



MAN COMMERCIAL PROTECTION
BUSINESS PLAN AND STRATEGY FOR 2021 - 2022



MAN Commercial Protection Limited
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MAN COMMERCIAL PROTECTION: BUSINESS PLAN AND STRATEGY FOR 2020 - 2021

INTRODUCTION

1. MAN Commercial Protection Limited (hereinafter referred to as MAN Commercial or the company) turnover in 2021 was £50,023,500 with growth of 17% delivering a gross margin of 10%. The previous five years the Company has delivered double digit growth; 2020: 47%, 2019: 27%, 2018: 11%, 2017: 10.3%, 2016: 14% as documented in the independently audited Financial Statements.
2. Turnover grew by over 17% compared to the previous year as we saw returns from the continued investment in business development, and the development of employees, which led to MAN winning many new contracts.
3. There was an increase in operating costs which came from operational employment related items, and further investment in our head office staff and senior team during the year. The company started and finished the year with a strong pipeline of tender opportunities. Contract margins continue to be under pressure and the security market remains competitive.
4. The Company is continuing to deliver strong growth through 2021 with a target of £60m turnover in the full year ending September 2022. To support the growth the Company has invested further in Contract Management and Administrative staff.
5. MAN Commercial were awarded Business of the Year in 2021 by the BSIA.

AIM

6. The aim of Business Plan (BP) 2021 – 22 is to firstly review and report on MAN Commercial's previous objectives and then set targets and objectives for the remainder of 2021 up to September 2022 in line with financial EOY. This document will be reviewed each quarter at the Senior Management Meetings.

OVERVIEW OF MANNED GUARDING SECTOR IN 2021

7. Before undertaking a detailed analysis of the MAN Commercial's performance against the set targets, it is important to put the company's record during 2020 – 2021 into context by reviewing it against an overview of the Manned Guarding Sector over the same period.
8. In 2021, like 2020, the security landscape has been heavily influenced by the Covid-19 pandemic. Massive government contracts combined with weakened event and retail markets has caused a lot of movement in the sector.
9. Acquisitions have also played a large role with Cordant and Axis being brought into Bidvest Noonan. Interserve were acquired by Mitie and Allied acquired G4s and TSS during this period.
10. There are 9910 VAT/PAYE enterprises in the security and investigation activities sector, with 75 employing 250+, which makes it a highly competitive market place.
11. Across the sector, within the UK, over the last 5 – 8 years has been characterised by an ever increasing downwards pressure on operating and profit margins. To counter this downwards drift in margins and performance standards within the industry, the company has and will continue to be totally transparent with its clients to produce contract costs that are highly visible, practicable and viable to ensure the company always delivers an excellent and proactive service

STRATEGY OF MAN COMMERCIAL FOR 2021 - 2022

12. **Mission and Values:** The Company Mission and Values will remain the same as they ultimately “drive” the ethos and profitability of MAN Commercial. They should be disseminated to every employee within the Company and are as follows:

- **Mission:** Provide the best customer and operational service possible in order to expand MAN Commercial’s share of the manned guarding market.

- **Values:** MAN Commercial will:
 - Value and respect customers
 - Be open, candid and act with Integrity
 - Fulfil our Employees’ Potential

13. **Strategy:** The company <http://www.law-now.com/ourbusiness/whoarewe/client/>strategy is founded on a basic principle: success in business comes through the consistent delivery of quality, value and service to clients. MAN Commercial’s ethos is not about being the biggest or having the widest range of services within the manned guarding sector: it’s about providing an important service and doing it consistently well. Working to this philosophy MAN Commercial has forged a responsible and professional relationship with its client base, many of whom have been with the company for over 12 years. It is also a strategy that should see the company prosper over the long term.

14. **Unique Selling Point (USP):** MAN Commercial possesses one major USP: it is a family-owned business which concentrates on providing the highest level of service provision within the industry. The Company prides itself on its high level of service and operational support to its clients. This fact is highlighted within many testimonials on the Company; as one client stated:

“(MAN Commercial) the most professional security company we have ever used in the whole of the UK. They provide a professional service throughout and never give cause for complaint.”

CONCLUSION

15. The last year has seen the continuation of double-digit growth through new business and exceptional growth and sales of existing clients. This proves that the Company’s Mission and commitment to its values (as expressed above in Paragraphs 12 – 13) will ensure MAN Commercial prospers in the long term. The aim during the rest of the financial year must be to continue to build the client base; deliver efficient mobilisation and management of new contracts, with the management team focussing on controlling and reducing expenditure in order to make efficiency savings.



Iain McCallister
Chief Executive Officer
MAN Commercial Protection Limited