

WHY CHOOSE SYNERGY?

1. Our Strong Focus - Delivering Value for Money

- Innovative thinking and ways of working
- Strong commitment to driving cost saving initiatives
- Continuous use of benchmarking to reduce annual spend
- Strong culture of process improvement
- Committed to going the extra mile
- Our ongoing involvement & commitment to our client ethos
- (We adopt a preventive approach - Plan / Do / Act / Check)
- Live reporting Management System - Synergy iDrive



2. Our Commitment to Service

- Accredited in Excellence Through People
- Accredited to ISO 9001:2008
- Platinum Awarded Company by the ISIA
- Strong customer centric ethos and values
- Experienced at working in leading edge industry partnerships
- We offer a wide range of value added consultancy services - such as cleaning, risk assessment and technical solutions
- Our “Front-of-house” culture means excellent customer solutions
- Emphasis on customer service training

3. Our Operations Strengths

- A highly professional and experienced Contracts Management team
- Awarded numerous, prestigious industry awards e.g. Security Officer of the Year 2010 / '11 & '13
- Compliant with, and frequently exceed, all major industry standards
- A dynamic approach towards service delivery
- Fully accredited to: PSA 28:2013 / ISO 9001 / ISO 14001 / ISO 18001 / Qualsec / Excellence Through People
- Our dedicated out-of-hours management, ensures 24/7 support
- We have a dedicated Mobilisation Manager to deliver on-time change management and ensure continuity and it all remains business as usual
- A can do and will do attitude, from each of the team.

4. Our Highly Professional, Customer Focused and Committed Team

- 98% contract retention rate - the Industry Benchmark
- Emphasis on Work-Life balance
- Very low staff turnover rate - Currently at 2.3%
- Our Managers have time to manage which results in outstanding service delivery
- We improve our Security Officers' performance using scenario training and testing
- Industry-leading remunerations, training, development and leadership support for our Security Officers
- Highly experienced at successfully dealing with TUPE
- Flexible decision making capability