



MISSION STATEMENT

Our mission is to be recognised as a leading accredited security company providing quality, professional accountable security, and related services to the local business community by maintaining the latest industry standards and employing highly trained, professional motivated SIA licensed personnel.

Our Vision and Values

Our vision is that all our employees will provide value to our clients' businesses by carrying out their duties with integrity, skill, and positivity in a timely and professional manner.

The company provides development opportunities for all employees to enable the achievement of the company's goals.

We ensure our staff work within a risk framework which has been professionally assessed and documented.

We will continue to work hard to maintain a high standard of personalised quality monitoring and strive to exceed expectations of our clients in the delivery of services by providing professional fully trained licensed security.

We ensure through a rigorous recruitment process that the selection of quality professional individuals is without regard to gender, ethnicity, religion or sexual orientation.

Worthy of your trust and confidence

Customer Care

It is the duty of all employees to know and understand our clients' needs and provide solutions where needed, bringing added value to our clients' businesses and continually to exceed the clients' expectations for service and value.

We aim to give all customers a warm courteous and professional welcome; to treat all customers with respect; to ensure their visit is safe and stress free; to seek visitors' feedback, comments and suggestions, and to respond to them. We monitor and review staff performance on these aspects on a regular basis.

The company is monitored by external auditors against national and international standards to ensure continuous improvement in all aspects of service delivery. Titans Security Limited holds SIA approved contractor status for the provision of Static Guards, and Key Holding and is an ISO 9001:2008 company for the above and including Event.

Signed: Ben Lewry (Managing Director)

Date of issue: 11/02/2023

Date of renewal: 11/02/2024