

# Risk Management Security Services





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

## Combined Solutions

In a world of change and an environment where many organisations are looking at more cost effective solutions, Risk Management Security Services are able to provide a complete security package.

Through correct integration of different security services, systems and site procedures a combined solution very often provides our customers with an increased level of security whilst reducing the overall security budget. This will usually encompass an element of each service provision with the inclusion of technology and security hardware.

We have numerous examples where we have implemented a combined security solution that has resulted in year on year savings whilst maintaining high levels of site security.

Remote Monitoring of CCTV Systems can be provided as either a stand alone service or in support of others. Our control centre staff are able to react to incidents and initiate a response in the event of an incident captured on your CCTV cameras.





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

# Reception Services

As an addition to security staff we are able to provide high quality reception services and the provision of facilities support for front of house positions.

It is vital to provide a first impression that counts.

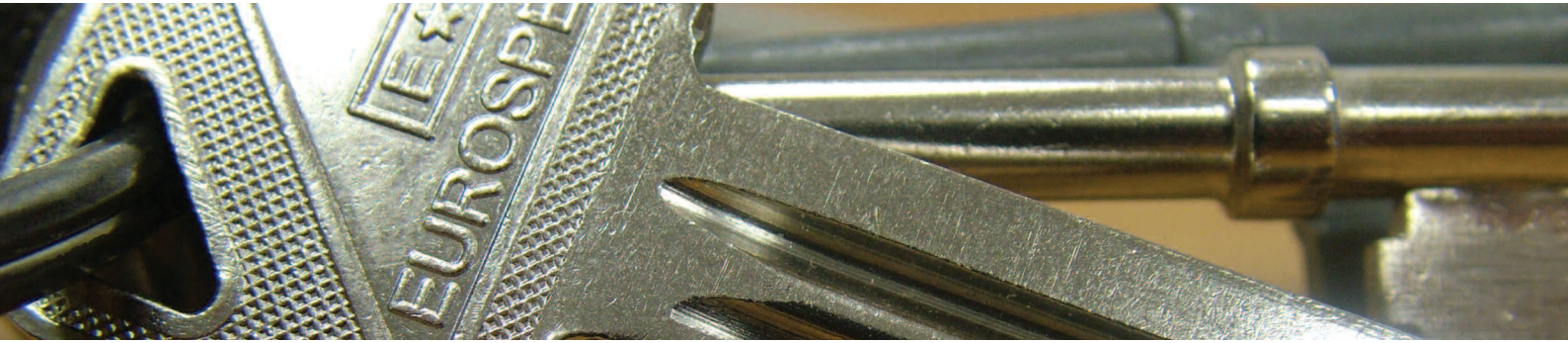
The reception area must offer a friendly and professional environment supported by staff that can complement the ethos of the company we are working for. Through our tailored and site specific recruitment process we are able to select staff that meet both our requirements and those of our customer.

All our receptionists are trained in accordance with specific site requirements and work in accordance with agreed Service Level Agreements and Key Performance Indicators.

As an added level of security and peace of mind a detailed screening process is completed for all reception staff in accordance with the British Standard. This includes previous employment history, personal references and credit checks.

Many customers use our reception staff in conjunction with other services such as Manned Guarding, Mobile Patrols and Keyholding as part of a combined solution.





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

# Keyholding & Alarm Response

## **Take the worry out of your home and business with a professional Keyholding & Alarm Response Service.**

Have you ever been called out in the middle of the night not knowing what you will find when you attend the premises?

Rather than putting yourself or a member of your staff at risk, one of our trained Officers will deal with any situation from a simple reset of the alarm system, to a potentially dangerous occurrence. It is also worth considering your legal responsibilities as an employer.

If any windows or locks have been damaged, we will arrange for an approved glazier or locksmith to carry out essential repairs. Unless there is a major incident you really won't be disturbed.

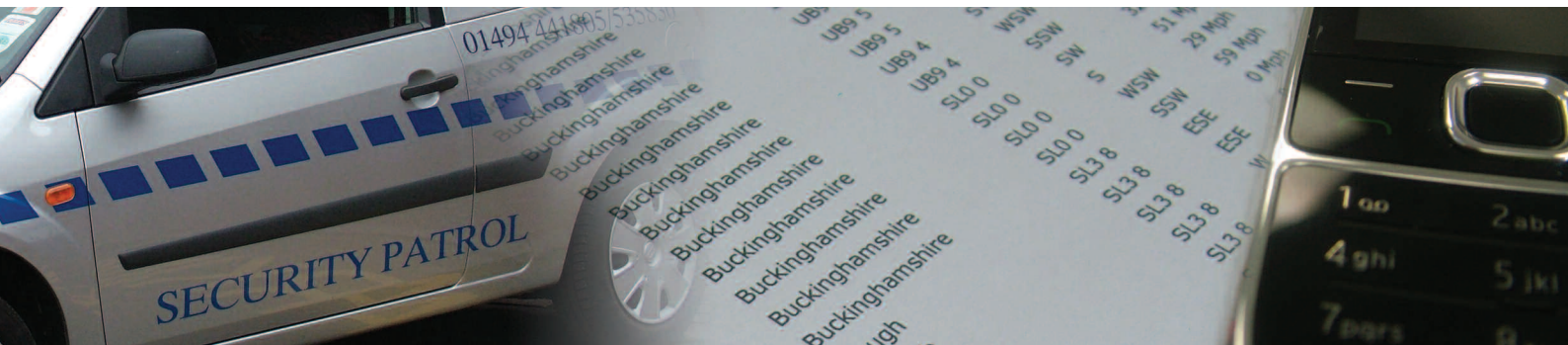
The following day a report is provided with full details of the incident and the action taken by the Officer on site.

As soon as our Control Centre receive advice from the Alarm Receiving Centre (ARC) of an activation an Officer from our Patrol and Response Team will be immediately dispatched to the premises conducting a thorough check of the building to ascertain the cause of the alarm. If it is a false alarm the Officer will liaise with the ARC and reset the system. Should a break-in have occurred we will make arrangements for 'boarding up' of windows and doors where necessary after liaising with the Police and alarm company.

### **Benefits of our Keyholding Service:**

- Response can be provided to business premises and homes
- Service provided in accordance with BS7984
- SIA Licensed and vetted Officers attending your premises
- Can be mobilised immediately upon notification
- Keys will be security coded, stored securely and fully covered by our insurance
- British Standard approved 24-hour Control Centre





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

# Mobile Patrols

Risk Management Security Services operate a team of highly trained Patrol and Response Officers to provide random patrols of premises during the silent hours.

A patrol service by our Security Personnel will complement existing security systems such as CCTV and intruder alarms and provide effective checks of the building and surrounding area.

Our Mobile Patrol Units check premises and act as a potential deterrent to would-be intruders. They also can prevent minor problems developing into more serious incidents such as extensive flood damage, or devastation from a carelessly discarded cigarette. Over the years, mobile patrols have prevented such damage and have been instrumental in the prevention of major business disruption.

## **Where there is not a requirement for Manned Guarding, a Mobile Patrol Service offers an excellent alternative**

The attending Officer will complete a status report after each completed patrol with any defects, unauthorised persons or vehicles and potential problems being immediately recorded and, if necessary, reported. Our Officers will ensure the building and perimeter is secure before leaving your premises unattended.

Should any serious breach of security occur our Officer will immediately contact our 24-hour Control Centre who will advise the designated emergency customer contacts.

We are able to arrange the boarding up and securing of premises after an incident should this be required.

## **Patrols can be conducted internally and externally providing checks on critical areas and high risk equipment**

Vacant building checks and weekly inspections can be conducted by our Mobile Patrol Officers ensuring that facilities and equipment remain in working order. These inspections can include the running of taps, flushing toilets and testing alarms.

We can also provide **private property inspections** whilst home owners are on **holiday** or away from their house for any period of time.

Locking and unlocking can be an extremely vulnerable time for your staff. They will have keys and the necessary codes to access the building and deactivate all alarms. Our Security Officers can provide this service taking the burden away from your staff and reduce the risk of personal attack or injury.

## **Benefits of our Mobile Patrol Service:**

- Patrols can be provided to business premises and homes
- Service provided in accordance with BS7499
- SIA Licensed, vetted & uniformed Officers attending your premises
- Visible deterrent
- Live tracking of all vehicles
- Electronic verification identifying the time of each patrol and duration of visit
- Supported through High Wycombe 24-hour Control Centre





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

# Manned Guarding

Highly trained teams of Security Officers are able to provide protection of premises and become an intrinsic part of your business continuity plans and security policy.

Our approach to service is consistent and one that provides our customers with exceptional levels of management support and can be identified as different to our competitors through the following methods:

- 24 hour access to our offices and Control Centre with telephones answered by our own staff.
- We do not operate voice mail or automated call handling systems within our Control Centre
- External audits by an outside agency to test our security teams—often referred to as mystery shopping
- Dedicated security services without diversifying into other soft services
- Selective recruitment process where staff are recruited with site specific duties in mind
- All Directors and Senior Management can be contacted 24 hours a day
- We operate a policy of internal promotion that can be demonstrated
- Delivering the service we sell

The company operates on a regional basis from our 24-hour Control Centre in High Wycombe, covering a 100 mile radius with a carefully arranged management structure providing high levels of support to both our security teams and customers.

We have a wealth of experience in various market sectors:

- Higher & Further Education
- Pharmaceutical
- Logistics & Distribution
- Managing Agents
- Information Technology
- Business Parks
- Factory & Warehouses
- Offices

We provide Security Personnel to carry out the following duties:

- Vehicle & Personnel Searches
- Gatehouse Duties
- Health & Safety Checks
- Post Room Functions
- CCTV Monitoring
- Reception Services
- Various Patrol Duties

## Why Choose Risk Management Security Services?

*A company with over 30 years experience supported by an excellent reputation built on solid foundation.*

*We offer a regional presence throughout the South of England and the Midlands with an effective infrastructure.*

*Customers and Officers receive regular support and do not get lost within vast national coverage.*





## Risk Management Security Services

The Old Courthouse Hughenden Road High Wycombe Buckinghamshire HP13 5DT  
Telephone: 01494 441 805 or 535 830 Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk) [www.risk-chiltern.co.uk](http://www.risk-chiltern.co.uk)

# Directions and Contact Details

## Directions

From the M40, exit at Junction 4 and take the exit to High Wycombe (A404). Follow the A404 to the bottom of the hill to the roundabouts. Take the 1st exit at the 1st mini roundabout, and the 2nd exit at the 2nd mini roundabout, and the 1st exit at the 3rd mini roundabout (sign posted to Gt. Missenden - A4128). At the next roundabout follow signs for the A4128. Go under the railway bridge and straight over at the traffic lights. At the next mini roundabout take the last exit and turn immediately left into Benjamin Road. Our car park is on the left.

## Contact Details

The Old Courthouse  
Hughenden Road  
High Wycombe  
Buckinghamshire  
HP13 5DT

Telephone: 01494 441 805 or 01494 535 830

Email: [sales@risk-chiltern.co.uk](mailto:sales@risk-chiltern.co.uk)

