

# SECURITY COMPANY OF THE YEAR (UNDER £50M)

## Q1

### BUSINESS PERFORMANCE, GROWTH AND AREAS OF SPECIALITY

Pilgrims provides **unrivalled expertise and an unparalleled track record**, operating globally at the highest level. Our specialty is providing a total security risk management solution that clients can trust.

We have invested heavily in SIA ACS, successfully raising our score by more than 30 points in the last three years to 166 out of a maximum of 174. Despite our size, we excel with our score putting us in the top 5% of all security companies and making us a Top 25 Industry Star Performer.

We have been winners at the SEA for four of the last five years. **Outstanding achievements for a company our size.**

Growth in the past year demonstrates how we are **punching above our weight**: sales up an **incredible 217%** on last year's 44% increase with some notable high profile national contracts won.

**Only the fifth company ever to be awarded a prestigious British Embassy contract**, 300 person national contract, something no other security guarding company of our size has ever managed to do.

It was won by exporting the same UK SIA standards that we operate in the UK, thus demonstrating how the best of British can win on the global stage.



Guarding Video

Click to play

360CustomerCare™



Pilgrims 24/7 Operations Centre

## Q2 LONG-TERM COMMITMENT TO TRAINING

Pilgrims stands out for its training, using the **best technology and most engaging, interactive online courses** in the security industry. Finalists in the SEA Training Initiative for the last five years, our **eGuarding™** training package a SEA winner in 2014.

The training we provide is **extremely high quality**, covering more than 30 separate modules with in-depth assessments and testing every six months to ensure competency. Our long-term commitment is demonstrated by our £6m investment in Pilgrims Academy, accredited through various training bodies.

We have embraced technology to develop several unique operational training evaluations, e.g. **MinEval™**, **FactFinders™**, **DecisionMakers™**, which prepare our guards for almost any situation.

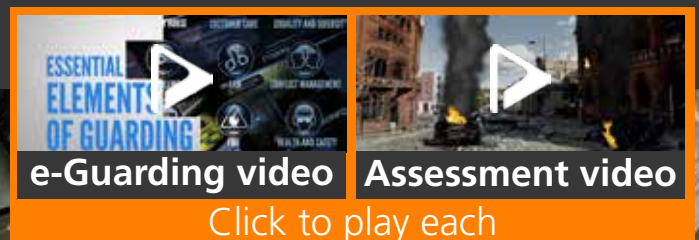
We have invested heavily in technology systems across our business and client sites – **an incredible 85% of our manual processes have been automated**. Using PDAs audits/incidents can be uploaded instantly and reports generated, screening/training can be monitored easily, staff can check schedules/book leave/order uniform with a click of a button.

Our service delivery, response times and communication with teams and clients are **significantly improved**.

Pilgrims has also developed unique IT-based, strategic risk management and information gathering tools that are **providing considerable benefits** to our clients, enabling them to be better prepared for current threats.

Core  
SAFE+  
iActive  
Core+  
Fact Finder  
Life Savers  
eGuarding  
iAssess

Trauma Med  
SAFE-R  
Decision Maker  
EFAW  
EFAW+  
Travel Safe+  
Drive Safe  
Stay Safer



*Extensive range of enhanced training available.*



# Q3

## CONTRACTS UNDER MANAGEMENT

Pilgrims has seen our most successful year in terms of growth, winning some extremely notable contracts. Furthermore, we have managed to hold onto all but one of the contracts we started the year with, the client seeking an FM solution.

A hands-on provider, focusing very much on assessing and improving our teams' performances by running multiple, real time operational assessments using our unique evaluation tools. Current customer satisfaction and service delivery levels are a **stunning 98.3%** across all contracts.

We have **successfully won a number of very high profile major contracts**, such as ITV Studios, PwC HQ London and BBC Studioworks, regularly going up against much larger providers than ourselves. Demonstrating to clients our quality and commitment to providing real value for money and a **tailored solution that really works for them** has resulted in us securing **unprecedented contract terms of 5 and 10 years**.

Clients choose us for our **unique experience and understanding** and our ability to provide a total security risk management solution that covers training, consultancy and operational services, including guarding.

Our commitment to quality and service delivery provides clients with the confidence to be prepared for current threats.

### Link to Client Reports



Click to open





# Q4

## EXCEPTIONAL STAFF LOYALTY

Our guards are loyal to Pilgrims because we:

- Invest and develop our officers, providing them with the best training in the business
- Ensure guards' ideas improve service and save money for our clients
- Make them feel engaged and part of the businesses they protect
- Integrate our teams and clients in workshops to develop improved performance and understanding
- Recognise guards' achievements with regional, national and team awards
- Ensure guards feel valued and part of the team

The upshot is exceptionally low staff turnover.

UK staff turnover has averaged only 4.7% over the last ten years and it has been below 3% for the last two. **The majority of our guards remain with us for the life of the contract**, in cases more than ten years, demonstrates the loyalty we have developed.

Guards, managers and teams around the country are recognised with commendations and awards at our annual national awards ceremonies which are combined with a golf and dinner event for all nominees. The key to our success is our people, investing in their development and welfare. Their loyalty provides us with the continuity both our clients and ourselves have benefited from over the last two decades.

### What our clients say...

#### Pilgrims are our total solutions provider

Selecting a provider who was renowned for their level of quality, capability and understanding of the current threats facing organisations was critical for us. From the outset, Pilgrims demonstrated a level of service delivery and professionalism that exceeded our expectations. Pilgrims has a unique blend of experience, knowledge and specialism which is rare within the security industry especially when it is supported by an attitude to continually improve what they do.

**Richard Stanley**, Head of UK Security, PwC

#### Re-Development of BBC (TVC) Studioworks

Our Greenfield Project had a very aggressive timeline indeed "We were delighted" that Pilgrims were able to provide the complete Event and Manned Guarding solution, they guided us through this difficult and challenging process to ensure all our standard and emergency procedures were fit for purpose. Pilgrims stood out from the competitors in this tender as our choice of security partner, their management structure, quality systems and welfare and training for their staff could not be matched by others.

**Clare Sillitto**, Facilities Manager, BBC Studioworks

#### "ITV went out to find a security expert and not just another security provider and that's exactly what we got with Pilgrims"

Pilgrims offer ITV the complete SME security solution, their innovation, capability and total commitment to quality, training and development of their staff is second to none in the industry. Their experience and strength of management is clear to see and makes a real difference to us (the client) and the security teams. USPs such as Mineval and elearning give direct benefits and Value Add to ITV which already have everyone talking about them. I would have to say that Pilgrims are proving to be the best security provider I have ever worked with in my 30 years with ITV.

**Stuart Wynne**, Security & Transport Manager, ITV North

#### Sanofi UK partnership with Pilgrims Group

We have found that Pilgrims' service levels are consistently high and provide the level of assurance that we require to be fully confident that all risks associated with our requirements are fully covered, particularly in the area of site manned guarding at our geographically and operationally diverse site locations.

**Phil Cottrell**, Director, Security UK & Europe Sanofi UK





## STAR QUALITY - WHAT SETS PILGRIMS APART

Pilgrims is a modern innovative guarding company needed to partner clients in dealing with **today's ever changing threats** and our ability to do that sets us apart by;

### Commitment to Quality

- ISO 9001 zero non-conformances achieved over 14 years
- PSC-1 The only UK guarding company achieving global status
- ISO 14001, 18001 and 27001 added this year
- SIA ACS Top 5% with a score of 166
- 98.3% customer satisfaction level attained

### Know How

- Listening to our clients and providing with tailored solutions that work for them
- Experience and understanding enabling us to provide total security risk management solutions
- Capability to provide solutions that are tried and tested globally

### Training

- Pedigree of training corporates, Governments and media over the last 20 years in how to mitigate risks
- Ability to provide almost 80 different safety and security courses via our brand new website
- State-of-the-art 45,000sqft centre of excellence – Pilgrims Academy
- Award winning training solutions that our guards benefit from everyday

### Technology

- Innovative security risk management and intel gathering tools
- Investment in utilizing numerous service delivery and performance management tools automating 85% of our manual processes
- Unique in-house systems covering training, staff welfare and communications



PILGRIMS  
ACADEMY



Corporate Video



Training Video

Click to play each

Click to open link

[www.pilgrimsacademy.com](http://www.pilgrimsacademy.com)



PSC.1-2012  
MSS GLOBAL



City & Guilds

