



# ACCOLADE SECURITY UK

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



WITH YOUR SAFETY IN MIND...

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Accolade Security is a Security Industry Authority (SIA) approved contractor providing the highest standards of security services to corporate and commercial businesses in London. Since 2004 we have built up an enviable client portfolio with a reputation for delivering outstanding levels of service.

We believe that security is a basic and essential part of our everyday lives. In today's corporate world, there is no doubt that security has become one of the fundamental concerns in the smooth operation of any modern business, institution or organisation.

As such, we aim to meet and exceed expectations for a modern security company, not only providing an essential service but also add value to your business. We take pride in delivering to you a service which implements our core values: professionalism, reliability and commitment to our customers.

We provide a bespoke security service that is tailored to your specific needs, giving you more control and flexibility. We will deliver a level of service that is right for you, presented the way you want. Accolade UK works closely with you as we understand the importance of building good relationships and trust as part of delivering a consistent security

Accolade security has never lost a client through poor service. We are confident that you will find our expertise in delivering security guard services in London and understanding of your requirements both refreshing and exceptional value for money

**Professional.**

**Reliable.**

**Committed.**



# Why choose Accolade?

## **- Never lost a contract through poor performance**

*We've had a long list of satisfied customers over the years who have stayed with us because we've never let them down*

## **- Direct access to senior management**

*We give you direct contacts to our senior managers who will directly arrange everything you need to meet your security needs with zero hassle*

## **- Directors are visible, involved and contactable**

*You deal directly with the heart of the company, with no red tape. Our directors will personally ensure you get exactly the service you want out of your security service*

## **- Fully insured, SIA ACS and ISO9001 accredited**

*Our accreditations attest to our commitment to conform to the highest industry standards, making no compromises in delivering the very best service to you*

## **- High levels of management support**

*Our management is at your fingertips, even after hours; ready to arrange everything you need to cover your security requirements*

## **- High standards of staff welfare and support**

*Happy staff means we attract high calibre personnel and ultimately better service for you. We do not compromise any aspects of the welfare and treatment of our staff.*

## **- Low staff turnover, continuity of service**

*A familiar face is important; therefore once we have found the right person for the job, we like to keep it that way, ensuring you don't have to deal with any disruption to services due to inexperience or training*

## **- Fully trained staff to cover holiday/sickness**

*Our contingency policies ensure that there is always trained, experienced staff on standby to cover any late calls, holidays or sickness*

## **- Flexible service approach to suit your needs**

*We understand that every business is different; therefore we build our services around you so that there is seamless integration with your business*

## **- Continuous improvement strategies**

*With quality management as standard, we are always looking to improve our services through regular monitoring and performance checking, ensuring that you receive the best value possible from your security service*



**WHY CHOOSE US?**



Accolade Security is a Security Industry Authority (SIA) approved supplier providing the highest standards of security guarding and door supervision services to commercial businesses in London. Since 2004 we have built up an enviable client portfolio with a reputation for delivering outstanding levels of service.

As we operate a bespoke service to suit your needs, with every new assignment our highly experienced operations management team to perform full site evaluation and risks assessment to establish best practice, highlight training and safety requirements before we deploy our security personnel.

We have a wide range of services to offer, and we are flexible in our delivery to suit you:

- Close Protection
- Door Supervision
- VIP Chauffer / Escort
- Surveillance
- Consultancy
- Security / Manned Guarding
- Mobile Patrols
- Front of House / Reception
- Counter-Surveillance
- Risk Assessment

As part of our pledge to deliver consistent quality to you, our field managers will visit assignment sites on a weekly basis, monitoring performance and gathering feedback from you, our staff and consumers to identify any areas of improvement.

Accolade Security has a management infrastructure that ensures total transparency of our service delivery to clients and fast responsive communication with our management team. Directors of the business are always directly contactable and are involved with the monitoring of service levels for each client. Our control room functions, dedicated support desk and account management team adds further support to you ensuring greater communication with customers. Simply put, the team at Accolade take pride in their open, honest approach to service delivery and have a reputation for getting things done.





## The Right Service for You.

Accolade strives to provide individual security solutions to clients that go beyond any pre-conceived ideas. It is our intention to enable clients to function normally whatever the situation with minimum possible risk to well being, reputation or assets. Our operating principles respect the laws, human rights and customs of all countries.

### **Security services at the highest tier**

Our operatives have extensive backgrounds in dealing with issues relating to high level executive, celebrity, VIP, Paparazzi, Football venues and Agents and a multitude of other aspects of Celebrity and today's High Profile Sports Stars or Personalities. We understand how important public perception can be and how lifestyle impacts on Reputation and brand. We feel it is only our experiences at the highest level that qualify us to make this claim. We consider this aspect of our service very important, and it is only through years of dealing with issues at the highest level with today's stars that we feel qualified to protect the stars of tomorrow.



# OUR SERVICES

# Our Staff

Accolade recognises the importance of personnel as a core part of delivering an outstanding security service. As such, we have finely tuned our recruitment process to select only the best candidates to join us.

## Vetting

As an SIA approved contractor, you can be assured that all our security operatives are fully SIA licensed and vetted to BS 7858 standards, which includes a CRB check and a full 5 year work history with references. Our recruitment process is meticulous and robust, selecting only high-calibre and experienced candidates, ensuring that we provide you with the best personnel for the job.

## Training

Besides having SIA certified training as standard, we provide all our staff induction training to bring them up to our high standards. Our staffs then undergo site specific training as devised by our senior staffs and managers with our customers to meet all requirements before being deployed into active duty on any given site.

## Staff Welfare

At Accolade, we recognise the importance of keeping our staff happy; as it means we can ultimately deliver a better service to our customers. Besides providing all the statutory benefits as an employer, our employee welfare and equal opportunities policies ensure our staffs are treated properly and fairly at work.

We reward our staff for good performance and aim to keep all our staffs as active as possible, incentivising them to stay with us and provide a platform to build a rewarding career in security. As a result, we have a very low staff turnover and very satisfied customers.

We have a policy of continuous improvement on all of our assignments and this is the very reason why we have never lost a contract through performance. We incentivise our service delivery teams to propose innovative ideas as they are often the best placed to do so and have a great deal of understanding of their assignment.



Accolade holds SIA Approved Contractor status for the provision of Security Guarding, Door Supervision and Keyholding services. Our services conform to the highest levels of performance in the broadest range of business operations as set by the industry regulator, the SIA. Approved Contractors meet over 80 performance requirements and You can be assured that all our security operations are managed, monitored and reviewed to all industry regulations, and that you are receiving the very best value at all times.



Accolade is ISO 9001:2008 accredited, with quality management systems including the scopes of BS 7858 (security screening); BS 7499 (security guarding) and BS 7960 (door supervision). The internationally recognised and coveted ISO 9001 shows that we strive for continuous improvement in the delivery of our services with approved procedures, performance monitoring and quality management.



Accolade holds SAFEcontractor Approved Status, an industry standard benchmark in Health and Safety standards. SAFEcontractor is an accredited SSIP scheme which recognises it as one of the most comprehensive pre-qualification health and safety schemes in the UK. You can rest assured that Accolade does not overlook any risks and ensures a site is safe for staff, customer and consumer.



Accolade's accreditations are a testament to our high standards and our continuous drive to deliver the best value service for you. For added peace of mind, we are fully insured for Public (£5 million) and Employer's (£10 million) liability, as well as Professional Indemnity. We work closely with local borough councils and the Metropolitan & City Police to ensure requirements and standards are consistently met and maintained.

You can be assured that we do not cut any corners when delivering our service to you. if you have any other questions or concerns regarding our accreditations and insurances, call us today on 0207 709 3056 or email us on [info@accoladesecurity.com](mailto:info@accoladesecurity.com)

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