



**OUR PROMISE  
TO PROVIDE OUTSTANDING SPECIALIST SERVICES THAT DELIVERS PREMIUM VALUE TO  
ALL OUR CUSTOMERS**

***Our Vision***

To be the North East's number 1 supplier of choice in our field of specialist services.

- Continually improve and strengthen our services
- Be the premier employer of choice in the industry
- Partnering with our clients to enhance their commercial edge
- Deliver a national service in time through effective local presence.

***The Services we provide & Values***

- ***Manned Guarding***
- ***Special Event Security***
- ***Retail Security***
- ***CCTV Supply & Monitoring***
- ***Key holding***
- ***Alarm Response***
- ***Mobile security & Patrols***
- ***Staff lone worker escort***
- ***Concierge Officers***
- ***Risk Management***

**Quality** - We are proud and passionate about delivering a prestige quality service. We believe our passion sets the foundations for employee engagement, high quality standards and security and longevity for employees.

**Professional** - We respect our customer needs and provide an honest approach. We deliver our customers a first class, 24-hour solution with our flexible, agile workforce and supply chain.

**Inspire** - We empower all employees to be responsible and accountable. To challenge the norm and pioneer new ideas in support of growth.

**Develop** - We create a culture where we can learn and grow from each other, fostering a desire and determination to achieve sustainable success for the, employee, company and customer.

***ABOUT US***

***Delta One Security Services was founded in 1991 by Paul and Valerie Sandberg and is widely respected by many of the largest North East companies, organisations, schools, colleges and local authorities and is a proven leading provider of professional security services to all its customers. We have over the years increased the services we provide but have always retained our service excellence.***



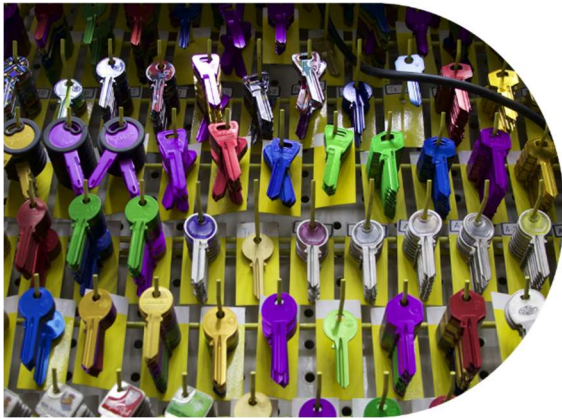
### ***Manned Guarding & Retail***



Our fully licensed officers are much more than night watchmen, they are highly trained security operatives who are a significant deterrent to the perpetrators of crime. All our officers receive additional training in customer services including identifying risks to our clients staff and visitors, they are fully motivated and dedicated officers.

Our officers presence is an effective deterrent to any thieves or shoplifters covering the retail sector.

### ***Key Holding & Alarm Response***



Key Holding with Delta One provides you with a rapid response and deployment whenever and wherever an alarm activation is indicated day or night whether a true intruder or a false alarm.

Delta One pride themselves on being your first line of defence against any potential threat to your premises.

### ***Mobile Reponse & Patrols***



Delta One security are patrolling premises 24/7 in our liveried vehicles insuring your properties are secure.

Our experienced patrolmen carry out random patrols so that no fixed pattern or routine can be identified and check all possible entry/exit points are secure

We also provide specific open up and premises lock downs.



### **How we will achieve our Goals**

**Quality of staff, fair price, fast service delivery, and professionalism of our management and staff are the core principles and the key to our success.**

1. Excellence in fulfilling the promise – honesty, reliability, trustworthy and expertise
2. Developing visibility to generate new business leads
3. Leveraging from a single pool of expertise into multiple revenue generation opportunities: retainer consulting, project consulting and market research
4. To expand further into the electronic security sector
5. Highly experienced staff in all areas of the business including Operations, Marketing, Surveyor and Sales gives us the advantage to be successful in more sectors within the business and cover larger areas over the life of this business plan
6. Investment in future CCTV and associated systems
7. Focus on manned guarding in corporate, commercial and retail sectors
8. Utilising business relationships with other security service providers who do not cover manned guarding but supply other services such as cameras, alarms or void property services
9. Offering additional services

### **Executive Summary**

Delta Ones Security's aim is to be a leading supplier of Security Services to a wide range of commercial and corporate industrial organisations, as well as providing manned guarding and alarm response to the larger retail sector.



Throughout our security division it is our intention to provide a service that will not only adhere to but exceed all regulatory requirements by providing a complete service to all our customers. Our vision is simple, everything we do is guided by our values and professional ethics and by meeting our customers' needs and expectations precisely we ensure the service we deliver is to the highest standard.

Our services are delivered 24 hours a day through Our licensed operatives who will cover last minute requests and emergency situations within 4 hours anywhere in the North East, either to commence a service requirement, or to investigate an incident or special request.

Our security services will be supplied from our Head office based in Tyne & Wear where resources can be easily managed and transferred whenever necessary.

### ***Resources***

Delta One has a dedicated team of Management led by the Regional Manager Mike Feary, helpdesk coordinator, controllers, Supervisors, and security officers, supported by our admin and account specialists.

### **Delta One**

- Utilising every opportunity to build a long-term relationship when reacting to a customer enquiry
- The ability to provide our security customers with additional group services
- Large volume of commercial businesses the company are currently serving.
- Management's experience of over 30 years in dealing with the security market and what its customers require with a proven record in delivery of service
- Within a competitive market we will also be able to provide the best customer service and great value to all our clients as we have the knowledge of the price expectation
- Vast experience of operational management when dealing with sometimes complex customer requirements
- Large range of services including CCTV monitoring based in our own location not subcontracted to others
- Fleet of response vehicles running 24 hours every day and night so enabling us to respond to any alarm activations or incidents faster than our competitors.

### ***Pricing***

Price is the biggest influence on competition in the commercial market, we have therefore created competitive pricing schedules for all our services. Given the experience gained by the owners and management when working with commercial clients we have put together a pricing strategy to gain the trust of clients and provide an extremely cost effect service.





**CONTACT US**

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**For a no obligation quote for any of our services please contact our office to speak to one of our management who will be happy to assist you.**

Kind Regards

Michael Feary  
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Delta One Security Services  
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