

## Our service, Your choice....

Why? The word 'service' is the key. Only our service can provide 24/7 backup whatever your requirements and do so for nothing up-front just a minimal monthly fee.

We have focused years of experience dealing with real-life situations, hard earned knowledge, and massive investment on providing the best possible safety service for people at risk in today's uncertain world.

As a consequence, only Skyguard can offer you or your employees a premium, personal safety service that comprises:

- **a purpose built incident management centre** staffed by a team of
- **experienced professionals** who have been carefully selected and trained - and who are constantly retrained using specialist tuition methods - to deal with a wide range of stressful and/or violent situations involving people (not intruder alarms, vehicle tracking or CCTV) calmly and professionally, and who
  - use all the tools at their disposal to bring a situation to an effective conclusion as quickly and safely as possible, and who provide
  - constant evaluation and feedback (gained from customer experiences and real-life incidents) for controller training and service development
- **a unique Knowledge Centre** that collates and evaluates information from customers, actual incidents, and the wider community experience of personal safety, and then feeds this data back into our service development to augment our controller training, and software and service development; this process serves to further enhance the safety of our customers, and their employees
- **our own, bespoke software** designed and continually evaluated and upgraded by our software engineers to provide the best possible support
- **GPS enabled devices** that tell us where you are and who you are, that feature
  - **2-way communication:** we listen and if it's safe to do so, talk to and reassure you until the response personnel we have summoned, arrive
  - **sound recording:** all incidents are recorded, providing the police with evidence should the incident result in litigation
  - **Auto alarm** - set the device to activate the alarm automatically if you are unable to do so (certain devices only)
- **rapid access to the right emergency services** (who can allocate their resources more efficiently because we provide them with the correct information) backed up by
- **Skyguard's 700 vehicle National Response Service** our mobile staff are
  - trained in resolving conflict and defusing explosive situations
  - trained to BS7984 for response services
  - SIA (Security Industry Authority) licensed which includes being checked against the Police National Computer
  - fully security screened to BS7858
- **several decades of combined security experience**
- **proven in use with, and trusted by, the police**
- **ability to update personal details in real time**
- **the expertise** of our Chairman: Lord Dear, former Chief Constable of the West Midlands Police Force, and active in crime and justice issues in the House of Lords
- **years of experience** dealing with real-life situations and massive investment have honed a proven service that's all about people: you; your employees: lone workers, and anyone at risk anywhere who needs backup that's immediate and effective.



So, why Skyguard? Because the only thing you can expect is the unexpected; that's what we're all about. Being there to support you; your peace of mind; your safety.

**YOUR BACK OUR BACKUP!**

