



'The heart of our business is our people'

MAN Commercial Protection has been trading for 25 years this Spring, and is one of the few remaining privately owned guarding companies. Managing Director Iain McCallister talks to *Spectrum* about how being an independent family run business will always benefit the one constant aspect of professional guarding – the customer.

Midlands based MAN Commercial Protection (the company gets its name from McCallister, Atkins and Neighbour, the names of the

founder members) has grown and evolved beyond recognition over the 25 years since its inauguration as a commercial business. From beginning with their first contract at a boxing match in Coventry to guarding the Rolling Stones on tour in Europe, MAN is now a well-established 1000 strong workforce organisation dedicated to offering nationwide services to a variety of clients, from working closely with the Police in their CCTV Control Rooms, to concierge services in high-profile city centre buildings, to event security

at a host of sporting, music and corporate events.

MAN take great pride in being an independent, family owned business which Managing Director and co-founder Iain McCallister believes to be their major advantage over larger organisations. They can offer a quick response time to customers and a speedy decision making cycle – a process that benefits customers and also the team, who do not need to go through a long decision making process to get an answer to move forward.

"Our close knit team ensures attention to detail and fantastic customer service. Directors, operations managers, site managers and our Control Room are all frequently communicating and also work closely with our HR and recruitment teams. This allows for a strong circle of communication and offers the ability to support each other in different areas."

MAN attracts many of their potential customers through word-of-mouth and current client recommendation from those who have used larger security providers in the past, but have been

impressed with the organisation's personal touch. The care and attention that being a smaller company allows, includes a regular manager and support staff site visits, plus the accessibility of communicating directly to Head Office for both client and employee queries.

"What I enjoy most about my role is playing a part of bringing new sites onboard, whilst supporting the management team in developing the employees of these sites and being part of writing the documentation. I also like making sure that Officer standards are maintained, in protection of the MCP brand. MAN is a great place to work because there is so much support, trust, and a very good work ethos. You are rewarded for doing a good job, and seeing the business grow." James Wilson, Operation Support Supervisor

This accessibility is not only reflective on clients, security staff also notice first-hand the huge benefits of being part of a smaller company in the sector. "We are very hands on with our staff and they are all on first name terms with our support team at Head Office. During TUPE consultations, new staff are visited on site by HR representatives and guided through the processes. Our staff know that they are a huge part of why we do, what we do." This belief in the human aspect of

security is clear when entering MAN's offices, where you're met by a montage of employee photos, emblazoned with their motto: 'The Heart of Our Business Is Our People'.

Being a smaller and privately owned company, regardless of the sector, isn't without some challenges. "We are often competing with large facilities management companies for contracts and as we offer just the manned guarding solution, we could potentially lose out to the larger organisations", says Iain. But MAN remain confident in their approach and do not feel the need to dilute their brand. "We work in partnership with 'Zicam', a security technology company and

"My role as Control Room Manager offers many different challenges – no day is the same. For me, MAN Commercial has provided a great place to work, with hugely supportive colleagues and management. It's good to know the team are there for you, no matter what. Here's to the next 25 years!" Darren Calveley – Control Room Manager

'We Clean', a cleaning company. These collaborations enable us to offer extra knowledge options to our clients when required."

On the wider scale, a challenge felt by the security industry as a whole is that many security roles are minimum wage and as such, a company like MAN sometimes struggle to attract the calibre of staff they would like. This, coupled with the costs a potential security guard faces to become SIA qualified, can put off young people from entering the industry. To mitigate this MAN has made an effort to work with local agencies to ensure they can attract the right staff based on more than just the lure of a regular wage. "We have worked with job centres and local development programmes in the past to help young people into security and have assisted with their qualifications – something that has absolutely helped us, but ultimately the clients and candidates themselves."

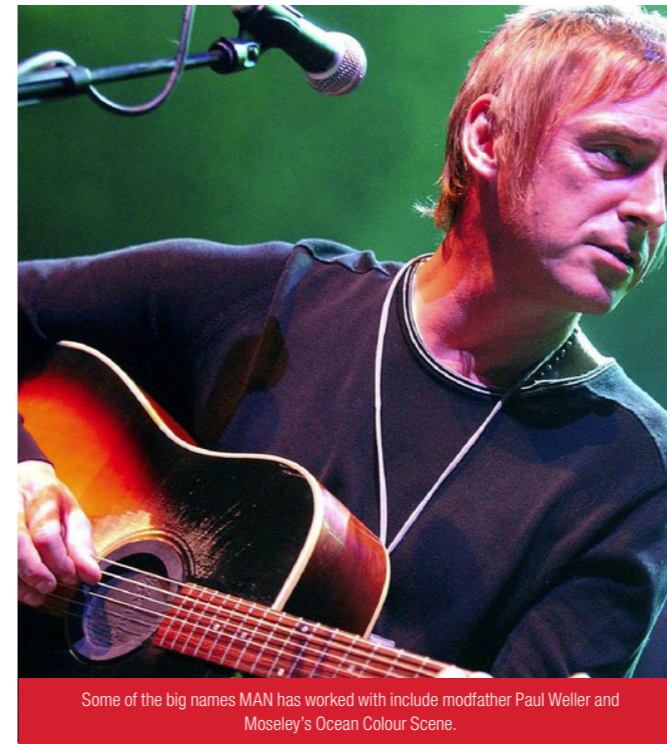
What's certain is that a small company like MAN Commercial – with its 'people first' ethos and community based approach to both client and employee – is an example of the industry and testament to their continued success in times of rapid change. "Throughout the last 25 years we have led from the top with an emphasis on great

communication and supporting each other. As a family-run company, our values and ethos of looking after our people have helped us go from strength to strength, leading us to arrive at our current position as one of the Top 30 Security Companies in the UK."

MAN Commercial are clearly looking to the future whilst remaining proudly independent, never compromising their service commitment to their clients

whilst continually providing a great place to work for all of their employees. Here's to 2043!

For more information please visit mancommercialprotection.co.uk



Some of the big names MAN has worked with include modfather Paul Weller and Moseley's Ocean Colour Scene.



25 facts for 25 years

MAN Commercial...

1. is an acronym and stands for McCallister, Atkins and Neighbour – the names of the founder members.
2. provided close protection for boxer Mike Tyson, both times he boxed in the UK
3. is the West Midlands largest privately owned Security Company
4. has sites stretching from Aberdeen, Scotland to Poole in Dorset.
5. is run by remaining founder member is Iain McCallister, Managing Director.
6. is a full member of BSIA & UKCMA.
7. provided worldwide security for the 'modfather' Paul Weller.
8. has moved offices five times due to expansion and currently its Head Office is in Solihull.
9. provided security for every British Ricky 'Hitman' Hatton boxing event.
10. has provided security in 28 countries across the globe.
11. is S.I.A approved with a top 10% score.
12. provided all Security for Amir Khan's wedding.
13. escorted Atomic Kitten onto the pitch when Birmingham City F.C reached the play off finals at Cardiff in 2002.
14. won their first guarding contract in 1993 for Marvic-Empe Ltd.
15. has sponsored Hall Green Amateur Boxing Club in Birmingham since 2007.
16. provided Personal Security for rock star Marilyn Manson.
17. provided Security for Frank Warren for over 20 years.
18. worked its first guarding shift in 1993 with a German Shepherd dog Zac
19. supported the Rolling Stones in Germany as part of their Bridges of Babylon tour.
20. employs over 1000 staff.
21. provided Personal Security for Ocean Colour Scene including five consecutive nights at the Barrowlands, Glasgow which was a record at the time.
22. are RSAS accredited to work on behalf of the British Transport Police
23. has a team of Directors with a combined 100 years' experience in the Security industry.
24. is listed in the Top 30 UK Security Companies.
25. has two mascots in British Bulldogs Billy and Boss, who are owned by Iain and Traci McCallister. The dogs often make an appearance on their annual Christmas card!