

# Safe and sound...

**F**OLLOWING an assessment by an independent body, Bournemouth based First Stop Security has been awarded the prestigious ISO 9001 certificate, for its exemplary standards and service.

This certification, which is awarded by the International Organisation for Standardisation, has only been achieved by around five per cent of businesses and is supported by the government and recognised world-wide.

"We have always been proud of the service we offer our clients," explained Mark Metcalfe, Managing Director.

"Now with this certification, this has been confirmed by outside experts, who are used to judging standards on a daily basis in a wide variety of trades and industries."

What makes the award even more impressive is that First Stop Security is a relatively new business, starting around 18 months ago in September 2006. "This company was created from three people who saw a gap in the market in the security industry," said Mark.

"We didn't think security in the area was being done to the standard that we could do it and we thought we could do better."

"That's what we truly believed, hence why we have expanded the company from six people to 120."

As well as Mark the other two figures who have played key roles in the success of First Stop are Chris Davies, Training Manager and Marc Smith, Operations Director.

Like Mark both gained extensive experience working for a range of security firms across the UK.

The services offered by First Stop include the supplying of door supervisors, mobile patrol guards, parking control management and providing CCTV.

"Amongst other clients, we supply Bournemouth Council and Poole Council with their security," said Mark.

'We like to think we're approachable. You can come and see us whenever you want or you can pick up the phone and get straight through to us'



FIRST STOP SECURITY: Chris Davies, training director, Marc Smith, operations director, Mark Metcalfe, MD, and Steve Reeder, from ISO

## Advertisement feature

"To get council work you need to be quite transparent in what you do and you need to be responsible operators, which we are hence the reason why we've just been awarded our ISO 9001."

"We're growing and building a

business and doing it responsibly."

While the success of First Stop is largely down to the services they provide for their clients, Mark believes that just delivering the goods isn't enough and that in

order to succeed businesses need to be approachable.

"Although I'm the MD, I'm out every Friday night speaking to clients, checking that they're happy and that everything is being done to a high standard," explains Mark.

"At First Stop we offer a much more personal touch, I mean how

often do you get to speak to the MD of a business, let alone have them come out to you on a Friday night?"

He added: "We like to think we're approachable. You can come and see us whenever you want or you can pick up the phone and get straight through to us if you need to."

## Offering a wide range of security services

First Stop Security Ltd is pleased to offer a wide range of security related services including:

- Parking Control Enforcement
- Door Supervisors
- CCTV
- Static Guards
- 24 Hour Control Room
- Mobile Patrols
- Personal Security
- Key Holding
- Event Security
- Bespoke Security

**FSS**   
First Stop Security

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