



High Profile Security Services

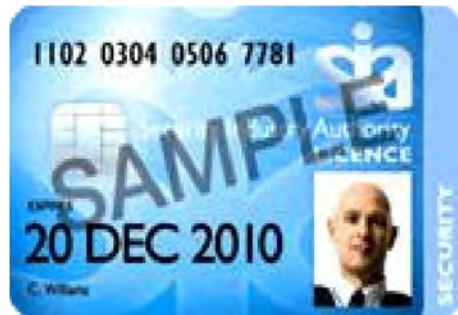
Opus Group is a market leader for the provision of security services in South Wales and South West England. With many years experience in supplying security services to retail, commercial and industrial companies, Opus Security delivers professional security solutions that satisfy client requirements across a variety of market sectors.



From our first meeting to the first day and beyond, the agreed specification will be delivered on time at the agreed costs. We provide a tailored solution from initial assessment to final delivery using the latest technology to enhance the performance of our personnel so making the working environment safer and more monitored for our client sites.

From a single key-holding to national contracts and using innovative solutions we are able to provide our customers a competitive edge in promoting **best value best practice philosophy** as we continue to monitor our competitor's products, prices and services to deliver on the higher levels of trust you place in us in meeting your service expectations.

Opus Security is demonstrably committed to customer services and compulsory licensing of our staff. This means every one of our customers can rest assured that all of our operatives working on their premises are fully trained and working within the law. Each member of your team will meet the stringent standards applied by the SIA, have full training and carry the appropriate SIA license.



All of our Management Teams have completed training courses in Vetting, Risk Assessment and critical planning with further training determined by your needs.

It is essential to provide the right support to our staff, your contract and Opus is pleased to confirm 24-hour help is available from the Director down.

Opus continues to grow organically and values long-term relationships with its staff and clients alike, and is able to boost the retention of quality personnel and clients. From the Managing Director to the officer on your premises everyone at Opus Security is committed to providing you with the very best service possible.

Whether you need a single key holding service or have a requirement for manned guarding on a single site or on a national basis call 0845 601 1355 or visit our website and see the Opus difference for yourselves.

Opus Security is a transparent provider and we will show you our costing incurred in providing you with the very best service that we can offer. You want a provider that can deliver a solution to your problems and adapt as the contract matures.

We can demonstrate that we take our responsibilities seriously and will provide you with an overall value for money package.

Each member of staff deployed to your contract is SIA licensed, each relief officer is also vetted, checked, and SIA licensed.

- We will provide regular supervision.
- Liaise with client's site agents on the ongoing site specification. Opus will ensure that liaison is made with other service users that may be involved within the site operation.
- Provide documented patrol reports to verify patrol activities and evaluate the data with the client's agent.
- Provide written reports on security matters and regular site inspections.
- Visit the site at agreed intervals to agree the prevailing security risks and to recommend economical security solutions, having regards for the sites circumstances.
- Provide adequate radio and telephone communication.
- Provide a mobile response facility for requests for assistance and emergencies.
- Will ensure that we have sufficient operatives of quality and experience available to provide a reliable service and take a flexible approach to staffing levels.
- All relief officers will be fully site trained.
- Our supervisors and management have the necessary experience to professionally supervise and manage the service being provided.
- Opus will ensure that we have the structure, support, ability and determination to deliver the highest standards of performance required for your site.
- Opus Security – Capable, Quality of service, Innovation, Right people and value for money.



Key Holding



Opus offers a variety of security solutions to accommodate all of today's challenges. Our key holding service aims to relieve the stress and disruption caused to our clients. We provide immediate response when an alarm is activated, investigate, rectify where necessary and secure your property. Your property is managed by a well trained, trusted and SIA licensed professional team. By choosing Opus Security, you can relax in the knowledge that you are using a security company that is trusted by companies nationwide.

Mobile Patrols

One of our highly visible security vehicles visits client's properties every day of the week 365 days a year – checking that it is secure and all is well. Each security guard varies the inspection time to ensure no fixed pattern is detected, and each visit is logged electronically with Central Control.

All our client's properties are tagged electronically; this means a security officer **must** visit the property in order to register their visit. Not only is this a reassuring factor for our customers it also enables us to produce a full computerised report for every client's call times and dates of their visit. Our experienced mobile officers will patrol your property making sure your premises are safe and secure whilst unattended. You can rest assured we have your best interests at heart.

Vacant Property Inspection

Unsecured vacant properties are seen by children as great places to play but can be far from safe. They are also seen as an easy target by vandals, arsonists and squatters, who can present a very real threat to your investment as well as holding up any plans you, may have for the property.



The regular inspection of vacant properties is vital to ensure that the asset remains undamaged and unoccupied. Buildings are prone to abuse, particularly if they are obviously vacant. Vacant Property Inspections are carried out as often as required, from several times a day to a weekly or monthly check.

Our vacant property patrols will look for signs of attempted security breaches at known access points such as doors and windows, evidence of squatters, vandalism and graffiti, and any build up of rubbish. Regular updates are provided to the client and any issues acted upon according to our instructions.

Manned Guarding

The first impression for your company needs to be the correct one. A smart well-trained Security Officer with relevant knowledge of your business is a must. Training from site instructions and service level agreements, ensures that all relevant information is correct and to hand whilst still being secure. This gives a confident and smooth running of day-to-day operations.



Based on the specification agreed we set out a generic overview of the objectives of the program along with the method of how it will be applied, measured and monitored. This tailored solution will always be agreed with you prior to commencement.

Each member of staff deployed to your contract has the correct SIA license, right to work checks and fully vetted to BS7858:2008 including credit checks, which means our service is fully insured.

- Communication – ensuring our operatives take an inclusive approach with all those involved – staff, managers, and other service users and the public. This is done by identifying risks, and good reporting of incidents. Opus management will enforce a pro-security culture through regular security briefings (covering training, technology, law changes and of course tool box talks)
- Loss prevention – through proactive patrolling to ensure conformances focusing on access right issues of service users internally and externally (building/car park/property). Officers on patrol can see, hear and “feel” that something is not right (unlike technology).
- Conflict resolution - avoiding physical intervention; operators will be given skills & techniques to help de-escalate service user and calm the situation to avoid physical interaction.
- Staff and visitor searches can be a contentious area, Opus Security carry out this important task in a sensitive yet confident manner.
- Appropriate Health and Safety instruction for all officers.
- Provide you with the staff whose skills best complement your business.
- Staff are actively encouraged to study for recognised security qualifications.
- Full public & professional insurance to meet the most demanding of requirements.

Throughout the tender process, we will demonstrate where we differ, ask you to think outside the box and consider our services and proposal and by the end of the process, we trust you will agree with our concept of delivering value through quality.

Our security solutions are designed to help companies through the recession and offer an economic stimulus package that aims to relieve the stress and disruption, so clients can relax in the knowledge that you are using a security company that is trusted.

Event Security

Opus Security is one of the premier suppliers of security services in the UK. We have a wealth of experience providing security and stewarding services for exhibitions, concerts, sporting events, product launches, private parties and temporary commercial or leisure workplaces. We will undertake all associated practices related to the security provision including liaison with the licensing agencies and emergency services, emergency planning and training requirements.



We do not just provide guards on gates; we have a clear understanding that our security officers must be smart, articulate and fully briefed to handle any Incidents or situations that may arise. Opus is also aware that we will be acting as ambassadors for your event, venue or company.

Event organisers can have full confidence with Opus Security on site secure in the knowledge we do more than just manage security. As an organiser of an event, you want to ensure that all paying or invited guests are kept safe and that the event is free from gatecrashers.

Our response team is hand selected from of our most highly trained staff. They are always ready to respond to any situation safely and effectively without causing a fuss to other guests.

Full risk assessments are carried out prior to commencement to ensure that the event meets all the requirements of any public entertainment license and health and safety standards. Advice on fencing, lighting power, queuing systems, search procedures and all types of portable buildings and marquees can be given. Our aim is to ensure that both organiser and guests enjoy a stress free and well organised event.



Door Supervisors

Opus Security provide door supervisor personnel for leading leisure groups for various occasions ensuring staff and public safety at all times. All our officers are fully trained and SIA qualified. We ensure all of our staff undergo a comprehensive vetting check through the Security Industry Authority and full CRB checks. Our vetting procedure goes back at least 5 years ensuring honest, trustworthy, professional and capable guards. Our officers are equipped in handling restraint techniques, giving you, the client and the customer the assurance and protection of an efficient and professional service.

Shopping Centre & Retail

Plain clothed and uniformed officers are fully trained prior to their appointment to your store; this includes their license to work in the security industry. Enforcement of company search policies is sometimes forgotten, trust this duty to our security team, and have the reassurance that all procedures are carried out as outlined with no members of staff being missed, this can also include management.



Checking tags and receipts for customers, we can send a supervisor in plain clothes for test purchases upon request even while your regular officer is working. We believe in a close partnership with our client's management within the retail unit and that of your head office and field management.

Opus Security provides customer-care trained teams of security personnel to enhance the shopping centre experience. Our clients can be secure knowing that Opus Security personnel act as great ambassadors for the asset managers and owners.

Shopping centres need more than good customer care it is the whole retail experience, which is why Opus Security looks at the outside of the shopping centre too, and creates strong partnerships with the local police and business organisations. At Opus, we recognise that partnerships are much stronger than working alone.

Each site we manage is different. Opus adapts to the needs and demands of each shopping centre's management, meaning that although our core responsibilities remain the same, the methods applied to achieve our goals vary. Flexibility is key, listening and taking on board the requirements of our clients is key to ensuring our security officers are aware of what is expected.



We provide all required insurances including wrongful arrest, all training requirements, we completely look after every aspect of your shopping centre security requirements, and we can rota our security personnel to protect ancillary areas such as lifts, car parks and delivery entrances.

Innovation and Opus Security go hand in hand. Throughout the life of the contract, we work closely together with the client to add more value. A free-flow of ideas makes the innovation quicker and more relevant to the unique situations of the assets.

Our accreditations



Our Quality Management System complies with the requirements of BS ISO 9001:2008 for the following scope: The provision of manned guarding services in accordance with BS7499 (Code of practice for static and mobile guarding services) and BS7858 (Code of practice for security screening of personnel employed in a security environment).



Healthcare Security is one of the most complex security functions. Opus Security aims to support and enable healthcare provision through the delivery of professional security; ultimately enhancing

the healthcare environment. We are pleased to confirm we are members of NAHS. The NAHS works to continually improve security in healthcare facilities through training and the exchange of information and experiences.

Health & Safety



We take the safety of our staff and customers extremely seriously and have in place relevant H&S policies.

We are pleased to announce we are accredited by two of the leading independent H&S auditors: Safecontractor and CHAS.



Both pre-check companies for high standards of competence and compliance through the provision of relevant industry specific and tailored health and safety assessments

Environmentally Aware



Opus is Green Dragon Environment accredited. Green Dragon is a stepped standard recognising effective environmental management. The standard offers an environmental management system relevant to the specific needs of companies and organisations and recognises environmental improvements.

During the appraisal and audit processes for the Green Dragon Standard, there is an evaluation of costs as well as environmental performance - this means that at each stage the company or organisation will have an outline environmental management system that relates to its bottom line.



Opus Ltd., No. 1, Waterton Park, Bridgend, CF31 3PH,
5 Varlin Court, Western Industrial Estate, Caerphilly, CF83 1BQ

Tel: 0845 601 1355

Fax: 01656 644434

www.opussecurity.com

info@opussecurity.com