

The Complete Security and Crowd Safety 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 building site security guards and venue door supervisors to complete stadium security teams as well as security and sniffer dogs.

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

We are proud to hold SIA Approved Contractor status for the provision of security guard services and with continued growth year on year, we have also been ISO9001 compliant since 2013.

As well as our continued growth, the ACS and ISO accreditations 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 ACS, 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.

SITE/VACANT BUILDING GUARDS

With ever increasing housebuilding targets set by the government, new building sites seem to crop up everywhere.

At the same time with uncertainty of Brexit and ongoing global events, sites are currently left vacant until the economy and industry bounces back and this in turn sees a direct rise in theft and damage too.

From a guard on site 24/7 monitoring and controlling access to the site to the latest PIDS (perimeter intruder detection systems), we have the knowledge and experience to offer your site(s) a bespoke security arrangement giving you peace of mind that theft from your site as well as unauthorised entry will be kept to a minimum.

Some sites cover a very large area and we have, on many occasions, deployed at least one security dog and handler. This gives an extra pair of eyes and ears and allows the guard to cover a much larger area in a way that may not have been able to be done with just one guard.

The warning or sight of a trained security dog is often enough to deter even the most intent thieves.

Our guards will be fully briefed about the site and notified of any historical issues that may have arisen. The guards on duty will conduct full site and perimeter checks at staggered times as to not show any familiarity to any would be thieves.

As an extra deterrent, our mobile patrols will also make random call checks to the site to check on the guard(s) and to make sure everything on and around the site is ok.

All sites have a Daily Occurrence Book which is filled in every shift, even if nothing untoward happened on site, and is then photographed and sent via message or email to our office so there is a copy stored off site which can be viewed or sent immediately, if required.

Depending on your specific requirements and subject to the site risk assessment, we can supply our staff with Evidence Gathering Cameras (EGCs) as well as additional PPE as necessary. Our staff can wear a uniform as specified by yourselves as to maintain your corporate image across your sites.

DOOR SUPERVISORS

Long gone are the days of the 'Bouncer'. Today's 'bouncers' are licensed, personable and customer focused Door Supervisors who are skilled in a multitude of disciplines.

Door supervisors are often the first and last point of contact between your venue and your customer and can be the difference between a night out and a really nice night out.

We currently supply SIA licensed Door Supervisors to venues ranging from quaint village pubs and town centre bars to EFL football clubs, our staff are often hand picked as to their suitability for the venue.

Not only are Star Protection's staff certified to the level stipulated by the SIA, many undergo further classes and courses in control & restraint, handcuffing, drug awareness, scenario and counter terrorism training, some of which is carried out through our own in-house training.

With clients ranging from full time wedding venues in the tranquil Kent countryside to private members clubs in the City of London, Star Protection, as with all of our services, can tailor the staff and uniform to your venue, meeting your specific and exacting needs.

Maintaining our clients' expectations and needs is always done with the highest level of professionalism, performance and flexibility. Continued liaison between venue management, local authorities and police allows us to build strong and lasting relationships in an ever changing industry.

All incidents are recorded in our Door Supervisors Incident Books which are held on site and contain documented occurrences/incidents as well as listed and signed details of each member of staff on site that evening. Our Incident Books have been complimented by a number of licensing officers at various venues and are a key tool in the mitigation of anti-social behaviour and criminal offences, as well as giving the venue additional information on any first aid or injuries on site.

Depending on the venue and the requests of venue management, we can also supply search wands and 'bodycams'. Bodycams have also been found to greatly reduce the abuse directed towards doorstaff and aid in defusing situations.

Whatever your type of venue, we have the staff with experience to help make your venue safe and welcoming to your customers who will want to return to your venue again and again.

“

Hi Mark,

Just want to pass on some lovely feedback we had from a customer this evening about Rob. They said he is lovely and really caring and not like the usual bouncers she encountered in other places.

So top job Rob!

Kind Regards

Andrew J
Assistant Manager”

“

Hi Jays

Yesterday's Bride and Groom came into the office this morning and wanted us to pass on their thanks to the female evening security staff who worked last night. They said she was amazing, everything they asked for she had sorted, she went above and beyond.

I think it was Michelle last night (however the days are just rolling into one!) could you pass on the good feedback to her for me.

Thanks

El”

CROWD SAFETY MANAGEMENT & STADIUM SECURITY

Following the changes implemented after some unfortunate events that have happened at stadiums in the past such as the Valley Parade fire, Ibrox and Hillsborough, Britain's stadiums are now regarded as some of the safest venues in the world. With ever changing needs of both the stadium and those who attend the events, crowd safety is at the forefront of every venues plans and is dynamic for every game/event.

Over the past 5 years, we have built an enviable reputation and relationship working alongside a League 1 football club bolstering their matchday compliment of staff as well as supplying all of their hospitality and event security too. We supply SIA licensed staff to every game, sometimes as many as 45 on high-risk category games. On the back of this relationship, we also secured being the sole supplier of SIA staff to a National League club which sees an average home gate of 2500. We also supply NVQ2 qualified crowd safety stewards to both these clubs too.

On top of this, one of these venues also hosts music and non-sporting events and our staff adapt to these different events and demographic to give an enjoyable customer experience to all those who attend whilst maintaining a safe environment.

All of our staff are personable, approachable and above all else, proactive. Coupled with our experienced staff, we have trained Level 4 Safety Officer's who work alongside the clubs and both the local and visiting police forces to ensure that all matches and events held at the stadiums run as smoothly and as safely as possible utilising a wealth and wide spectrum of knowledge having worked in every role within a stadium and event/festival environment.

We work extensively behind the scenes with both local and visiting police forces, as well as Safety Officers from other clubs, to make the stadium as safe and welcoming as can be and to also enhance the matchday experience for everyone attending the venue on that day.

Working closely with both stadium management, local police forces and at large festivals and events across the south east gives us the enviable position of being able to offer a wealth of knowledge to add to the stadiums matchday planning.

In recent years we have been heavily involved with some high profile matches, both locally and nationally. From 'all star' charity matches to local derbies to latter round FA Cup matches resulting in compliments from Gold Command officers on the work carried out on matchday.

Our management team work very closely with all parties at all levels and also attend SAG meetings as well as tabletop scenario sessions with clubs, emergency services and the local council to ensure we work seamlessly side by side the club to mitigate any problems that may arise in the event of an incident occurring. Staff we supply includes:

- **Entry Gate Search Teams**
- **SIA Response Teams**
- **Bar/VIP Area SIA Security**
- **NVQ2 Crowd Safety Stewards**
- **Plain clothed intelligence gatherers**
- **Drug and Pyro Sniffer Dogs on entry gates**
- **Stadium/Event Safety Officers**

Added to working at various events across the south east, our staff also bring a wealth of experience from a wide spectrum of events and festivals which allows them to be able to react to any given situation and not just those likely to occur within the stadium.

As well as being highly visible to customers within the stadium, we also work behind the scenes gathering intelligence on previous games and also any upcoming games with highlighted risk. This intelligence is then shared with the club and the relevant police DFO to help mitigate any further incidents on or around the stadium footprint.

Working with the club, police and council ensures the safety of all attendees and gives the fans an experience making them want to return.



EVENT SECURITY & STEWARDS

Going hand in hand with our stadium and crowd safety services are our event team staff. All of these roles are extremely similar and require the same skill set and proactive approach.

Star Protection's Event Section works alongside many festivals, events and shows throughout the UK. With dynamic training, our security & stewarding teams provide an effective and family friendly focus to all clientele. With a comprehensive client list including music festivals, food & drink events/festivals, heritage shows, air & motor shows, as well as various sporting events we are fully versed across the broad spectrum of events.

Wearing our distinctive uniform, Star's security team are customer focused and all fully licensed to minimum of SIA Door Supervisor level 2.

Our Crowd Safety Stewards are certified to, or working towards, NVQ Level 2 in Spectator Safety and we have specially trained pit, search and response teams capable of dealing with any circumstance across the event.

We have three trained Level 4 Crowd Safety Officers as part of our team, giving us fully qualified personnel to work alongside event organisers in writing safety & event management plans. Whether it be a small family day for a few hundred people or music/sporting event for thousands of people. Between them, they have worked on many large events and at various stadiums across the country.

With our sister company, Star Touring being a major influence in the music industry, Star Protection specialises in music events. This experience of the music and TV industry enables us to supply advancing logistics, artist liaison staff, VIP and artist's area security, tour managers, security drivers & executive vehicles for all types of events - From saloons to Splitter Buses and even Tour Buses

We can also supply a mobile control room with automated control log, radio communication equipment and even body worn camera's should the client or SAG stipulate them.

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 have worked together for over 10 years and with some of the biggest names in the entertainment industry and can offer a bespoke service offering 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.

CONCIERGE

Whether a hotel or a hospital, with Star Protection, you'll not only be getting a security team with experience but also many other skills too. Each member is often further trained in first aid, basic fire fighting, telephony duties, front of house and reception skills giving you and your organisation the peace of mind that your front of house is not only a pleasant, welcoming environment but has the back up of a licensed security officer to react to any situation, should it arise.



The Complete Safety & Security Solution

Door Supervisors
Corporate Security
Manned/Site Guarding
Event & Stadium Security
Key Holding/Alarm Response
Concierge Security
Close Protection
Security Drivers
CCTV



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