

# AN INTRODUCTION TO



*We commit to providing the most cost effective and professional solutions to all your security needs, comprehensively safeguarding premises and assets whilst meeting all the legislative requirements under Health, Safety and Environmental controls*

*Our commitment to quality provides our clients with many long-term benefits but most noticeably will be our honesty and transparency of the service we provide. We are never complacent and continually strive to develop contract performance and efficiencies. In short - we manage the contract, so you don't have to.*

## **HACKLE SECURITY SERVICES LTD**

## Company Introduction

Hackle Security Services Ltd is a dynamic, innovative organisation that provides a best in class security service through an experienced management and support infrastructure. From our Head Office locations in Newbury we have the ability to provide a national service with the focus of a regional organisation. Established in 2011, the Senior Management Team has remained unchanged since our incorporation and together they have over 20 years combined experience within the Security Industry over several sectors and are highly experienced, professional and, above all, proactive. We have focused our service delivery to provide a truly managed outsourced security service that combines responsibility and accountability with reward

## Why Choose Hackle Security?

At Hackle Security, we pride ourselves on the following key points which set us apart from our competitors.

- ✓ Unrivalled Management Support
- ✓ Client Support
- ✓ Seamless Service Delivery
- ✓ Innovation
- ✓ Communication
- ✓ Client Retention
- ✓ Staff Retention
- ✓ Best in Class
- ✓ Total Service Excellence
- ✓ Commitment to quality
- ✓ Emphasis on Staff Welfare

## What Can You Expect as A Customer?

As a customer of Hackle Security, you can expect as a minimum:

- ✓ Bespoke Service
- ✓ 24/7 Director Support
- ✓ Uniform tailored to your requirements, including branding
- ✓ Transparency and honesty
- ✓ Involvement in Assignment Instruction, SLA's and KPI's
- ✓ Involvement in recruitment if required
- ✓ Weekly Management visits to site
- ✓ Monthly meetings with Contracts Manager
- ✓ Quarterly meetings with Managing Director
- ✓ Annual review of Assignment Instructions
- ✓ Expert Consultancy Support
- ✓ Dedicated Contracts Manager and Administrator
- ✓ Accurate, timely invoicing

## Our Security Officers

Hackle Security are of the belief that our Security Officers are our ambassadors and the face of our business.

We believe that continuity of staff is crucial for clients and for the morale of a security team.

Whilst we place great emphasis on staff safety, training and welfare combined with excellent working conditions and unrivalled management support, we are very aware that a significant factor in achieving low staff turnover is the fact that we take time and care to recruit the right person for each assignment.

Our employees enjoy the benefits of:

- ✓ Priority on Staff Welfare
- ✓ Consistent Management Visits
- ✓ Accurate, timely payment of wages and holidays, pay queries are less than 0.1%
- ✓ Employee of the month award
- ✓ Head Office Support
- ✓ Pension Scheme
- ✓ Continuous development and training
- ✓ Long Service Awards at 5 and 10 years

## Client Relations

We pride ourselves on building lasting relationships with our clients, we do not want to be simply another invoice at the end of the month. Our Operations Manager meets with our clients a minimum of once a month, and our Managing Director will also attend quarterly SLA review meetings. Additionally, our Admin Team each have a portfolio of clients, which helps to further strengthen the partnership.

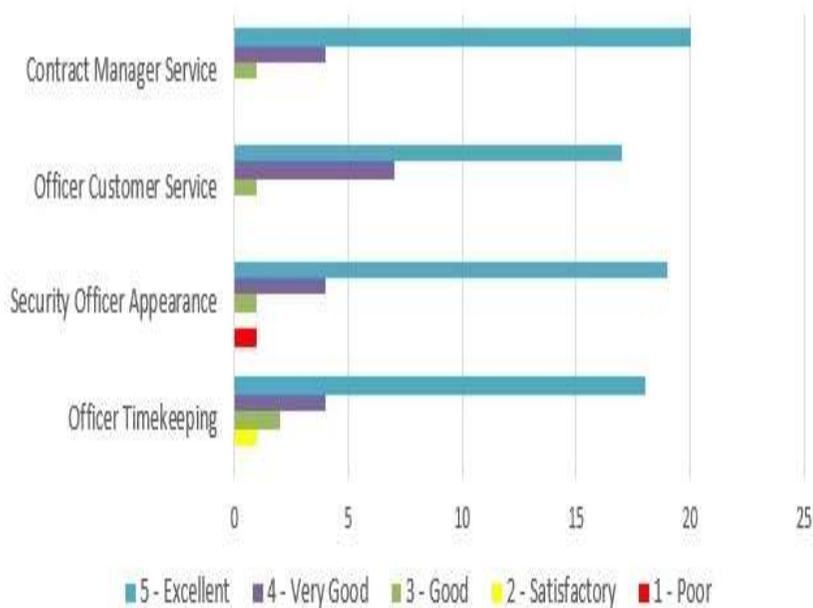
We are confident in our ability to provide the service we promise, however when outsourcing security services, you have to be absolutely sure you are making the right decision. Hackle Security Services Ltd is more than willing to make available site visits to existing customers and will provide a list of existing customers that you may wish to contact, for reference purposes. Please see our client testimonials, along with Staff testimonials, included within this brochure.

As you see from the client testimonials, many of our clients have retained Hackle Security Services Ltd as their Security Provider year upon year, we feel is testament to the quality of service we provide.

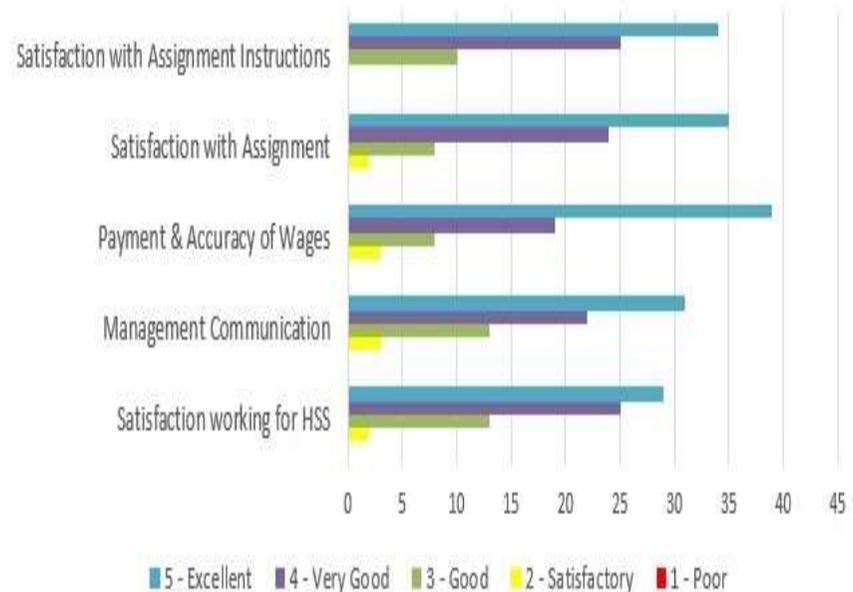
## Service Satisfaction

We continually strive to ensure we are providing the best possible service to our clients, consumers and Security Officers. In addition to monthly KPI scoring, we ask our clients, consumers of the services we provide, and our Security Officers to complete a Satisfaction Survey. These are recorded and audited on a monthly basis. Please see below our scores for the period March to August 2018. Any scores of 2 or below are immediately escalated to address any shortcomings in our service.

### Client Feedback March - August 2018



### Employee Feedback March to August 2018



## What Our Clients say About Us

*We've used Hackle for a number of years now, and I've always found them reliable, efficient and easy to deal with. We have a large site with numerous very old buildings that need a lot of looking after – but Hackle have always provided first class security guards and a slick and efficient support operation.*

*L. B., Client since 2011*

*I have retained Hackle Security Services Limited at my Shopping Centre since 2011. During this time, I have found the team, from Senior Management through to every member of the Front-Line Security Staff, both professional and knowledgeable. The understanding of the clients' requirement is exceptional and the attention to detail that their service provides is excellent. I would have no hesitation in recommending their services to any prospective client.*

*P. S., Client since 2011*

*We started working with Hackle just shy of three years ago and the change in service was incredible. The support that the Management team offer to their staff is fantastic, and Hackle are always happy to help and support us where needed. The staff who work on our site are very helpful, and the team that sit behind them are always on standby for any queries. I've always found Hackle to be flexible and accommodating and I'm always impressed by their approach. It's a pleasure having you guys on board with us.*

*V. B., Client since 2016*

*It is a pleasure working with Hackle. They work hard to meet clients' expectations and are incredibly professional and detail orientated. Our security guard is highly capable and proactive and has fitted in very well at our offices. I would not hesitate to recommend Hackle to any prospective clients.*

*N.P., Client since 2012*

*Hackle Security have provided us with a professional and reliable service, with a dedication from the Contracts Managers' rarely seen from other security firms. Their charges are very transparent, and they look after their staff. Accordingly, we have looked to provide them with further opportunities to build on the good foundations that they have put in place with us.*

*R. M., Client since 2012*

*Hackle Security Services Ltd have offered us complete professionalism right from the start of our contract. They communicate effectively, display an open and honest approach and provide the highest standards of customer service. I am pleased to have such a reliable and conscientious company looking after our security needs and would not hesitate to recommend them to anyone looking for a first class service.*

*M.H., Client since 2011*

*Hackle Security Services have been providing both manned guarding services and mobile patrols across our multiple commercial and residential sites for over two years. Furthermore, they have been supplying relief concierge porters as and when required. Given that some of these properties are very high profile and require a dedicated pro-active approach, clients have been extremely impressed with their service. Their professional and attentive style is evident from Senior Management right through to every member of staff. In addition, we have been most impressed with Hackle's response to issues of an urgent nature. We have found their systems and procedures are very well structured and highly effective. As such we would be more than happy to recommend them to any potential clients.*

*D. C., Client since 2011*

## What Our Staff Say About Us

Unlike some big Security Firms where the left arm does not know what the right arm is doing, Hackle's Management Team are always there when you need them. Hackle scores very highly about their humane and flexible work culture. It may not be the highest paying employer, but the wages are 100 percent accurate and always on time.

A. O-K., 7.5 years' service

I joined Hackle Security Limited as a London Area Relief Officer in May 2018. The company is very unique among other security outfits. The company takes pride in making the staff comfortable by making sure staff work in a conducive environment. The management are really professional. They deal with staff matters promptly. The relationships among the staff are very cordial based on my experience working at different sites and the training received was second to none. The relationship between the company and their clients are good and the Client takes the staff working on their site as family. I give kudos to the management and the entire staff, please let us keep up the good work we are doing.

S. L. 3 months' service

I have been working for Hackle security for the past 15 months as a Receptionist (Front of House) Officer and I am really enjoying my time with the company and having an excellent experience.

This company offers more than a job. With Hackle Security, I can build my career. I've received excellent training and development opportunities are limitless if you are ambitious. The friendly atmosphere of Hackle Security team and its diversity make every working day a pleasure. Hackle Security has provided me with the perfect grounding and structure to help me achieve my goals and deliver my targets.

The working environment can be described as 'open, relaxed, very engaging, informative, interesting and above all fun'. the atmosphere within the company is a great factor.

Excellent and highly recommended.

N.M., 1.5 years' service

I have been with Hackle Security for a year now and I must say it's a great company to work for. It's a company where you are valued and not just a number. I say this as I have had experiences with other security companies, and I must say Hackle Security really stands out. Also, the management team and all the admin staff are a pleasure to work with.

S.A., 1 years' service

Although I have only worked for Hackle Security for a couple of years, I have found the Company and the people I work with to be amazing. This is a group of very talented, dedicated and friendly people.

Hackle Security is a Company that supports and believes in their staff. I have been in the Security Industry for 20 years and have learnt a great deal. However, Hackle has given me the opportunity to continue to discover my hidden skills and gain even more experience in the industry. I am proud to be part of the Hackle team

P.S., 2.5 years' service

What I've noticed more than the other companies I have worked for is that Hackle Security cares and shows compassion to its staff. In my experience as a new staff member, they care 100 per cent.

P. L., 3 months service

Working with Hackle Security is Okay because they care for their employees in my own opinion is a good company to work with.

O.K., 7 years' service

## Meet the Management Team

Contract Management is at the heart of our business. Our Management Team have a dual focus on achieving service delivery excellence today, while developing the contract to produce cost efficiencies through continuous improvement in the future. The service provision at our client's premises will be supported from our Head Office in Newbury.

Mark has full responsibility for all aspects of security, including financial and operational matters. Mark is an extremely experienced operator and takes pride in the consistent high level of service his team provides to our clients.



Mark has enjoyed a full career with HM Forces and prior to starting up Hackle Security Services Limited he was the Director of Security for Cosmo Service Group.

Mark Mathurin – Managing Director

Chris is the Operations Manager and is responsible for responsibility a portfolio covering the South East and London. Having initially joined the Security industry over 10 years ago as a Security Officer and Control Room Operator, Chris then moved into Management and has experience across many sectors of the industry. Chris has a reputation for customer service and ensuring high levels of staff welfare that will add to the existing high quality of service provided by Hackle and his Management style is very much based on staff encouragement, ownership and accountability at all levels.



Chris Pavey - Operations Manager

Terri is our Office Manager and oversees all aspects of the administration of the company, its Staff and contracts. Her key areas of responsibility are ensuring all staff are paid correctly and on time, and all clients are invoiced accurately and in a timely manner. Terri also ensures compliance with Industry Regulations including vetting, right to work, and that all Security Officers carry the correct valid licences. Terri also deals with HR issues and recruitment. Terri has worked within the Security industry since 2010, and prior to taking a career break to bring up her son, enjoyed eight years working as an administrator for a large busy service department.



Terri Gosney – Office Manager

## Client Portfolio

Hackle Security has been strategic in the choice of clients we provide service to which in turn has had a direct impact on the quality of people we attract to work within our business. For example, we do not provide security to assignments where there are no on-site welfare facilities for our Staff. Some of the sectors we supply are as follows:

- Residential Properties
- Mixed use retail and leisure facilities
- Corporate buildings – reception duties / front of house security
- Managing Agents
- Business Parks

This diverse portfolio of customers has required Hackle to provide a range of services, however the majority of our service teams are involved with security reception, distribution and customer service roles.

- Personnel are recruited specifically for each location
- All locations have on site standby personnel or site trained support officers



## Accreditations



Hackle Security are accredited for Manned Guarding and CCTV. We are audited annually and our most recent audit was October 2018. Our score of 138 places us in the top 10% of companies in the country. The pass mark for successful accreditation is 0, and the maximum is 174.



ISO 9001 is the internationally recognised standard for an organisation's internal Quality Management. The term 'quality' refers to all those features of a product or service which are required by the customer. An organisation's 'Quality Management' refers to an organisation's actions to ensure that its products or services satisfy its customers' quality requirements and complies with any regulations applicable to those products or services.



Hackle Security take Health and Safety very seriously and are accredited by CHAS and SafeContractor. Re-accreditation and auditing are carried out annually.



## Mission Statement

Hackle Security Services Ltd and its employees will strive to ensure that all agreed service level criteria are met through the development and application of the most efficient, professional and cost effect solutions. We pledge to meet our client's requirements for the security of their premises and assets, ensuring that every aspect of agreed service delivery criteria are met in conjunction with all legislative requirements under Health, Safety and Environmental controls respectively.

## Contact

If you would like to find out more about Hackle Security's services, please contact us on 020 7735 1955

Alternatively, visit our website at [www.hacklesecurity.co.uk](http://www.hacklesecurity.co.uk)

Like us on Facebook: [www.facebook.com/hssltdlondon/](https://www.facebook.com/hssltdlondon/)

Follow us on Twitter: @hacklesecurity

Follow us on LinkedIn: Hackle Security Services Ltd

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