the standard audits, we can tailor the test to specific client requirements and we offer a training package to raise awareness and highlight areas of vulnerability.

Examples of our clients include banks, financial institutions, lawyers, property managing agents, shipping ports, manufacturing, retail, data centres and contract security guarding companies.

Our audits are designed to improve security and reward good practice. There are times when individuals fall below the required standards, but once a series of audits have been conducted we can see a marked improvement in vigilance and alertness by the security team.

A full written report is submitted after all audits are completed, usually within 24 hours.

We also offer a reward scheme which includes a lapel badge for individuals who prevent access to a Silver Fox Auditor, engraved glass awards for the best quarterly or annual audit and framed annual Silver Fox Certificate.

Below are examples of comments made by satisfied clients:

'Thank you for your partnership in 2017, it's been extremely beneficial for both us, as Managing Agents, and our client.'

'Many thanks, this has been a great training exercise for our security team.'

'You really tested our team yesterday evening, but I am pleased that they reacted accordingly, carried out the necessary checks and the auditor was denied access.'

You may wish to test your site security with a one-off or regular series of audits and we would be pleased to provide a proposal for your consideration. We can usually complete an audit within 10 working days of receipt of your instructions.

**For further information go to [www.silverfox.org.uk](http://www.silverfox.org.uk)**



# ACCREDITED MEMBERS

## The ACS Pacesetters remains the differentiator in the industry

There are believed to be approximately 3,000 security guarding companies currently operating in the industry of which approximately 840 currently hold Approved Contractor Scheme accreditation.

During the recent Review of the Approved Contractor Scheme it was suggested that a differentiation scheme, for example gold, silver and bronze, should be introduced. It has been confirmed by the Security Industry Authority that this will not be introduced leaving The ACS Pacesetters as the main differentiator in the industry.

All of the members of the ACS Pacesetters have achieved a score in the top 15% of all Approved Contractors when annually audited by their approved UKAS body.

For further information of the ACS Pacesetters and our members go to [www.acspacesetters.co.uk](http://www.acspacesetters.co.uk)

 <p><b>ABM FACILITY SERVICES UK</b> George House, 75-83 Borough High Street, London SE1 1NH Tel: 020 7089 6600 Web: <a href="http://www.abm.co.uk">www.abm.co.uk</a></p>	 <p><b>CORDANT SECURITY</b> Chevron House, 346 Long Lane, Hillingdon, Middlesex UB10 9PF Tel: 01895 201800 Web: <a href="http://www.cordantservices.com">www.cordantservices.com</a></p>
 <p><b>APCOA SERVICES GROUP</b> Wellington House, 4-10 Cowley Road, Uxbridge UB8 2XW Tel: 01895 272500 Web: <a href="http://www.apcoa.co.uk">www.apcoa.co.uk</a></p>	 <p><b>CONSTANT SECURITY</b> Constant House, Cliff Street, Mexborough, South Yorkshire S64 9HU Tel: 0845 330 4400 Web: <a href="http://www.constant-services.com">www.constant-services.com</a></p>
 <p><b>ASSIST SECURITY LIMITED</b> Assist House, 25 Lombard Road, Wimbledon SW19 3TZ TEL: 020 8543 6670 Web: <a href="http://www.assistsecurity.co.uk">www.assistsecurity.co.uk</a></p>	 <p><b>CORPS SECURITY</b> Market House, 85 Cowcross Street, London EC1M 6PF Tel: 020 7566 0500 Web: <a href="http://www.corpssecurity.co.uk">www.corpssecurity.co.uk</a></p>
 <p><b>AXIS SECURITY SERVICES LTD</b> 361-373 City Road, London EC1 V1LR Tel: 020 7520 2100 Web: <a href="http://www.axis-security.co.uk">www.axis-security.co.uk</a></p>	 <p><b>ENIGMA SECURITY SOLUTIONS LIMITED</b> Vista House, 50 Salisbury Road, Hounslow, Middlesex TW4 6JQ Tel: 0208 572 9171 Web: <a href="http://www.enigmasecuritysolutions.com">www.enigmasecuritysolutions.com</a></p>
 <p><b>BROADLAND GUARDING SERVICES LTD</b> Delta House, Vulcan Road North, Norwich, Norfolk NR6 6AQ Tel: 01603 484884 Web: <a href="http://www.broadlandguards.com">www.broadlandguards.com</a></p>	 <p><b>EXCLUSEC SECURITY SOLUTIONS LTD</b> The Guardian Buildings, Longbridge Road, Trafford Park, Manchester M17 1SN Tel: 0844 870 7495 Web: <a href="http://www.exclusec.co.uk">www.exclusec.co.uk</a></p>
 <p><b>CHURCHILL SECURITY LIMITED</b> Dawson House, 4 Eaton Avenue, Matrix Business Park, Leyland, Chorley PR7 7NA Tel: 0800 298 9667 Web: <a href="http://www.churchill-security.co.uk">www.churchill-security.co.uk</a></p>	 <p><b>FIRST RESPONSE GROUP LIMITED</b> Unit 2 Gemini Business Park, Sheepscar Way, Leeds LS7 3BJ Tel: 0113 390 7870 Web: <a href="http://www.firstresponsegroup.com">www.firstresponsegroup.com</a></p>
 <p><b>CIS SECURITY LIMITED</b> 418-426 Lewisham High Street, London SE13 6LJ Tel: 020 8690 1903 Web: <a href="http://www.cis-security.co.uk">www.cis-security.co.uk</a></p>	 <p><b>Goldcrest Guarding Security Services</b> Langstone Gate, Solent Road, Havent, Hampshire PO9 1TR Tel: 02392 200999 Web: <a href="http://www.goldcrestsecurity.co.uk">www.goldcrestsecurity.co.uk</a></p>
 <p><b>CLASSIC SECURITY (UK) LTD</b> Classic House, Alfold Business Centre, Loxwood Road, Alfold, Surrey GU6 8HP Tel: 08445 610578 Web: <a href="http://www.classicsecurity.co.uk">www.classicsecurity.co.uk</a></p>	 <p><b>GUARDING UK LIMITED</b> Wenta Business Centre, Innova Business Park, Molison Avenue, Enfield, Middlesex EN3 7XU Tel: 0870 224 0277 Web: <a href="http://www.guardinguk.co.uk">www.guardinguk.co.uk</a></p>



# ACCREDITED MEMBERS



**ICTS (UK) Limited**  
Tavistock House, Tavistock Square,  
London WC1H 9LG  
Tel: 0207 874 7576  
Web: www.icts.co.uk



**MAN COMMERCIAL PROTECTION LIMITED**  
5 Highlands Court, Cranmore Avenue,  
Solihull, West Midlands B90 4LE  
Tel: 0121 733 8484  
Web: www.mancommercialprotection.co.uk



**INDUSTRY SECURITY UK LIMITED**  
Block 2, Office 1, Nortonthorpe Mills,  
Wakefield Road, Scissett, Huddersfield HD8 9LA  
Tel: 0800 756 6880  
Web: www.industrysecurity.co.uk



**OAKPARK SECURITY SYSTEMS LTD**  
Asset House, 4 East Street, Colchester,  
Essex CO1 2TX  
Tel: 01206 793673  
Web: www.oaksec.co.uk



**INTEGRATED VISUAL PROTECTION LIMITED**  
Asset House, Herringham Road,  
London SE7 8NJ  
Tel: 0871 222 1233  
Web: www.ivp.org.uk



**OCS GROUP UK LTD**  
Tilgate Forest Business Park,  
Brighton Road, Crawley RH11 9BP  
Tel: 01293 553121  
Web: www.ocs.co.uk



**INTERR SECURITY**  
New Loom House, 101 Back Church Lane,  
London E1 1LU  
Tel: 0207 837 2012  
Web: www.interrsecurity.com



**OLTEC GROUP**  
Oltec House, 18 Beecham Court,  
Smithy Brook Road, Wigan WN3 6PR  
Tel: 01942 829101  
Web: www.oltecgroup.com



**KEY SECURITY GROUP**  
RCM Business Centre, Sandbeds Trading Estate,  
Dewsbury Road, Ossett WF5 9ND  
Tel: 01924 273050  
Web: www.keysecuritygroup.co.uk



**PALMARIS SERVICES LIMITED**  
1 Northburn Road, Coatbridge,  
North Lanarkshire ML2 2HY  
Tel: 01236 438040  
Web: www.palmaris-services.com



**KINGDOM SERVICES GROUP LIMITED**  
Kingdom House, 1 Woodlands Park,  
Ashton Road, Newton-le-Willows WA12 0HF  
Tel: 0845 051 7700  
Web: www.kingdom.co.uk



**P.H.X. SECURITY LIMITED**  
Unit 22a Weston Industrial Estate,  
Honeybourne, Worcestershire WR11 7QB  
Tel: 01386 841982  
Web: www.phxsecurity.co.uk



**KNIGHT SECURITY LIMITED**  
Trafalgar House, 325-327 London Road,  
Camberley, Surrey GU15 3HQ  
Tel: 01276 469988  
Web: www.knightsecuritygroup.com



**PROFESSIONAL SECURITY**  
110 Hunslett Lane,  
Leeds LS10 1ES  
Tel: 0870 405 2990  
Web: www.professionalsecurityuk.com



**LAND SHERIFFS LIMITED**  
Unit 24, Latton Bush Centre, Southern Way,  
Harlow, Essex CM18 7BL  
Tel: 0845 257 4567  
Web: www.landsheriffs.co.uk



**PROFILE SECURITY SERVICES LIMITED**  
Stable Yard, Walk House Farm,  
Barrow-upon-Humber, North Lincolnshire DN19 7DZ  
Tel: 01469 533339  
Web: www.profilesecurity.co.uk



**LICENCE TRADE CONSULTANTS SECURITY LIMITED**  
Waterloo Mills, Waterloo Road, Pudsey,  
Leeds LS28 8DQ  
Tel: 0800 023 8968  
Web: www.ltc-security.co.uk



**REGENCY SECURITY SERVICES (UK) LIMITED**  
Regency House, Freeport Office Village,  
Century Drive, Braintree, Essex CM77 8YG  
Tel: 01376 528888  
Web: www.regencysecurity.co.uk



**LODGE SECURITY LIMITED**  
Brook Point, 1412 High Road,  
Whetstone, London N20 9BH  
Tel: 0208 446 6601  
Web: www.lodgeservice.com



**RISK MANAGEMENT SECURITY SERVICES**  
The Old Courthouse, Hughenden Road,  
High Wycombe, Buckinghamshire HP13 5DT  
Tel: 01494 441805  
Web: www.riskmanagementsecurity.co.uk



# ACCREDITED MEMBERS



**SAFETYNET SECURITY GROUP LIMITED**  
27 Kenyon Street, Birmingham,  
West Midlands B18 6AR  
Tel: 0121 212 2707  
Web: [www.safetynetsecuritygroup.org](http://www.safetynetsecuritygroup.org)



**STONE MANAGEMENT GROUP LIMITED**  
Suite 31, The Colonnades,  
Liverpool, L3 4AA  
Tel: 0151 709 0088  
Web: [www.stonemanagementgroup.co.uk](http://www.stonemanagementgroup.co.uk)



**SECURIGROUP**  
349 Bath Street, Glasgow G2 4AA  
Tel: 0844 8080 999  
Web: [www.securigroup.co.uk](http://www.securigroup.co.uk)



**TC SECURITY SERVICES LIMITED**  
Sapphire House, 74-76 Walton Street,  
Walton on the Hill, Tadworth, Surrey KT20 7RU  
01737 814016  
Web: [www.tcfm.co.uk/security](http://www.tcfm.co.uk/security)



**SERVEST SECURITY LIMITED**  
Servest House, Tut Hill,  
Bury St Edmunds IP28 6LG  
Tel: 01284 703535  
Web: [www.servest.co.uk](http://www.servest.co.uk)



**THE KEYHOLDING COMPANY**  
Units 4 & 6, Quay Side Lodge,  
William Morris Way, London SW6 2UZ  
Tel: 0870 770 6880  
Web: [www.keyholding.com](http://www.keyholding.com)



**SHIELD SECURITY SERVICES LIMITED**  
Shield House, 294 High Street,  
Aldershot GU12 4LT  
Tel: 01252 319899  
Web: [www.shieldsecurity.co.uk](http://www.shieldsecurity.co.uk)



**THE PROTECTOR GROUP**  
Protector House, Station Approach, Team Valley  
Trading Estate, Gateshead, Tyne & Wear NE11 0ZF  
Tel: 0191 495 8240  
Web: [www.protectorsecurity.co.uk](http://www.protectorsecurity.co.uk)



**SES GROUP**  
The Barrows, Royden Road, Harlow,  
Essex CM19 5BL  
Tel: 0208 804 5058  
Web: [www.thesesgroup.co.uk](http://www.thesesgroup.co.uk)



**UNITRUST PROTECTION SERVICES (UK) LIMITED**  
Unitrust House, Heather Park Drive,  
Wembley HA0 1SS  
Tel: 020 8903 8303  
Web: [www.unitrust.co.uk](http://www.unitrust.co.uk)



**SMARTSEC SOLUTIONS LIMITED**  
Unit 6A, 14 Bull Lane, London N18 1SX  
Tel: 0203 002 9121  
Web: [www.smartsecsolutions.com](http://www.smartsecsolutions.com)



**VENTURE SECURITY MANAGEMENT LIMITED**  
Suite 4 Healey House, Dene Road,  
Andover, SP10 2AA  
Tel: 0800 021 3949  
Web: [www.venturesec.co.uk](http://www.venturesec.co.uk)



**SODEXO LIMITED**  
One Southampton Row,  
London WC1B 5HA  
Tel: 0207 404 0110  
Web: [www.sodexo.com](http://www.sodexo.com)



**WARD SECURITY**  
12 Appold Street,  
London EC2A 2AW  
Tel: 0845 847 6180  
Web: [www.ward-security.co.uk](http://www.ward-security.co.uk)



**SPS SECURITY LTD**  
Neptune House, Neptune Street,  
Hull HU3 2BP  
Tel: 01482 226570  
Web: [www.sps-security.com](http://www.sps-security.com)



**WESTGROVE SUPPORT SERVICES LIMITED**  
940 Lakeside Drive, Centre Park Square,  
Warrington WA1 1QY  
Tel: 01925 414190  
Web: [www.westgrove.co.uk](http://www.westgrove.co.uk)



**SSG SUPPORT SERVICES GROUP LTD**  
Maritime House, 1 Linton Road,  
Barking IG11 8HG  
Tel: 0208 591 0330  
Web: [www.ssgukltd.com](http://www.ssgukltd.com)



**WILSON JAMES LIMITED**  
80 - 81 Fleet Street,  
London EC4Y 1EL  
Tel: 0207 353 4171  
Web: [www.wilsonjames.co.uk](http://www.wilsonjames.co.uk)



**STEELFORCE SECURITY UK LTD**  
Maritime House, Maritime Business Park,  
Wallasey, Wirral, CH41 1AQ  
Tel: 08445 040110  
Web: [www.steelforcesecurityukltd.com](http://www.steelforcesecurityukltd.com)



# PORTRAIT OF A PACESETTER



SSG Support Services Group LTD are specialists in manned security service provision (Door Supervision, Security Guarding, Public Space Surveillance - CCTV Monitoring, Key Holding and Alarm Response) and as such is rapidly expanding within the guarding industry.

The company was founded in July 2015 and in two years of trading, SSG has managed to achieve and implement a fully integrated management system (SIA ACS, ISO9001, ISO14001, OHSAS 18001, ISO27001, ISO22301 and other industry accreditations).

SSG Support Services Group LTD is one of the youngest companies who have achieved a score of 143 at their third SIA audit which took place in January 2018.

The company emphasis on delivery is sector specific (Public Sector Front Of House, Retail, Construction, Corporate and Commercial) and focuses on what matters to each individual client. SSG Support Services Group LTD carefully balance essential security needs with the highest levels of customer care and staff protection, providing a value for money, secure and friendly environment.

SSG Support Services Group LTD has opened its own Training Academy to fulfil their training needs and to bring new entrants into the security industry. SSG Training Academy is based at the company head office in Barking, London.

The organisation has also opened the SSG Foundation which will focus on helping those from the most vulnerable parts of society.

## SSG Staff = SSG Brand

SSG Support Services Group LTD culture is to focus on the continual improvement of all of our staff, who we see as the day to day ambassadors of SSG. We invest heavily in selecting, vetting, training and retaining the right calibre of SIA licensed security officers, in order to share initiatives with our clients and offer services that add value, reduce costs and improve productivity.

SSG Support Services Group LTD is operating nation-wide with their strong bases in London, Birmingham and Manchester.

*Our Core Values – Listen, Encourage, Improve & Deliver, are the fundamental keys to ensuring a happy and productive workforce.*

Add these factors to our carefully developed business strategy and it is easy to see why SSG are fast becoming the supplier of choice for both clients and personnel alike, and we will endeavour to continue to offer high quality security services at competitive pay and charge rates, affording great value for money.

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



Ahmad Rafique  
Group Founder & C.E.O

