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## "OUR LEICESTER CITY MOMENT"

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**ONLINE 2021**

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# "OUR LEICESTER CITY MOMENT"

## The family-run Midlands-based firm are at the top of their game

"This was our Leicester City moment. An unbelievable achievement," says proud boss **Iain McCallister** of his company's recent Business of the Year triumph at this year's British Security Industry Awards. McCallister is of course referring to the 2015/16 Premier League campaign, which ended with 5000/1 Leicester City being crowned champions only two seasons after entering the top flight. Now, while there are some similarities- both beat past winners and big-name rivals – MAN Commercial Protection Ltd's success did not come out of the blue and is the result of many years of dedication and hard graft. The prestigious accolade is well-earned - the company has recorded double digit growth for the 10th consecutive year, with a 47% increase last year alone.

MAN Commercial has in fact been trading for over 28 years now, after launching in 1993 as the brainchild of three friends who decided to utilise their already vast experience and skills in the industry and set up a small security firm. Today, it remains privately owned by McCallister, one of the founders and current CEO.

From 1993 to 2009, the business grew to employ 200 employees and operated a 24-hour control room and fully staffed head office. Moving 3 times since it's infancy to accommodate expansion, MAN Commercial now occupies two large offices in its hometown of Solihull, West Midlands, after purchasing and renovating premises for a second HQ this year due to exponential growth. The two offices are situated together, giving a total space of 7000 sq ft.

In the early years MAN Commercial became established working events and private security, offering door supervision and close protection of high-profile celebrities working in 36 countries, becoming familiar, reliable faces on the UK festival scene and running large teams at Frank Warren's Sports Network boxing matches. Fast-forward to 2021 and MAN Commercial Protection has become a heavyweight of the UK security industry, boasting a team of over 1500 people, having seen a 64% increase in the number of people employed in the last three years alone. Experts in all areas of manned guarding, MAN Commercial are currently operating throughout the UK with contracts from Glasgow down to Poole and everywhere in between, recognised as industry specialists in CCTV operation,

keyholding and alarm response, loss prevention, concierge services and event security management. The company offer bespoke security solutions for every business sector, having a huge presence in logistics and distribution, working within the public sector, entertainment, retail, manufacturing, engineering and transport.

Everyone at MAN Commercial is delighted with the BSA Business of the Year title, and winning it after battling through a global pandemic makes it feel even more well-deserved. McCallister said: "The only disappointment was that my superb team did not get to enjoy an afternoon out in London as the awards ceremony was held by video link due to Covid restrictions," although he added: "We were still able to pop a bottle or two of champagne at the office when the news was announced!"



The trials of the last 18 months need no introduction, as there surely isn't a business out there that hasn't experienced some tests as a result of the ongoing pandemic. As a people-centred organisation,

challenges were faced regards employee welfare and management of self-isolation; ensuring all colleagues were supported whilst making sure that none of their client's services were interrupted. Despite these testing times, MAN Commercial continued to grow significantly over the last 12 months, with weekly security provisions now topping 280,000 hours, and the control room handling 85,000 calls per month.

What is the secret to industry longevity and becoming a driving force in modern security? "The personal touch, definitely" says McCallister, "Along with our drive to continually grow, we also challenge ourselves to be the best we can be, with our latest ACS score of 133 putting us up there in the top 2% of security companies in the UK

Even with such significant rapid growth, we take pride in consistently delivering the same great service to our existing clients and as a result enjoy an extremely high retention rate of both employees and clients."

Employee retention and wellbeing is important at MAN Commercial, with the Management Team keen on engagement and investment in people. The Company actively utilise their apprenticeship levy, with two former apprentices now in department lead roles within the Head Office structure, as well as providing enhanced training for operations support officers and supervisors out in the field.

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MAN Commercial run a popular Employee of the Month scheme – winners are nominated for outstanding efforts by their managers or clients – and the Company also included the entire workforce in a Christmas prize draw as a thank-you for all their efforts in 2020. As the motto emblazoned on a wall at head office states, "The Heart of our Business is Our People".

So, what's next for the family-run firm with big dreams? "Continue onwards and upwards," McCallister says. "Our second office has just opened, and we are dedicating even more space and resources to expand all areas of the business.

"This summer our brand-new state-of-the-art control room will be completed which will assist with supporting our growth, and I also plan to invest further in our recruitment, sales and marketing teams."

# MAN Commercial winners

Alongside this, McCallister is keen to explore expansion opportunities through business acquisition, saying, “So far all of our growth has been organic, but I have always believed that acquisitions could be bolted on easily to our current structure, as our existing set-up is so robust. I have been interested in buying up smaller security companies for a while and I think that as the furlough scheme draws to a close more opportunities will arise”.

Always open to work in new areas, when a potential new sector is identified, MAN Commercial’s approach is to ensure they hold all necessary accreditations to supply security services in the specific field. Recently, the Company have been awarded EcoVadis gold sustainability rating and have become members of Sedex. Obtaining these accreditations benefit both MAN Commercial and their clients, and demonstrate a passion and thorough business understanding of corporate social responsibility.



MAN Commercial are also one of a handful of security companies who have been recognised by the British Transport Police as part of the Railway Safety Accreditation Scheme which will be developing in the coming months. Other sectors the company have targeted to explore include ports, manufacturing, as well as further opportunities within the NHS, who are already a long-standing client.

MAN Commercial are immensely proud of their teams across the UK; sourcing the right people is essential, along with providing access to developmental opportunities for existing staff who are eager to progress internally. The recently expanded recruitment team work continuously to ensure vacancies are being filled, often at short notice, with excellent, high-calibre security officers. Vacancies are kept up to date on the company’s website and Indeed.com business page – these are great opportunities for ambitious security professionals to join the 2021 Business of the Year.

The only way is up for MAN Commercial Protection. If you are interested in a role within MAN Commercial Protection or would like to discuss the security needs of your business: [www.mancommercialprotection.co.uk](http://www.mancommercialprotection.co.uk)