

Customer Handbook

Novus Altair Currently holds SIA Approved Contractor Scheme Status for
The provision of Security Guarding, Door Supervision, Key Holding and Close Protection.

2022-23

HOW TO GET A QUOTE:

For more information on any of the services we provide or if you have specific questions you'd like to talk to us about, get in touch with us using any method you prefer below. Our team will be delighted to hear from you.

-  fb.com/NovusAltairLimited
-  twitter.com/NovusAltair
-  linkedin.com/in/novus-altair
-  www.NovusAltair.co.uk

Let's Connect

Address

Suite 14, 1st Floor, Roding House
2 Cambridge Road
Barking Essex
IG11 8NL

Phone

020 8507 2743 (Head Office)
074 8331 9985 (24/7 Hotline)

Email

info@novusaltair.com



Concierge Services Mobile CCTV Unit Remote Monitoring
Access Control System Dog Handling

Security Guarding
Door Supervision Close
Protection Event Security
CCTV Installation
Keyholding

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DIRECTOR'S MESSAGE



Our goal is to
“Aim for the Best”
 befitting our name and our logo

Novus is for Novel and Altair is the brightest star in the eagle-shaped constellation Aquila. Our logo is the image of ever-rising and shining star that stands out.

Our vision is to continually raise our standards and become the organization that stands out in the Security and IT industry by not just living up to our customer expectations but exceeding those through compliance, conformance and performance reviews.

We aim to provide highly professional and competitive services for all our clients underpinned by the organizational efforts to continually improve.

- **Quality**
- **Value for Money**
- **Flexibility**
- **Reliability**

We have introduced a highly effective Quality Management System at the organisation in order to achieve our aims and objectives.

We are an ISO 9001, 14001 & 45001 certified company and currently hold SIA Approved Contractor Scheme (ACS) status towards the provision of:

- **Security Guarding**
- **Door Supervision**
- **Key Holding**
- **Close Protection Services**

Accreditations with SafeContractor and Constructionline have also been achieved.

You are guaranteed to get highly competitive quote(s) without compromising the quality of our services, this was made possible as a result of years of research of our organizational leadership equipped with pioneering cost estimation techniques based on overhead controls.

I would be happy to discuss your organizational security needs in person and assure you that our trained, professional and courteous frontline and non-frontline staff members aim to achieve the highest standards of customer satisfaction.

Introduction

Novus Altair is the provider of manned guarding security services all across the UK. We always make sure that the manpower we supply and the services we provide are the best outcome of your money.

Novus Altair has also achieved Health and Safety Accreditations with SafeContractor and Constructionline.

We follow the British quality standards of BS 7499 for Security Guarding, BS 8507 for Close Protection, BS 7960 for Door Supervision, BS 7984 for Key Holding and BS7858 for Screening/Vetting of full-time staff.

The company operation from administration office in London where marketing, sales, recruitment and security screening are controlled, and the quality systems are administered.

All personnel are security screened and licensed to SIA regulation for the provision of manned guarding services.

All personnel are highly trained in their duties; staff training regimes conform to the current (and future) requirements of controlling enforcement authorities.

Accreditation



PRODUCT



NOVUS GUARD PRO

For organizations

Novus Guard is an innovative solution in the emerging category of lone worker protection. Novus Guard is an all-in-one app for managing, monitoring, and ensuring safety. It offers highly secure, highly reliable, and highly accessible solutions for a variety of industries.

With features like



- **Geo-Fencing**
- **Geo-Tagging**
- **Lone Worker Protection**
- **Fleet Management & Tracking**
- **Workforce Management & Tracking**

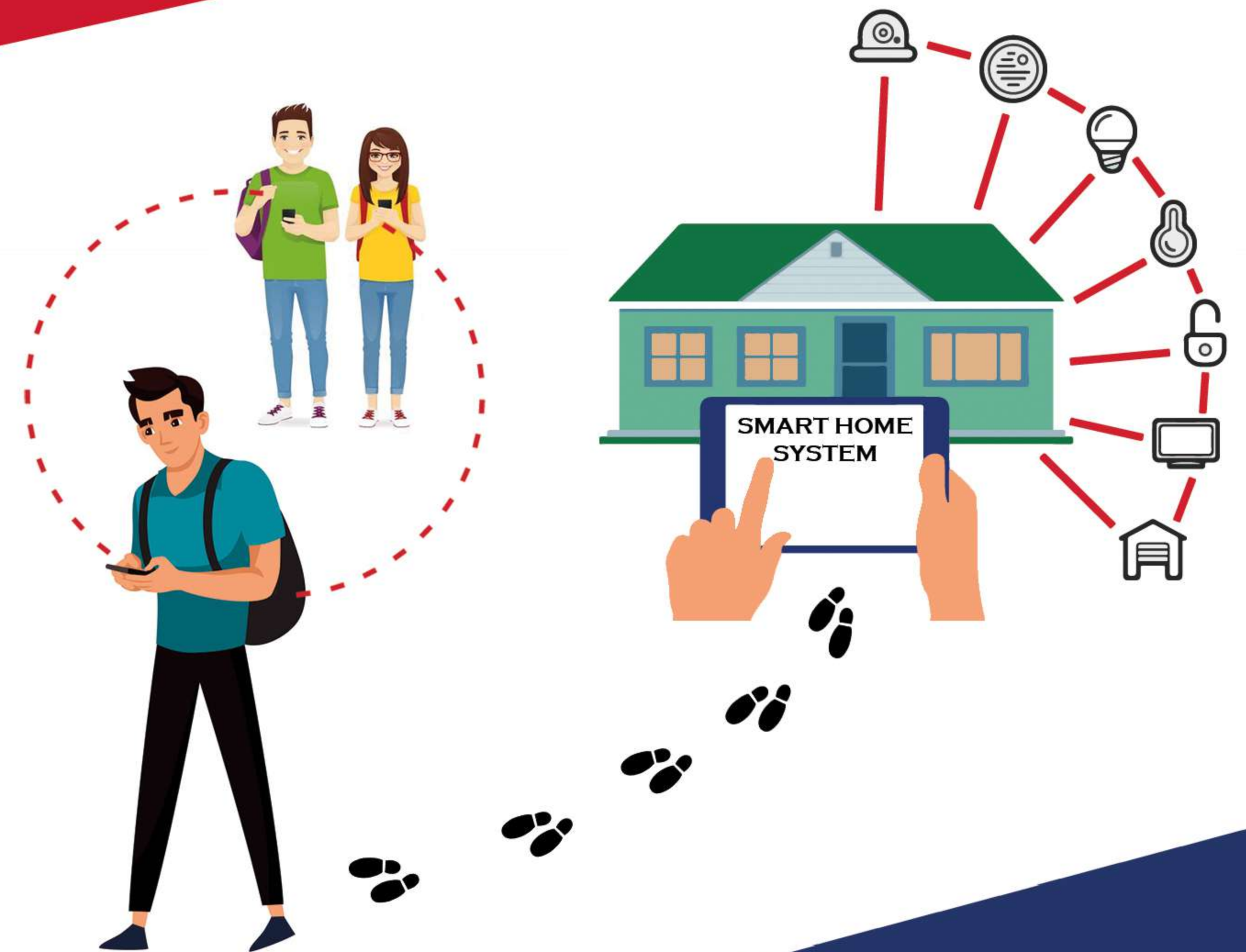
PRODUCT



NOVUS GUARD SOLO

For Individuals

It provides not only an affordable solution but also a unique one that goes beyond any other lone protection system to ensure the safety and well-being of individuals who face environmental and/or people challenges.



- Geo-Fencing
- Geo-Tagging
- Lone Worker Protection
- Fleet Management & Tracking
- Workforce Management & Tracking

MEET OUR CLIENTS



McDonalds is one of the biggest and well know or over 5+ years in East London. We have been covering their sites for over 5+ years in East London.



Abellio is transport company that operates bus services across London on behalf of Transport for London. We have been providing security services to their garage for over 3+ years!



Barking & East London Round Table is a charitable, social and events organisation. Novus Altair have been providing and delivering professional security services to these client for over 7+ years.

OTHER CLIENTS



CLIENT TESTIMONIALS

At Novus Altair, we pride ourselves at providing and delivering the best possible service to exceed our clients expectations.



Novus Altair provided us an excellent service. Their operative's timekeeping and appearance was excellent. I am happy to recommend them
- **Abdul Gaffar**



Security guards' ability and effectiveness of the undertaking of their duties were excellent. I would not hesitate to recommend Novus Altair.
- **Jaled Larbi**



Overall service was above expectation. Security guards' attitude and approach to consumers were excellent. Definitely will use their services in the future.
- **A Shabbir**



Overall UNHCR is extremely pleased with the service provided by Novus Altair.
- **Marina Garcia**



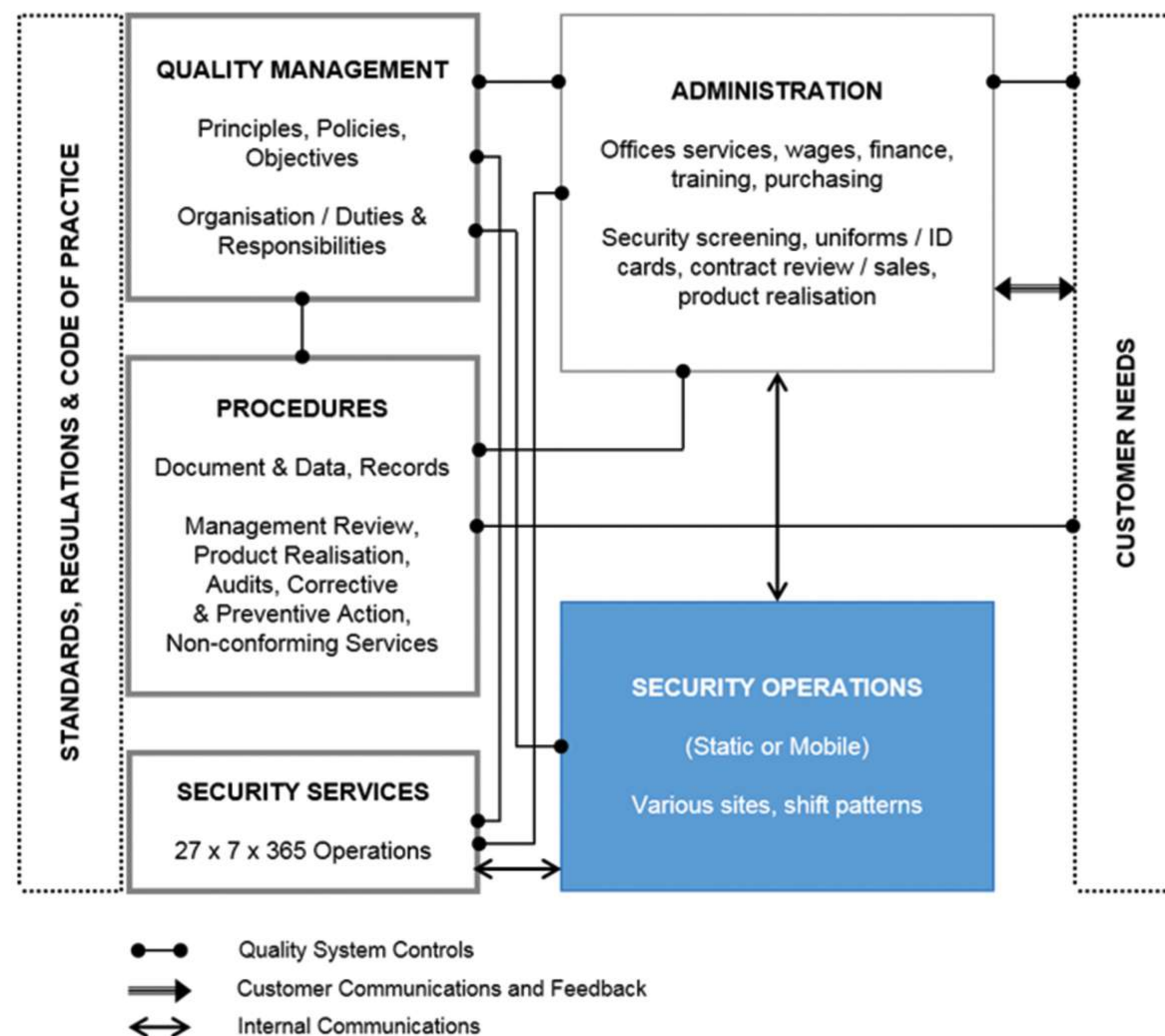
Peace of mind when working with Novus Altair. Highly recommended.
- **Shabana Mahmood**



Overall Novus Altair provided excellent Service. Their security guards were excellent in undertaking their duties. I can confidently recommend Novus Altair.
- **Alfie Ford**

QUALITY MANAGEMENT SYSTEM

We take holistic approach to quality with our resources and administrative support functions aimed at the delivery of 24/7 quality centred Security Services. The purpose of the Quality Management System is to ensure that the services provided to our customers consistently meet or exceed their expectations. The company operates a system that regularly evaluates its processes and customer needs and has set quantifiable objectives with plans in place to ensure that they are reviewed on a yearly basis for improvement.



OUR POLICIES AND BRAND

OUR POLICIES

Our organizational policies are aimed at supporting the Quality Management System and to provide you with reliable and professional services. The following policies are implemented at the organization and their details can be requested by contacting us.

- Quality & Training Policy
- Recruitment and Selection Policy
- Environmental Policy
- Health and Safety Policy
- Data Protection Policy
- Corporate Social Responsibility
- Anti-Harassment Policy
- Equal Opportunities Policy
- Policy on TUPE
- Business Continuity Plan
- Ethical Policy
- Accident Reporting Policy
- Violence at Work Policy

NOVUS GROUP

Novus Altair is a brand, apart from Security Services we also provide a wide range of specialised IT services from website development, to everyday support.

We also have a dedicated department focused on research and development, our team continues to invest in key technologies, basic engineering capabilities, network architecture, technical standards, and product development.

We aim to create a better and connected experience using the latest technology combined with the capabilities of robotics.

To learn more, go to:
www.NovusAltair.com



OUR SERVICES

We provide security service to suit your security needs within your budget. More information can be found at: www.NovusAltair.co.uk/services



SECURITY GUARDING

- Retail, Corporate, Office and Residential Security
- Security Guarding at BS 7499
- Vetting and Screening at BS 7858



DOOR SUPERVISION

- For Pubs, Clubs and Other Licensed Premises
- Door Supervision at BS 7690
- Trained Guards to deal with Incidents



EVENT SECURITY

- Security for Special Events
- Crowd Control and Management
- Access and Egress Control



CLOSE PROTECTION

- Security for celebrities and other high profile personalities
- Close Protection at BS 8507
- Competitive Rates Available

KEY HOLDING AND ALARM RESPONSE

- Advance Mobile Response Service
- Key Holding Service and Key Holder Escort
- Service Call Out Rates from £30



CCTV MONITORING

- High-tech Equipped Control Room Facility
- Experienced, Trained and Licensed Operatives
- Instant Competitive Quotes Available



MOBILE CCTV UNIT

- Unique and Highly Effective Service
- Licensed Operatives and High-Tech Equipped Van
- Innovative Service at Affordable Quote



CONCIERGE SERVICES

- Courteous, professional and trained staff
- Concierge Solutions to commercial and residential estates
- Parcel and Mail Distribution, Parking Management etc...



DOG HANDLING

- Well Qualified Trainers and Trained Dogs
- Cover Any Type of Assignments
- Highly Useful and Cost Effective



SECURITY GUARDING

We are not just another Manned Guarding Company. We stand at the forefront for the provision of SIA licensed, Uniformed, highly trained, professional, skilled, screened and experienced security guards.

We are committed to recruiting and vetting officers to the standard required for SIA licensing.

We also monitor training needs of our officers and encourage their ongoing development.

Our officers attend client briefings and inductions prior to the commencement of their assignments, ensuring the service delivery in line with our clients' expectations.



We can offer the following services on highly competitive, instant and affordable quotes:

- Short and long-term contracts
- 24/7 manned guarding
- Local supervision
- SIA Licensed security officers
- Bespoke site training
- Rapid Deployment



DOOR SUPERVISION

Novus Altair holds SIA Approved Contractor Status for the provision of Door Supervision Services. We are also ISO 9001, 14001 & 45001 Certified company for the provision of Door Supervision Services.

We follow BS 7960 Code of Practice for door supervisors/stewards; A Standard specifically for door supervision companies, which gives recommendations for the organization, staffing, operation and management of a company providing a door supervisor service to licensed premises and/or outdoor events, and to other individuals, companies, organizations and licensees who provide or employ door supervisors.



We stand at the forefront for the provision of SIA Licensed, Uniformed, highly trained, professional, skilled, screened and experienced security guards.

We also follow British quality standard BS 7858 (Screening/Vetting) for all our staff. Therefore, at Novus Altair, we are committed to recruiting and vetting officers to the standard required for SIA Licensing.

EVENT SECURITY

Security is an essential part of any event and can mean the difference between success and failure for your special occasion.

Ensuring that you hire qualified, professional event security staff is crucial and this is where we can help you. All staff are SIA trained and **we can supply security guards and personnel to your exact specifications.**

Our event management guards are fit, active and highly trained for a variety of events. They are easily identifiable through their uniforms and are fully versed with their duties.

They are able to perform their duties confidently and effectively.

They are also conversant with assisting the public with any queries about the event and its facilities and know what to do in case of an emergency.

Our highly trained event management staff are not only able to efficiently deal with an incident when it occurs but are also able to recognize the signs before it does happen and take preventative actions accordingly.

We can offer:

- Crowd control and management
- General supervision of entrances and exits.
- Access control to entertainment and activities.
- Car park supervision
- General security of unauthorized areas.



CLOSE PROTECTION

We aim to offer personalized protection to all customers i.e. Business Executives, Media Personalities, and all kind of VIPs.

For this purpose, we have recruited and trained experienced, well-groomed and highly courteous officers, who have got proven track record in this field and we make every possible effort to please customers more than they expect.

No matter how instant and customized your need is, we offer services for kind of occasions and respond to each enquiry at earliest possible.

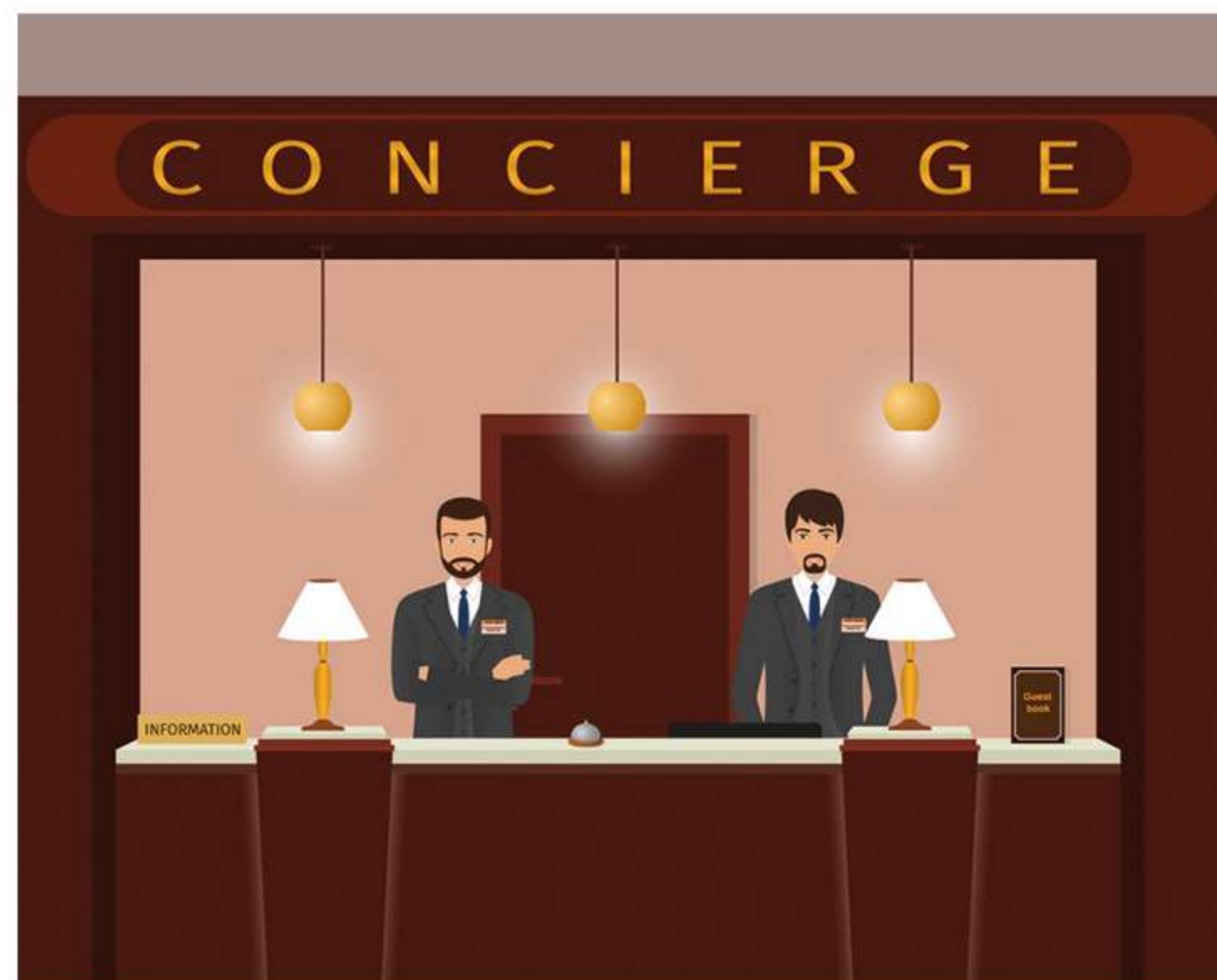
In fact, any organization, public figure, religious group or high-profile personality requiring personalized protection for any purpose.

Should enquire for an instant quote by contacting our staff round the clock to discuss their needs and in return we assure a professional advice, with a guaranteed competitive quote.

To learn more, go to: www.NovusAltair.co.uk

CONCIERGE SERVICES

We provide innovative front-of-house concierge solutions to residential developments, offices, apartments and other commercial estates. We can work with our clients to determine ways to deliver front-of-house concierge services to both new and existing developments.



We ensure that our front of house services not only provide you with the security you need but adds value to your offices or apartment building.

Our front of house concierges provides front of house estate duties including:

- Key/visitor management
- Politely meeting & greeting
- Parcel & mail distribution
- Parking management
- Responding to emergencies
- Assisting administration staff in facilities
- Monitoring and control of access

KEY HOLDING & ALARM RESPONSE SECURITY



In addition to the Advanced Mobile Response service, we provide standard **Key holding service** designed to provide cost-effective solutions to secure your premises.

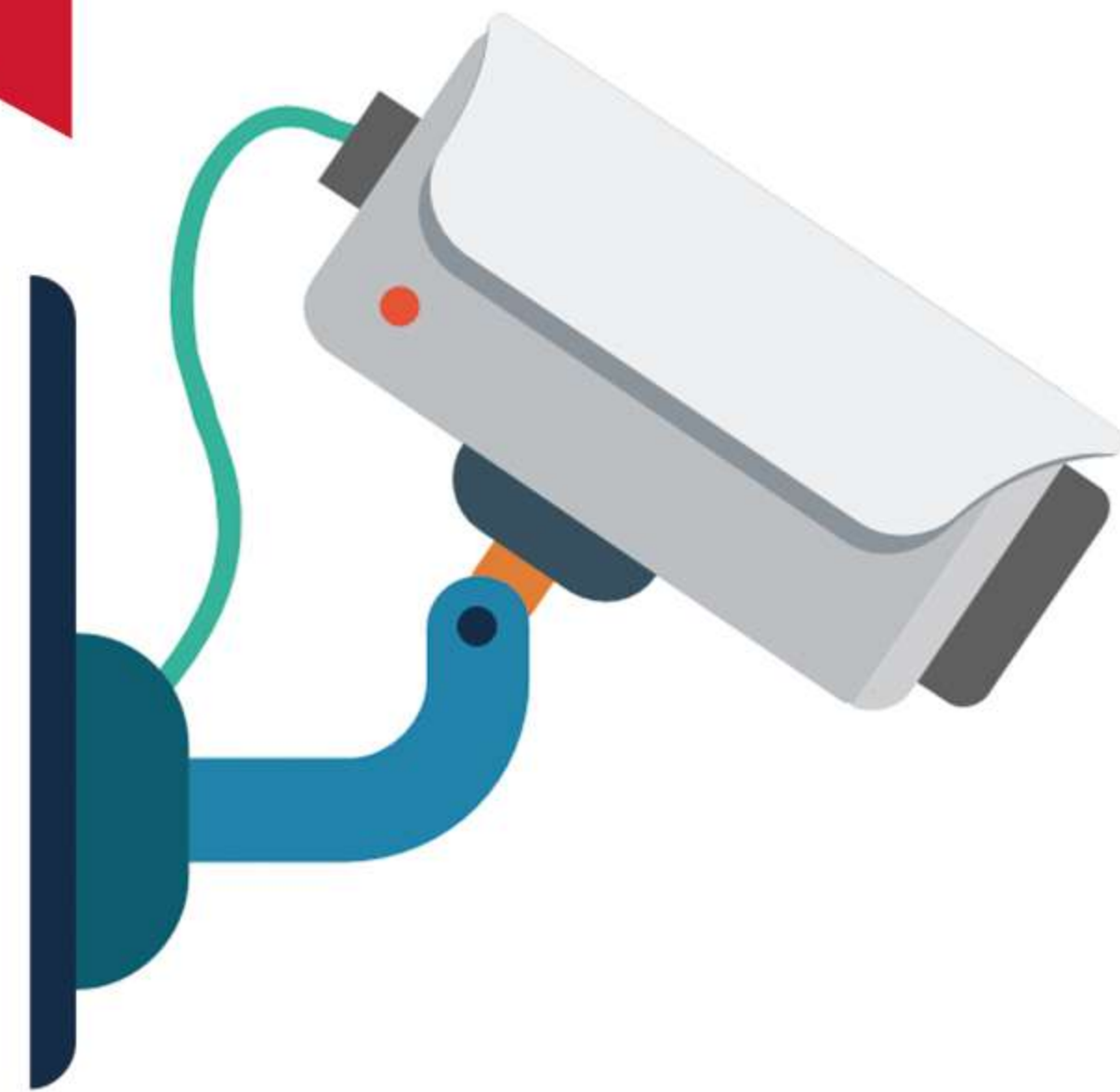
The services include holding keys to your premises and responding to any alerts or incidents as notified by the police.

If an alarm is activated on your site, we will be notified by the police/EMCS and one of our mobile drivers will attend the site immediately to deal with the incident, check for intruders, site status and reset the alarm.

We can also provide **Key Holder Escort service** for your own staff. In the event of alarm activation on your premises one of our security officers can meet your dedicated member of staff at an agreed location.

The security officer will accompany the staff member to check the premises, plan and execute further actions as required and re-set the alarm. The presence of our trained officers means reducing risks for your members of staff from potentially dangerous or worrying situations.





At Novus Altair Limited can provide you with a wide range of remote monitoring and managed surveillance services, including:

- Facilities management
- Security helpdesk provision
- 24/7 response for site alarms
- Crisis and contingency management

We also provide on-site CCTV monitoring services at clients' premises. Our CCTV operators are SIA licensed to carry out this task, ensuring the legal standard required is fully met. They are trained to the highest industry standard, allowing them to operate your CCTV system efficiently.

- Local government and public sector
- Estates management (including council estates and construction sites)

- Commercial property (including single or multi-site premises)
- Transport, logistics and distribution networks (including railways)
- Hospitals and healthcare centres
- Industrial and manufacturing facilities
- Educational institutes
- Sport, leisure and hospitality centres

We aim to make your security investment go further by minimizing costs and maximizing protection of people, property and assets. We do this by giving you all the benefits of 24/7 protection without the need for a site with manned presence.

Wherever possible we aim to:

- Improve safety for on-site staff
- Effectively utilize on-site resources
- Increase rates of detection
- Facilitate detailed reporting
- Offer professional response to all alerts
- Minimize the cost of deploying on site guards
- Reduce the costs of managing your site equipment



MOBILE CCTV UNIT

We are proud to introduce our customized and innovative security service of Mobile CCTV Unit.

This unit is based on a Volkswagen Crafter Diesel High-Top van, which is quite suitable for all this equipment to be fitted easily. Entire system is installed and customized under the supervision of our technical staff who also possess skills and experience to control such units in an efficient manner.

Key specifications of our mobile unit include various types of cameras and equipment i.e. PTZ (Pan Tilt Zoom) & Fixed cameras, ANPR (Automated Number Plate Recognition Cameras), video recording equipment, PA System and Mobile Control Room.

This unit can also be used for the following purposes:

- Crime and ASBO hot-spots
- Short-term Site Security
- Fly tipping deterrence
- ANPR

The coverage of our mobile unit is such that it can be handy for the coverage of any instant/short assignment.



DOG HANDLING

Novus Altair provided Dog Handling for London 2012 Olympics.

We provide professional security dog handling services to customers to all types of businesses and individuals at competitive quotes.

We employ experienced dog handlers and best breed dogs who are most appropriate for securing all types of people, properties and best useful for all assignments.

Our Dog handling teams consist of those individuals who are specialized for specific type of assignments, that is how we deploy them as per the requirement. Our Dog Handling teams are well capable to handle large crowds and mega events.

We have all kinds of dogs and dog services available i.e. Guard Dogs, Patrol Dogs, Guide Dogs, Search Dogs etc.

They all are well groomed and trained. Apart from the basic compatibility guard dog training, all of our staff undergoes specialized enhanced training before going to the practical field work with a dog.

We have officers who are trained for DOG Handling Courses i.e.

- EDI Level 2 (General Security Dog Handling Course)
- NTIPDU Level 2 (Specialist Dog Handling Course)
- NTIPDU Level 3 and qualified to standards like BIPDT & NASDU



SECURITY AND IT SERVICES

FOR CONSTRUCTION SITES

We work in both the private and public sectors, providing services throughout the UK to a wide range of clients, including: investors & owners, developers, institutions and local authorities.

Our years of experience within the IT Industry makes us an ideal partner when planning a new property or general development of a property.

Our qualified and experienced IT engineers can assist you from the initial conception through the planning process to construction and completion.

NEW PROPERTY BUILDS

We take time to understand your requirements, how you use technology, and we make business recommendations to ensure technology helps you to succeed.



We will support you from the planning stage and work alongside your existing team to make sure the work is carried out effectively.

EXISTING PROPERTY BUILDS

Whether you are looking to refurbish or remodel a property or a block of flats, our engineers can assist you with the re-wiring of the property and the installation of new devices, such as: **CCTV, Access Control and Data.**

OUR 24/7 CONTROL ROOM

When you and your staff go home for the night, you want to know that your premises and all your hard work is being looked after.

That's where our security control room comes in. Every one of our security guards, their equipment and the sites and systems they protect are being monitored 24/7 by the dedicated staff in our control room.

It's not just our control room that runs 24/7, so do our mobile patrols, who can speed straight to your site the moment there's an alarm. Even a simple keyholding service is made far more powerful thanks to the scale and speed of our security network. This means that whenever your site is compromised,



whether it's the dead of night or a bank holiday, we'll be able to take immediate action, alerting our mobile patrols, your designated contact and emergency services if necessary.

No security guard that we provide is ever on their own, they all have the watchful backup of a powerful security infrastructure that's one of the best in the UK.



Novus Altair is also an IT service provider, We believe in working closely with you and add genuine value to your business. We are able to provide the right methodologies and support systems to reduce costs, mitigate risks and improve day-to-day operations. We are available when you need it the most.

OUR IT SERVICES

We utilize the latest technologies to build a more scalable, flexible and secure infrastructure – empowering your business for the future.

GENERAL SERVICES

- IT Support
- IT Consultancy
- IT Infrastructure
- IT Office Relocation
- Managed IT Services
- Networking

BRANDING

- Logo Design
- Graphic Design

BESPOKE SERVICES

- Mobile Applications
- Software Development
- Website Development

MARKETING

- SEO
- Social Network Marketing
- Google PPC
- E-Mail Marketing

CLOUD SERVICE

- Cloud Backup
- Microsoft Office 365
- Domain and Hosting

SECURITY SERVICES

- Access Control System
- CCTV Installation

GDPR

- GDPR Consulting

For more information,
visit our website at:

www.NovusAltairIT.co.uk



RESEARCH & DEVELOPMENT

Our organisational framework and operational strategy are largely the result of industrial application of spun-out research at doctoral and post-doctoral stages at King's College London by the organisational leadership.

CURRENT PROJECT Robots, Drones and Security

At Novus, we are engaged in research and development in partnership with leading institutions like Tianjin University and Tsinghua University in China and Kings College London forging the way to innovative and high-tech security solutions.

As part of the collaborations, we will be working on robots and drones in the context of public safety and global security challenges.

To learn more, visit our R&D page:
www.NovusAltair.com



"The next generation of drones and robots will not only complement humans but lead to even greater reliance on trained workforce."

Dr Adnan Niazi
Director at Novus Altair

OUR UNIFORM

Novus Altair Limited is the leading provider of quality and professional security services at affordable and competitive quotes.

Our Security Guards, Supervisors, Mobile Drivers, Stewards, and Close Protection Officers are well trained, qualified and courteous. Their uniform is designed in a way that it provides them an edge on others.

Our Uniform varies with the nature of assignment and clients' requirements. We make sure that it complies with Health & Safety rules and regulations as well.



OUR CONTRACTS

FIXED TERM CONTRACTS

The followings are the key features of this type of contract:

- Competitive Quote
- 24/7 Control Room
- Regular client reports
- Customer feedback line
- Dedicated on site folder(s)
- A dedicated Contracts Manager
- Full site survey and risk assessment
- Company and client specific briefings
- Employers and Public liability insurance
- Security signs and posters for deterrence
- Regular area supervisor visits (if applicable)
- Dedicated site supervisor(s) for multi-manned sites
- Regular staff liaison meetings and training sessions
- Trained, licensed, professional and uniformed guards (Manned Guarding)
- Monthly Clients Meetings and Quarterly Reviews (more frequent if required)



Note: Arrangements can be made to provide urgent cover while contract is being finalized.



FLEXIBLE COVER

Following are the key features of this type of contract:

- Urgent cover
- No fixed duration
- Competitive Quote
- 24/7 Control Room
- Customer feedback line
- On site folder(s) (if required)
- Company and client specific briefings
- Regular area supervisor visits*
- Dedicated site supervisor(s) for multi-manned sites
- Employers and Public liability insurance
- Trained, licensed, professional and uniformed guards

Note:

- Site may be covered at a very short notice.
- Sample assignment instructions may be requested by contacting us.

ON-SITE FOLDERS

Following are the key features of our onsite folders:

- Key log book
- Visitors log book
- Event log sheets
- Company policies
- Incident report logs
- Client specific assignment instructions
- Company specific assignment instructions
- Health and safety instructions
- Risk assessment reports
- Safe working practice guidelines
- Night work health questionnaire
- Alarm activation reports
- Copies of insurance certificates
- Emergency contact details
- Customer feedback form
- Complaint procedure



USING DRONES IN SECURITY

At Novus Altair, our research and development team continue to invest in key technologies, basic engineering capabilities, network architecture, technical standards, and product development. We aim to create a better and connected experience using the latest technology combined with the capabilities of robotics.

In the market, there continues to be a lot of debates surrounding the opportunities to use drone technology on manned guarding assignments – imaging working with a drone that travels around the perimeter and reports back to you. However, despite being identified by experts as one of the security industry's top innovations, very few companies are using drones at the present.

In this article, we look at the reasons why the usage of drones has not been implemented by all security firms.

BATTERY LIFE

Currently, battery life is known to be one of the major issue/limitation with drones. Since the propellers use a lot of power and batteries are heaving, meaning flight time is greatly reduced. Typically, a drone can last up to 25 minutes on a full charge.



COST PROHIBITIVE

When drones were first introduced, a single unit would cost around £250 (and over). However, the problem isn't the cost but the quantities required to effectively resource the operation.

Drones can be used to complement the security industry in several ways, but the challenge lies in identifying the best way to use them in-order to support the manned guarding assignment.

Although there is one possible resolution which involves having a larger fleet of drones, however, this obviously increases costs.

CONCLUSION

Since the biggest challenge with drones is the battery life. This still remains as the biggest challenge that engineers have been unable to resolve.

However, we strongly believe in the future, engineers will somehow find a way to tackle the battery issue.



Located

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Area M45, Mussafa Industrial
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Building Number 2 Dubai
Downtown, Dubai

PAKISTAN

ICCBS Technology Incubator &
Industrial Park, Karachi.

