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## **PREMIUM SECURITY SERVICES**

### **OUR COMMITMENT TO EXCELLENCE POLICY**

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Our aim is to always ensure the safety and satisfaction of our customers. All security operatives are bound by our Code of Conduct whilst acting as our representative.

This is a comprehensive document which deals with all aspects of events that may be encountered whilst on duty. In addition to this they are instructed to be fully familiar with the venue/location where they are deployed, including all aspects of Fire Safety/Health & Safety. They are required to be familiar with the following:

- **Layout of the venue**
- **Emergency Evacuation Procedures**
- **Fire Codes & Assembly Points**
- **Flash Points**
- **Identifiable High-Risk Areas**
- **Any procedures individual to the venue, i.e., till movements, uniforms, etc.**

To maintain our commitment to the highest of standards, all Door Supervisors are briefed on the importance of their role as an ambassador to the venue. They are instructed to always remember that they are the first and last point of contact for the venue patrons. It is their responsibility to ensure that they present themselves as friendly, polite, and helpful to create an atmosphere which is conducive to a feeling of safety and enjoyment for all those around them.

We will assign an operations Manager to always oversee your requirements. This person will be available on a 24-hour basis, and it will be their responsibility to ensure that high standards are always maintained. This person will be responsible for your security operations and will also ensure that any specific requirements are met. Our package of services and calibre of staff is widely inclusive of all aspects within our industry, and we are therefore able to offer any bespoke security system that you may require. Any individual venue requirements should be discussed with your designated Operations Manager, who will also be able to advise on any local priorities that may influence your requirements. This information will be communicated with our Head Office to ensure correct delivery of services.

We aim to maintain a consistency of Door Supervisors at each venue, as we consider it to be an essential element of a pro-active, fully informed, and professionally functional team. However, various aspects need to be considered in this respect, including illness, holidays, or unforeseen events that may lead to the need for replacement of an individual team member.