

on a daily basis with regards to British Standards. For instance, we have taken on two new British Standards this year, 1400 Environmental and the 1800 Health & Safety. We as a company work with our guidelines and standards to keep ahead of what is required. We attend regular conferences and seminars to keep one step ahead of changes to requirements, such as staffing etc. We are members of the BSIA, British Security Industry Authority, who send weekly updates on changes and news within the industry, we are also members of UKCMA, which is United Kingdom Crowd Management Association, that ensures in terms of events and stewarding we are also at the forefront of what is happening.

As well as the obvious benefits of a business protecting themselves, are there also financial benefits to having sufficient security, such as insurance premiums – do you work closely with insurance companies on requirements and what they would like to see happening in your industry?

In terms of our own insurance we have had the same broker for 17 years which offers us both continuity and a thorough understanding and coverage for every aspect and eventuality of our business, we then pass on our details to our clients who then pass this on to their insurance company so they can see the level of coverage we have. Our insurance is very much 'bibs and braces'; it covers everything from holding keys to guards on site and cars on the road. If a client employs us tonight to look after their offices it is our responsibility from the moment we take it over to the moment we relinquish responsibility to ensure complete security. With the systems we have in place, if a guard misses a checkpoint during his patrol this will be flagged up instantly to our system at Head Office and a mobile unit is despatched to investigate why and ensure everything is ok.

You offer complete peace of mind and of course, from personal experience, I understand that if you have

thorough security in place your insurance company looks upon you favourably, which is financially helpful!

Yes, with the standard of 24-hour security we offer we have secured work with local authorities, schools, colleges, housing authorities, we deal with the police and key holding companies, we also offer people escorts for clients working unusual hours in difficult areas, we meet lorries coming in at various hours to ensure drivers are ok and loads are safe; it really is a 24-hour operation.

How do you see your business changing over the next few years with the various threats that individuals, businesses and indeed society face?

With regards to society, with the current economic climate I wouldn't be overly hopeful that it's going to get better in terms of crime. Through our work we see the issues that face inner cities from drugs, vandalism etc. and I think it may get a little tougher. Because we have a strong track record and we are a credible company that operates by industry standards in terms of staff, insurance and day-to-day operations, I think that the smaller companies who have been, for want of a better expression, 'playing at operating within our industry' will fall away.

And in terms of the challenges that businesses may face?

Well, if we take a look at the construction industry as an example, sites that are now redundant due to the economic climate still require protection to prevent theft of tools, equipment and building materials and CCTV at 3am doesn't help, especially if they are wearing hoods and scarves, CCTV can't tell you anything – you need physical bodies on the ground. Crime is always an issue in difficult times and we do a lot of work within the city looking after commercial, but also residential properties. I see this only expanding.

You grow organically, by recommendation such is your reputation. How important is

discretion in your industry and how serious an issue is this for you?

We have never employed a salesman, it wouldn't work in our industry, we win contracts by reputation and word of mouth, we have staff that have worked with us for over 14 years and that in itself is a selling tool. Clients come to us because they have a need or an issue and they have heard of us or have been referred by an existing client, we go into that meeting with the best sales tool ever – a recommendation!

For more information on the services offered by Man Commercial Protection Ltd please visit www.mancommercialprotection.co.uk or call 0121 733 8484

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