



What we do

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.

**Flexible,
Knowledgeable,
Exceptional, Well-
Structured, Reliable,
Transparent, Honest,
Dedicated, Pro-active..**

YOUR PEACE OF MIND IS OUR
BUSINESS



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 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 over 45 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?



At Hackle Security Services Ltd, 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 Services Ltd, 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 Instructions, SLA's and KPI's
- ✓ Involvement in recruitment if required
- ✓ Weekly Management visits to site
- ✓ Monthly meetings with the Contracts Manager
- ✓ Quarterly meetings with the Managing Director
- ✓ Annual review of Assignment Instructions
- ✓ Expert Consultancy Support
- ✓ Dedicated Contracts Manager and Administrator
- ✓ Accurate, timely invoicing

Client Portfolio

Hackle Security Services Ltd 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. Just 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 Park

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



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 that are required by the customer. An organisation's 'Quality Management' refers to their 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 Services Ltd take Health and Safety very seriously and are therefore accredited by CHAS and SafeContractor. Re-accreditation and auditing are carried out annually.

Hackle Security Services Ltd are accredited for Manned Guarding and CCTV. We are audited annually and our most recent audit was October 2022 when we received a score of 98. The pass mark for successful accreditation is 0, and the maximum is 174.



Verify at ssaib.org



We offer more than just manned guarding

When a property is vacant, it can become an easy target for unauthorised visitors such as vandals and trespassers, often resulting in costly repairs.

By securing a property and utilising simple deterrents such as steel security and concrete products, working alongside innovative technological solutions, we can cost effectively protect, manage and monitor your valuable assets.

Hackle Security Services Ltd are able to provide all aspects of void property services Nationwide, allowing us to be a single point of contact.

The services we offer are:



- Keyholding
- Steel/Wood Boarding Up Services
- Concrete Blocks
- Heras Fencing
- Wireless Alarm Systems
- Rubbish Removal/Site Clearance
- Mobile Patrol Service
- Weekly Insurance-Approved Inspections
- K9 Dog Handlers
- 24-hour Control Centre

We can also provide and install the following:

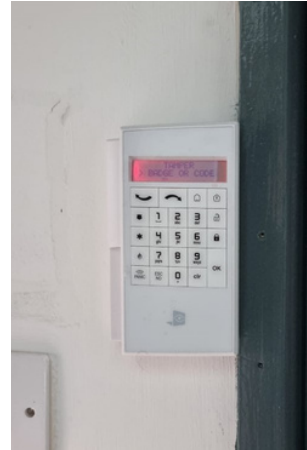
- Chains and padlocks
- Combination key boxes
- Security boards
- Locksmith (subject to requirements)

Keyholding & Alarm Response

Hackle Security Services Ltd can provide a rapid response to all your out-of-hours security needs, so you don't have to!

Providing highly qualified and licensed Security Officers, 24/7, they will respond to any security threats in a timely and professional manner, alerting the Emergency Services if required, as well as providing a full report, giving you peace of mind:

- Dedicated Security Officer on-site straight away, who will carry out the necessary patrol and investigation when an alarm activation is received.
- Strict control of access to the premises.
- Will remain on-site after the incident until your premises are safe and secure.
- A set of keys will be kept off-site in a secure location.
- Security Officers are fully trained to deal with any security threats to your site, so safety is not compromised.



24-Hour Control Centre



Our Operational Control Centre was established in 2022, with a core team of Operational Controllers providing our clients with peace of mind that their properties are secure 24/7 with the use of our bespoke systems and our national support network of patrol vehicles and approved service providers.



Meet the 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 Mathurin – Managing Director

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.

Peter Horner - Operations Manager

Peter is the Operations Manager and is responsible for a portfolio covering the Central London and the surrounding areas. Having initially joined the security industry over 17 years ago as a security officer and Area Supervisor, Peter then moved into management and has experience across many sectors of the industry. Peter 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. His management style is very much based on staff encouragement, ownership and accountability at all levels.

Steve Falconer: – Contracts Manager

Steve joined the company in July 2019 as a Contracts Manager. Steve has contractual management responsibility for a portfolio of sites in the South of England. Prior to joining Hackle, Steve had a long military career in the Royal Regiment of Fusiliers, and since leaving the armed forces has held various positions within the security industry and has worked his way through from a Security Officer to his current management level position.

Jo Papworth – Office Manager

Jo is our Office Manager and has worked within the security industry on and off since 2008. Jo oversees all aspects of the administration of the company, its staff and contracts. Her key areas of responsibility are ensuring clients and staff queries are dealt within a timely manner as well as ensuring compliance with industry regulations and HR issues.

Area Supervisors

We have two Area Supervisors who cover Central London and the surrounding areas, and the South East and West of England. They provide support to the Contracts Managers in the way of site visits, staff welfare, recruitment and daily/weekly/monthly reports as well as covering shifts when required.

"Professional and knowledgeable"

"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." Client since 2011

"Hackle Security Services Ltd have offered us complete professionalism right from the start of our contract. They communicate effectively, display an honest and open 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." Client since 2011

Client Testimonials

"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." Client since 2011

"Their understanding of the clients' requirement is exceptional"

"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." Client since 2012



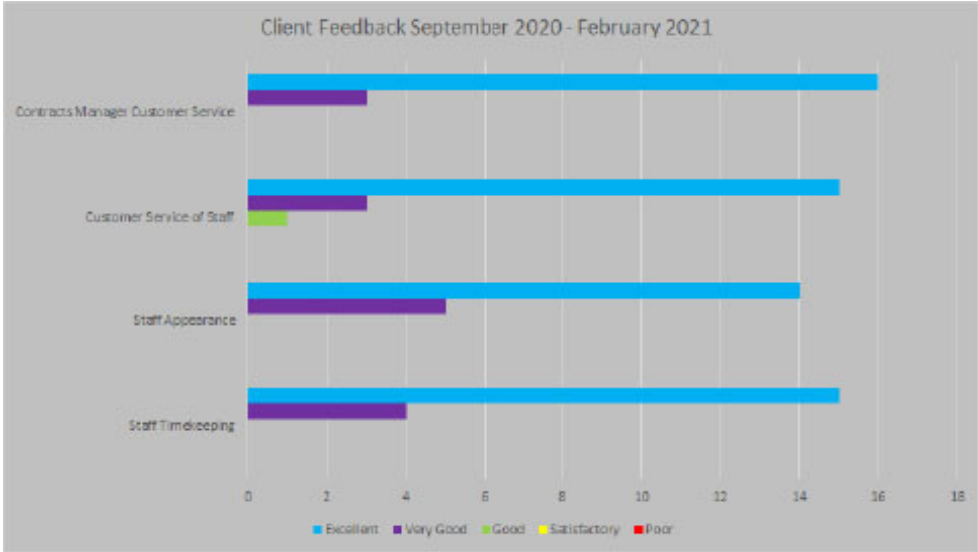
"I have retained Hackle Security Services Limited at my Shopping Centre since 2011. During this time, I have found the team - from Senior Management through to every member of the Front-Line Security Staff - both professional and knowledgeable. The understanding of the clients' requirement is exceptional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

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, as well as employee testimonials included within this brochure.

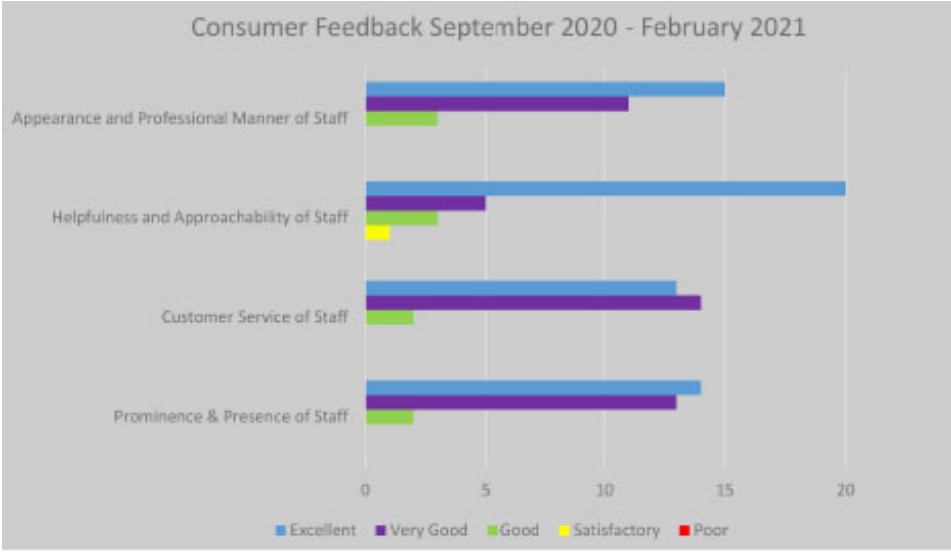
As you can see from the client testimonials, many of our clients have retained Hackle Security Services Ltd as their security provider year upon year, and we feel this is testament to the quality of service we provide.



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 September 2020 to February 2021. Any scores of 2 or below are immediately escalated to address any shortcomings in our service.



Staff Testimonials

"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. "

Employee with 7.5 years' service

"I have been with Hackle Security Services 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."

Employee with 1 years' service

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

Employee with 7 years' service



"I have been working for Hackle Security Services for the past 15 months as a Receptionist (Front of House) 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 Services, I can build my career. I've received excellent training and development opportunities are limitless if you are ambitious. The friendly atmosphere of the 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."

Employee with 1.5 years' service



"The company takes pride in making the staff comfortable by making sure staff work in a conducive environment."

"I joined Hackle Security Services Limited as a London Area Relief Officer. 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."

Employee with 3 months' service

Our 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 EFFECTIVE 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 Us Now!

If you would like to find out more about Hackle Security Services Ltd, please contact us on 020 7735 1955

Alternatively, visit our website at www.hacklesecurity.co.uk

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