



SECURITY THROUGH EXCELLENCE  
CLOSE ENOUGH TO CARE



CONTRACT SECURITY UK

# OUR COMPANY EXECUTIVE TEAM



## Heidi Morris

### Company Secretary

Heidi has over twenty years experience in the security industry. In that time, Heidi has been employed by much larger companies but prefers the personal approach that can be offered by a small to medium sized company. Having now been with Contract Security (United Kingdom) Ltd ten years she is convinced that medium sized businesses are better at building relationships on a one-to-one basis with their clients and their employees – and she thinks that this is the real key to the successful delivery of a high quality security service. As she says “You don’t have to be a Brigadier to run a security services company; other attributes such as listening and compassion are as equally relevant as discipline and direction!” Heidi is also fortunate to have worked in finance areas gaining good insight into the intricacies of running a company from an administrative and accounts point of view. Very necessary in these tight commercial and regulated times. Heidi is committed for the long term to working with her team to develop Contract Security (United Kingdom) Ltd to take on new business but also to maintain the verity of being accessible to all.



## John Mills

### Director

John served for 24 four years in the Royal Military Police at various locations throughout the world. On leaving the services, he joined the Forte security team based in London, eventually taking over as UK Head of Security for Heritage/Macdonald Hotels. After this he worked as a personnel manager with a manned guard security company eventually joining Contract Security (United Kingdom) Ltd as General Manager in 2002. John’s extensive military and commercial experience has equipped him to deal with issues at board level and also to manage the delivery of staff and services on the shop floor.



## Lee Mills

### Director

Lee spent three years with the Royal Signals and a further 3 years with the Sussex Police. Following this Lee has worked in most quarters of the Security Industry from Retail Security through Corporate Security for Goldman Sachs and including Close Protection work with the Saudi royal family. A firm but fair approach has gained Lee the respect and trust of Security Officer and Client alike, which has resulted in producing some of the best-run contracts in the company. Lee is renowned for his hard work, enthusiasm and unquenchable thirst for getting the job done. Lee is a certified member of the Chartered Management Institute and an active member of ASIS.



## Chris van Heerden

### General Manager Operations

Chris began in the security industry back in his home town of Johannesburg where he worked as a Mobile Response Officer dealing with the various issues that presented themselves throughout his shift.

Chris left South Africa and moved to England in 2004 where he gained further experience in the security industry working in the county courts and in the retail sectors.

Chris began with CSUK at the start of 2008 and quickly established himself within the company rising from a Mobile Supervisor to the General Manager of Operations over the past 5 years, Chris is a very dedicated and loyal member of our management team who strives for perfection in everything he does.

## Our mission statement

*“To grow organically through sensible business practice; to continuously provide hands on management and to fiercely protect our independence”*

# WHY WORK WITH US

Contract Security (UK) Ltd offers bespoke 24 hour security services to our clients. All services are supported by a 24 hour manned control room and operations centre, duty management, supervisors and immediate response security personnel.

## Customer Focus

We are committed throughout our organisation to delivering excellence. As a service business we achieve this through training, leadership, a thorough understanding of our clients' needs and the development of our partnership with them.

## People & Teamwork

Our employees are our most important assets; we stand or fall on their performance. We seek to attract staff with integrity and the capability to meet all our clients' needs.

The role of the security industry is becoming increasingly demanding; too many companies provide a service based on officers' wages which are too low to attract the calibre of personnel required. We are unwilling to compromise our standards in this way and are committed to establishing realistic wages at all levels.

We encourage all of our officers to develop personal pride in their roles and we deliberately keep the business base at manageable proportions in the interest of maintaining close contact with our clients, officers and management.

## Management Involvement

Regular client liaison meetings are usually held monthly, however senior management are available at all times to answer queries that may arise.

## Change & Innovation

Security needs never stand still. We aim to foster a climate of receptiveness to change amongst our staff encouraging initiative and developing their ability to answer any queries.

This is additionally reflected in the management of our portfolio; the Assignment Instructions are used as a constant reference at all management meetings and as a dynamic part of the contract are subject to review and amendment as demands change.

## Resource Efficiency

We aim to offer our clients superior value through efficient use of all resources. Our staff is given equipment, training and information and a clear understanding of their responsibilities. We operate with a highly developed structure of accountability and organisation.





# SERVING YOUR BUSINESS WORK WITH US

*"Contract Security (UK) Ltd offers specialised services, we can cater to very specific needs or provide assistance with a tried and tested general approach."*

## Manned Guarding

Contract Security (UK) Ltd security officers are efficient, professional communicators who are trained from selection to be courteous, discreet and polite in conformance with the main prerequisite of the modern day security officer.

The duty security officer is often the first and last person any visitor or guest will encounter when arriving or departing from a given location, his/her ability to project a positive image of the organisation is therefore very important. All of our officers are trained to SIA standard and licensed, are conversant in spoken and written English, fully uniformed and always carry photo I.D.

Upon being appointed, Contract Security (UK) Ltd's operations management conducts a full site survey and presents a proposal, containing a report and recommendations, to the client. Each site is issued a full set of Assignment Instructions, these establish the basic site duties and instructions for the security officer.

All sites are subject to regular/irregular supervisory management visits during both daytime and silent hours.

Contract Security (UK) Ltd operates a 24 hour control centre that duty officers 'check call' to on a regular basis to inform of site status and their welfare.

Contract Security (UK) Ltd is increasingly responding to escalating demands from private sector clients who understand the benefits of contracting professional uniformed security officers.

## Close Protection

Contract Security (UK) Ltd provides male and female professional executive protection officers who are fully trained, accredited and qualified to provide an integral service for high profile business people, dignitaries, celebrities and diplomats.

Many of our protection officers come from British military and police backgrounds.

Executive protection is not a new form of security devised for television, music and film celebrities in the modern world of media hype; royal households, diplomats, businessmen and alike have engaged this form of protection over the decades to protect themselves, their families, their assets and businesses from murderers, kidnappers, robbers, muggers and sensationalists.

Contract Security (UK) Ltd provides a confidential consultancy and advice bureau for those who feel they may need the services of specialist protection officers either now or in the future. All of our officers are available 24 hours a day 365 days a year on an immediate response basis.

Contract Security (UK) Ltd prides itself in serving clients with discretion and protocol at all times.

# RAPID RESPONSE 24/7



*"Contract Security (UK) Ltd security officers are efficient, professional communicators who are trained from selection to be courteous, discreet and polite."*

## CCTV

Whether you run a large office building and need to ensure employee safety, or run a retail store and need to guard against internal cash register theft, video surveillance will help you put a stop to the crime. Thieves and criminals are much less likely to commit crimes when they know they will be caught on camera. There is no evidence more powerful than video of a criminal caught in the act. Video surveillance equipment and systems will deter even the most brazen criminals.

Contract Security (UK) Ltd provide:

- Remote CCTV Monitoring: Alarm Response, Audio Warnings, Incident Reports and Video Recordings.
- Access Control: Visitor Access, Gatehouse Management, Barrier Control and Facilities Checks.
- Live CCTV Monitoring, Lone Worker Monitoring, Remote Guard Tours and Mobile Response.

Working with our partners team of CCTV designers and installers and alarm monitoring provider, utilising proven, reliable electronic systems and transmission technologies, ensures all customer relationships are supplied with the correct security solution providing true benefit and value to their business.

## K9 Units

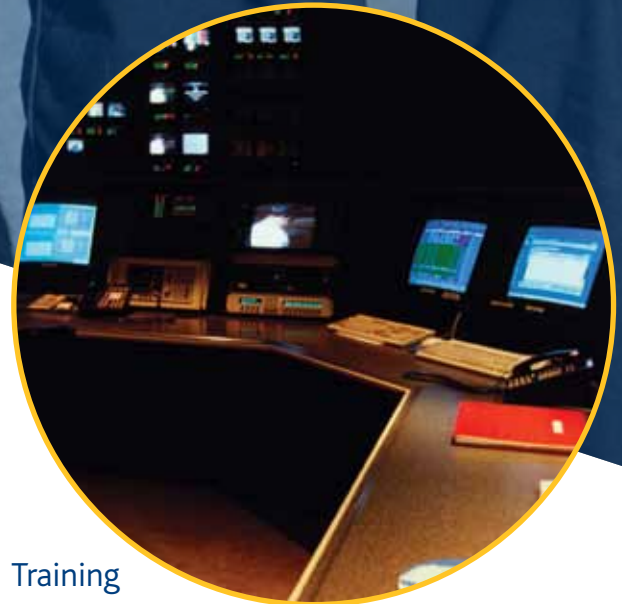
A K9 unit: one handler and dog, can deal with situations which would typically otherwise require three to seven security personnel without dogs. The highly visible K9 unit proves extremely cost effective. An excellent deterrent, K9 units can deal with even the most difficult situations in a none-violent manner. A K9 unit makes a truly unbeatable team; psychologically demoralising for a criminal.

## Key Holding

Contract Security (UK) Ltd can be nominated as a key holder to your business premises or home. In the event of an intruder breaking in to your alarmed premises we would attend the scene on your behalf and call the police. Our 24 hour 365 days a year service leaves you secure in the knowledge that you have professionally trained staff on your site. We can also deal with minor incidents during the night without disturbing our clients, including a boarding up service for broken windows.

## Response Patrol Service

Mobile patrols can be a very cost effective way of ensuring your property and premises are safe out of hours without the expense of employing a full time security officer. More and more companies are looking to mobile patrols to give them some extra peace of mind. Every customer signing up to our Response Patrol Service will be given a set of clearly visible signs to display at their premises.



## Training

CSUK offers Government accredited training courses. We can outsource our training teams to your business or site, or offer advanced courses at our training centre.

CSUK is approved by NOCN as a SIA training provider which gives us College status. Our training teams are all fully qualified and individually approved by "Skills for Security" and hold all the necessary qualifications required to instruct on our various courses.

Our teams are qualified to instruct and accredit in Door Supervision, Conflict Management, Mobile and Static Patrolling and First Aid.



# SECURITY CONSULTING

In a world of rapidly changing political and potentially volatile landscapes, security consultancy is a vital resource of commercial and government organisations.

When approached correctly, security consultancy begins with an objective and qualified assessment of risks in close partnership with a client. Contract Security (UK) Ltd will identify risks and assess the likelihood and impact on the client from threats and risks such as criminal intrusion, vandalism or the disruption of business by protest groups.

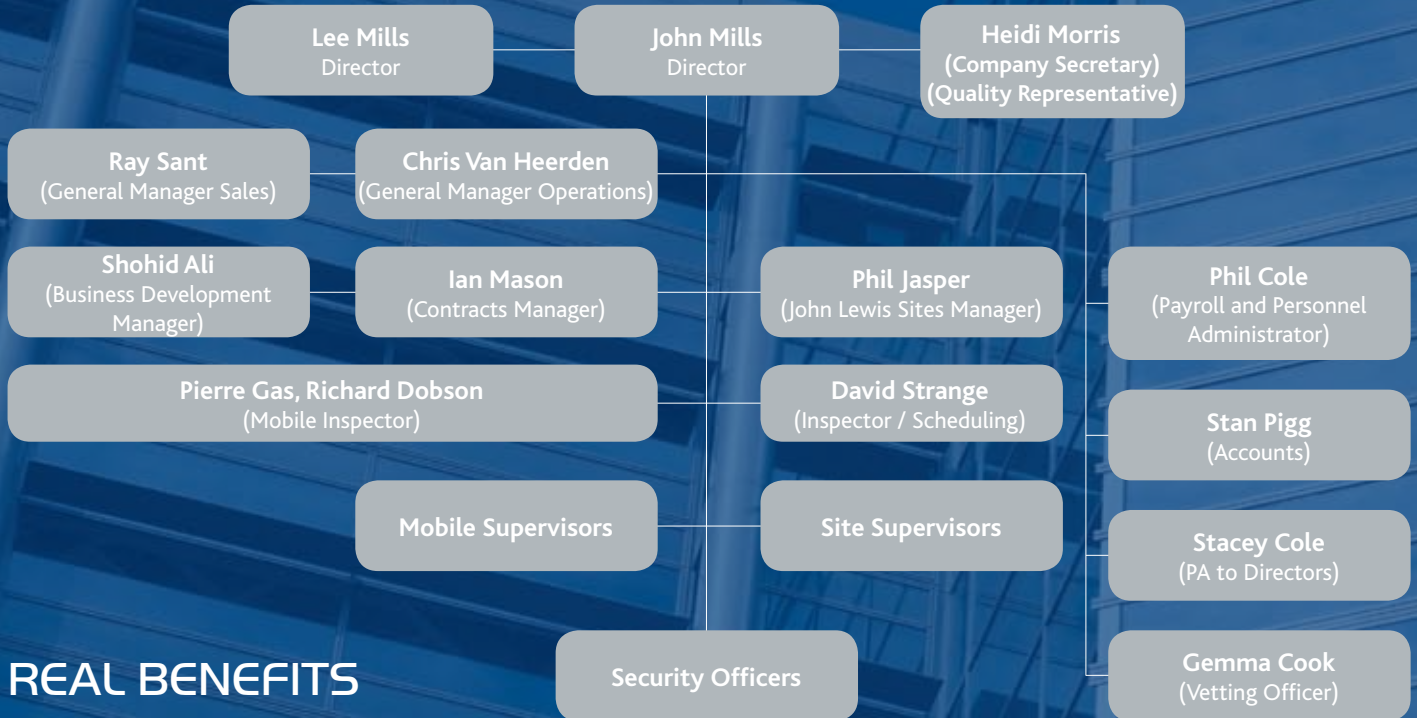
Contract Security (UK) Ltd can provide clients with managers suitably qualified in all relevant disciplines of security.



## SECURITY SERVICES CYCLE



# SECURE INFRASTRUCTURE



## REAL BENEFITS

- Personal service, monitored and reviewed
- Professionally trained personnel
- Full security service solutions
- Specialist consulting for individual needs
- Peace of mind 24/7

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



CONTRACT SECURITY UK

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