



PAGODA

SECURITY SERVICES

Our business is your security



www.pagodasecurity.co.uk



PAGODA

SECURITY SERVICES

Security minded in everything we do

Services

Keyholding & Alarm Response

Commercial/Private

Manned Guarding

Static/Commercial/Corporate

Door Supervision

Events Security/Stewards

Mobile Patrols 24/7

Concierge

Reception Management

Traffic Officers

Car Park Management

Bespoke Training

Security & Risk
Consultancy Services

About us

Our philosophy

Our philosophy is simple - to provide excellence in all aspects of our security services and peace of mind for our clients, their staff and their customers. With our expert knowledge and experienced personnel drawn from over 30 years experience within both the police and professional security sectors, Pagoda management and staff offer a high quality bespoke service aiming to exceed every clients expectations.

Our Services range from Event Management, Concierge & Reception management to security officers in retail, commercial, educational and healthcare establishments, door supervision for nightclubs, hotels, bars, pubs and restaurants. No task is too big, no job too small!

Assurances

Safety is always a major concern in todays workplace. To ensure our company maintains the highest levels of site safety, all PSS employees are SIA licenced & qualified to the required standards of the security industry.

About You

Our approach

Some security companies draw a clear distinction between themselves, their customers and their suppliers. WE DON'T! We would establish a close working relationship by meeting with you first and gaining a full understanding of your security needs - enabling us to offer you the best possible service/solution in the longer term. Our objective is to become your professional, approachable partner for all your security requirements.

How can we help you?

Call us today 01273 621323 we would be happy to meet with you to discuss the particular needs for your business. We would then respond with an appraisal of your security requirements for you to review & respond (without any further obligation).

Telephone 01273 621323

24hr 0700 345 0 456

ops@pagodasecurity.co.uk

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Bespoke Training Security & Risk Consultancy Services

Many of the training courses we can bring to your offices or workplace, saving your staff travelling expenses and time

Pagoda Security Services are proud to be an approved HABC learning centre. Awarded by the Highfield Awarding Body of Compliance, Pagoda delivers a wide range of courses to both the security industry and the private market. Some of our clients range from large corporate companies requiring regular fire safety, first aid or health & safety courses. Other clients may only need one position on a licensing course but whatever the size of your business, or even if you are an individual needing a qualification, we are the perfect training provider for you! The courses range from:

- **First aid (1 and 3 day courses)**
- **Health & safety level 2 & 3**
- **Food safety in catering level 2**
- **Fire safety level 2**
- **Personal license training**
- **Manual handling**
- **SIA Security training - door supervision, security guarding, physical intervention, handcuffing**
- **BS7858 - Screening and vetting course**

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Take a look through the comprehensive list of courses we have to offer. If you would like more information about a particular course, call us today on 01273 621323 during office hours or alternatively call our 24/7 control room 0700 345 0 456 where one of our staff will be on hand to assist you.

what our clients say...

“ We sent some of our key personnel on Pagoda's Licensing courses. We cannot stress enough how highly we regard them in terms of customer service and professionalism and we would have no hesitation in recommending them to our prospective clients. ”

Richard Carter, Three & Ten Bars Ltd Sussex



Keyholding & Alarm Response

Commercial/Private

Clients today understand the risks associated with having their own employees as keyholders

An increasing number our clients businesses understand the risks associated with having their own employees as keyholders. With this mind, Many have now opted for us to manage the risk on their behalf. We manage any alarm activations 24/7 with most of our clients requiring our 'out of hours' Alarm Response Unit. We respond immediately to any alarm activation on their behalf, identify the cause, correct the system in conjunction with the Alarm System Provider and then secure the site. Our client is then contacted with a follow up report immediately after the incident. We provide this 24/7 service 365 days a year for one annual fee - no hidden extra charges!

- **Peace of mind your building and assets are secure**
- **No more 'false alarms' waking you up at 3am!**
- **Reports of all alarm call outs are made readily accessible**
- **No more locksmith fee's! We have a spare set of your keys!**
- **In many cases you'll reduce your insurance premium**

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what our clients say...

I have a commercial office building occupied by 6 various tenants and recognise the potential security risks involved. In the event of an incident, I can trust Pagoda to respond within minutes to ensure the building is properly secured. They also provide my tenants with a once a year 1 hour training session on building evacuation in response to an alarm activation. These combined services are covered by one annual fee. No hidden extra charges. To say that I was more than satisfied with their services would be an understatement!

Terry Graves MD, GRA Management Ltd



Door Supervision Events Security/Stewards

We can guarantee all our staff have had First Aid, Physical Intervention, Terrorism Awareness and Fire Warden Training, so you know that you are getting the best highly trained staff for your money.

Pagoda Security offers a professional security solution for any premises, venue or event. All our staff are fully trained SIA licensed door supervisors and are supported by an experienced back room operations and management team to ensure your venue or event runs smoothly & safely. We supply appropriate door supervisors to night clubs, restaurants, pubs & bars, retail outlets, hotels, private functions and all other venues. All our door supervisors are trained to be friendly, professional and are able to communicate with patrons without appearing threatening or intimidating and are true ambassadors to the venue. Whether you are looking for one or more door supervisors for a one off event, or an ongoing basis, we have the right SIA accredited supervisors to fit any setting.

- **All Staff SIA Licensed & CRB Checked**
- **Undergo additional training in First Aid, Incident Management and Customer Service training**
- **Completely flexible to suit your needs and requirement**
- **No long term contracts to enter!**
- **Flexible payment terms giving you peace of mind**
- **Got a last minute booking? No problem, we have a large pool of staff ready and waiting**

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Our large pool of staff allows us to secure any venue or event regardless of the size. Call us today 01273 621323 - we would be happy to meet with you and discuss your requirements. In response, we would provide you with an appraisal of how we could help the security aspects of your business (without any further obligation).

what our clients say...

In the past, there was always a real temptation to employ freelance security staff at my restaurant/bar and for my Beach Dreams Festival (at a lesser cost) until I realised that the majority of the personnel were not properly trained or suitably insured. I got wise and recruited Pagoda Security for my door supervision requirements and now I have the peace of mind of knowing that they are totally professional and reliable and are great with my customers. For the support services I get, they are also very good value for money.

Andrew Freeman Proprietor, The Beach House Bar Restaurant

Pagoda Security Services, Newhaven Enterprise Centre, Denton Island, Newhaven, East Sussex BN9 9BA
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Mobile Patrols 24/7

Burglaries, criminal damage, anti social behaviour and squatters in vacant properties are on the increase... Many businesses are now using our 24hr Mobile Patrol & Response Units.

Our highly visible patrol vehicles provide a low cost yet highly effective security solution that can play an important role in deterring criminal activity. From as little as £25 per week your business or premises can have our team of dedicated, experienced and highly trained professionals available to respond to your needs 24/7 with a simple call to our control room, or via a radio system which we can supply. Our vehicles are fully equipped with CCTV, Tracking Devices and various equipment such as PPE for our staff, sharps boxes, first aid kits and fire extinguishers so we can assist with any emergencies that may arise. Our mobile patrol security officers will be extra vigilant and report back on the following:

- **Security breaches**
- **Signs of trespass**
- **Open doors and windows**
- **Signs of vandalism and graffiti**
- **Rough sleepers**
- **Potential fire/flood threats or risks**
- **Counter terrorism awareness**

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How can we help you?

Together we can evaluate the level of risk and tailor our security patrols to suit your requirements. Call us today 01273 621323 and we would be happy to arrange a meeting to discuss your particular needs. We would then respond with a proposal for you to review and respond (without any further obligation).

what our clients say...

I have a portfolio of properties that are always going to be exposed to criminal activity particularly at night - especially the illegal occupation of squatters. The employment of Pagoda's mobile patrol units have proven to be an ideal deterrent and a necessary service to protect my assets. Professional, reliable and efficient, I am very satisfied with the Pagoda services they provide and it makes total financial sense.

Gameright Properties Ltd



Concierge/Reception Management

In today's tough financial climate, why pay separately for hire security guards AND concierge personnel when at Pagoda Security, we integrate these services into one? 2 roles, 1 person, 1 price!

Pagoda are not only about meeting traditional security demands, which is why we offer a Concierge Security Service unique to your front of house needs. From restaurants to hotels, office blocks and universities, we represent not only our company but your establishment too, which is why we combine our guarding capabilities with an unrivalled level of customer service. Our concierge security solution encompasses the following services;

- **CCTV Monitoring**
- **Telephone duties**
- **Monitoring access to your premises**
- **Offering assistance and assurance to visitors**
- **Diffusing any unwanted situations**
- **Meeting and greeting your clients with a professional image**
- **Alternative formal guard clothing on request**

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How can we help you?

If you have a requirement for Concierge Security, call us today 01273 621323 and we would be happy to meet with you to discuss your particular needs. We would then respond with an appraisal of both your front of house and security requirements for you to review and respond (without any further obligation).

what our clients say...

“Premier Inn has worked with Pagoda from the outset. We initially recruited their staff for door supervision and 24 hour response security but more recently entrusted them with our front of house duties. We have never been let down and they often have had to step in at very short notice to provide us with extra cover. They are consistently reliable and professional in everything they do and we would recommend them to anyone.”

Lauren Kearney Pateman, Premier Inn Hotel, Brighton City Centre



Traffic Officers Car Park Management

We provide a unique and professional approach to all traffic solutions and parking enforcements tailored to suit your specific requirements.

Pagoda Security has vast experience in providing solutions to traffic management ranging from an individual parking bay to major shopping complex car parks. Whatever your traffic problems, you can be assured we will solve it efficiently and effectively. Our Traffic Officers undergo specific training in health & safety and traffic management alongside customer care and conflict management training. This allows them to operate your parking facilities in a safe, professional and responsible manner. We provide a full range of parking solutions which include:

- **Ticket Warden Mobile Patrols - Issuing of PCN's (enforcement notices)**
- **Pay and Display Machines (installing, maintaining, cash collecting)**
- **Self ticketing services**
- **Permit databases**
- **ANPR systems**

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How can we help you?

Got a car parking issue? Call us today 01273 621323 and we would be happy to meet with you to discuss your traffic management requirements. We would then respond with our proposals of how we might be able to help for you to review and respond (without any further obligation).

what our clients say...

“ We have been using Pagoda Security for almost 2 years now, controlling the parking spaces at the business and assisting in the removal of illegally parked vehicles. They respond quickly and efficiently to our calls and have never let us down. Their signage is generally enough to deter people from parking illegally anyway! ”

J.D Fears, Sackville Road Hove



Manned Guarding Static/Commercial/Corporate

Unlike many security providers we **DON'T** pass on the cost of training when specific skill sets are required - which allows us to be extremely competitive!

Getting the right image and attitude absolutely right is of the utmost importance to us in order to represent and reflect your business in the best way possible. Our staff are our product and we will ensure that the service we provide is always of the highest standard and to ensure this is maintained, we will regularly meet with you in accordance with our own 'Quality Commitment Assurance Programme'.

The service delivery and performance of our staff can be monitored and documented on a weekly, monthly and annual basis to suit your needs and expectations. All of our staff undergo full screening and vetting in accordance with BS7858. We have our own training division which ensures that all our staff are fully trained to the highest standards before deployment.

- **High street retailers**
- **Hospital & NHS Security**
- **Schools, Colleges and Universities**
- **Building & Construction sites**
- **No long term contracts and flexible payment terms**
- **Security staff ready to be deployed within 60 minutes!**

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How can we help you?

Whether you have a long or short term requirement for a security officer we have the right people to deploy. Call us today 01273 621323 - we would be happy to meet with you to discuss your particular needs. We would then submit our proposals for you to review and respond (without any further obligation).

what our clients say...

I needed to arrange a retail trained security officer to support a store at short notice for peak trading. Pagoda Security were able to provide an officer without notice who proved to be a perfect fit for our business and very effective in his duties. I will certainly use Pagoda Security Services again.

Russell Bliss, Senior LPM Waterstones



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