

The Complete Safety and Security Services Provider



Star
Protection
Services



ABOUT STAR PROTECTION SERVICES...

An essential part of any business is to protect your people, brand, property & assets.

Star Protection Services Ltd was set up back in February 2012 by husband and wife, Mark and Kelly Hawkins, to try and instil some good 'old fashioned' customer service back into the private security industry as a result of spending many years working within all aspects of the security and licensing trades. Since then, Star Protection has become a highly respected and go to company across London and the south east.

From humble beginnings, we have grown exponentially to offer the complete spectrum of security services. From manned guarding to fire marshals, from security/sniffer dogs and handlers to close protection officers and security drivers/chauffeurs.

We also offer all associated physical security infrastructure including access control and complete CCTV systems and operators.

It is reassuring to know your chosen security partner has the best people and processes in place to protect your interests. You can rest assured that Star Protection holds relevant accreditations, such as ISO 9001:2015, to assist in protecting every part of your organisation.

The directors and management team at Star have over 40 years' experience in the security, crowd safety management, risk analysis and implementation, RAMS, FAWW, fire marshalling & licensed trades in both the UK and internationally.

With our management team holding various qualifications in crowd safety management, Star Protection can offer the complete spectrum of security personnel - from bespoke corporate guards to executive close protection.

Service

Offering the complete range of security services including concierge, mobile patrols and key holding, we constantly strive to deliver the highest quality service to each and every client utilising individual skills collectively.

Whether a construction site in the countryside or an office block spanning 20 floors in a busy city centre, we have the experience and staff to provide a professional, personal and cost effective solution to your security, safety and customer care needs.

Quality

Along with continued growth year on year, we have been ISO9001 compliant since 2013.

As well as our continued growth, the ISO accreditation recognises our commitment to building on industry standards as well as showing our commitment to implementing systems to ensure the consistent high quality of service to our clients.

Added to our ISO9001 QMS, our CHAS and SafeContractor accreditations enables us to offer the highest standards of quality management across your workplace, leaving you with continued peace of mind



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OUR MISSION

To provide excellence in our field of expertise while building lasting relationships with our clients through trust and service delivery.



OUR VISION

To become a market leader within the security industry known for reliability and excellence in our field.



OUR STRATEGY

To deliver on our mission through operational expertise of our highly experienced leadership team combined with SIA trained staff, continuous training and maintaining our compliance through performance indicators.

FIRE MARSHALLING

Following various high profile incidents in recent years, fire safety has been thrust to the forefront of both residential and commercial property maintenance.

Our staff have worked with various housing associations and construction companies allowing us to offer the unique service of our fire marshals being both qualified to operate as a fire marshal and also licensed to work as a security officer. Being SIA licensed gives you and the building occupants complete peace of mind that the marshals are trained in a multitude of skills and also DBS checked.

Each of our marshals wear a uniform which can be tailored to your individual requirements to maintain your corporate image, carry a torch, air horn, whistle and glow sticks as well as wearing an easily identifiable hi-viz at all times whilst on site.

Since the Grenfell Tower incident in 2017, the safety and construction of multi storey buildings, both commercial and residential, has come under the spotlight.

Local and fire authorities and the Health and Safety Executive are now tasked with making buildings safe for occupants, both before they are constructed and retrospectively. As a result, a lot of buildings now don't comply with the latest legislation and as a result are either forced to be evicted until the necessary changes are made or the building deploys trained fire marshals.

With many buildings being adapted for their use, sometimes fire and sprinkler systems have to be deactivated meaning marshals are needed to raise the alarm if needed but also to check any false alarms if dust etc activates any alarms.

Our fire marshals can be deployed within the hour to satisfy any requirement of any visit from the relevant authority.

Each site has its own dedicated site supervisor and off-site manager and the on-site folder includes all the relevant and necessary log books, job specific tasks and checkpoints as well as contacts for the key personnel both on and off site.

Our off-site managers also hold their Level 3 certification enabling us to facilitate fire marshal courses and assist in fire risk assessments in accordance with the new Regulatory Reform Order (Fire Safety 2005) as well as refreshing and giving recertification to on-site marshals every two weeks as advised by fire safety risk assessment officers.

CORPORATE/MANNED GUARDING

During times of austerity, there is a direct correlation with a rise in crime. Constantly rising crime rates and the reduction in police force budgets are making the role of a Security Guard a more essential one to far more businesses than ever before.

It is more important than ever that business continuity is maintained and any interruption to your business, whether it be caused by vandalism, arson, or theft can potentially lose your company valuable business and needs to be kept to a minimum.

We currently supply SIA licensed staff to various sites across London and the south east. All staff are highly trained for a wide ranging and diverse range of sites and clients and are fully licensed as per SIA guidelines and vetted to British Standard BS7858, .

Our SIA licensed officers will monitor and control access to your premises 24 hours a day.

With corporate and brand image at the forefront of perception, our guards can wear uniform personalised to your requirements.

Our officers are fully trained, personable, proactive and maintain a professional approach at all times to give constantly outstanding levels of service as recognised in the British Standard of BS7499.

As a company we offer ongoing personal career development in areas such as basic fire fighting, first aid, customer service and CCTV operation, along with current legislation and counter terrorism awareness.

In addition to the security role performed by our patrol staff and desk based security guards, we are able to double up as a customer service point for your building/business and also act as a late night concierge service, thus reducing the requirement for round-the-clock cover in two separate roles.

Often seen in an associated role, our staff can and have also operate as gate house and perimeter security vetting any vehicles or deliveries entering and exiting your site. This can include full searches of vehicles of both guests and staff and also utilising sniffer dogs should you have a requirement for this.

Hi Mark,

I just wanted to pass on our thanks for providing such a professional and charming security team.

Once briefed, they carried out any duties that were needed, worked on their own initiative and provided us with the peace of mind that is required in our fast moving business environment.

No job was too difficult, they found solutions to any problems and it was always done with a smile.

They are a real credit and true ambassadors for Star Protection and we would highly recommend their and your services to other companies.

We look forward to continuing with the team in the future.

Kind regards,

Good afternoon

I would just like to take this opportunity to thank your staff for all the hard work they are doing.

My grandad got taken into hospital last night and has now been told he will be in for a couple of days (4/5). Thankfully he is in the best place following his fall. Anyway, please can you pass on my thanks to the extremely helpful and kind security guard who was manning the main entrance to the hospital at 12:15 this afternoon.

I had collected a bag of belongings from my grandma to deliver so as to help my grandad be as comfortable as possible. I fully understand not being allowed into the hospital (and am thankful for this), and would like to thank the kind security guard who took the bag and ensured it reached my grandad straight away - which it did.

Hopefully the security guard (sorry I didnt get his name) gets to see this message and knows just how much his help is appreciated.

Thanks again

MOBILE PATROLS

Economic uncertainty has seen many companies forced to close their doors, many properties, both commercial and residential, have been left vacant. Vacant properties are vulnerable and susceptible to theft, vandalism and worse.

Our mobile patrols and key holding service gives you peace of mind cover for both your premises/sites and employees out of hours.

Our Mobile Patrols sit side by side with our Alarm Response and Key Holding service to be able to offer an immediate and comprehensive response to any alarms or property breaches.

Vacant property is vulnerable property

Our mobile patrols can attend your site(s) in either hi-visibility or unmarked vehicles to carry out random checks and staggered out-of-hours patrols to ensure the site is safe with no signs of unauthorised ingress.

We can even attend the site and unlock any gates or access points prior to staff commencing work and/or carry out a full site patrol and lock it down after everyone has left for the day.

CANINE MOBILE PATROLS

Depending on the site size and location of your site and your bespoke requirements, we can also supply a guard with a security dog too. All vehicles transporting security dogs meet BS8517 standards.

We provide a comprehensive security dog and handler service. Whether your requirements are for the 24 hour manned protection of large, high value property, protection of business premises/estates, or even personal security, we have a fully bespoke service that can be utilised as a part of the mobile patrol or as a stand alone service dedicated to maintaining a constant and highly noticeable deterrent to any would be thieves, vandals or any other unauthorised persons on or around your property.

Should your requirements need it, we also supply both drug and explosive sniffer dogs as well as general purpose security dogs

ALARM RESPONSE & KEY HOLDING

Since the inception of the company, we have worked on a wide variety of sites. These have ranged from large country estates and commercial/industrial estates to both locally and nationally sensitive and critical infrastructure.

Each site is different with its own individual requirements and we carry out a full site and risk assessment.

Your company may be your pride and joy but sometimes not even the most loyal of company owners wants to be woken up by an alarm activation call at 3:45am.

Our alarm response service sees us receiving the call on your behalf and sending a trained, licensed officer, who is familiar with the property to your site. They will then carry out a full site sweep to determine the source of activation and escalate or cancel the call as agreed in the escalation procedure.

An email will be sent to you, or a designated person, the following morning detailing the nature of the alarm call and including any incident reports, crime reference numbers and evidential photographs should they be necessary.

Should you or a designated member of your staff be allocated to attend any alarm call, we also offer the service of attending your site with you/them giving you the added peace of mind that you or your staff will be accompanied on site by a trained security officer. This can be arranged so our staff meet at the activation site or a pre-arranged meeting point to attend the site with your staff member escorted by a security officer.

With our key holding service we can attend your premises at an arranged time to open the site or access points prior to staff commencing work and/or carry out a full site patrol and secure the site after everyone has left the premises at the end of the day



SPECIALIST SERVICES

CLOSE PROTECTION

In an ever changing world where everyone seemingly knows everyone's activities and location, some people use this to their advantage. Sometimes, these people use this to make contact, or worse, with business leaders or individuals whom they feel don't fit with their opinion or cause.

Our core team, comprising of former police, HM Forces and civilians, have worked together for over 10 years and with some of the biggest names in the entertainment industry and can offer a bespoke service protecting you, your property and even your family. Whether a single security driver trained in route planning and counter surveillance, to a full residential security team, our team has the solution to help you and your staff or family feel safe to go about their everyday business.

SECURE TRANSPORT

Spawning from our experience in close protection and tour management came the vision to offer our services in a niche and expanding market.

Our staff are versed in working with people who maybe be struggling to make rational judgement due to heightened emotions. Coupled with our trained SIA licensed security staff and a fleet of vehicles, we are in the enviable position to be able to offer not only trained staff to transfer persons or patients between locations but also staff who are experienced in dealing with people who are maybe difficult to deal with. We pride our staff on being able to empathise with people and talk to them on their level to keep them calm.

ANCILLARY HOSPITAL SERVICES

Our staff have worked alongside a number of NHS PHCT's providing services ranging from car park access and full site patrols to limiting access to the buildings during the Coronavirus. The officers in these roles are multi-skilled, from being personable and calming to arriving patients to reacting to incidents on wards including those involving violent patients.

CONCIERGE

With Star Protection, you'll not only be getting a security team with experience in concierge security, but many other skills too. Each member is often further trained in first aid, basic fire fighting, telephony duties, front of house and reception skills.

First-class customer service is an essential duty for concierge and security staff alike and you want someone who will always be well-presented, personable, courteous and able to assist anyone and everyone.

Our security/concierge staff can wear any desired uniform to fit in with your business' brand or location. We also train our concierge security in telephony and reception duties to ensure your business runs smoothly.

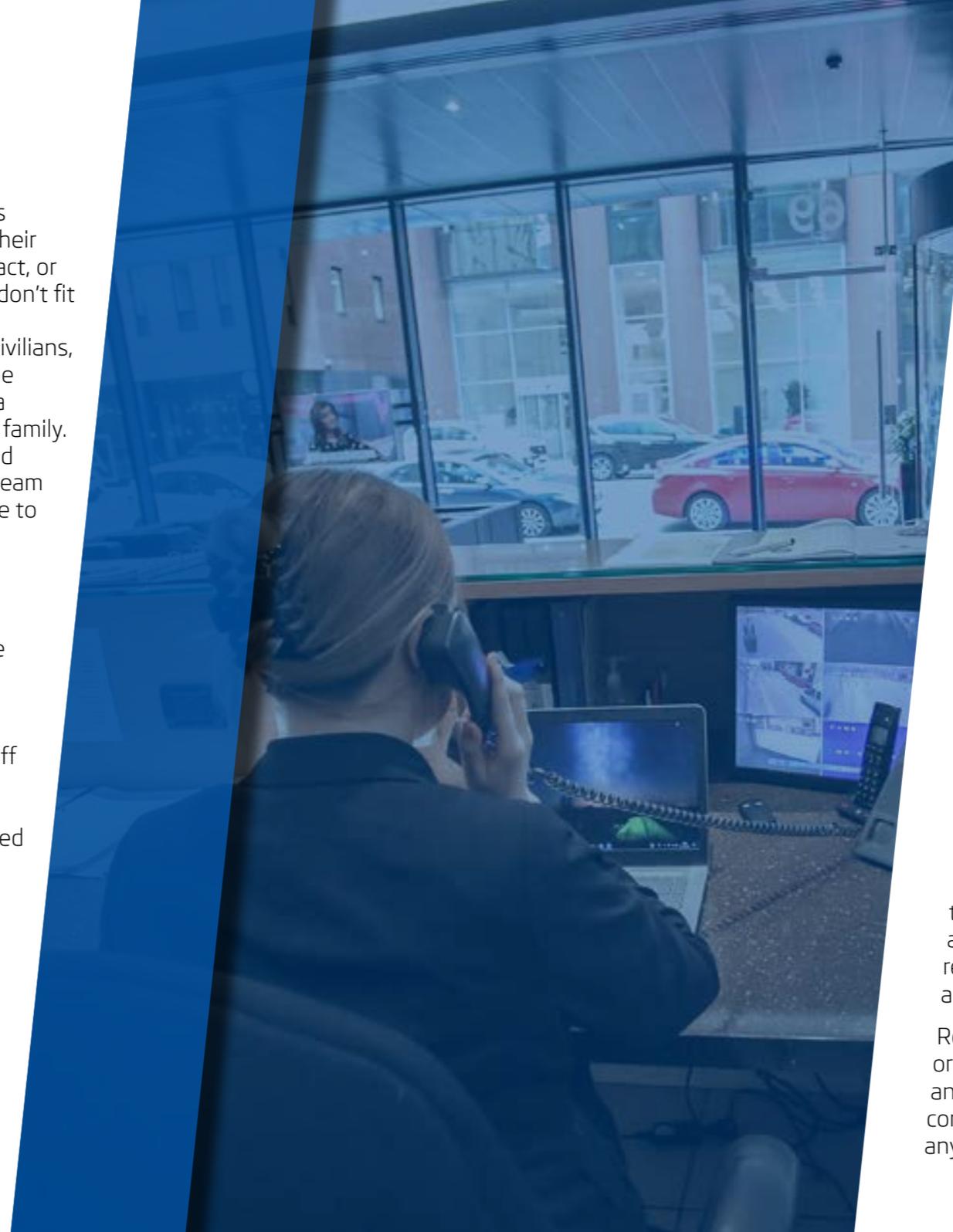
Should you require, our staff can also undertake any of your own in-house training to ensure they know exactly how your company operates and can fully comply with any of your company policies or systems.

CCTV

Often going hand in hand with a concierge roll and that of the gatehouse is that of the CCTV operator.

Whether meeting and greeting visitors to your building/site in a front of house role or hidden away watching a wall of screens in the depths of the basement, our CCTV operators can constantly monitor your property and should anything untoward arise, they can allocate the proportionate reaction to deal with the situation, often before any of your staff or even anybody causing the alarm knows about the incident.

Regardless of our operators either being sat at a desk in the reception area or in a back office, they are uniformed to your requirements, SIA licensed and trained to work alongside all of your relevant staff to monitor and control access to the property of your business and to react accordingly to anything that may interrupt the day to day running of your company.



The Complete Safety & Security Solution

Fire Marshals

Corporate Security

Manned/Site Guarding

Key Holding/Alarm Response

Concierge Security

Close Protection

Security Drivers

CCTV



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