

The Millennium Group

Background

The Millennium Group was incorporated in 2009 and comprises three divisions, **Millennium Security Services (MSS)**, **Millennium Training Services (MTS)** and **Millennium Parking Services (MPS)**. We have deployed over 2500 security personnel over recent years and provide security and car park management solutions across the United Kingdom.

All operational staff are smartly uniformed in highly visible MSS attire, and attend all sites in highly liveried MSS vehicles in order to deter unauthorised persons and other antisocial trends. All MSS staff are trained in Level 2 Door Supervision which enables them to hold a frontline Security Industry Authority licence.

Our operating and compliance systems have recently undergone a large phase of improvement, with all systems being brought into line with the SIA's Approved Contractor Scheme guidelines, along with the ISO9001 international operating standard.



MSS currently operates across all of Wales, in areas from Swansea, Llanelli, Aberystwyth to Newport; with an operational radius of approximately 100 miles from our central location. Quarter 4 2016 marked the beginning of Millennium Security Services' planned expansion into England, with an intensified schedule of business development and recruitment in the region.



Millennium Group is trading name of Millennium Door & Event Security Ltd, Millennium Parking Services (MPS), Millennium Training Services (MTS) and Millennium Security Services (MSS)

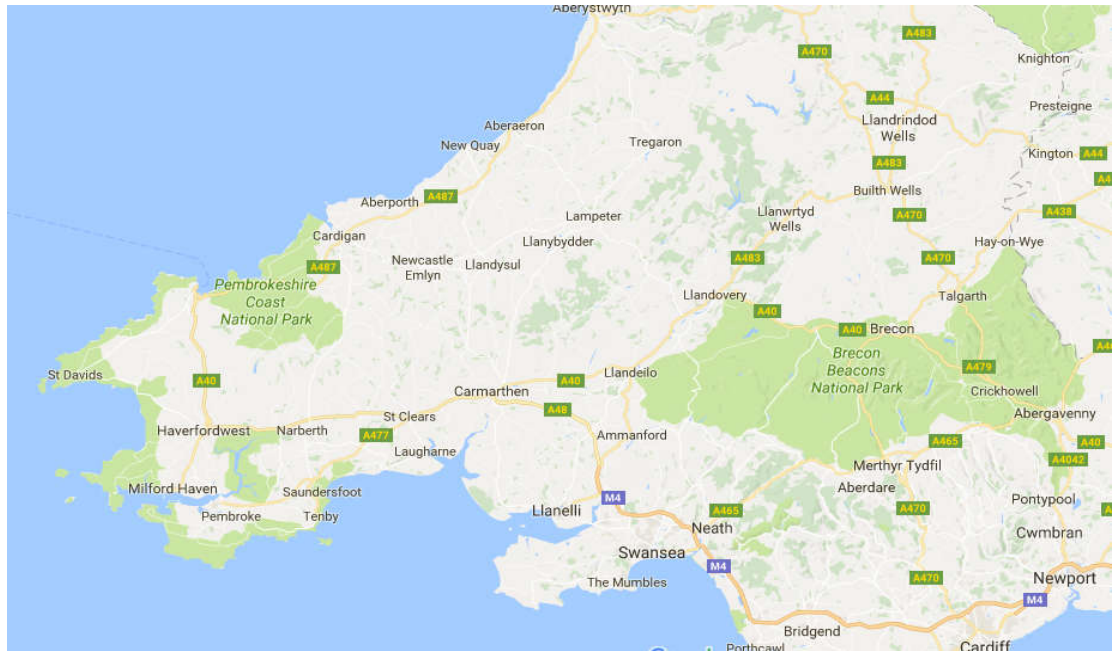
are divisions of Millennium Door & Event Security Ltd T/A Millennium Group
 General Enquiries: 01792 655 923 – PCN Payments: 01792 47 47 26 –
 24 Hour Parking Services: 01792 348 238 – MTS: 01872 300 795 – MSS: 01209 701 593
 Registered office: Metropole Chambers, Salubrious Passage, Swansea, SA1 3RT
 Website: www.mill-group.com - E-mail: info@mill-group.com

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Current MSS Patrol Locations

MSS currently conducts mobile patrols in the following areas:

- Swansea
- Gorseinon
- Neath
- Llanelli
- Aberystwyth
- Newport
- Port Talbot
- Skewen
- Cardiff
- Mumbles
- Neath Abbey
- Llandarcy
- Blackwood



Quality Assurance

In order to satisfy our clients' need for a customer-focused approach, MSS is committed to ensuring Security Operatives are knowledgeable of each site, to assist customers with any queries and to help wherever they can. The accreditations we have gained offer us the support and knowledge necessary for operatives to perform to the highest standards and achieve specific

targets whilst always ensuring a positive impact on our clients and the public at large. It is of crucial importance within the security industry to operate to a fair and objective standard in order to safeguard our staff and the general public. Through our accreditation we are afforded the means to consistently exceed these industry standards.



In order to ensure a consistent approach across all sites, MSS Security Operatives undergo constant training to ensure every aspect of their role is completed to the highest standard. In addition, Security Operatives are compliant with strict internal policies that are adhered to in order

to ensure a consistent approach to all procedures.



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The Millennium Group Code of Conduct requires a high standard to be met consistently across all aspects of our operations.

Our regular process of client feedback allows us to offer our clients accountability and a clear process for hearing our customers' needs. This allows us to continually adapt the management of client sites to always offer the best possible service in line with what our customers require.

Our ongoing operations strategy is supported by a wealth of carefully written policy to guide how we train our operatives to conduct themselves in the field. This ensures that Millennium Group staff are always fully informed of the standards expected of them, and of the wealth of operational support that they can utilise whilst working in small teams or as lone workers. Recently, we have sought to use the newest technology in the industry to optimise these aspects of Millennium Group service to offer further accountability and peace of mind for our customers, who want to be assured that they are receiving the high level of service they deserve.

Back Office and Reporting

In 2017 MSS and MPS engaged the services of Tracktik (www.tracktik.com). This software is a multi-feature platform that connects field personnel to management and clients via a suite of guard-management tools and powerful business-intelligence modules. This ensures we have the most accurate, real time data and communication with our guards at all times.



TrackTik's extensive functions and reporting systems mean you have access to every eventuality at your site, at the click of a button. All visits/reports are logged by the guards via their portable terminals, evidenced by photographs and even video where necessary. This cloud based system will be available to all of our clients at no charge to them.



Through use of TrackTik's client portal, our customers have hands-on access to all of the security information relative to their site(s), updated in real time. Using TrackTik we have so far enabled our clients to establish ongoing condition reports at their premises to keep them informed of site continuity remotely; to identify problem areas and build a strategic response; to have firsthand



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information of any new hazards or incidents in a real time, digitally time stamped format available from any desktop. Using TrackTik, we have aimed to create a streamlined, efficient reporting process which empowers our clients with in depth business intelligence without the burden of cumbersome paperwork of endless email trails.

Equipment

All MSS operatives will attend your site with the equipment required to fulfil their task as standard, at no extra charge. Staffs are outfitted with Personal Protective Equipment (PPE) relevant to their deployment, and all equipment necessary to perform their duties when they arrive on site. All MSS staff is equipped with hi-visibility liveried uniform to ensure that their presence on site acts as a comfort to authorised personnel, and a deterrent to trespassers. Lone staffs are equipped with body cameras to safeguard their own wellbeing, as well as to provide a demonstrable record of potential hazards. Each staff member on site is provided with a smart phone in order that TrackTik can track their location, and ensure that at all times they are able to supply crucial operational information in real time.

Signage

Signage plays a very important role in deterring antisocial behaviour and sufficient signage is needed to notify of our services. Visitors to the facility would also feel reassured by the security patrols.

Our guidelines for signage state that they must be clearly visible, and so font size and colour is selected accordingly. Our signage is predominantly white with black text so that it is visible against the background and there are no issues with colour blindness or blending.



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Company Structure

Lead Contact Name	Rhys John	Role	Millennium Group Director of Operations
Telephone	01792 474726 / 07583 288667	Email	r.john@mill-group.com

Secondary Contact Name	Brian Ridgway	Role	MSS Operations Manager
Telephone	07581 117371	Email	b.ridgway@mill-group.com

Organisational Structure of Services

Our structure for the operation of Security Services is organised via Millennium Group Head Office in Swansea. Millennium Group Head Office is the active location from which our Director of Operations, Rhys John and accompanying staff conduct their roles.

All staff members of Millennium Security Services at Head Office and in the field are connected via our back office system, and via real-time mobile communication software, allowing all functioning parts of the company to operate in a coordinated manner.

Accreditation and Membership

Millennium Group is committed to an ongoing process of accreditation and building consumer trust. All policy and procedure across our divisions aims to protect our clients and employees, while ensuring our operating activities impact on the public good and local environment as little as possible. Our systems are currently in process of being brought into compliance with ISO 9001 and the SIA Approved Contractor Scheme, and we are fully compliant with Safety Schemes in Procurement (via CHAS). We are on the register of Data Controllers via the Information Commissioners Office; a Highfield Accredited Training Centre, a member of the British Parking Association and Approved Contractors of the International Parking Community.



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Our Services

Millennium Group Platinum Package

(£200.00pcm)

- Weekly condition reports
- Unlimited free signage
- 7 Daily/Nightly MSS Patrols per week, with reports tailored to your site(s).
- Additional mobile security patrols available at **£10.00** per visit
- Monitor problem areas or high value assets with custom guard checkpoints.
- 24/7 Call out available - Hourly rate of emergency call out - **£15.00**
- Client Portal for TrackTik back office system
- Optional **free** car park management via randomised MPS Patrols*



Millennium Group Gold Package (£100.00pcm)

- Fortnightly condition reports
- Unlimited free signage
- 3 bespoke Daily/Nightly MSS Patrols per week, with reports tailored to your site.
- Monitor problem areas or high value assets with custom guard checkpoints.
- Additional mobile security patrols available at **£15.00** per visit
- 24/7 Call out available - Hourly rate of emergency call out - **£20.00**
- Client Portal for TrackTik back office system
- Optional **free** car park management via randomised MPS Patrols*



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Millennium Group Silver Package (FREE)

- Full condition report carried out at your premises by specialist surveyors.
- MPS Signage – **(10 free signs) Additional signs £2.50 per sign**
- Optional **free** car park management via randomised MPS Patrols*
- All visits supported by comprehensive reporting systems w/ GPS tracking.
- 24/7 Call out available - Hourly rate of emergency call out - **£25.00***
- Additional mobile security patrols available at **£15.00** per visit
- Live online monitoring and reports submitted to you via the TrackTik system.
- Flexible structure to allow for additional or fewer patrols as requirements dictate.

*subject to Millennium Parking Services (MPS) terms & conditions.

Millennium Group	SILVER	GOLD	PLATINUM
Condition Report	Initial	Fortnightly	Weekly
Free Signage	10 Signs	Unlimited	Unlimited
Free Car Park Management	✓	✓	✓
Client Portal	✗	✓	✓
Daily/Nightly Mobile Security Patrols	✗	3 per week	7 per week
Additional Mobile Security Patrols	£15 per visit	£15 per visit	£10 per visit
24/7 callout hourly rate	£25	£20	£15
Key Holding	£195 PA FREE	Free £100.00 pcm	Free £200.00 pcm



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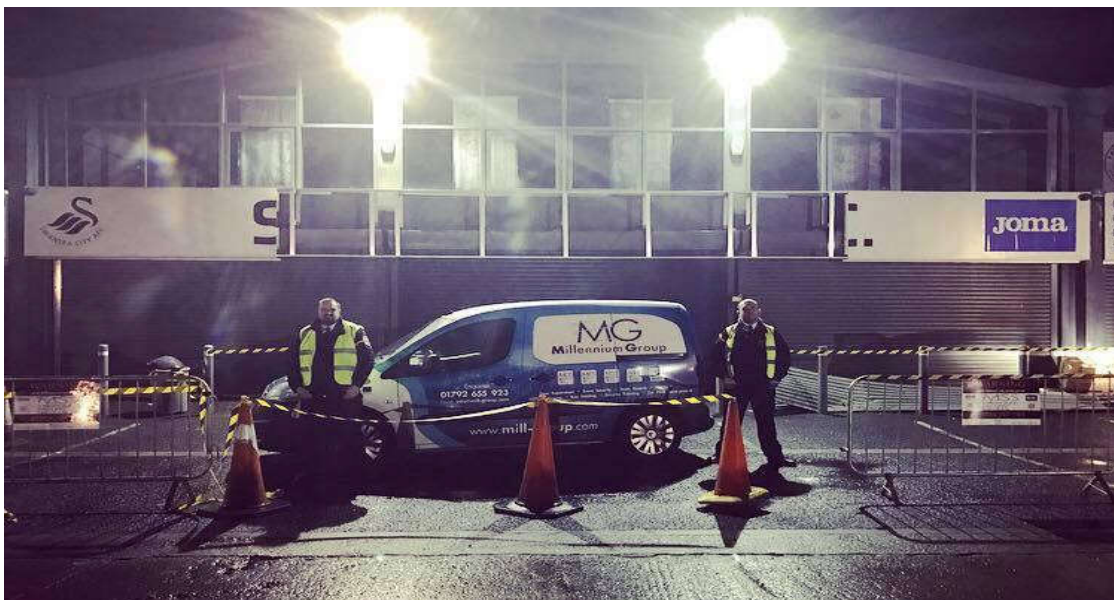
Key holding

- Key holding fee - **£195** per annum
- 24/7 Call out available - Hourly rate of emergency call out - **£25.00**
- MSS Signage erected around site - **£0.00**

Manned Guards

Our fully trained uniformed staff provide 24 hr on-site security services wherever and whenever required. We have the flexibility to meet any requirement you feel best suits your site. Our guards ensure a highly visible site presence and are issued with all the necessary equipment to be fully operational as well as our new TrackTik reporting system which provides instant reports at your finger tips using the client portal.

- MSS Signage erected around site - **£0.00**
- SIA licensed Static Guards - **£11.00*** per hour, per guard
- Regular perimeter and asset checks carried out
- Daily reports logged and submitted
- Weekly reports submitted
- Live link to guard whilst on duty



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Millennium Group Client Portfolio



(Full list available upon request)



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