



**DUVAL**  
FM  
LIMITED



**DUVAL**  
FM  
LIMITED



**SECURITY SERVICES**



**CLEANING SERVICES**



**CCTV TECHNOLOGIES**



**CAR PARK MANAGEMENT**

# INTRODUCTION TO DUVAL

Duval FM is an established service provision company with over 28 years experience in the industry providing all manner of Total Facilities Management related services including Security Services, Cleaning, CCTV, Alarms, Access Control, and Car Park Management. Our customers hail from a wide and varied background within the public and private sector and include sectors such as Retail, Distribution, Offices, Civil Engineering, Warehousing, Manufacturing, and Distribution.

The company has grown through organic means and also through the amalgamation of other companies and as such, has grown into a large, well established organisation that still enjoys the considerable benefits that being an independent organisation offer.

The company's success can be directly attributed to a number of factors that the management of the business have adopted as guiding principles and these have contributed considerably to our longevity and ability to retain customers over the long term.

- The provision of a measured, quality service to all of our customers
- Controlled and structured business growth
- On-going development and training of our personnel
- Embracing change within the industry and adapting our business to actively improve our service delivery methods
- Listening and responding to the individual and specific needs of each of our customers
- Development of long-term customer relationships
- Hands-on approach to management by the company Directors

With our respective centres of operations, we are close to all the major road networks, affording quick and easy access to all commercial and industrial centres throughout the Midlands, the Northwest, Yorkshire, and southern counties.

We are able to offer individual solutions to our customer's needs and seek to ensure that we offer cost effective and innovative services via the streamlining of activities and attaining best value at all times.



**DUVAL**  
FM  
LIMITED  
**TOTAL**  
FACILITIES  
MANAGEMENT



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**

**Tel: 0800-136-236**

[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**

# TOTAL FACILITIES MANAGEMENT

Every organisation needs a total facilities management partner that has the expertise to enhance their business performance and their brand - a partner that can focus relentlessly on service, cost and efficiency. We innovate total facilities management solutions to redefine what we can do for our clients.

We are able to provide services to a diverse range of environments on a national basis. However demanding your requirements we can support you. No matter how complex the requirement, we are experts in delivering resilient and compliant total facilities management.

From, cleaning, catering, security and maintenance to industrial cleaning, mechanical and electrical maintenance and project services, we deliver total facilities management and integrated service packages. It's our management approach that sets us apart, with a thorough understanding and focus on legislation and compliance.

Our dedicated and experienced management team have hands on practical experience of delivering our services to the highest levels. A clear focus upon service delivery and customer satisfaction is what sets us apart from our competitors.

We operate throughout the United Kingdom and are able to fulfil service requirements for large and small organisations – our philosophy is that each and every customer is of equal importance and deserves the highest quality service levels.

The Duval approach to Total Facilities Management combines all the customer's services into an integrated solution. By bundling services we are able to reduce overheads and allocate resources more efficiently.

With a strong customer focus and management acumen we provide a credible alternative to the larger FM providers. Our passion, adaptability and enthusiasm enable us to provide the highest levels of services, our aim is to provide the best solution for your needs.



**DUVAL**  
FM  
LIMITED

**TOTAL**  
FACILITIES  
MANAGEMENT



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**  
**Tel: 0800-136-236**  
[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**

# SECURITY SERVICES

Duval Security provides professional well-presented and fully trained security officers who will provide and deliver specific site services to suit the client's needs and expectations.

Security Services include:

- Manned Guarding
- Security Officers
- Concierge & Reception
- Mobile Patrols
- Keyholding & Alarm Response

Duval Security adapt the training of our staff to be site specific which ensures the customer receives the right and proper service. Officers are available for ad-hoc, short term or long term service with operations controlled from our centralised 24/7 control centre.

This combined with a pro-active management structure and a fully mobilised support team reassures and gives peace of mind to our customers that Duval Security are a professional UK registered company providing a high quality managed security service.

Duval Security Mobile Security Patrols offer an extremely popular and cost effective service.

Our liveried Patrol Vehicles driven by our Duty Supervisors will carry out random or scheduled visits of your premises and conduct inspections either around the perimeter and/or internal inspections and report upon the integrity of the site. Overnight and at the weekends are popular times for this service.

Duval Security offer a Lock & Unlock service for the start and end of each day or at scheduled times to suit the customer's requirements. All our patrol vehicles are electronically tracked to ensure service delivery and to protect our officers Health & Safety. (Lone worker policy).

We have a wealth of experience delivering professional, measured and quality assured security services to clients within both the private and public sector, examples of the environments in which we operate include warehousing & distribution, retail, commercial and offices, civil engineering, leisure, manufacturing facilities, and many more besides.



## DUVAL SECURITY LIMITED



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**

**Tel: 0800-136-236**

[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**

# CCTV & ALARM SYSTEMS



**DUVAL  
SECURITY  
LIMITED**

The UK leads the way in the application of CCTV and its use is wide-ranging, encompassing facial-recognition technology, remote video monitoring, video smoke detection, mobile systems and Automatic Number Plate Recognition as well as many other functions. Whether you are looking to install CCTV at your home or a commercial property here at Duval Security Ltd we have experienced engineers to ensure you get the system that is right for you.

All of our systems we install can be viewed over the internet via PC, tablets or Smartphone. Our systems can inform you of motion detection and you can access your CCTV system anywhere, anytime to check on your property. You could also connect your CCTV system to our Remote CCTV monitoring station. Our team of dedicated, experienced CCTV operators are fully trained on how to deal with any situation that may arise and you can depend on them to protect your property and your business like they do for many others 24 hours a day 7 days a week.

Our team of dedicated operators get real time alerts anywhere your site is protected enabling them to act swiftly to any threat.

We have experienced CCTV operators who are fully trained on how to deal with any situation that may arise. You can depend on us to protect your home and your business.

Our management team will work closely with you during the process to agree work instructions. We will listen to your requirements and work with you and can be flexible in our agreements.

We link your CCTV system through our Remote CCTV monitoring centre using the latest external detection. For added security you can also add voice challenge. Voice challenge is the most useful tool in preventing crime once an intruder has been detected on your property outside of operating hours.

Over 90% of burglars will avoid premises that have a monitored system as the risk is far greater than a normal intruder alarm system. Our Security systems can be monitored through normal monitoring call centers or you can opt for an integrated CCTV and Intruder alarm system.

We install traditional wired alarm systems and wireless systems. Our systems can be designed around you and your property and also include the grounds to your property. We can also incorporate smoke and gas detectors into your alarm system.



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**  
**Tel: 0800-136-236**  
[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**

# CAR PARK MANAGEMENT

Our parking management services are divided into car park management for surface car parks, underground car parks and multi storey car parks; event parking; and parking enforcement. With more than 30 years' management experience managing car parks across the UK, we've got the local knowledge, the organisational skill and the technology to increase your revenue; raise your profile; and protect your property.

DUVAL PARKING is about more than just allocating parking spaces. We offer a sophisticated selection of ancillary services, including online marketing, e-commerce and parking management solutions; advertising campaign management; and cost and revenue control. We also deliver innovative traffic management solutions, cutting down congestion and waiting times in heavy traffic areas such as airports and live events. Our traffic management solutions use the same state-of-the-art technology as our parking management, for precision control of fast moving environments experiencing heavy volumes of vehicle traffic.

We've got knowledge gained from long-term parking management experience throughout the UK. Our regional managers use their local knowledge to design marketing and service plans for car park and property owners all over the UK. Every DUVAL PARKING solution is made to measure and built on solid analysis and planning. Our expanded services – valet parking, taxi management, enforcement, consultancy, advertising – add value to the package you offer your consumer.

How consumers use your property determines their parking needs. At a shopping centre, customers may park for several hours: at an airport, hotel or railway station this could be several days or even weeks. We deliver parking management solutions that fit the environment.

With experience in every segment, we're perfectly placed to maximise your revenue, protect your property and your car park user's vehicles, and deliver more reliable management for your budget.

For new developments, you can involve us at the design stage to get your property running efficiently from opening day. In existing properties, we boost your returns using the same state-of-the-art analysis and design.

Successful car park management is about more than just access control. We manage your revenues and costs to the last digit, releasing maximum returns from your car park. Your parking product is analysed and defined for its core audience. Tariffs are set for optimal pricing. Revenue is increased through targeted advertising and the creation of new sales channels: season tickets, loyalty bonuses, seasonal rates. Costs are minimised through the use of state-of-the-art technology, optimised processes, group synergy and continual improvements.



**DUVAL**  
FM  
LIMITED  
**TOTAL**  
FACILITIES  
MANAGEMENT



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**  
**Tel: 0800-136-236**  
[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**

# CLEANING SERVICES

Duval offer reliability and excellent service delivery levels for both commercial cleaning services and specialist cleaning services. We see this as a testament to our exceptional standard of cleans, coupled with our highly trained, reliable cleaning operatives.

We pride ourselves on working at a local level, and though we are a national company we focus heavily upon managing our service delivery to ensure that all customers receive the same high quality of service throughout our portfolio.

Our people are our greatest assets. We empower our cleaners to take ownership of each and every cleaning project they undertake. All of our commercial cleaning services staff have undergone rigorous training. The health and safety of our staff and customers is of paramount importance. For all contracts we create site specific Risk Assessments and Method Statements. COSHH Datasheets are also provided, as well as copies of our Health & Safety Policy.

As a national company we are always aware of our impact on the environment, and at Duval we believe in sustainability. Using local cleaners has the added benefit of reducing our carbon foot print and helps us to minimise the impact our cleaning services have on the environment.

## Our Commercial Cleaning Services

Our dedicated commercial department understand the nuances that come with the various types of commercial cleans. Our comprehensive range of cleaning services include:

- Office Cleaning
- Contract Cleaning
- Event Cleaning
- Window Cleaning
- Carpet Cleaning
- Kitchen Cleaning
- End of Lease Cleans
- Ventilation Cleaning



**DUVAL**  
FM  
LIMITED  
**TOTAL**  
FACILITIES  
MANAGEMENT



CCAS Registration No: 2008/503. ISO9001:2008 Scope of Approval – Static and Mobile Security Guarding, Key Holding and CCTV

**CONTACT US:**  
**Tel: 0800-136-236**  
[www.duvalsecurity.co.uk](http://www.duvalsecurity.co.uk)

**HEAD OFFICE - BLOCK 61B, THE WHITTLE ESTATE, CAMBRIDGE ROAD, WHETSTONE, LEICESTER, LE8 6LH**  
**NORTHERN OFFICE - SUITE 13, LYTHGOE HOUSE, MANCHESTER ROAD, BOLTON, BL3 2NZ**