



 01908 363426

www.clearwaterpeople.com

Key Holding

Clearwater People can provide a SIA approved key holding service, securing you, your company premises and stock in every way.

With modern premises requiring the installation of sensitive security and fire systems, a certain amount of false alarms are inevitable. If this happens outside office hours, the resulting callout is never welcome for your key personnel.

All our Alarms response team are trained and approach your activations with greatest professionalism. We secure multiple keys to which only authorised security personnel have access. Our Key Holding service will prevent any unnecessary break-ins by the emergency services.

We endeavour to provide a "Rapid Response" key holding service

Clearwater people are accredited to BS78984 Standard 9 (key holding response)

All 24 hour calls come to our control room, where our controllers will then send our key guards to deal with your emergency or alarm activation. All our calls are recorded and timed.

Our Security Officers attend site, assess the situation and patrol the site, report all incidents and fill out all relevant paperwork.

Using Clearwater Key Holding Guards your company will comply with police requirements for nominated key holders; additionally we will save you on cost and time in having to have two named key holders whom can attend within 30 minutes.

We will protect your police response status using Clearwater's experienced trained professionals to respond rectify and cause minimal disturbance to your business, property or home.

Using Clearwater we relieve many other issues to do with alarm activations like holidays, sickness unavailability etc.

We are of course available 24 hours a day, every day of the year.





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Security Guarding

A security guard/officer is generally perceived by members of the public as performing a policing function. Our SIA licensed guards are trained to provide support in many different situations

Clearwater People guards/officers are first and foremost a visual deterrent to thieves and criminals and provide an important role in securing clients premises and staff.

Retail security guards have additional responsibilities as they in most cases being a deterrent internally towards store employees and sub contractors. They are there to protect a client's profits, products, stock, customers and staff.

As with all of our team members, Clearwater security guards are well trained in customer service skills, awareness and assessment skills, and communications skills. We have guards operating within a number of different environments from corporate facilities to warehouses to retail outlets.

Clearwater People specialise in establishing a client's security needs and providing highly trained guards to comply with the agreed security plan.

Currently, Clearwater has guards operating security desks, conducting regular patrols, monitoring CCTV surveillance, securing access control sites and much more...

Our guards are trained to a high standard so that you experience officers with the following qualities:

- Professional
- Polite
- Punctual
- Precise

Clearwater Security guards offer a first class site security guarding service which incorporates regular perimeter patrols, emergency procedures, incident reporting and more.

All our security officers are fully SIA licensed, of smart attire and highly experienced. Our crime prevention specialists undertake a site specific survey liaising with site management before commencing on each project.

Patrol routes, site risks, perimeter boundaries and hot spots are identified and assessed in the risk assessment and a specific security operation is proposed and agreed.





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Door Supervisors

Clearwater Door Supervisors are all fully licensed and undergo a 5 year screening in compliance with BS7858 before commencing operational Duties. Each member of our team is subjected to rigorous background checks complying with industry requirements. In order for the Door Supervisors to be of the highest quality, Clearwater provides every member of the team with an extensive training program to enable them to be professional in every eventuality. As a company we believe the welfare of our staff is key to their retention and high standards. We demand and deliver.

Through experience we know how vital the working relationship is between our staff and the client. By having a positive and professional working relationship the clients benefits from:

- A Safe and Friendly Environment
- An Increase in Visitors to the Venue
- Increased Sales
- Great Customer Service

All of the Clearwater Door Supervisors are trained in proven customer service techniques to make their Meet & Greet skills perfectly fit to the client's requirements.

- Punctual
- Smart
- Polite
- Professional
- Good Communication Skills

On the rare occasion when physical intervention is required, all of the Clearwater Door Supervisors have been trained in how to assess and professionally deal with a physical confrontation.

Our reputation means everything to us, so every member of our team receives regular hands on physical intervention control & restraint training to enable them to comply within the restraints of the law, whilst protecting the client's staff and venue.

To support the fantastic training we provide our team, we insure all our staff have had a site induction before starting at a location. Clearwater supplies a dedicated team of Door supervisors that have knowledge of the venue whenever possible and the location so that any local issues can be addressed professionally with local knowledge.

An important part of establishing a good local knowledge is to build strong relations with the licensing officers and local police and authorities.

Technology dominates every part of our lives.

So it makes sense to use it to improve the safety of both our team and the client.

Upon the request of the client, Clearwater can supply our teams with head cams.

The headcams record a visual and audio record of the shift.

Incidents can be resolved immediately with the authorities by playing back footage if required.





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Event Security

With over 20 years' experience of providing high quality crowd management and security services to the events market.

Our breadth and depth of experience across live music, sport, conferences and many other events mean you can be assured that your security requirements will be taken care of in a professional and efficient manner. Safety is paramount at any event and it is our job to ensure everything runs smoothly and safely.

Clearwater is continually developing long-standing relationships with clients from all walks of the events sector based on mutual respect and an aim to create the best possible events and audience experiences.

Our tailored security services are achieved through listening attentively to a wide array of priorities, while staying attuned to industry trends and embracing new technology and techniques to progressively improve our standards, along with those of our clients.

ALL our staff members undertake training before commencing work with us and continue to undertake an extensive CPD (Continued Professional Development) training course, to educate them and to give them the confidence to be professional in every aspect of their work.

Prior to the commencement of any event, we will visit the prospective venue to undertake a full security survey and risk assessment.

We will assign an Operations Manager who will be responsible for the day to day running of the event.

All staff are fully briefed and are made familiar with the layout of the venue to ensure the event is managed to the organiser's specifications and that of the Local Authorities.

We make sure all our stewards are easily identifiable in a crowd by supplying high visibility clothing and should any problem arise all stewards have radio access, making communication quick and effective.

We undertake all aspects of stewarding and security - whether it's in a field in the middle of nowhere to manning a roundabout and making a safe and secure road block.

We can supply any equipment or services tailored to your specific needs or the events specific needs to make the event a success.





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CCTV / Security surveillance

With the reduction of police resources, the need to monitor the public and protect customer's property is an ever increasing requirement.

Having CCTV cameras in today's society is sometimes controversial, however most of the law abiding public accept their existence and feel a sense of security and reassurance when in an area where they are located. Potential criminals have to work twice as hard with the knowledge that there is a high risk of being caught on CCTV cameras.

CCTV cameras act not only as a visual deterrent, but mentality having the cameras there is enough to deter potential thieves or people wanting to commit a criminal act. The First things police and authorities look for when a crime has been committed is CCTV footage

CCTV benefits include:

- Acts as a visual deterrent of crime
- Helps to reduce costs related to crime
- Works hand in hand with overall management.
- Reduces staff theft and improves staff performance.
- Assists and supports civil proceedings.
- Improves community safety and reduces crime

There are many economical benefits attached to installing a CCTV surveillance system, Clearwater People has the knowledge and experience to advise on the most suitable type of system and the skill and expertise to inspect, fit, maintain and repair any system. We also conduct site surveys to install and upgrade CCTV systems.

In order to sort out the most secure CCTV system for your business we will begin with a consultation at your premises. The initial consultation will look at what you want to achieve with your CCTV system. Is it for safety purposes or security purposes, or even both? The visual clarity of our CCTV cameras is second to none.

Once the survey is completed, our engineers will install all your CCTV systems and remote monitoring stations. We pride ourselves on offering video surveillance solutions that are tailor made to meet our customers exacting requirements, ensuring that the system provides effective safety and security and delivers a clear return on investment.

Clearwater People can even remotely monitor, maintain and even manage your CCTV system if your needs be.

