



YOUR SAFETY, OUR PRIORITY

No matter the size or scale of your security requirements, Metropolitan Security Services Ltd is here to protect you.

From retail stores to residential properties and nationwide business operations, we deliver trusted security services tailored to you.





Jeff Bothwell - Chief Executive Officer

Jeff Bothwell is the Chief Executive Officer of Metropolitan Security Services Ltd, bringing over 40 years of senior leadership experience within the UK private security and facilities management sector. Widely respected across the industry, Jeff is recognised for his unwavering commitment to professionalism, compliance, and service excellence, alongside a leadership style that is both hands-on and transparent.

Jeff founded Metropolitan Security with a clear vision: to build a self-delivering, client-focused security provider that places quality, integrity, and people at the heart of everything it does. Under his leadership, Metropolitan has grown organically into a trusted national provider, delivering a wide range of services including manned guarding, mobile patrols, alarm response, dog handling, concierge, fire marshal services, and integrated facilities support.

A key differentiator of Jeff's leadership is his insistence on 100% direct delivery. Clients know from day one that it is Metropolitan supplying, managing, and supporting their teams—no hidden subcontracting, no dilution of standards. This approach has enabled the business to maintain exceptional consistency, accountability, and long-term client relationships.

Jeff has been instrumental in driving Metropolitan's compliance culture, ensuring the company meets and exceeds recognised industry standards. His leadership has overseen the achievement and maintenance of key accreditations including NSI Silver, NCP-119, Constructionline Gold, and other SSIP and quality benchmarks, reinforcing Metropolitan's reputation as a dependable and credible security partner.

In recent years, Jeff transitioned into the role of Chief Executive Officer, appointing a Managing Director to oversee day-to-day operations while he continues to focus on strategic growth, governance, and long-term vision. This evolution reflects Jeff's forward-thinking mindset and his commitment to building a sustainable, well-structured organisation for the future.

Above all, Jeff Bothwell is known as a leader who leads from the front, values people, and believes that strong leadership, clear standards, and honest relationships are the foundations of outstanding service delivery.

About Metropolitan Security Services Ltd

Metropolitan Security Services Ltd is a professionally managed security services provider delivering high-quality, reliable protection solutions to clients across the United Kingdom. Incorporated in January 2020, the company has grown steadily through strong leadership, consistent service delivery, and an unwavering commitment to industry best practice.

The business is owned by its Chief Executive Officer, Jeff Bothwell, whose extensive career in the security sector has shaped the company's values, standards, and long-term vision. The day-to-day running of the business is led by our Managing Director, Bill Mannix, who brings decades of hands-on operational and strategic experience, ensuring the business remains client-focused, compliant, and operationally robust.

Operational delivery is overseen by Zee Zeeshan, the company's Operations Director, who has over 10 years' experience working within security operations. Zee is supported by Joan Stead, our North Regional Operations Manager, who also brings more than a decade of operational experience, ensuring strong regional oversight and consistent service delivery across the North of the UK.

Metropolitan Security Services Ltd operates from its London Head Office and North West office in Warrington, supported by a 24-hour Helpdesk, providing continuous support, rapid response, and clear communication for both clients and frontline teams nationwide.

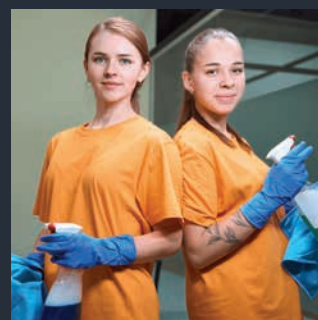
The North West office is managed by Janice Mannix, who plays a vital role in both client relations and company compliance, helping to maintain the high standards expected across all contracts.

The wider management team includes Steve Leitch, Marketing Director, and Pat Dzvetero, Marketing Manager, who together oversee brand development, communications, and market positioning. Strategic guidance is provided by Steve Ray, Strategic Consultant, supporting long-term growth and operational planning. Our people and workforce governance is led by Fara Zeeshan, Head of HR, ensuring best practice across recruitment, training, and employee wellbeing. Executive support to the CEO is provided by Pranee Bothwell, Personal Assistant to the Chief Executive Officer.

Collectively, the senior management team brings over 90 years of combined experience within the security industry, having worked at every level of operational delivery. This depth of expertise ensures our services are practical, compliant, and driven by real-world knowledge.

Metropolitan Security Services Ltd is proud to hold a strong portfolio of recognised industry accreditations, including NSI Silver, NCP-119, Constructionline Gold, SafeContractor, CHAS, and SSIP. These accreditations reflect our commitment to quality assurance, health & safety, compliance, and continual improvement.

At Metropolitan Security Services Ltd, professionalism, transparency, and experience form the foundation of effective security solutions delivered nationwide.



Our Services

Metropolitan Security Services Ltd provides a comprehensive range of professional security and cleaning services, delivered nationwide and tailored to meet the specific needs of each client.

SECURITY SERVICES

- Static Security Services - Highly trained, SIA-licensed officers providing a visible and effective on-site presence
- Retail Security - Specialist retail officers focused on loss prevention, customer safety, and brand protection
- Store Detectives - Covert and overt loss-prevention operatives supporting shrinkage reduction
- Concierge & Front-of-House Services - Professional personnel delivering security with exceptional customer service
- Fire Marshals / Fire Watch Services - Fully trained fire marshals supporting fire prevention and evacuation compliance
- Event Security - Experienced teams managing crowd safety, access control, and incident response
- K-9 Units (Dog Handling Services) - Licensed handlers with trained protection dogs for enhanced deterrence
- Lock & Unlock Services - Secure opening and closing of premises in line with site instructions
- Vacant Property Inspections (VPI Visits) - Regular inspections identifying security risks or unauthorised access
- Alarm Response Services - Rapid response to alarm activations by trained security personnel
- Key Holding Services - Secure key management with full audit trails
- Mobile Patrol Services - Cost-effective patrols providing regular checks and rapid response

PROFESSIONAL CLEANING SERVICES

- Commercial Cleaning - Reliable and consistent cleaning for offices, retail, and commercial premises
- End of Tenancy Cleaning - Detailed and thorough cleans for landlords and property managers
- Corporate Cleaning - High-standard cleaning services for professional corporate environments
- Student Accommodation Cleaning - Scalable cleaning services for student residences and accommodation blocks

Why Choose Metropolitan Security Services Ltd

At Metropolitan Security Services Ltd, we believe that effective security is built on trust, transparency, and proven operational leadership. Our clients choose us because we deliver exactly what we promise – with no hidden supply chains and no compromises on standards.

TRANSPARENT LEADERSHIP & ACCOUNTABILITY

Our business is led by experienced industry professionals who remain actively involved in day-to-day operations. Decisions are made by people who understand security from the ground up, ensuring accountability, consistency, and clear leadership across every contract.

100% SELF-DELIVERY MODEL

We operate a 100% self-delivery service. From day one, you will know that it is Metropolitan supplying, managing, and supporting your security personnel – not third-party subcontractors. This guarantees full control over recruitment, training, vetting, and service delivery.

INDUSTRY-LEADING ACCREDITATIONS

Our commitment to excellence is reinforced by accreditation to recognised industry standards, including NSI Silver, NCP-119, Constructionline Gold, CHAS, SafeContractor, and SSIP. These certifications demonstrate our focus on compliance, quality assurance, and continual improvement.

24-HOUR, 365-DAY HELP DESK

We operate a 24-hour Helpdesk, 365 days a year, providing continuous support, incident reporting, escalation, and rapid response. Our clients always have direct access to experienced personnel who understand their sites and requirements.

INDUSTRY EXPERTS LEADING FROM THE FRONT

Our management team brings over 90 years of combined experience within the security industry, having worked at every level of operational delivery. We lead from the front – supporting our teams, engaging with clients, and maintaining high standards on the ground.

COMPETITIVE & VALUE-DRIVEN

We deliver competitive, transparent pricing without compromising on service quality. Our focus is on long-term partnerships built on performance, reliability, and value – not short-term cost-cutting.

NATIONWIDE COVERAGE WITH LOCAL MANAGEMENT

With offices in London and Warrington, we provide genuine national coverage supported by strong regional management, ensuring consistency across all sites while maintaining a responsive, hands-on approach.

PROFESSIONAL, VETTED & TRAINED PERSONNEL

All personnel are fully vetted, licensed, trained, and deployed in line with site-specific instructions, ensuring they represent our clients professionally and operate confidently in all environments.



Compliance & Accreditations

At Metropolitan Security Services Ltd, compliance is not treated as a box-ticking exercise – it is a fundamental part of how we operate, manage risk, and deliver consistent, high-quality security and cleaning services across the United Kingdom.

We are committed to meeting and exceeding recognised industry standards, ensuring our clients benefit from safe, compliant, and professionally managed service delivery at all times.

RECOGNISED INDUSTRY ACCREDITATIONS

NSI Silver Approved Contractor

Our NSI Silver accreditation demonstrates compliance with nationally recognised standards for security guarding, operational management, staff vetting, training, and service delivery. It provides assurance that our systems, procedures, and personnel are independently assessed and continually monitored.

NCP-119 (National Compliance and Audit Standard)

NCP-119 focuses on operational compliance, employment practices, welfare, and ethical labour management. This accreditation reflects our commitment to responsible employment, transparency, and protecting both our workforce and our clients.

NASDU (National Association of Security Dog Users)

NASDU membership confirms that our dog handling operations meet recognised industry standards for training, welfare, deployment, and operational control of security dogs and handlers.

Constructionline Gold

Constructionline Gold status confirms our compliance with rigorous construction and public-sector requirements, including health & safety, financial standing, and risk management. This enables us to support construction and infrastructure projects nationwide.

CHAS (Contractors Health and Safety Assessment Scheme)

CHAS accreditation demonstrates our robust approach to health & safety management, risk assessment, and safe working practices across all operational environments.

SafeContractor

SafeContractor recognition reinforces our commitment to safe systems of work, contractor management, and the protection of staff, clients, and the public.

SSIP (Safety Schemes in Procurement)

SSIP alignment confirms that our health & safety systems meet recognised core criteria required by procurement bodies and principal contractors.

Federation of Master Cleaners

Membership of the Federation of Master Cleaners demonstrates our commitment to professional standards, best practice, and quality assurance within our commercial and specialist cleaning operations.

A CULTURE OF COMPLIANCE

Compliance at Metropolitan Security Services Ltd is supported by dedicated operational and compliance management, robust policies and procedures, continuous auditing and improvement, ongoing staff training and vetting, and clear accountability at management level. This structured approach ensures we remain audit-ready, legally compliant, and operationally resilient across all contracts.

Fire Marshal Services

Metropolitan Security Services Ltd provides professional, fully trained Fire Marshal Services to support clients across construction, commercial, corporate, residential, and event environments throughout the UK. Our Fire Marshals play a critical role in maintaining fire safety standards, protecting people and property, and ensuring full compliance with fire safety legislation.

Our Fire Marshals are carefully selected, trained, and deployed to integrate seamlessly into client operations while delivering a highly visible, proactive fire safety presence. They are experienced in both planned and dynamic environments, making them suitable for short-term cover, long-term deployments, and high-risk locations.

Our Fire Marshal Services Include:

- Proactive fire prevention patrols and hazard identification
- Monitoring hot works and high-risk activities
- Ensuring fire exits, escape routes, and firefighting equipment remain clear and operational
- Supporting evacuation procedures and emergency response
- Liaising with site management, contractors, and emergency services
- Enforcing site-specific fire safety rules and permit systems
- Completing fire safety checks, logs, and incident reports

Trained, Compliant, and Professional:

All Metropolitan Fire Marshals receive comprehensive training aligned to current fire safety legislation and best practice. They are fully briefed on site-specific risk assessments, emergency plans, and client requirements, ensuring confident and compliant delivery from day one.

Our teams operate with a calm, authoritative approach, helping to reduce risk, improve site discipline, and provide reassurance to staff, visitors, and stakeholders.

Flexible Deployment:

We offer flexible Fire Marshal solutions to suit your operational needs, including construction and infrastructure projects, commercial and corporate premises, residential developments, public events, and temporary venues. Services are available on a 24-hour basis, for short-notice response, or as part of long-term contracts.

Why Choose Metropolitan:

- 100% self-delivered service – no subcontracting
- Experienced leadership and clear accountability
- Nationwide coverage with rapid deployment capability
- Fully uniformed, professional, and site-ready personnel
- 24/7 support via our dedicated control and management teams

**At Metropolitan Security Services Ltd,
fire safety is never an afterthought.**

**Our Fire Marshal Services provide confidence,
compliance, and control—helping you protect lives,
assets, and operations at all times.**



Bespoke Security Training

At Metropolitan Security Services Ltd, we believe that outstanding service begins with outstanding preparation. Every security officer deployed across our portfolio undergoes comprehensive site-specific bespoke training before stepping onto a client's premises.

We do not believe in a 'one size fits all' approach to security. Every site is different. Every client requirement is unique. Our bespoke training model ensures our officers understand your environment, your people, your procedures and your expectations – before mobilisation.

Every Officer. Every Site. No Exceptions.

Every security officer deployed by Metropolitan carries out structured, documented site-specific training tailored to the individual assignment.

- Full understanding of site layout and access points
- Knowledge of emergency procedures and escalation routes
- Familiarity with client policies and reporting systems
- Clear understanding of key risks and vulnerabilities
- Professional conduct aligned with your brand values

How Does It Work?

1. Site Assessment & Familiarisation

Our in-house SIA accredited trainers personally attend each new site within our portfolio. They learn the location back to front, including operational procedures, risk profile, control measures, client expectations, Health & Safety requirements and Assignment Instructions.

2. Structured Training Delivery

Before mobilisation, all scheduled officers attend structured training at either our Tottenham Training Centre (London HQ) or Cheshire Training Centre (Northern Office).

- Site-specific induction
- Scenario-based exercises
- Emergency response simulations
- Customer service expectations
- Reporting & documentation procedures
- Dynamic risk assessment refreshers

Attendance is mandatory and recorded within our compliance framework.

3. Competency & Confidence Before Deployment

Only once officers have completed this process are they authorised for deployment, ensuring immediate operational readiness, reduced bedding-in period, professional confidence from day one and consistency across all shifts.

Why Our Bespoke Model Matters

Many providers rely solely on generic SIA qualifications. While essential, these alone do not prepare officers for the specific operational nuances of each site. Metropolitan goes further.

Our bespoke training enhances professionalism, reduces operational risk, improves response times, strengthens client trust and demonstrates our commitment to 100% self-delivery.

Continuous Improvement

Training does not stop after mobilisation. We conduct ongoing refresher sessions, toolbox talks, assignment updates, performance reviews and incident debriefs to ensure our teams remain aligned with evolving client requirements and industry best practice.

Professional preparation. Exceptional delivery. Total confidence.

Professional Dog Handling Services

Highly Trained. Highly Visible. Highly Effective.

Metropolitan Security Services Ltd provides professional K9 Dog Handling services designed to deliver one of the strongest deterrents available within the security industry. Our dog handling teams combine experienced, SIA-licensed handlers with carefully selected and trained security dogs to protect sites, assets, and people around the clock.

As proud members of NASDU (National Association of Security Dog Users), our dog handling services meet the highest industry standards for training, welfare, and operational deployment.

PROFESSIONAL K9 DOG HANDLING

Our dog handling teams are deployed across a wide range of environments, including construction sites, industrial estates, logistics hubs, vacant properties, and high-risk locations. The presence of a trained security dog provides a powerful psychological and physical deterrent to criminal activity.

Each deployment is risk assessed and tailored to the specific requirements of the site.

KEY BENEFITS OF DOG HANDLING

- Exceptional visual and psychological deterrent
- Rapid detection of intruders and suspicious activity
- Enhanced perimeter and open-area protection
- Flexible deployment for short-term or long-term assignments
- Proven crime prevention and asset protection

TRAINED HANDLERS & DOG WELFARE

Our handlers are fully SIA licensed, experienced, and trained in accordance with NASDU standards. At Metropolitan, dog welfare is paramount. Our handlers care for their working dogs as part of their family, ensuring they are properly trained, conditioned, and rested.

All dogs are:

- Professionally trained for security operations
- Regularly assessed and maintained to NASDU standards
- Handled by dedicated, experienced professionals

WHY CHOOSE METROPOLITAN DOG HANDLING

- NASDU Member Company
- Fully vetted and SIA-licensed handlers
- 100% self-delivered services - no subcontracting
- 24-hour Control Room and management support
- Tailored deployments to suit site-specific risks
- Professional reporting and accountability

Metropolitan Security Services Ltd delivers dependable, compliant, and highly effective dog handling services you can trust—providing confidence, deterrence, and protection where it matters most.



Who we work with





- **Static Security Services**
- **Retail Security Services**
- **Construction Security Services**
 - **Fire Marshals**
 - **Concierge**
 - **K-9 Security Services**
 - **Mobile Security Services**
 - **Lock/un-lock services**
- **Void Property Inspections**

At Metropolitan Security Services Ltd, we believe that great security starts with the right conversation. Whether you need a single security officer, event security, or a complete security solution for your business or property, our team is here to help.

Contact us today - no matter what your security needs

WE PROVIDE:

- **Free, no-obligation quotes**
- **Free site surveys**
- **Comprehensive risk assessments**

Our 24-hour Helpdesk and dedicated management team are always on hand to give you peace of mind and a quick response when you need it most.

Get In Touch



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