



# PRO-TECT UK

PROFESSIONAL SECURITY SOLUTIONS



# WELCOME TO



# PRO-TECT UK

## PROFESSIONAL SECURITY SOLUTIONS

Choosing a suitable security services supplier can be a daunting task, and as with many other important decisions the effects can be wide-ranging, both positive and negative.

Pro-Tect UK Security & Training was established with this in mind. Our management team has been carefully selected to ensure a good balance of experience and knowledge to assist new and existing clients when making important decisions regarding their security requirements.

Please do not hesitate to contact us to discuss your security needs, at Pro-TECT UK we take pride in our security services and our personal approach to customer service.

Pro-Tect UK specialise in the delivery of Asset Protection & Manned Guarding Services, Retail Security, Door Supervision, Event Security, Close Protection & Residential Security, the provision of specialist Surveillance and Pioneering Innovative Local Authority Support Services particularly in the areas of Street Scene Enforcement, Enforcement Training and dealing with various forms of anti social behavior.

Pro-Tect UK's unique and distinctive approach has seen the Company exceed expectations with every contract and we have quickly established ourselves a strong reputation in the industry which takes our senior team all over the world.

We can assess your specific security risks and provide security services tailored to your needs ranging from any of the services that you may require.

Professional and correctly trained security acts as a deterrent; it is discreet, polite, personal, cost efficient and most importantly effective.

At home and abroad our past and present client base includes:

- **Foreign diplomats and Royal Families**
- **City Councils and County Councils**
- **VIP Event & Conference Venues**
- **Police Authorities**
- **Government Departments**
- **Private Sector**
- **Corporate Sector**
- **Financial Institutions**
- **Construction Industry**
- **Retail Industry**
- **Corporate and Independent Leisure Industry Operators**

We are confident that we can provide you with professional and cost effective security services to suit your requirements. To arrange an appointment please contact us.

**“Professional and correctly trained security acts as a deterrent; it is discreet, polite, personal, cost efficient and most importantly effective.”**

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# ABOUT US

## WHO ARE WE?

**Pro-Tect UK was established by Managing Director, John Lee Jeffrey in 2003 to meet the ever increasing demand for a security service that has a cross sector approach at a highly professional level.**

Prior to the opening of Pro-Tect UK John was Regional Manager for a leading national security company supplying Door Supervisors, Static and Retail Security, and Close Protection personnel on a National and International scale.

Pro-Tect UK is an SIA (Security Industry Authority) ACS (Approved Contractor Scheme) accredited company for Door Supervision and Security Sectors. We also operate one of the only independent Approved BIIAB Training Centres in Cumbria.

At this time we are currently one of the leading security providers within the North England & South Scotland areas. We are also a member of SECURINET – a network of leading Security Companies with a combined coverage of over 600 miles of mainland UK and Northern Ireland. In 2009 Eden Safety Training & Security (Penrith & Eden area) merged with Pro-Tect UK to give increased coverage in this area.

### WHERE ARE WE BASED, AND WHERE DO WE COVER?

We are based in Carlisle, Cumbria, and we provide security services for North Cumbria, West Cumbria, The Lake District, West Yorkshire, Manchester; North Lancashire, The Borders and South West Scotland. We have the ability to cover anywhere in the North of England or South Scotland at this time, and we are proactively looking to expand even further in the near future.

## WHAT SERVICES CAN WE PROVIDE?

Pro-Tect UK specialise in the delivery of Door Supervision, Asset Protection & Manned Guarding Services, Retail Security, Event Security, Close Protection & Residential Security, the provision of Specialist Surveillance and pioneering innovative Local Authority Support Services particularly in the areas of Street Scene Enforcement, Enforcement Training and dealing with various forms of Anti social behavior.

### HOW DO WE WORK?

From first contact Pro-Tect UK will allocate a Business Manager whose responsibility will be to know and understand the needs and expectations of the client.

The Business Manager will liaise with the client for regular feedback sessions on any ongoing contract. This manager will be the first point of contact for the client, and on hand to resolve any issue or queries the client may have at any time while using our services.

### WHAT ABOUT QUALITY ASSURANCE?

Pro-Tect UK Security is committed to providing the highest level of service that would be expected from us by our clients.

As a Company we have invested considerably in both in terms of time and finance into ensuring that our policies and operating procedures are of an internationally recognised standard.

Pro-Tect UK is an Approved Contractor with the Security Industry Authority (SIA) and operates a quality management system that is compliant to ISO9001. All staff are screened and vetted to BS7858:2006 standard.

## WHO ARE THE SIA?

The Security Industry Authority (SIA) is an independent organisation established by the Government under the terms of the Private Security Industry Act 2001. The SIA's aim is to protect society by working in collaboration to develop high standards of professionalism and service throughout the private security industry.

To this end the SIA introduced supplier accreditation in the form of the Approved Contractor Scheme (ACS).

The ACS accreditation mark enables procurers of private security services to distinguish between potential suppliers quickly and accurately. It provides assurance that the accredited provider has met a clearly defined and independently assessed set of quality standards throughout their business.

Pro-Tect UK Security & Training is proud to have reached the standard and be accredited as an Approved Contractor for Door Supervision and Security.





# DOOR SUPERVISORS

Door Supervisors are used mainly by the licensing trade in pubs, bars, entertainment venues, nightclubs and late night establishments. However, it is not unheard of for restaurants, hotels, take away food establishments and even taxi ranks to use Door Supervisors.

Our approach begins with training and courtesy! Gone are the days when doormen where referred to as bouncers. Gone is the bomber jacket and skinhead image.

**We have opted for a more professional looking Door Supervisor, who can display:**

- Good customer care
- Open relaxed posture
- Non aggressive body language
- Approachable manner
- Diplomatic people skills and good customer management

Door Supervisors have to adhere to the industry's extensive training and vetting procedures before being able to apply for a Security Industry Authority (SIA) license.

**Pro-TECT UK ensures that all Door Supervisors work in accordance with BS7960:2005 for Door Supervisors. All Door Supervisors are vetted & screened in accordance to BS7858:2006.**

All Door Supervisors must by law be trained and licensed before they can work. Door Supervision work is now a recognized career with qualifications recognised by Skills for Security, City and Guilds and the British Institute of Innkeepers. Our Door Supervisors are trained to meet both our own standards and also the requirements of the Security Industry Authority. We believe that we have set the benchmark when it comes to investing in training in our staff. We operate a BIIAB approved training centre, so most of our staff are handpicked after successfully completing the required compulsory training. We then actively encourage our staff to participate in additional training which we provide.



This training consists of:

- BIIAB level 2 Door Supervisors Course (compulsory training level for all door supervisors)
- BIIAB level 2 Conflict Management (compulsory training level for all door supervisors)
- NVQ level 2 Security Service Provision
- MAYBO Control & Restraint / Physical Intervention
- 4 Day First Aid at Work
- 1 day Fire Marshall Training
- BTEC level 3 Head Door Supervisor / Security Management
- Skills for Security / BTEC Terror Threat Awareness

All of our senior members of staff or Head Door Supervisors are trained & qualified with BTEC level 3 Head Door / Security Manager Standard. We are the first company in North West England to offer this to our senior staff.



BBN is a national award scheme supported by the Home Office and aimed at promoting responsible management and operation of alcohol licensed premises. The aim of BBN is to reduce alcohol related crime and disorder in a town centre by building a positive relationship between the licensed trade, police and local authorities.

It reduces the harmful effects of binge drinking as well as improves the knowledge and skills of enforcement and regulation agencies, licensees and bar staff to help them responsibly manage licensed premises.

**2010 winners of Best Bar None Carlisle & Eden District**



**SECURITY PROVIDED BY PRO-TECT UK**

- (Bar Category) Unit Lux Bar, Carlisle
- (Club Category) Walkabout Bar, Carlisle
- (CFM Radio Peoples Choice Category) Unit Lux Bar, Carlisle
- (Overall winner) Walkabout Bar, Carlisle
- (Bar Category) General Wolfe, Penrith
- (Club Category) The Warehouse, Penrith
- (CFM Radio People's Choice Category) The Board & Elbow, Penrith
- (Overall Winner) General Wolfe, Penrith



## STATIC SECURITY

Static Security Officers maintain a professional presence and provide a higher level of security for your premises.

As with most forms of manual security the Security Officer is often the first person a customer or even an intruder will see and a professional and courteous approach is essential.

Our Static Security Officers are highly trained to meet the most difficult tasks. Their training courses include Conflict Management, Perimeter Patrol Procedure, Restraint Techniques and Incident Reporting.

All Security Officers are trained and work in accordance with BS7499, and all staff are fully screened and vetted in accordance to BS7858:2006.

Our officers regularly log in with our Manned Control Room and report any incidents where necessary. This can also serve as an emergency contact if an intruder is located on your premises, where additional staff may then be deployed from.

In some cases on larger sites our Mobile Patrols work in conjunction with Static Security Officers ensuring mobility and backup.

## DATA GUARD CHECK POINT SYSTEM

If required we can fit a "data guard" checkpoint system on any site. This involves strategically placed checkpoints being installed on a fixed position, and then our Security Officer "scans" the checkpoint

on a handheld data scanner. The checkpoint information is then relayed back to a computer and the customer is supplied with a print out on request, giving a detailed recording of the performed checks.



## MOBILE PATROLS

Our Mobile Patrol Service is always the preferred option if several sites or premises are to be patrolled. This service consists of a Trained Security Officer driving around designated sites on a timetable basis. Each check includes entry / exit checks, perimeter check, buildings checks, compound checks, secure door/ window checks along with anything else specific to the site or client requirements. All checks are recorded in detail and a print out of this is supplied to the client on a regular basis.

This service is available 24 hours a day, 7 days a week, and is an affordable alternative when full time security may not be required. This is also a good method if there is a crime reduction partnership operating within the areas of an industrial estate, as this can spread the cost of security across all businesses yet still ensure a patrolling presence.



## RESPONSE

We offer excellent response times and a detailed report of any call out incidents. In some cases, a client may have remote access to their alarm system so wish to keep hold of their keys, but still require a response service to check their premises upon alarm activation. This is something we offer to many clients. We would attend the site on your behalf, carrying out a full perimeter check, ensuring all access points are secure and there are no signs of forced entry. Response can be the key to damage limitation. The sooner our staff arrive on site the less chance of damage, loss or disruption.

## KEY HOLDING

Finding a trustworthy key holder is an integral part of running a successful business. An increasing number of businesses understand the risks associated with having their own employees as a key holder. With this in mind, more companies

are now opting to manage this risk by outsourcing their key holding to a professional security company. More and more national companies are opting to use our services as their approved regional key holder.





# CLOSE PROTECTION

Over the past few years the need for Security, Protection and Protective Services has risen steeply.

Pro-Tect UK is able to supply Close Protection / Bodyguards to meet any client's individual needs and requirements.

- **Are you looking for a professional level of personal protection?**
- **Do you want personal protection, but require the least amount of interference?**
- **Do you want a security team that blends into your environment?**
- **Do you and your family want to carry on with your lives without living in fear?**
- **Do you need professional protection on a personal level, for yourself, your family or someone special?**
- **Do you need an additional layer of personal protection?**

Pro-Tect UK can provide for needs ranging from Residential Security to Advanced Security and Personal Escort Teams, and also with the option of female operatives, our service is guaranteed to be well above the expected standards that clients require.

Whether a client requires a single Close Protection Officer or a full team of personnel, there is no limit to our commitment and professionalism in this field of service. Distance is no object when it comes to staff deployment, with our staff being deployed to various locations throughout Europe on a regular basis.

Our female Close Protection Officer service is sometimes preferred by corporate clients, who wish to be discreet about their use of Close Protection. It is also the perfect addition for the female executive or to assist with the protection of individual family members.

All of our staff has been working in the Security Industry for several years, and they are trained to the highest standards, with a minimum BTEC level 3 qualifications, first aid qualification & defensive training and we can give assurance that all personnel are both socially and politically aware and up to date with relevant changes in legislation. In addition to this most of our staff have also undergone nationally recognised terror/Threat Awareness Training programs and Physical intervention Training to fully prepare them for even the most demanding of working environments. We are also recognised and affiliated to the Close Protection Federation.

For further details of our standards in training please refer to our training section.



**Pro-TECT staff Photos from top:** Britain's got talent studios; High Profile Babyshambles gig with front man, Pete Doherty requiring a six man team in and around the venue; Red Carpet Security for The World Music Awards with Ringo Star; Actor, Cuba-Gooding Junior and Pro-TECT security in Cannes.



# EVENT SECURITY



# EVENT MANAGEMENT

Pro-Tect UK can provide you with a specially selected Event Security Team for any type of Event.

Events that we have experience in supplying to include:

- **Boxing & MMA events**
- **Festivals**
- **Rock & Pop concerts**
- **Private Parties & Functions**
- **Carnivals and Fetes**
- **Corporate Functions**
- **Charity Events & Fund-raisers**
- **Sporting Events**

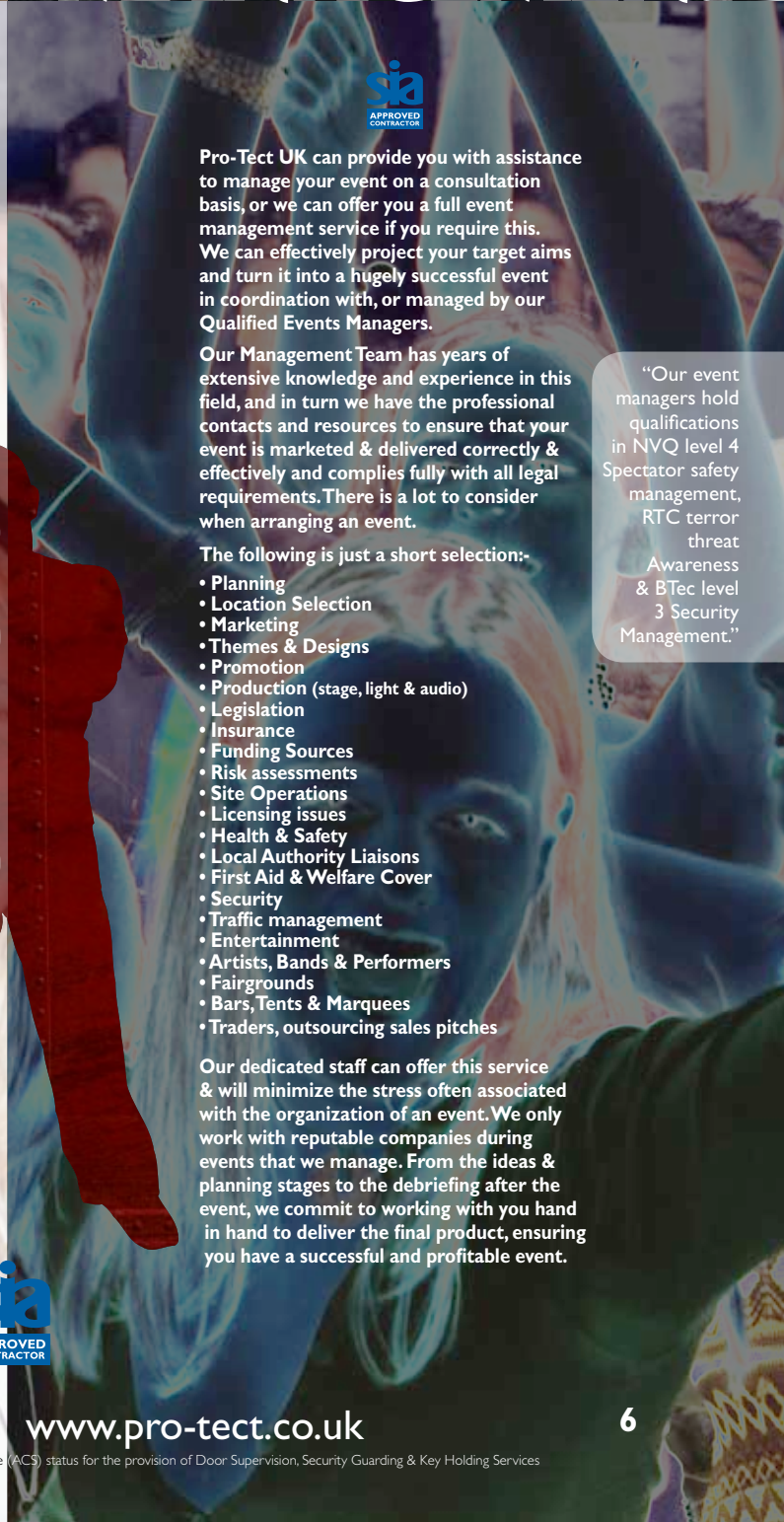
All staff are trained to control and coordinate crowds and handle incidents discreetly, especially in congested areas. The staff we select for festivals are varied and selected according to the specific event, in turn allowing for the profile of the target audience that will be in attendance, for instance a music festival would require a younger more laid back open minded member of staff, where as a Corporate Event would require a more mature staff member with a formal approach. This is carefully discussed during the background gathering process when we liaise with a client.

Our Operations Manager & Business Managers will work closely with the Event Organizers and provide additional advice and support where necessary during the planning stages of an event.

If the event is of a nature where it may require this, we would also liaise with the Police and Emergency Services to ensure that Security and Emergency contingency plans are in place before the opening of your event, and in turn will ensure that all will run smoothly during the event period.



PRO-TECT UK



Pro-Tect UK can provide you with assistance to manage your event on a consultation basis, or we can offer you a full event management service if you require this. We can effectively project your target aims and turn it into a hugely successful event in coordination with, or managed by our Qualified Events Managers.

Our Management Team has years of extensive knowledge and experience in this field, and in turn we have the professional contacts and resources to ensure that your event is marketed & delivered correctly & effectively and complies fully with all legal requirements. There is a lot to consider when arranging an event.

The following is just a short selection:-

- **Planning**
- **Location Selection**
- **Marketing**
- **Themes & Designs**
- **Promotion**
- **Production (stage, light & audio)**
- **Legislation**
- **Insurance**
- **Funding Sources**
- **Risk assessments**
- **Site Operations**
- **Licensing issues**
- **Health & Safety**
- **Local Authority Liaisons**
- **First Aid & Welfare Cover**
- **Security**
- **Traffic management**
- **Entertainment**
- **Artists, Bands & Performers**
- **Fairgrounds**
- **Bars, Tents & Marquees**
- **Traders, outsourcing sales pitches**

Our dedicated staff can offer this service & will minimize the stress often associated with the organization of an event. We only work with reputable companies during events that we manage. From the ideas & planning stages to the debriefing after the event, we commit to working with you hand in hand to deliver the final product, ensuring you have a successful and profitable event.

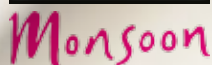
"Our event managers hold qualifications in NVQ level 4 Spectator safety management, RTC terror threat Awareness & BTec level 3 Security Management."



# Are your retail premises being targeted by theft?

## Why should you be a victim of theft?

# RETAIL



**Theft in the retail industry currently costs the UK economy nearly £3.5 Billion annually.**

By employing Pro-Tect UK to provide you with highly trained Retail Security Officers you can be assured that we will deliver our services to the highest possible standards, and substantially reduce your financial losses due to shoplifting.

**Our services have been used by many high street retail names, including:**

- Tesco • Mark One • TJ Hughes • CO OP
- Spar • Music Zone • Car Phone Warehouse
- B & M Bargains • Dunelm • Ethel Austin
- Bodyshop • Peacocks • Monsoon

All staff wears a company uniform that is tailored to the individual clients requirements, whether this is a formal shirt and tie, or a casual polo shirt. Our Staff are Vetted and Screened in accordance to BS7858:2006. All staff are trained in standard Retail Security Procedures, Conflict Management, and Trained & Licensed to meet the requirements of the SIA.



# PRO-TECT<sup>UK</sup> TRAINING



## BIIAB Training Course Centre

One of our aims is to raise the standard of Professionalism and Skills within the Security Industry, to learn and teach best practice, and to provide all our clients and the general public a Professional Security Service.

We have our own training centre at our Head Office, based in Carlisle and have the ability to train Static and Retail Staff and Door Supervisors. In addition to this we also have several satellite centres around the UK, including Manchester; Preston, Blackpool, Liverpool, Glasgow, Dumfries, Edinburgh, Workington, and Newcastle.

Pro-Tect UK training is an approved BIIAB training centre and BSC Training Centre. This enables us to deliver the highest standards of training for Static and Retail Security Officers, Event Security and Door Supervisors. In addition to this we can also deliver a wide range of other nationally recognized courses.

The courses we offer include:

- **BIIAB Level 2 National Certificate for Door Supervisors**
- **BIIAB Award in Conflict Management**
- **BIIAB Level 1 Award in Responsible Alcohol Retailing**
- **BIIAB Level 2 National Certificate for Personal License Holders**
- **NVQ level 2 Security Services Provision**
- **NVQ level 2 Crowd Control**
- **Maybo Control & Restraint / Physical Intervention**
- **BTEC Level 3 Head Door Supervisor / Security Managers**
- **Skills for Security Terror Threat Awareness**
- **BSC Health & Safety level 1**
- **BSC Health & Safety level 2**
- **4 day First Aid at Work**
- **1 day Emergency First Aid**

Should you require any further information on any of our training courses then please feel free to call our office on 01228 544036 to request information & prices or book a place on a course, alternatively you may e-mail [training@pro-TECT.co.uk](mailto:training@pro-TECT.co.uk)

We also have a dedicated training site that provides constantly updated details of the various courses available at our satellite centres. This can be found at

<http://protecttraining.co.uk>

In addition to the training that we have the ability to deliver to our staff, Our Close Protection Operatives (Bodyguards) are all highly trained to SIA standards by CLEARWATER SPECIAL PROJECTS LTD. They are a highly recognized and reputable Training Company who we have worked very closely with for several years now. CLEARWATER is an approved EDEXEL training centre.



**“I would have no hesitation in recommending Pro-Tect UK; this is one company who I believe would never let you down.”**

## TESTIMONIALS

“We contacted Pro-Tect UK Security at short notice and had to make various changes to our security requirements over the course of the contract. They are a joy to do business with and gave us a first class flexible service, should it be necessary to use such services in the future we would not hesitate to use Pro-Tect UK Security again.”

**Richard Barnes BSc(Hons) MRICS**  
Senior Quantity Surveyor  
Johnson construction

“When I was looking for a reliable cost effective company to protect a site in Carlisle in Cumbria, I asked around and every one of the people I spoke to recommended Pro-Tect UK.

The site itself was the new build of a 111 bedroom care home and was located in a position where it was vulnerable to vandalism and theft. During the 14 months it took to build the project, we did not have one incident where damage or theft occurred and this is testament to the professionalism of the staff and management that you get when you employ Pro-Tect UK.

We were so happy that when the client then asked us to build a Surgery unit we had no hesitation in getting that protected by Pro-Tect UK.

The last site they secured for us was a 68 bedroom care home in Cleator Moor in Cumbria and again we had absolutely no problems and we were looked after superbly.

We have dealt with them for the best part of four years and have never once had cause to complain or question their work ethics; there aren't many of our suppliers who we could say that about.

In summary I would have no hesitation in recommending Pro-Tect UK; this is one company who I believe would never let you down.”

**Matt Whitthread**  
Managing Director  
for Salvor Limited

*“We regard Pro-TECT UK Security to be an asset to our business !!”*

“Pro-Tect UK Ltd have been our preferred supplier for the delivery of Security Industry training and regularly deliver training programmes across the whole of Cumbria for our many clients which assists us to re train unemployed people and get them back into work as quickly as possible.

The training has always been professional, well delivered, timely and to a very high standard.

As a result I can highly recommend Pro-Tect UK to any training need that your company may have.”

**Maria Appleton**  
Training Broker  
JHP Employability

“Pro-Tect Training provided BIIAB training for many of our clients. Their experienced staff were accommodating and helpful at all times, providing a quality and professional service to all our clients and supporting them in gaining their qualification. I highly recommend Pro-Tect UK if you are looking to train within this industry.”

**Jenny Roberts**  
Employability and Skills Advisor, JHP Training (Carlisle)

“We always feel secure and confident with staff and have a good communication link with Pro-Tect UK management”

**Vince Peart**  
Accor Hotels

“We have found Pro-Tect UK Security to be extremely professional, capable and reliable and they have been able to accommodate our requirements at short notice whenever necessary. We always use Pro-Tect UK Security for our door supervisors and if we are holding a special event they are one of our first calls to bring in additional staff.

We regard Pro-Tect UK Security to be an asset to our business in helping create a safe and enjoyable environment for all our customers and would not hesitate to recommend them.”

**James Prior**  
General Manager  
Jumpin Jaks – Dumfries (Helena Leisure)



## CONTACT DETAILS

### **General information**

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