

Guarding | Tech | Response



**Intelligent Mobile
Security Solutions**

Why do I need Mobile Response Services?

Imagine being woken in the middle of the night, an alarm is going off at your business premises. You could be on holiday or live miles away from your premises with no idea if it is a false alarm, a fire, a water leak, or an intruder.

You need to act quickly, what do you do?

- ▶ Go to your site yourself and hope any intruders have gone already before you arrive?
- ▶ Send an employee to investigate, potentially placing them at risk?
- ▶ Call the police and ask for their help?

If any of the above choices is your current response, then you should think again.

By attending an alarm call you are potentially putting yourself or an untrained member of your team, in a potentially dangerous situation. Today, the police will not attend an alarm going off before it has been verified that is not a false alarm, because they simply do not have the resources.

The onus is on the business owners to ensure when alarms are triggered, they are responded to appropriately. This means the security of your business premises is firmly your responsibility and that includes ensuring you have out of hours cover for

your premises and are not placing your employees at risk.

As surprising as this may seem many businesses do not have a proactive or reactive plan in place to deal with even a small emergency like an alarm going off. Ward Security's Mobile Response Service has a team of fully trained professional security officers ready to respond to support your businesses emergency security needs.

These are just a few of the key reasons why our mobile response services are so popular and provide businesses with valuable cover, not to mention peace of mind.

To find out how we can help you,
Please call on: **0845 872 1330**

About us

Established in 2000, Ward Security has been providing security solutions for over 20 years.

It is listed as one of the Top 1% UK Approved Security Providers and in the Top 30 UK Companies in the Regulated Security Sector. Employing a team of over 900 people, the company is trusted by hundreds of business owners situated throughout England and Wales to keep their property, premises and people safe.



Kevin Ward
Managing Director
of Ward Security

"Our professional customer centric approach means every solution we provide is tailored to the needs of the business and the budget. We offer the complete package, providing everything from audits, risk assessments and security system design through to the implementation and ongoing management of your security. By working in partnership with you we ensure our recommendations are affordable and genuinely provide you with the best security solution for your business."



Nick Barlett
Head of Response

"Here at Response we challenge ourselves to begin and end each day with a customer-focussed action. We are people centred people, completely committed to developing long-term relationships and excellent customer experiences. We listen closely to each individual customer needs to deliver solutions that increase compliance and efficiency.

At Ward Response we use Servicetrac within our Response and Systems teams which enables our team on the ground to complete their tasks in real-time and report back to customers. From tasks and incidents to tours and patrols to measuring the quality of the work performed; Servicetrac facilitates performance improvement, cost and risk reduction and customer satisfaction. With a centralised solution, we have complete visibility of our teams and operations in the field along with service-level insight that drives decision-making and ensures we are always achieving our customer Service Level Agreements."

Fast Flexible Response



Fast Flexible Response

As keyholders for your business premises we hold keys and a full set of instructions on how to respond in an emergency. This means our officers act as first responders on your behalf to alarm calls or any other outright emergencies that are spotted when you are not on site such as perimeter damage, a broken window or a water leak. Through our pre-agreed arrangements, we will deal quickly and efficiently with the situation on your behalf. When an alarm goes off our National Operations Centre will deploy a Mobile Response Officer to your site. Our average response time to a call is 20 minutes.

Expert Situation Handling

On arriving at your premises our officers will be able to immediately assess the situation, access your premises and will also be equipped with detailed assignment instructions. They will have a detailed plan of your premises, be aware of any health and safety risks and will know exactly what actions you wish us to take in response to any situation.

Real Time Reporting

We have partnered with Team Software and their Servicetrac platform enabling us to provide our clients with real-time reports on all of our mobile services. This helps our team complete their tasks and report back to our customers in real-time. With the use of Servicetrac it ensures SLA compliance and service delivery by enabling mobile audits and inspections for client sites and funnelling data to centralized control. Service issues caught or reported are transferred to our integrated helpdesk for resolution.

We can tailor each report to client specific requirements for services such as Void Property Inspections, Keyholding and Alarm Response, Welfare Visits, Patrols, Lone worker Escorting, Locks and Unlocks of premises.



“I would highly recommend Ward Security without hesitation. Having a reliable company who we can trust out of hours is paramount to the safety of our employees. The reports are clear and concise with a speedy delivery and the photographic evidence has proved invaluable in assisting us to understand incidents. Ward Security are a professional and dependable company offering true value for money. Our Trust now has Ward Security in place at all of the Medway schools.”

Shane O'Neill
Thinking Schools Academy Trust

“Ward Security are very responsive and can be relied upon whenever there has been an incident at one of my sites. They have, at a site targeted by thieves, provided CCTV monitoring of which I am contacted immediately if any suspicious persons are outside the building, of which since this service has been provided we have had no break ins. I would recommend to anyone Ward Security for any security needs based on their professionalism and expertise.”

James Cook,
Savills

“Ward security have always provided a reliable and professional service for many years, we are able to pre-book jobs in well in advance however ward are always flexible when a short notice job comes up. Really good value for money.”

Diane Munden,
MHS Homes Broadside

“Ward Security are the principal security company that MAPP Property Management use throughout the Midlands and South for both manned guarding, Vacant Unit Inspections and response. Ward Security we have found are quick to response and update me with any issues on site. Vacant Unit inspections report are very good and in depth.”

Jim Roney
MAPP Property Management



Void Property Inspections

An empty property is a vulnerable property. Our Mobile Response service combines high-tech security solutions with the traditional and effective use of officers on the ground.

From spot checks, out of hours patrols, to remote monitoring using the latest CCTV and intruder detection systems are just a few of the ways we will provide the best available security solutions for your premises.

Full Range of Solutions

Empty premises such as redundant residential or commercial buildings, storage yards, remote vehicle parks and construction sites are particularly vulnerable to theft or damage by intruders. Manned guarding is often not the most cost-effective solution and where there is no power supply electronic security can be impractical.

Ward Security offers a range of solutions to these problems, including wireless intruder systems (WIDS) autonomous CCTV Towers which require no mains power supply to operate and traditional methods such as concrete barriers and steel shutters.

Maintaining Building Compliance

We can help you ensure your property is inspected regularly and that audits are carried out that will satisfy the needs of your insurance policies, ensure compliance with safety regulations and meet the requirements of industry bodies.

Experiences Inspectors

Our experienced inspectors can visit void premises, open spaces and construction sites to carry out internal and external assessments of the effectiveness of existing barriers and can advise on how to keep your assets protected against theft, sabotage, arson, vandalism and other threats.

We can also conduct inspections for signs of leaks and rubbish as well as extensive checks of fire exits, fire alarm systems and notation of meter readings. Inspection reports, including meter readings and photo evidence, are sent electronically to our office in real time and then forwarded to the client in a choice of format to suit.



“Ward Security’s CCTV Towers are an excellent solution for our premises. I have been impressed with how quickly these were set up and really happy with the security provided.”

High Tech Security Solutions

We provide high-tech security solutions for all areas of security and risk management helping businesses secure their premises, people and places using the very latest security techniques.

▶ System Design and Implementation

We can design, implement and supply the very best security products and technology-based solutions to suit your business needs. Our Home Office-trained Crime Prevention Design Advisors will ensure total coordination, expert delivery and an installation that meets your needs.

▶ CCTV Remote Monitoring

vide remote CCTV monitoring of your premises. We can install a new system or simply maintain and monitor using your existing CCTV security systems. We support and promote The Protection of Freedoms Act 2012; a statutory Code of Practice for surveillance camera systems and automatic number plate recognition systems. The Act safeguards CCTV security system users, ensuring legal compliance and best practice. We can carry out annual audits to ensure you comply and assist when remedial action is required.

▶ Autonomus CCTV Towers

Our CCTV towers can be powered by solar, gas or from a generator making them ideal for surveillance where there is no power. Commonly deployed to protect a vacant property, mobile asset or where a rapid or temporary solution is required. CCTV Towers have cameras mounted at the top of a 6m mast and use the latest high performance pan tilt zoom (PTZ) technology. Live images are transmitted wirelessly from the Towers direct to our National Monitoring Centre.

No special groundwork preparation is needed just a flat surface which means they are quick to deploy. CCTV Towers have built in horns and an ability for security personnel to audio challenge any intruders. There is also a choice of specification depending on operational needs e.g surveillance, thermal imaging.

▶ Wireless Intruder Detection Systems (WIDS/PIDS)

Wireless Intruder Detection Systems are portable and do not require any hard wiring which makes them ideal for temporary monitoring or where power is an issue. We can supply them as an outright purchase or hire them on a monthly basis. They can be bundled with an Alarm Response Service, regular external patrols and scheduled property inspections, all carried out by our own experienced teams for total peace of mind.

▶ CCTV Remote Monitoring

▶ Wireless Intruder Detection Systems

▶ Autonomous CCTV Towers



Did you know our response team...



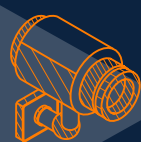
Attended **2,396**
alarms in 2020



20 minutes average
response time



Provides
National Coverage



Looks after
1,027 live sites

Void Property Inspections

WARD SECURITY we have found are quick to respond and update me with any issues on site. The Vacant Unit inspections reports are excellent and in depth. I would recommend Ward Security to any prospective client.

Keyholding & Alarm Response

A professional and dependable company offering true value for money. Our Trust now has WARD SECURITY in place at all of the Medway schools.

Locks and Unlocks

WARD SECURITY provide a reliable and professional service. Jobs can be prebooked in advance and Ward is always flexible when a short notice job comes up. Really good value for money.

To find out how we can help you, Please call us on **0845 872 1330**





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