



Your back

Are you looking...

... for what people are calling the UK's best backup and personal safety service for individuals at risk?

You've found it.

Your safety, our service

The service we've evolved is a quantum leap in personal safety. We help protect lone workers, vulnerable individuals, and people at risk in all walks of professional and private life. We also provide employers with evidence that they have taken their employee Duty of Care seriously – evidence that may prove vital in the event of litigation.

Might is wrong

Every day, anywhere, our service gets down to work so that our clients can get on with their jobs – and their lives. So that business practice remains smooth. So that people who would otherwise be at serious risk can enjoy peace of mind. We don't deal with 'might'. We deal with 'does'. Our service *does* work. It's tested in real time situations, 24/7. Every day our trained staff members *do* deal with life threatening situations that require subtle, expert management by experienced professionals: us.

Every day, people are calling us. Are you?



So why Skyguard?

We've combined our many years' experience and hard earned knowledge gained protecting the public, together with massive investment, to provide the best possible safety service for people at risk in today's uncertain world.

Our service features a **24/7 purpose-built Incident Management Centre** staffed by a **team of experienced professionals**. Our staff are carefully selected and trained to **deal with a wide range of stressful or violent situations involving people** (not intruder alarms, vehicle tracking or CCTV) calmly. They will always use all the tools at their disposal to **bring incidents to an effective conclusion** as quickly and safely as possible.

Skyguard's **purpose-built incident management software** is designed, continually evaluated, and upgraded by our in-house software engineers and crucially, includes the ability to **update your personal details in real time**. We can provide you with **GPS enabled devices** that tell us both where you are and who you are, and that feature **1 or 2-way communication**. These devices enable us to listen and if it's safe to do so, talk to and reassure you until the response personnel we have summoned arrive. **All incidents are recorded**, providing the police with evidence – should prosecution ensue.

We **access the right emergency services** (who can allocate their resources more efficiently because we provide them with the correct information), fast. **We back them up** with our **700 vehicle National Response Service**; this mobile service is staffed by trained professionals who are security screened, checked against the Police National Computer, and registered with the Security Industry Authority.

Our **unique Knowledge Centre** collates and evaluates information from staff, customers, actual incidents, and the wider community experience of personal safety; this process enhances our staff training, software and service development.

We offer you **several decades of combined security experience**, and the **expertise of our Chairman, Lord Dear**. Lord Dear is former Chief Constable of the West Midlands Police Force, and is currently active in crime and justice issues in the House of Lords. Even the **police use and trust our service**.

We're seen as the **UK's #1 backup service for people at risk**. Is it any wonder why?



Who, where, what, why

Our personal safety service has the size, flexibility and scope to cover a lot of bases. Here's an overview of the kind of services we can provide, and to whom.



*On **your** own, not alone*

Skyguard **Lone** is a flexible service that allows lone workers at risk because of their isolation and their job to call for backup when threatened or injured. It's a powerful, silent partner that never rests or lets you down. Skyguard Lone also enables employers to fulfil their Duty of Care to solitary employees, and to diminish exposure to litigation.



*Backup that fronts **up**, fast*

Any individuals who are worried about their personal safety – domestic violence sufferers, potential kidnap targets, or people who are on witness protection schemes – can benefit from **Skyguard Life**. Once alerted, we can assess the situation, reassure the potential victim, and then request the police or other qualified people to stop things getting worse.



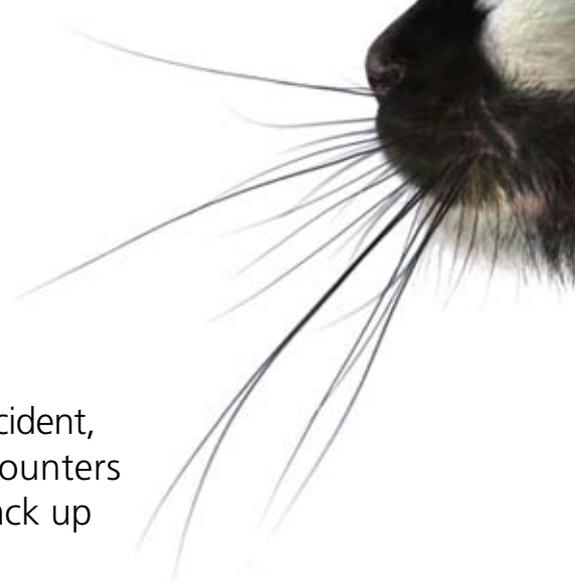
*We'll mind **your** business*

When your assets are threatened, so are you. Protecting one therefore protects the other. **Skyguard Assets** delivers a tailor made personal safety solution for people at risk, and for physical assets, in the retail and business sectors. The service enables retail and business employees to summon fast, effective backup when they feel threatened; it can also limit or avoid the huge costs of damage to retail infrastructure.



The sky isn't the limit

Skyguard **Associate** means you can get involved with us professionally in a way that suits you, and which benefits us both. You can partner Skyguard by referring businesses to us, representing us, or by reselling our services yourself. The level of involvement is up to you – as are the rewards.



How the service works

Lone workers, employees at risk, victims of attack, accident, intimidation or domestic violence – anyone who encounters a sudden, severe problem: these people all need back up and protection – fast. Here's how we provide it.

Within your grasp

In the event of an incident, a client activates the alarm on their GPS enabled device. The alarm is sent via mobile phone technology to our 24/7, Incident Management Centre. There, our trained, experienced staff members know who the client is, their profession, medical history – even what they look like – immediately (all this information is treated in total confidence). Because the client's device is GPS enabled, we know where they are; their actual position is cross checked against their given home or work location. We listen to ambient sound in their vicinity. If it's safe to do so, we talk to them. We review their individual information and preferred action in case of emergency. Within seconds we decide on a course of action. We may request an emergency service, our National Response Service, or someone designated by the client. Whatever we do, the action we take is designed to neutralise the threat or resolve the crisis as quickly as possible.

Our service provides a vital lifeline to those who would otherwise be vulnerable. It also minimises disruption to business practice, reduces time off due to illness as a result of attack, and improves staff morale. It also enables employers to fulfil their Duty of Care to their employees and prevent or defend against expensive litigation.

Massive investment in developing bespoke software has enabled us to offer a service that really works. It's proven. It's out there helping to protect real people every day in a host of diverse and challenging situations. And it's all at your fingertips.

Duty of Care

All employers have a Duty of Care to their employees. Not fulfilling it can have disastrous consequences. In the event of a fatal or grievous but non-fatal attack on an employee at work, litigation can lead to tarnished reputations at best, and financial meltdown and prison sentences at worst.

There are several pieces of legislation that relate to Duty of Care to which employers must adhere. The Corporate Manslaughter Bill, for instance, renders organisations proven to be aware of risks that put inadequate measures in place to diminish or negate those risks vulnerable to litigation. And the Health & Safety Offences Act of 2008 provides courts with greater sentencing powers for those who fail to adhere to health and safety legislation. The Act raises the maximum penalties that can be imposed for breaching health and safety legislation, and broadens the range of offences for which an individual can be imprisoned.

Skyguard can help you fulfil your employer Duty of Care to your employees. So we don't just protect lone workers and employees at risk, we help protect employers from potentially disastrous prosecution and litigation, too.

Our service and Incident Management Centre complies with the following British Standards:

- BS 5979:2007 – the standard for Alarm Receiving Centres (ARCs); compliance makes possible the highest level of police response;
- BS 8484 – the emerging standard for lone worker services based on handheld personal safety alarms; applies to both devices and ARCs for which there are additional requirements over and above BS 5979;
- BS 7858:2009 – the standard for the security screening of individuals employed in Alarm Receiving Centres;
- BS 7984:2008 – the standard which covers alarm response services; relates to the Skyguard National Response Service;
- Security Industry Authority (SIA) – all individuals working in ARCs must be registered with the SIA; registration includes checking against the Police National Computer (all Skyguard directors are registered with the SIA);
- Skyguard has been closely involved in the preparation of BS 8484 from initial drafting through all subsequent drafts and discussions, to the finished product.





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Our backup

