



Securing your environment  
through understanding and  
proactivity



**Lionheart**  
SECURITY MANAGEMENT  
SECURING YOUR ENVIRONMENT

[www.lionheart-security.co.uk](http://www.lionheart-security.co.uk)

# Your challenges are our concern

Lionheart Security is a leading provider of safety and security services. We have an outstanding track record of creating bespoke security programmes and protocols tailored to clients exact needs. Our reputation for the provision of professional security services has attracted clients ranging from corporate settings and retail outlets to educational establishments and public sector organisations.

## Why Choose us?

- Flexibility to meet client needs and deliver tailor-made solutions
- 40+ years of security management experience
- Licensed and experienced security staff with specialist disciplines
- Quality services at competitive rates
- Proactive monitoring and communication with your operational teams
- Adherence to best-in-class service level agreements
- Extensive training provision for all on-site staff
- Detailed site surveys and risk assessments
- Industry Credibility through Approved Contractor Scheme and Safe Contractor
- Knowledge and Understanding in the industry you operate
- High profile clients including TNG & Luton Sixth Form College

## Accreditations

We are focused on providing the highest quality service for our clients; this is reflected in our commitment to Quality Assurance and excellence. Lionheart is approved by the Security Industry Authorities 'Approved Contractor Scheme' for the provision of manned guarding services. Furthermore, we are an accredited SAFE contractor reflecting our exceptionally high-standard of health and safety practices.

**"Our success comes from our understanding of our client's needs and the commitment we show to their aims and values"**



# Everyone has the right to a safe environment

“A gang of youths had been gathering at the school's front entrance on a Friday afternoon. Some of them were from the school and others from neighbouring schools waiting in anticipation for departing students. When they saw the persons they were after leaving the premises, they immediately surrounded them and launched a violent attack on our students”

**Peter Thompson (Head of Student Services)**

Lionheart's experienced staff would have prevented the build-up of such a threat through pre-emptive security presence, school communication, raising awareness of overt surveillance methods and coordinating police patrols in the area prior to and during high-risk periods.

## Educational Establishments

Lionheart has undertaken extensive research in collaboration with schools and colleges to ensure awareness of legal and logistical considerations to secure premises, protecting students & staff members. We recognise the needs of such establishments and their aims to secure:

- A safe environment where young people and staff feel comfortable and reassured going about their day-to-day activities.
- Peace of mind reinforced through an overt but unobtrusive security presence
- Maintenance of a positive atmosphere which enables everyone to achieve their potential without discrimination

At Lionheart we believe prevention is better than a cure. We endeavour to prevent security risks through the provision of highly trained and effective security guards. As part of our rigorous recruitment process, we invest significant resource to ensure all of our employees are trained and proficient in:

- **Conflict and Incident management**
- **Risk identification and Preventative measures**
- **First Aid**
- **Health & Safety**
- **Every Child Matters (ECM), Child Protection, Safeguarding & Equal Opportunities**
- **Establishing community & strategic partnerships**

# Securing an honest shopping experience

**"I was checking the changing room area after 2 young ladies had taken several items of clothing to try on. I noticed that when they put the items back, two of the jumpers were missing"**

**Claire Jones (Shop Assistant)**



Lionheart's proactive staff would be operating close communication with staff members in busy retail environments to respond to theft, violence or diversionary activities. They would also make their presence known to customers appropriately without spoiling their shopping experience. This would be coupled by continuous monitoring of internal mirrors and shop security barriers to limit shoplifting and to reassure the public.

## Retail Outlets

At Lionheart, we understand the complex security needs of busy, retail environments covering high street stores, supermarkets, shopping centres and retail outlets. The scope of our service includes:

- Security and protection for customers and staff members
- Prevention of theft and shoplifting
- Loss prevention and anti-vandalism measures

Research and analysis of retail crime reflects the greatest financial loss is from theft. At Lionheart, we aim to implement preventative measures to minimise this loss by:

- **Providing a uniformed guard to act as a deterrent to theft on the shop floor**
- **Covert guarding operations and surveillance**
- **Iterative and continuous risk assessments**
- **Implementation of measures to discourage shoplifting**

# Serving the public without fear



"I tried to explain several times, that we are unable to process your claim unless you fill in the relevant forms and provide evidence. He was shouting and was abusive so I asked him to leave. He then spat in my direction and threatened me. I felt really scared and intimidated."

Parveen Akhtar (Customer Advisor)

Lionheart recognises the stresses encountered by front-line staff who provide public services which are further exacerbated in times of global financial uncertainty. Our staff team would have identified areas of risk to staff or property early on and discussed them with the Operational Manager so that appropriate security measures were instituted in case of abusive or violent incidents. The security staff on site would have developed rapport and close working relations with all employees and would be at hand early on in case of altercations with members of the public. This would prevent such incidents escalating and set standards for a safe working environment which staff appreciate and the public abides by.

## Public Sector Organisations

Through our strong relationships with local authorities we have detailed insights into the training requirements for public sector institutions such as Housing Benefit Offices and Job Centre. Through these insights and the strong communication skills of our officers, we implement processes to ensure the protection of the public and staff members alike.

Furthermore, we will work closely with clients to ensure effective business continuity plans are in place to manage challenging incidents, distinguished by:

- **Communication and conflict management skills**
- **Close liaison with local Police Authorities identifying individuals who threaten and intimidate staff and ensuring necessary follow-up on incidents**
- **Security training seminars to give all staff members an opportunity to develop conflict management skills.**
- **Proactive risk assessments to identify and prepare for health and safety risks**

# Rapidly deterring risk to premises

**“Young people often hang outside our premises, drinking and behaving anti-socially - they only congregate once the site is vacated in the evening. We often arrive to work in the morning, to find graffiti on our walls and bottles smashed near our entrance”**

**Paul Fullard (Warehouse Manager)**

Our mobile patrol service is the perfect solution to prevent public nuisance, harassment or distress for employees or community members. This can be delivered alongside our Alarm Response service which ensures the presence of a response officer on alarm activation to check the premises and reset the alarm. All our operations are carried out to BS7984 standard and with complete cooperation of the local police authorities. We offer:

## Mobile Response

- **Uniformed guard visits to inspect your premises**
- **Mobile patrol staff with knowledge of the local community and close networks with police and neighbourhood watch schemes**
- **Company branded vehicles**
- **Signage for deterrence**
- **Fully insured keyholding service for both commercial & residential customers**
- **Detailed reports outlining activity on your premises**

**Contact us now...**

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