

Pro Sentry Ltd

SERVICE BROCHURE

BESPOKE SERVICES
TAILORED FOR
OUR CLIENT'S
NEEDS

OUR SERVICES



CONCIERGE



SECURITY



CLEANING



**WAKING
WATCH**



**COVID
MARSHALS**



**ADMINISTRATIVE
STAFF**



ABOUT US

Pro Sentry was founded by Mohammed Azeem Rashid, whom has over ten years of experience working in the Professional Security and Concierge Industry. Having initially worked for a variety of Corporate Clients and Local Authorities, Mohammed went on to work with SIA in order to raise standards within the industry and encourage a more professional approach to be adopted.

In more recent times, his primary focus has been on increasing awareness of the additional benefits having SIA trained staff can bring and how by adopting industry procedures it allows for sites to be run more effectively. Having worked on a number of high profile developments within London, an in-depth understanding has been gained of the market and the solutions required for landscapes which are changing.

Recently Mohammed has collaborated with Atiq to develop pioneering practical approaches, in order to meet the unique needs of the diverse client base. Atiq has worked within the service industry for a number of years, aiding clients in both the Private and Public sector, to understand the risks associated with the activities they undertake.

Utilising the wealth of knowledge they have gained, they advise on best practice and how to achieve this in varying scenarios, providing clients with tangible and quantifiable benefits. The ethos which has underpinned their success is the commitment made to clients and the continual desire to achieve results which exceeded expectations.



PRO SENTRY REMAINS
UNIQUE WHEN COMPARED TO
MAINSTREAM SUPPLIERS AND
CONTINUES TO BUILD ON
THE STRENGTHS OF ITS PAST,
WHILST ADOPTING AN
INNOVATIVE APPROACH FOR
THE FUTURE.

BENEFITS OF WORKING WITH PRO SENTRY

We can provide a tailored service which is designed according to the individual needs of the client, residents and building

Quality candidates are sourced from our extensive database and through our partner schemes

All staff are comprehensively trained, with a strong emphasis placed on customer service and a working knowledge of the development

Should you enter into an exclusive contract, we will undertake a site audit and provide bespoke assignment instructions

The management team visit site both during the day and at night to ensure staff are suitably supported and that there are no performance issues

24/7 service provided to ensure that assistance is available when ever needed, with access to an online portal for full visibility of all records



CONCIERGE



Our concierge services can be provided in:

Residential environments

Hotels

Workplaces

Educational environments

CONCIERGE

We understand that finding high calibre concierge staff, who view the role as a profession can be challenging. This can lead to difficulties with staff retention. We endeavor to work with our clients to gain an in-depth understanding of each site to provide a tailored training program to ensure we find the right candidate for your service. We hope that by providing this bespoke training plan, we can help to develop the individual whilst providing the service our clients envisage.

All our staff are:

- SIA Licensed
- Trained Fire Wardens
- Conversant with Health and Safety Practices
- Aware of Counter Terrorism Initiatives

We aim to ensure that staff have the knowledge required to aid with an incident should it occur.

We take extra care to ensure we can deliver on the quality of our staff by conducting thorough screening checks. We ensure that all staff have the requisite skills to conduct their role and meet the British standards. We supply all staff with a uniform and an ID badge as we are committed to upholding the reputation of your brand.

We take the time to visit each site and understand the clients' needs—this allows us to tailor our training to ensure these are met. All of our staff are equipped to deal with the diverse nature of the role and deliver the level of service you would expect.

To ensure we can deliver our promise of high standards, we carry out both scheduled and unscheduled visits. During our scheduled visits, we hope to meet with clients to discuss any changes that may have occurred so that we can act and implement these with our staff. During these meetings, we also encourage the client to share any feedback on performance. We recognise the need to adapt and evolve, to ensure the service delivered remains in line with expectations



SECURITY

We understand that static guarding covers a broad spectrum of services. We currently offer clients Security Officers, Supervisors and Managers working in:

Front of House / Reception

Retail Security

Residential Security

Event Security

Mobile Patrols

SECURITY

Managing people's impressions is a vital component to preserving neighbourhoods. It is therefore imperative for security officers to be seen as benefiting the community and a positive deterrent.

With Pro Sentry holding approved SIA contractor status, you can be confident that our employment practices have been extensively assessed. This means that all clients can be confident that every private security operative deployed from our team works in accordance with best practice.

To complement the SIA training, all security staff are also trained to understand the importance of:

- Customer Service
- Health & Safety
- Access Control
- Perimeter & Internal Patrols
- Use of CCTV Footage and Data Protection Effective Completion of Logs
- Incident Reporting Procedures

As each property, building or development will have unique security needs, based on its location and clientele for example, it's important to have a detailed security risk assessment to implement effective controls. These are reviewed on a continual basis to ensure the measures in place remain robust and are appropriate to deal with current and emerging threats. By supporting clients with this process, it allows a targeted approach to be adopted rather than a generic position.

With the approved contractor status being recognised by the police, there is the advantage of an enhanced working relationship and the possibility of joint initiatives. Working collaboratively with other stakeholders, a wider encompassing security service can be created and delivered that provides residents with peace of mind.

Through the use of technology solutions, such as cloud-based systems; remote security solutions and flexible integrated options, Pro Sentry offer a wide range of services to help promote the smooth running of the building and to safeguard it from vandalism, thefts, arson and trespassing.

Our commitment to your organisation is to provide a cost-effective solution which enhances the reputation and vision of the site.



CLEANING



Our cleaning teams can provide services across:

Schools

Workplaces

Residential environments

Public Buildings

CLEANING

At Pro Sentry, we offer a full range of cleaning services to suit all of your cleaning requirements. Whether you require one cleaner at a single location, or a team of cleaners at various locations, we can work with you to ensure that your standards are always met.

All of our cleaners are vetted, trained and instructed in Health and Safety procedures before commencing placements. All of our staff are aware of the importance they have on the overall environment and smooth running of the site.

Our service is founded on the following principles:

- Staff being integral to enhancing the residents experience, by being approachable and flexible
- Staff providing innovative solutions which exceed the boundaries of traditional options
- Staff seeking ways for continuous improvement and making relevant recommendations
- Staff assisting in establishing the highest standard of cleanliness, against which, performance can be measured

To ensure we deliver our promise of high standards, we carry out both scheduled and unscheduled visits to sites. During our scheduled visits, we hope to meet with clients to discuss performance, action plans and feedback. We recognise the need to adapt and evolve, to ensure the service delivered remains in line with expectations.

Our contract management processes are built around the ISO9001 accreditation, which is globally recognised. This accreditation highlights our commitment towards providing a quality service which is achieved through our operating and business procedures. Setting stringent standards allows performance to be measured with ease and for there to be clear objectives.

With our hands-on management approach, the nurturing of relationships and carefully planned schedules, clients can be assured that all aspects of the service will be handled diligently, with the utmost professionalism and care.

We offer a complete managed service for a fixed budget price or cleaners on an hourly, daily or weekly basis.



ITY, CLEANING

FIRE
MARSHAL
BS
ProSentry
CONCIERGE • SECURITY • CLEANING
0803 620 0770 www.ProSentry.co.uk

WAKING WATCH



Our Waking Watch services provides Fire Wardens to buildings where there is a concern of fire risk due to flammable materials within the building.

Our Waking Watch patrols provide peace of mind to residents.

WAKING WATCH

We understand the importance of ensuring the safety and welfare of our clients' residents, visitors and employees. Waking Watch officers, including Fire Wardens and Watchmen, play a vital role in this protective measure for commercial and residential premises 24 hours a day, 7 days a week.

Waking Watch officers have a duty to be vigilant and pro-active to notice any changes which may compromise safety at their respective sites. This service is provided to a range of premises, including residential high rise building, low rise buildings where cladding may be of concern and commercial units.

We pride ourselves on our hands-on approach and passion to provide a high quality service tailored to our clients' needs.

We provide the following to complement our service:

- Equipment
- Ongoing communication with the local Fire Brigade
- Individual client logins to access our e-portal and review patrolling logs
- Welfare facilities for our employees
- Ongoing site specific and accredited training by an examining body

Our Waking Watch employees are experienced, professional and customer service focused. They are proud of the role they play in protecting the safety of residents, visitors and employees; and maintain peace of mind and confidence in respect of their safety.

Our Waking Watch teams wear Pro Sentry branded high-visibility jackets, that help to identify who they are. This helps residents to identify them in the case of a fire. It will also help the fire service to identify them once they arrive on site, in the event of a fire or incase of an inspection.

CAUTION

**MAINTAIN
SOCIAL
DISTANCING**



**AT LEAST
6ft.**



DISTANCE FROM OTHERS

COVID MARSHALS



We understand the pressures that have been put on retailers to comply with government guidance around social distancing. We want to provide support that allows retailers to continue to operate safely.

COVID MARSHALS

Due to the recent devastating impact of COVID-19, the government have advised people to maintain a minimum of a 2-meter distance. However, there are some instances where maintaining this distance can become very difficult, especially within crowded environments such as supermarkets and shopping centres.

Our COVID marshals are there to remind customers / guests and help:

- to maintain a 2-meter distance
- to wear a face covering, over both their nose and mouth unless exempt
- to help to manage queues
- to help to monitor the number of people in the store at any one time

Our team will be on hand to engage with customers / guests to explain and encourage them to comply with current government guidelines. We understand that the COVID guidelines are everchanging and can become very confusing. Our staff are customer service focused and understand the importance of being patient and polite when engaging with customers not following guidelines.

OUR AIM

We want to support customers and staff to help them stay safe during these challenging times and ensure that businesses can operate safely.



ADMINISTRATIVE STAFF

We know that the small jobs can accumulate quickly and can often take up valuable time in your day. Our maintenance team are there to ease your workload and complete your job list.

ADMINISTRATIVE STAFF

Our administrative personnel are there to support with any ad-hoc duties that may occur in your working day.

This may include supporting with:

- checking-in hotel guests
- recording data in line with GDPR guidance
- taking and confirming appointments or bookings
- answering incoming calls
- ordering office supplies and PPE

We have an extensive pool of personnel covering the whole of Great Britain, allowing us to provide support to your company nationally.

We aim to provide a staffing solution for all of your needs. If you feel like you require a bespoke set of skills to fulfil your needs then please do let us know.

Our extensive pool of staff have a wide assortment of skills, meaning we should be able to find one of our trusted employees that will fulfil your personnel specification.

Our recruitment team are able to arrange placements for temporary requirements, as well as more long-term solutions.

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SERVICES BROCHURE

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