

Professional Security Dogs, Manned Guarding and CCTV



Introduction

Thank you for taking an interest in Stok K9 Security Services.

This document provides a high-level introduction to our services. It is not meant to be exhaustive, but provides summary information about our company, standards we conform to and our approach to security management.

Customers are upper-most in our thoughts, especially how we protect the interests of our customers through the provision of our security dog service.

We work in partnership with customers to agree a security service specification that will prove effective; a specification that will form the basis of our service.

With this agreed security specification in mind, Stok K9 Security Services focuses on providing the highest possible standard of security dog service. This means investing in dogs, their training and their welfare, along with that of their handler. It also means providing effective leadership, communication and supervision.

Stok K9 Security Services is setting new standards in the security dog industry, from its customers are now benefitting. If you would like to see how you can benefit from Stok K9 Security Services, please read on.

We look forward to working with new and existing customers alike. Customers can rest assured that Stok K9 Security Services provides a high quality and effective security service that protects their interests, whenever and wherever required.



About Stok K9 Security Services

Stok K9 Security Services was established in 2018 with the intention and determination to raise the standards within the security industry by providing highly trained and qualified security dogs and handlers.

Stok K9 Security Services Ltd specialises in providing dog handlers and manned guards to sites and events nationwide. We only take on the jobs we can deliver a good service to. We are known for our professionalism and high standards.



Our approach to security service provision makes us different, in several ways:

- » We spend time to truly understand each customer's individual needs, to ensure we provide a service that most effectively protects their interests.
- » We take time to develop and understand the risk assessments that underpin the security service specification (where customers wish us to), ensuring we can counter threats most effectively.
- » We operate to stringent standards. Our dogs and their handlers are trained to the highest standards.
- » We provide leadership, communication and supervision in excess of that typical of the security industry.
- » We hold regular review meetings with customers to ensure service provision remains fit for purpose, adapting the service to suit changing circumstances (e.g. changing assets, changing threats and changing budget constraints).

Stok K9 Security Services is amongst the most professional security dog service providers in the UK. It was established to be so and it will remain so, providing the highest quality security dog services to its customers.



Services

Stok K9 Security Services provides security dog services in which it has significant expertise. Typically, Stok K9's security services are utilised in the following environments and situations:

- » Construction security
- » Event security
- » Residential and commercial security
- » High-profile individual's security
- » Site and asset protection
- » Retail security
- » Corporate security
- » Evictions
- » Animal control (warrant officer/bailiff support)

The aim of Stok K9 Security Services is to deter, detect and detain (known as 3D provision). Stok K9 aims to:

- » Deter would-be intruders
- » Detect intruders
- » Detain intruders

Providing a deterrent effect is by far and away the most significant role Stok K9 Security Services plays. Deterring would-be intruders avoids loss and damage, as well as avoids any potential confrontation or conflict between intruder and our dogs and their handler.

As a general rule, Stok K9 Security Services Officers will not attempt to arrest or detain any intruders on a customer's site unless they are authorised to do so by the customer, and then only if it is practical and lawful to do so.



Security Risk Assessments

Security risk assessments are a fundamental part of any security operation. However, different security providers adopt differing approaches. Typically, Stok K9 Security Services takes the following approach:

- A** Identification of people/assets to be protected
- B** Threat identification
- C** Risk assessment
- D** Security service and counter-measurement design
- E** Exposure management
- F** Implementation
- G** Review

Stok K9 Security Services develops security service specifications, following the above steps at A) to G), in one of three ways:

Client-led

Simply following the requirements of a customer's service specification, where the customer alone undertakes steps A) to G) above.

Partnership-led

Developing a specification with a customer in partnership, then following that specification, where the customer and Stok K9 Security Services work in partnership to complete steps A) to G).

Stok K9 Security Services-led

Developing and following its own service specification, where Stok K9 alone undertakes steps A) to G).

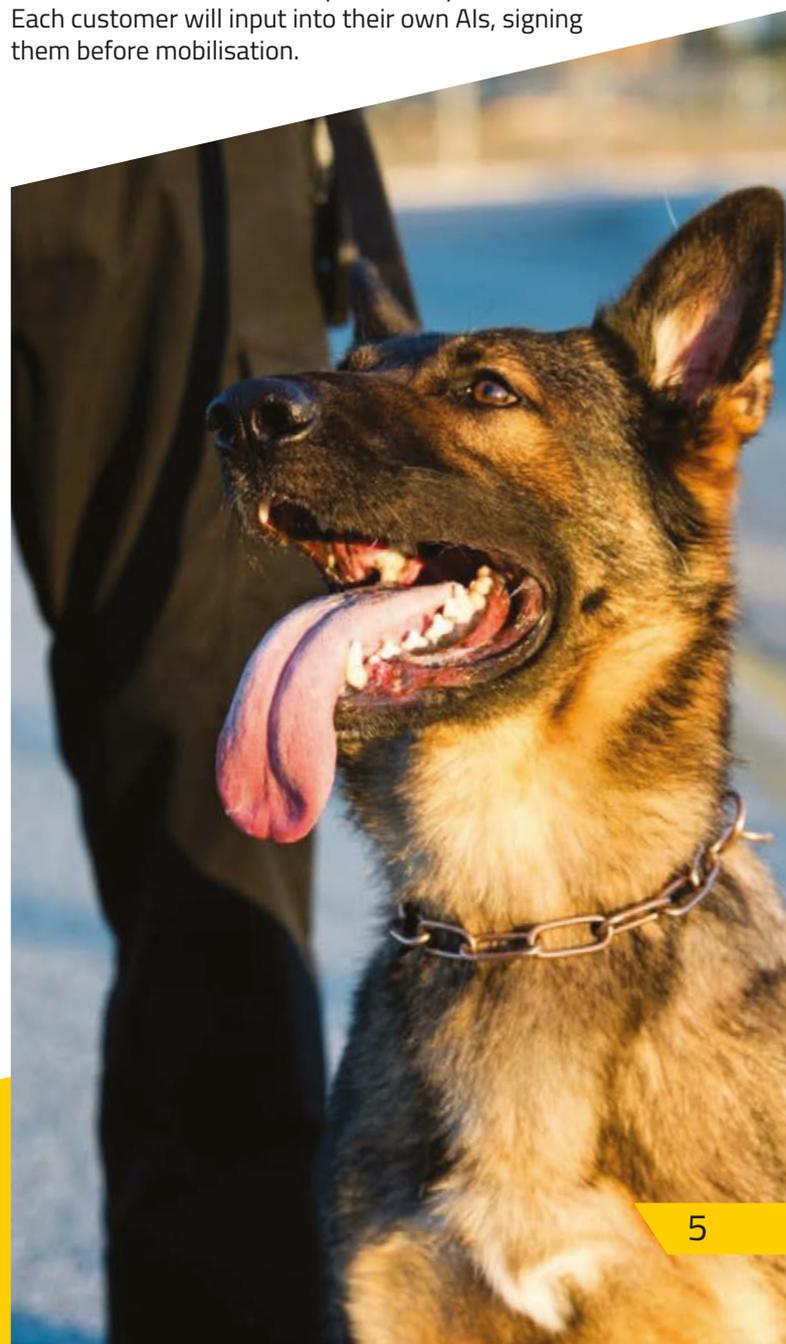
Invariably, a partnership approach is best, as the pooling of knowledge, intelligence and ideas leads to a more comprehensive and rigorous security service design process. The more complex the security assignment, the more preferential a partnership approach is. However, Stok K9 Security Services fully understands and respects why some clients may not wish to share certain aspects of the security information, such as threat identification, as this information may be commercially sensitive.

Stok K9 Security Services three-way approach to security risk assessment and security service design accommodates a highly knowledgeable security client or a client with little or no security expertise. Either way, Stok K9 can adapt its service to meet each and every customer's needs.

From this risk assessment approach, Assignment Instructions (AIs) are developed. AIs form the basis for how the security dogs, handlers, manned guards will work on site, including:

- » How to mitigate security risks
- » Patrol routes to be followed
- » Check points to be monitored
- » IT systems to be utilised
- » How security services are to be integrated with wider facilities management activities and services (e.g. unlocking doors for cleaners, monitoring Building Management Information systems)

AIs are bespoke. They will be designed by Stok K9 Security Services, based on the brief provided by each customer. Each customer will input into their own AIs, signing them before mobilisation.



Business Standards and Insurances

Stok K9 Security Services conforms to and complies with numerous standards including:

A Personnel Vetting

All Stok K9-deployed personnel conform to the BS7858 certified security vetting standard.

BS7858 is the background screening (vetting) of individuals employed in an environment where the security and safety of people, goods or property is a requirement of the employing organisation's operations and/or where such security screening is in the public and/or corporate interest.

By operating to the British Standard, Stok K9 Security Services aims to ensure people of the highest integrity operate on customer sites.

B SIA Licensing

Each and every Stok K9 Security Services worker holds a valid Security Industry Authority (SIA) Manned Guarding front-line licence, so fully complies with the SIA's licencing requirements. Dog's, themselves, are not required to be SIA licensed.

C Dog-Related Legal Compliance

Stok K9 Security Services canine teams operate in line with the 'Guard Dogs Act 1975' and 'The Dangerous Dog Act 1991', which allows us to use dogs to guard a customer's property, provided dogs are under control and that appropriate warning signs are erected and visible at site entrances.

Stok K9 Security Services undertakes site surveys to identify where appropriate signage is required and arranges for the provision of that signage, to ensure its security operations complies with the requirements of all relevant Acts.

D Dog & Handler Training

All security dogs and handlers, deployed by Stok K9 Security Services, are highly trained. Training conforms to British Standards 8517-1, the UK's highest standard for dog and handler training. The training provided to dogs and their handlers is also recognised by and meets to standards of the follows professional standards institutions:

- » National Association of Security Dog Users (NASDU)
- » National Training Inspectorate for Professional Dog Users (NTIPDU)
- » British Institute for Professional Dog Trainers (BIPDT)

Only dogs and handlers meeting the above training standards will be deployed by Stok K9 Security Services, ensuring customers are provided with the highest possible service standards, with the lowest risk of service 'error' (e.g. dog becoming uncontrollable and potentially dangerous).

E CHAS Accreditation

Stok K9 Security Services is a CHAS Accredited security contractor, registration number. CHAS is recognised as the trusted advisor on health & safety compliance. It is an authority that sets the industry benchmark, providing reassurance to service buyers.

F Insurances

Stok K9 Security Services provides Public Liability (PL) insurance cover of up to £5m per claim. This level of PL cover protects Stok K9 Security Services customers, should a claim arise. This cover extends throughout all of Stok K9 Security Services operations, whether self-delivered or sub-contracted, offering customers protection wherever, whenever and however service is provided.



Health & Safety

Health and safety is Stok K9 Security Services' principle concern.

With a Health & Safety (H&S) Policy that conforms with the 1974 Act, Stok K9 Security Services ensures it operates an effective safe system of work focused on customer site staff and visitors (including trespassers), its own employees and subcontractors. The following approach to H&S is taken:

- » Health & Safety Policy
- » Director commitment to health and safety
- » Operations managed in accordance with the 'Hierarchy of Control'
- » Provision of information, training, instruction and supervisor to all staff
- » Risk assessments (for health and safety, as well as for security)
- » Consultations
- » Reporting and statistical analysis
- » Personal protective equipment

Each site is assessed in respect of how security dogs might cause harm to others. These assessments are discussed with clients and operational procedures agreed.

A comprehensive approach is taken to health and safety to minimise risk and ensure positive outcomes.



Canine Standards and Security Officer Welfare

Stok K9 Security Services takes dog welfare incredibly seriously.

- » All Stok K9 Security Services operations comply with the Dangerous Dogs Act 1991 and the Guard Dogs Act 1975.
- » Dog are managed in accordance with BS8517:12016.
- » 'Dog and handler' training is provided to meet NASDU, NTIPDU and BIPDT standards.
- » Dogs are provided with the five freedoms:
 - » From hunger and thirst
 - » From discomfort
 - » From pain injury and disease
 - » To express normal behaviour
 - » From fear and distress
- » Security dogs and their SIA licensed Security Officer handlers are provided with purpose-built dog vehicles.
- » Welfare facilities such as toilets, electric, and water for Security Officers are to be provided by the customer, with access arrangements being made as necessary.
- » Security dogs are fed and watered before each shift to ensure they are energised, alert and focused at shift commencement.
- » Although on patrol for several hours, dogs are provided with 'in-shift' rest breaks, ensuring dogs are appropriately rested and can remain alert for the remainder of their shift.
- » Dog waste is removed by the handling Security Officer and deposited in a hazardous material (hazmat) bin located in the dog patrol vehicle, so dog waste is not left on site, avoiding the risk of contamination.

Operating Model and Resourcing

Each customer's need varies. Some have single sites, some multiple. Some want long-term service provision, some just short-term provision. Security demand is highly variable.

As a result of the variability of demand, Stok K9 Security Services operates a mixed resource model, combining directly employed and sub-contracted security dog handlers.

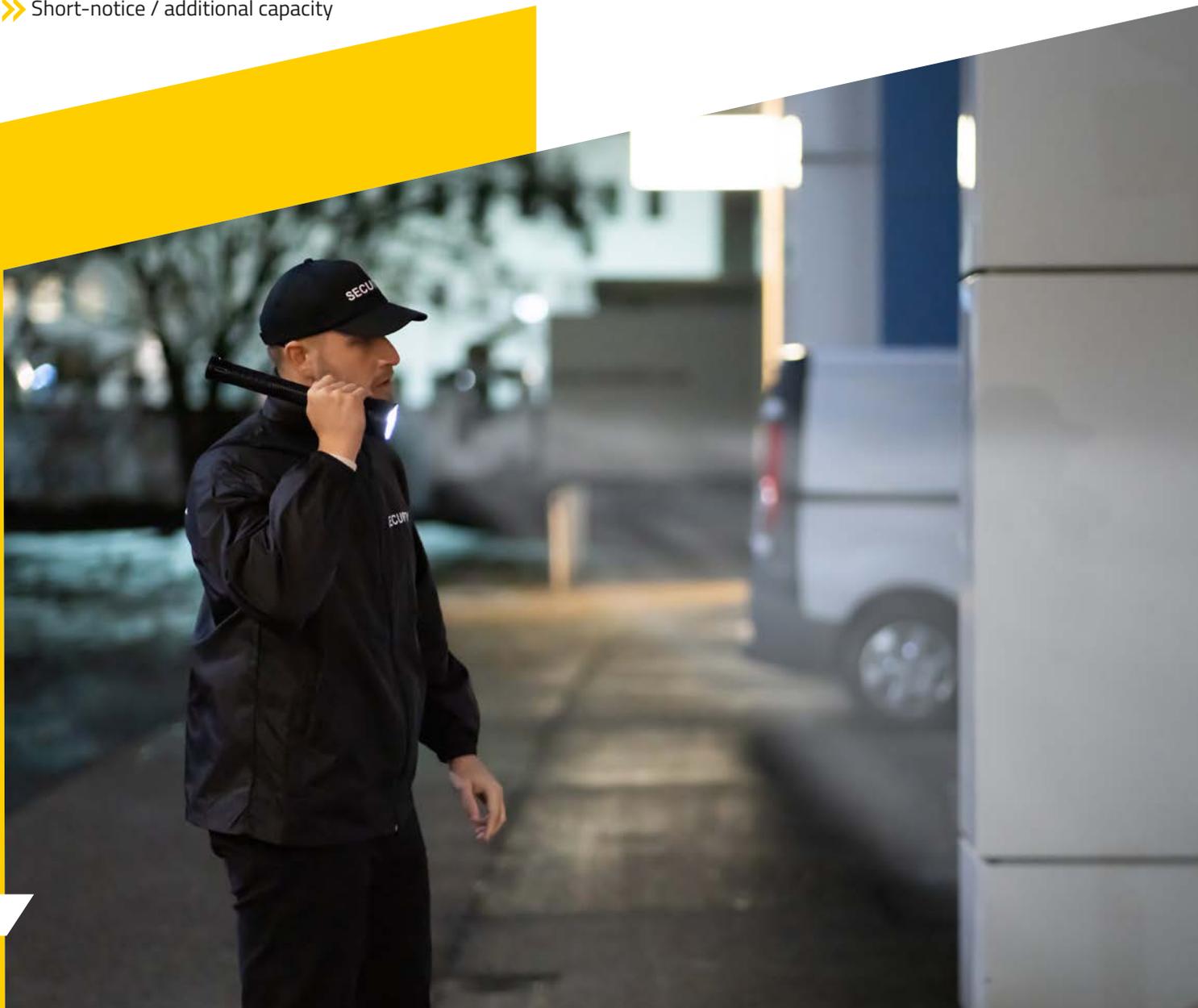
This mixed model approach provides many benefits to customers:

- » Coverage across the whole of Great Britain
- » GPS technology clock on/off system with automated reports
- » 24/7, 365 coverage
- » Cost (and therefore price) flexibility
- » Short-notice / additional capacity

Stok K9 Security Services provision model also ensures that all its security operatives conform to the same high business standards (see section 5.), meaning each and every customer receives the highest quality of security service provision, no matter when and where they have a requirement.

Unlike many security companies, Stok K9 Security Services is open about the use of sub-contractors. Many security dog teams are sole traders, working for numerous security companies. Stok K9 Security Services is transparent about its approach and only works with the very best sole trader and other security sub-contractors; those that can meet Stok K9 Security Services' stringent business standards and other requirements.

Customers are the beneficiary of Stok K9 Security Services' operating model approach, as they have access to high quality security services, at a time and location that suits them, and at a competitive price.



CCTV

We work with the cutting edge technology from industry leading suppliers to provide you with an effective Remote CCTV services monitoring solution that is also cost-efficient.

Your CCTV system is connected via the Internet to a secure monitoring station, sending images from your cameras direct to our security personnel.

The footage can be monitored 24/7 or during selected hours, often outside of normal business hours or when the property will be empty.

Our smart security systems inform security personnel in the event of an alarm being activated. To provide the best view possible, cameras are then re-aligned, zoomed or an alternative viewpoint is selected.

Using our state of the art software we draw digital barriers in and around your chosen areas which trigger immediate alerts to our control room.

Each business is supplied with a 24 hour monitoring station for personnel to use at your perusal.

Our professional security personnel then manually monitor the footage to properly assess the situation. If a risk is identified by our Remote Monitoring centre, we react to manage the situation by either:

- » Communicating directly with the intruders via an inbuilt tannoy system
- » We can inform you if required
- » We contact the emergency services
- » Dispatch our 24 hour response team

Normally, intruders are deterred by the tannoy system and the knowledge that they have been detected, but in the event that they aren't, our team is in a position to ensure the emergency services can act accordingly to resolve the incident.

Our Remotely Monitored CCTV services act as an active deterrent, allowing immediate action to be taken, preventing or reducing damage or loss of property.

CCTV footage that isn't remotely monitored can provide you with evidence after damage has been done, but a monitored system can help prevent it entirely.



Incident Management and Escalation

Incidents are managed in a strict manner and as agreed with each specific customer. Establishing incident management and escalation procedures during the mobilisation phase of the contract is vital, so they are effective from day-one. During mobilisation we will see to:

- A** Agree with our customer the definition of an incident
- B** Agree the procedure for handling each incident type
- C** Agree escalation procedures within the customer organisation and within Stok K9 Security Services
- D** Agree the incident reporting procedure
- E** Agree the incident investigation procedure
- F** Agree the process through which Risk Assessments and Assignment Instructions are viewed following an incident

Incident management may require escalation, such as the immediate notification of a key holder. Stok K9 Security Services will ensure their security officers are fully trained in each customer's incident management and escalation procedures, and that they are provided with relevant contact details should escalation be required. Customers will be provided with 24/7 access to a Stok K9 Security Services Director or operational leader.

Stok K9 Security Services will investigate each incident in conjunction with their customer to determine to threat, how it was or should have been countered, the impact of the incident along with any recovery actions, plus how security arrangements might need improving.



Mobilisation

Stok K9 Security Services utilises a proven method for mobilising new contracts. This method typically comprises 15 aspects, shown below, although the scope of the mobilisation plan will be agreed with each customer, given the bespoke nature of each customer's security requirements:

- 1 Mobilisation team and management
- 2 Commercial and contractual
- 3 Account management
- 4 Security risk management
- 5 Information requirements
- 6 Communication and points of contact
- 7 Human resources
- 8 Training and development
- 9 Operations and procedures
- 10 Incidents and escalation
- 11 Information technology and systems
- 12 Equipment
- 13 Health and safety
- 14 SIA licensing and business standards
- 15 Financial and accounting

The approach to mobilisation taken will vary dependent upon the scale and complexity of the security assignment. For example, Stok K9 Security Services mobilisation plan may be a simple 10-point plan, or it may be a comprehensive 200-point plan.

Mobilisation is undertaken in partnership with the customer, ensuring their needs are understood and incorporated effectively implemented so they become operational practice.

Stok K9 Security Services' approach to mobilisation ensures a smooth and effective commencement to a new assignment, maximising the protection the customer derives from Stok K9 Security Services service from day-one and beyond.



Stok K9 Security Services is a professional security provider that operates to the highest standards, providing its customers with high quality services and outstanding value.



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