



CHARGECREST
SECURITY

CHARGECREST FM

ONE COMPANY 3 SOLUTIONS



Chargecrest FM

Chargecrest Services Group was established in 1978 supplying technical and manned guarding security services to both the commercial and public sector organizations. Chargecrest FM launched in 2009 as our specialized facilities management division of Chargecrest Services Group. Chargecrest FM offers a wholly Integrated Service Solution covering Security, Cleaning and Landscaping services.

Chargecrest FM aim is to become an integral part of your team, helping and sharing with you in achieving success. We have built our business on repeat orders and quality customer care and as a result we have never lost a client through poor performance..

We work open book with all of our clients, providing total transparency and reassurance with regard to expenditure and performance. Our reporting solutions allow you to know exactly where you are at any given moment.

Key to our service delivery is our 24/7 help desk, which enables total supply chain management encompassing performance, cost and budgetary control.

Control is maintained by transparent review reporting and bespoke management feedback structured to suit your needs and your team's requirements.

By operating and publishing a variety of key performance indicators, we ensure service levels are continuously maintained, enhanced and, if required, remedied.

Via our 24/7 help desk, we control a wide range of planned and reactive, hard and soft FM services, including preventive programmes to meet best practice and statutory requirements.

Customer Focused FM

The advantages of having one sole provider for all Security, Cleaning and Landscaping requirements are clear. Clients benefit from having one dedicated Contract Manager who oversees all of the services provided – often achieving worthwhile cost savings too. They also have the comfort of knowing that all Chargecrest personnel entering their premises are security cleared, whatever their role.

As with Chargecrest Security Officers, its skilled Facilities Management personnel receive five year employment verifications, police checks and an enhanced qualification check.

All staff are regularly assessed to ensure they are performing their role effectively, and additional training support is provided wherever necessary in order to maintain a superlative level of service.

Why use Integrated FM Solutions

Chargecrest Integrated FM service solution not only streamlines your operation and reduces associated property costs; it allows clients to focus their key staff on their business activities. Chargecrest offer a professional and comprehensive facilities solution in that encompasses:

- Front of House Security
- Full Security Gate House Operations
- Control Room Security Operations
- CCTV Remote Monitoring
- Mobile Security
- Key Holding, Locking & Unlocking
- Public Transport Security
- Mailroom Security Staff
- CCTV Design, Install & Maintenance
- Access Control Maintenance
- Barrier & Gate Maintenance
- Cleaning (Industrial and Commercial)
- Grounds Maintenance
- Commercial Landscaping
- Industrial Landscaping
- Retail Landscaping
- Landscaping Ideas and Design
- Daily Office Cleaning
- Industrial Cleaning
- Factory Cleaning
- Window Cleaning



Integrated FM solutions offer your property enhanced financial and operational benefits by outsourcing to Chargecrest FM:

Reduction in service costs through integrated delivery and effective procurement systems.

Enhanced service delivery through use of technological advancements and expertise in providing exemplary service performance.

Account Managers assigned to your property to offer one point of contact and support.

Reduction in monthly invoicing to improve budgeting – receive one consolidated invoice covering all services and contracted works monthly.

Reduction in headcount and payroll costs by transferring your existing service personnel to Chargecrest FM under an outsourced contract.

24/7 help desk facilities with call centre operatives.

A safer environment with only approved and accredited contractors used.

Detailed KPI reporting supplied monthly with a service analysis on Chargecrest FM performance, compliance and forward planning.

Chargecrest has an unrivalled reputation for building lasting partnerships with clients through open, transparent relationships based on trust and exceptional performance. Working in partnership with our clients, Chargecrest offer flexibility and professionalism in providing facilities management services to help them reduce costs, improve service delivery and give them the assurance to focus on what matters to their business.

Our service delivery and strategic principles differentiates our service from other providers; Experience, Innovation, Quality, Flexibility, Response and Trust.

Experience

Chargecrest's senior management have a wealth of experience and knowledge in mobilizing contracts and delivering hard and soft services. Experience has lead us to identify where services can weaken and inspired us to provide a robust service and support package with dedicated account management. Our regional management teams are committed to delivering consistently high service standards.

Chargecrest FM has regional offices in Essex, South Wales and Nottingham. Our network of offices and regional personnel are strategically positioned to support large national estates across a fully integrated facilities solution.

Innovation

In a changing economic and business climate our clients are confident that we can deliver service perfection and support operations to meet their financial, quality and operational requirements. Chargecrest's Facilities Management division has pioneered new service delivery models offering improved service delivery with cost efficiency and a consolidated approach. Our services are truly innovative and consistently monitored to improve productivity, quality and environmental goals.

Quality

Clients want their building to represent their brand and values. Each contract we secure has the same primary objective – to deliver services aligned to our client's requirements. Chargecrest quality culture is engrained throughout the facilities division with internal systems designed to ensure consistently high performance. Our Account Management have effective contract leadership, service experience and are passionate about service improvement. Chargecrest employees receive first class training covering service processes, safety, customer service and development courses focused on progressing their skills and career.

Flexibility

Chargecrest FM prides itself in creating a business infrastructure that is designed to be flexible in response to industry, property or economic requirements. We are strategically positioned to identify opportunities, understand clients and deliver their requirements with a "Can Do" attitude.

Response

Our national help desk collates all contract site calls and co-ordinates a response within agreed time-scales. Our help desk also produce detailed monthly KPI performance reports for Chargecrest FM clients. The help desk ensure that clients receive a quick response and support 24 hrs per day, seven days a week. Chargecrest FM's senior team are fully trained and experienced in handling emergency incidents for blue chip clients and offer a seamless incident support and continuity strategy for your premises.

Trust

Business has grown and continues to grow on the trust established with clients. Our partnership sets out to establish confidence through an open book policy, frequent communication across all levels of our management structure and exemplary service delivery. Clients are confident that Chargecrest FM deliver the very best integrated FM solutions.

Services

Manned Security Guarding



Chargecrest Security Solutions is a dynamic, innovative organization that provides a best in class service through an experienced management and support infrastructure. With office locations in Essex, South Wales and Nottingham we have the ability to provide a national service with the focus of a regional organization.

Our highly experienced management team ensures all clients receive a guarding service that is the best in its class. Crucially our service levels are exceptionally high, even during those critical times of providing holiday and sickness cover for the regular on site security teams. Our unique and refreshing approach to the security manned guarding service delivery ensures our customers receive a truly seamless and professional security service.

Chargecrest Security Solutions is an SIA approved security guarding contractor and provides bespoke services across all industry sectors including customer service personnel and security offices to corporate business throughout the UK.

Our range of services includes:

- Static Security Guarding
- Mobile Security Patrols
- Alarm Response & Keyholding
- Specialist Security Training
- Customer Service Officers
- Security Receptionists
- Front of House Officers and Concierge Personnel

Outsourcing your security guarding requirements is an investment in your business and personnel. Chargecrest fully understand how important it is for you to procure a security guarding service that meets your day-to-day business requirements and produces a return by way of added value, increased security and safety of your premises and the people that use them.

Using comprehensive site surveys and bespoke training programs, Chargecrest Security Solutions will address every site-specific detail from the size or level of risk to ensuring sufficient fully site trained officers are available to cover holidays and sickness requirements. Your security guarding requirements are unique and require a bespoke solution.

Rapid Alarm Response & Keyholding

In the event of an intruder alarm activation at your premises Chargecrest Security Solutions can provide your business with a key holding and response service. Our mobile response officers will respond to alarm activations at your premises day and night, 365 days a year.

Think Health & Safety

Allowing your staff to respond to alarm activations exposes them to a potentially dangerous and violent situation. Where activations are deemed to be false your staff may then be fatigued at work the next day having been called out in the early hours of the morning.

Professional Response Officers

Supported by a 24 hour control centre and management team, our officers are experienced and trained deal with any situation successfully. We liaise with the Police and other agencies, alarm receiving centres and repair contractors on a regular basis.

Our officers will act in accordance with your company procedures and provide a detailed incident report electronically for you to view, key holding and alarm response service is effective, reliable and cost effective.

Mobile Security Patrols

Chargecrest Security Solutions provide uniformed security officers to conduct high profile mobile patrol services. Our patrol officers can also carry out the following services:

- Lock down and unlock patrols
- External and internal building patrols
- Lone worker checks

At Chargecrest we believe in adding value to our service where possible and without impeding our primary function – Security. Whilst securing your premises we can supply a range of additional functions such as:

- Checks on fire extinguishers
- Plant watering
- Preparation of meeting and conference rooms
- Clear desk policy audits
- Building and facility management reports

All patrols are recorded and daily reports are provided electronically to clients detailing the time and duration of each visit along with any incident reports or alarm activation details. Chargecrest Security Solutions can also provide a fully managed out of hours service, for example we can contact your chosen contractors such as engineers, boarding up services etc. This is an ideal solution for Managing Agents, Primary Care Trusts and Councils or any business with a portfolio of properties.

Our mobile security service provides a cost effective solution to securing your premises. Services are flexible and will fit around you day to day business requirements.

Remote Monitoring

For those clients who feel they don't require a full security presence, we can offer a reliable, cost-effective and professional remote monitoring service.

We link a system of CCTV cameras and alarms to a transmission system connected to a CCTV Monitoring Station through either a telephone line (PSTN/ISDN/GSM connection), via Braodband or an equally secure connection from the company's network.

On activation of the sensors or cameras, an alarm is sent directly to the station and a picture transmitted to a workstation. These workstations are manned by highly trained operators who assess the situation and then provide the appropriate response.

Depending on the situation, the operator will use the built-in transmission capabilities to remotely activate additional security protection such as lighting, alarms or alerting a third party. If the situation escalates still further, the operator will consider contacting a guarding company or even the emergency services.

Closed Circuit Television

Banks, casinos, airports, military sites, convenience stores and more, you can trust us to supply surveillance technology of the highest order.

From a single CCTV camera to a fully integrated and networked CCTV monitoring system complete with cutting edge digital equipment, Chargecrest experienced nationwide team of specialist security engineers can offer clients the complete solution.

Access Control

Whether a small office, commercial premises or multi-tenanted residence, access control is key to providing a client with a safe and secure working environment.

From a conventional keypad to digital CCTV, cameras and highly sophisticated biometric methods such as fingerprint, facial or iris recognition, our highly skilled engineers are experienced in installing a variety of entry systems to suit our clients' needs including:

- Numeric, access via conventional keypad
- Proximity, access via 'recognition' of nearby ID
- Swiping, access via ID card
- Biometrics, access via fingerprint, facial or iris recognition

Gates, Barriers and Bollards

Chargecrest Security Solutions offers a variety of methods that can be tailored to your particular business requirements. From recommending, installing and managing a system to a dedicated after-sales service:

- Numeric, access via conventional keypad
- Proximity, access via 'recognition' of nearby ID
- Swiping, access via ID card
- ANPR, access via automatic number plate recognition

Bollards

Automatic rising bollards offer a discreet means of additional security. Only in use at certain times of the day, the bollards can then be hidden.

Installation and Service Packages

With a proven track record of providing safe, cost-effective and high quality electronic security installations for a broad range of commercial buildings and sites, we feel we can offer a professional service that will save the client money, while increasing reliability and quality.

We can offer the following services:

- Design
- Procurement
- Project management
- Installation
- System integration
- Testing and commissioning
- Operations and maintenance manual
- Service Level Agreements

Service Agreements

We can guarantee a range of maximum emergency response times:

- Same day response, guarantees an engineer on site on the same day of receiving a confirmed call out
- Within 24 hour response, guarantees an engineer on site within 24 hours of receiving a call out
- Next working day response, guarantees an engineer on site the next working day of receiving a call out
- 24/7 emergency response, guarantees telephone support and engineer attendance to your site

Cleaning Services

We recognize that within today's commercial environments cleaning forms an essential and integral part of daily office life. We pride ourselves on our quality of service, management experience and on our attention to detail – something which is essential when it comes to cleaning.

Whether you are a major Blue Chip organization or a Small to Medium Sized Enterprise (SME), we have the dedication and experience to offer a tailored service to meet with all your requirements. Our comprehensive service, experiences and commitment is to operate in the best interests of the customer and to continually improve our standards of quality in every aspect of activity.

We maintain and clean all types of offices and commercial facilities – the company has extensive experience in dealing with a broad-client base and a range of commercial environments including manufacturing, food processing and both public and private sectors. We take pride in ensuring our client's premises look and operate at their best, as we realize the way in which a company's premises look can effect your customer perceptions – Remember Good Cleaning Reflects on You.

Our tailored services are specifically designed to meet with your requirements. We do not just provide a standardized package, we offer a tailor made, accountable, transparent and open-book solution to cleaning service management based on quality and our attention to detail.

Chargecrest believes in a complete commitment to achieving customer satisfaction every time. This can only be realized by maintaining the highest standards and through the commitment of a well-trained and highly motivated work force.

- Daily office cleaning
- Industrial cleaning
- Factory cleaning
- Retail cleaning
- Window cleaning
- Carpet cleaning
- Pressure washer and steam cleaning

Estate Management

From maintaining the grounds of commercial, industrial and retail sites to providing concept-to-completion landscaping ideas and design for a variety of companies nationwide, you can be sure of a first class service with Chargecrest FM.

Importantly, we appreciate that our clients can't always be onsite but still need to be kept updated on work in progress. An account manager dedicated to your business will therefore supply a full monthly report, including digital photos when required and reports detailing any works that have to be carried out and any additional landscaping required.

Landscaping Maintenance

From concept to completion, our nationwide landscaping service is central to our overall Grounds Maintenance service. Whether it's providing industrial or commercial landscaping ideas and design for corporate Headquarters and commercial premises or retail landscaping for parks and premises, we can always supply a service tailored to your needs. Services provided by Chargecrest Landscaping include:

- Commercial landscaping
- Industrial landscaping
- Retail landscaping
- Landscaping ideas and design
- Bespoke residential properties
- Sourcing of plants and trees
- Litter Picking
- Salting and Gritting during inclement weather

We understand our clients can't always be on-site but still need to be kept updated on work in progress. An account manager dedicated to your business will therefore supply a full monthly report, including digital photos when required and reports detailing any works that have to be carried out and any additional landscaping required.

Recruitment

Chargecrest is recognised by its large and varied client sector as a trusted provider in the recruitment field. Testimonials provided by Clients are proof of its dedication to high levels of customer service.

Through client demand our presence across England and Wales continues to develop along with business growth across the UK

Customer service is important to our Client, our candidates and Chargecrest employees; we pride ourselves on our communication and delivery, recognising the individual, their abilities and achievements.

We cover a wide range of skill sectors including:

Manufacturing	Commercial
Production	Secretarial
Engineering	Clerical
Technical	Sales & Marketing
Laboratory	Call Centres
Logistics	Catering
Accountancy	Driving
Finance	

Our Vision and Values are simple

- Retention of the best candidates and clients through our quality of customer service.
- Clear communication throughout providing positive and accurate feed back.
- Offer a value for money and cost effective solution, whilst maintaining a quality service.
- Always go that extra mile for our Clients and candidates alike
- To continually aim to improve and enhance the services we offer

Recruitment Services

Temporary employment:

Numerous temporary assignments are fulfilled across all of our Clients daily. Recommendations by Clients and candidates continue to grow our multiple Client base and build upon our every increasing number of quality candidates.

We offer an honest and reliable service to everyone regardless of skill, ability, age, or location.

All candidates and clients are assessed for their suitability and individual requirements are matched as closely as possible to ensure suitability and longevity. We understand that our candidates may seek temporary positions whilst undertaking the search for a permanent position. Chargecrest recognises this requirement and will work with the candidate and client to complete both service and delivery.

Temporary staff follow a detailed registration process, undertaking necessary testing procedures (as appropriate) covering detail such as Numeracy, literacy, dexterity, hand and eye co-ordination, psychometric, medical or any customised assessment which compliments our clients own recruitment process. All candidates are checked against their eligibility to work in this country.

Permanent Employment

Chargecrest provides a confidential and discreet service to both client and candidate. Our process ensures that we take maximum detail from all parties allowing us the ability to match not only skills, knowledge, qualification and suitability, but personality too. Personality is a proven factor in the successful long term relationships of our placements. Candidates will attend a confidential registration interview where all of their background history and detail is discussed, checked and verified. Eligibility to work in this country will be confirmed and references undertaken where required.

Chargecrest staff recognises that candidates seeking a permanent position may wish to remain in ongoing employment making themselves available for temporary positions. We work alongside our temporary staffing departments who would remain available to provide you with temporary positions around interviews or even temporary with a view to accepting a position on a permanent basis.

Chargecrest remain keen to demonstrate to you our flexibility of service across the board.

Quality Assurance and Accreditations

ISOQAR 9001: 2000 and ISOQAR 14001: 2004



Chargecrest is an UKAS Quality Assured Firm. UKAS is the key body of auditors for quality, environmental, health and safety and information security standards. ISO 9001 is the internationally recognized standard for the quality management of businesses. It prescribes systematic control of activities to ensure that the needs and expectations of customers are met. Customers will notice that orders are met consistently, on time and to the correct specification.

Registration to ISO 9001 by an accredited certification body shows commitment to quality, customers and a willingness to work towards improving efficiency. It demonstrates the existence of an effective quality management system that satisfies the rigours of an independent, external audit. Ultimately, this accreditation enhances our company giving Chargecrest a competitive edge amongst other suppliers in the market.



ISO 14001: 2004 Environmental System accreditation is also a clear demonstration that Chargecrest is committed to environmental issues and is prepared to work towards improving the environment.

Approved Safe Contractor



In addition to our membership of the British Safety Council, we have been accredited as an Approved Safe Contractor by the National Britannia organization. This underlines our commitment to ensuring our security personnel work within a safe environment and ensure that this safe environment extends to encompass and protect of clients, their staff and their customers.

Link-Up Scheme Accreditation



The "Link Up" Certification Scheme certifies companies who have achieved recognized standards required by the transportation industry where there is a more stringent legislative standard, for example the Transport and Works Act, required of their workers.