

The Octavian Way...

A statement from Octavian's Founder, Sukhi Ghuman

It was in 2003, whilst practising as a Corporate Lawyer for a market leading firm, that I first became interested in the security sector. I was fascinated by the dynamics of the varied providers of security services; a handful of massive conglomerates dominated the sector, content with continuing to provide shareholder value by expanding their market share, but with little or no interest in raising standards.

At the opposite end of the market, numerous small organisations jostled for position, often based in back street premises and employing anyone and everyone who could not obtain a job elsewhere. Needless to say, their quality of service was severely lacking too.

Security provider with a distinct difference

Having identified a need for a new style of security provider, I made a small acquisition and then formed Octavian in 2003. Our mission was to offer clients a bespoke, quality led service, at an affordable price – indeed, to totally change the image of the security sector. We achieved this by employing only the highest calibre of officers, working with them to develop their skillset and abilities, and to bespoke our service to deliver the exact requirements of each individual client.

Quality and environmental policy statement

We then implemented a Quality Management System, achieving ISO 9001 accreditation, to ensure standards were maintained. We recognised that in order to continue our success, we had to develop a quality culture throughout the organisation and therefore we committed ourselves via this policy statement, to the requirements of ISO 9001. We also recognise that our activities could have an adverse impact on the environment therefore we have a moral obligation to protect and preserve it wherever we can. In that regard we also commit ourselves via this policy to the requirements of ISO 14001.

To underpin these commitments we operate to British Standards: BS 7499 for Manned Guarding, BS 7984 for Key Holding, BS 8406 Stewarding and Crowd Safety, BS 7958 for CCTV Management and Operation and BS 7858 for Security Screening.

It is the objective of our company to provide the highest levels of service that deliver client satisfaction in all aspects and by focussing on the following drivers we promote a partnership relationship that is both mutually beneficial and profitable:

- Continual improvement of all systems and practices
- Prevention of all forms of pollution
- Adherence to ISO 9001 and ISO 14001 including associated British Standards
- Compliance with the requirements of our clients and all regulations and legislation applicable to our business
- Achievement of customer satisfaction

We also established relevant business, quality and environmental objectives and we review these at regular intervals.

By continuing to follow our vision, Octavian has rapidly evolved into a market leader in the provision of comprehensive security services and today stands as a distinguished provider that is able to provide a service that is both innovative and customer-led. We pride ourselves on our fresh thinking approach to the market which has been underpinned by integrity, dependability, credibility and extensive experience spanning both public and private sector organisations throughout the UK, and beyond. Continuous improvement, creativity and the desire to set industry standards have always been our goals.

Expansion into facilities management

Our capabilities are well proven and, in addition to security, we now offer a full facilities management package that is both comprehensive and particularly competitive in price. We are highly enthusiastic about all opportunities, we work in partnership with our clients, provide our expertise on their assignments, which we always ensure are quality led, operated and managed to their complete satisfaction.

International operations

Early in Octavian's development, it became apparent that the same values which distinguished Octavian from competitors in the UK could also be applied in overseas markets.

Octavian's Dubai division opened in 2005 and represented the company's first venture outside of the European Union. Octavian Security LLC and Octavian Risk Management LLC offer their own unique brand of manned security services to the region's retail, logistics, distribution and warehousing, outside broadcast and professional and financial market sectors. Octavian became the first security provider to source, train and deliver sniffer dogs for DHL in the UAE, to detect alcohol and drug smuggling in cross border logistics.

2007 saw the launch of Octavian Security Inc, based in Vancouver, BC, to offer manned security solutions to Canadian organisations and also provide high-end security consultancy. Success was rapid, as businesses now recognise the importance of staying one step ahead, as well as meeting the security requirements of increasingly demanding insurers. Ikea ranks amongst the major blue chip names which have become clients of Octavian in Canada.

In 2007, we also announced the launch of a training centre in South Africa, to deliver a specific level of training in accordance with the recommended syllabus in the British Standard 7499, which was then expanded to provide the National Certificate for Door Supervisors. This was the first time a UK qualification of this type had been available overseas. This unique service presents South Africans wishing to visit the UK to gain work in the security industry the opportunity to first attend the course in their own country, which speeds their Security Industry Authority license application process.

Octavian Seguridad in Spain initially operated from Alicante and was launched in 2008. We also intend to open branches in Valencia, Murcia, and Barcelona. The company provides manned security solutions to Spanish organisations, in addition to high-end security consultancy, close personal protection, anti-terrorist training and other specialist services. Octavian's intention is to enhance the offerings of Spanish security firms to further increase their competitiveness when bidding for worldwide contracts.

In 2009, Octavian spearheaded expansion into the US, opening in Philadelphia, Virginia and Oklahoma.

Global security auditing

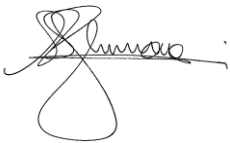
Excitingly, 2009 also saw the launch of Centurion International Audit, a new model for security auditing in Spain, Canada, the USA and the Middle East. Centurion is in the final stages of its development and will commence operations following months of intense preparatory work.

Proud of our track record

Our whole approach has enabled us to develop an excellent reputation for professionalism, quality and reliability that is truly second to none. Numerous references and case studies are readily available from clients. Furthermore, we are particularly proud of the reference dated April 2009 from the Chairman of the independent audit body, The Security Watchdog, which states, 'I cannot recommend Octavian too highly to any client wishing to employ a top quality manned security company on their premises'.

Finally, in recognition of our exponential growth, we now appear as Britain's 27th fastest growing private company by the Sunday Times Virgin Fast Track 100 League Table.

I thank both staff and customers for their commitment to Octavian, which is making all of this possible, and look forward to us all continuing to work together for many years to come.



Sukhi Ghuman LLB, Founder

Corporate Culture and Corporate Social Responsibility (CSR)

Octavian's directors recognise the huge importance of values and ethics in all of their business activities and manage the company in a manner that reflects these.

Developing our people

Octavian is a multicultural and multi-faith organisation, both in the UK and in its offices overseas. Everyone within the organisation is encouraged to respect diversity in its many forms within Octavian and throughout our client and supplier base.

Effective communication is key to any successful business – Octavian achieves this in a number of ways, including a company-wide newsletter, a regularly updated Intranet, local and national social events, a social networking page on Facebook, formal meetings and BlackBerry handsets for key staff. Our communications programme gives our people a sense of ownership and maintains a common vision, strategy and culture.

People development is particularly high on our agenda and Octavian's in-house City and Guilds accredited Training and Development team provides a very valuable - almost unique - resource in this respect. The team delivers NVQ and all security courses to both Octavian's own staff and those of other organisations, enabling them to fulfil their personal goals. This will create a positive corporate environment encourages motivated employees to commit to the success of the company. Octavian is working towards the Investors in People accreditation and steadfastly believes in providing competitive rewards to all employees.

Pride in our places of work

Whether employed in Octavian's UK headquarters, offices abroad or at one of numerous client sites, staff are provided with the first class facilities that they deserve and that enable them to fulfil their duties in a wholly satisfactory manner.

Caring for the environment

Octavian is currently undertaking an Environmental Management System project that will enable it to meet the requirements of BS EN ISO 14001.

Wherever possible, Octavian prefers to support suppliers in the local community. This encourages development of the local economy and helps to reduce carbon footprint by lessening travel miles when purchasing individual items.

As vehicles within the Octavian fleet become due for review, every effort is being made to replace them with the most viable environmentally friendly option.

In the event of an unexpected incident requiring a response, Octavian's comprehensive vehicle tracking system enables operators to select and despatch the closest unit, keeping mileage to a minimum.

Octavian always attempts to obtain its paper sources that hold valid forestry certification scheme accreditation. Octavian recycles all paper, cardboard, bottles, cans and plastic. All toner cartridges, computer equipment and mobile phones are also recycled, too.

In order to save energy, computers are turned off when not in use.

Helping in the community - financial support

Sukhi Ghuman's Octavian has been a supporter of charitable organisations since its inception. The Smile Train is focused on solving a single problem: cleft lip and palate. Clefts are a major problem in developing countries where there are millions of children who are suffering with unrepaired clefts. Most cannot eat or speak properly and are not allowed to attend school or hold a job.

The National Society for the Prevention of Cruelty to Children (NSPCC) is also a recipient of Octavian's generosity. ChildLine, the UK's free, 24-hour helpline for children in distress or danger, is also operated by the NSPCC.

Octavian is proud to support both The Smile Train and the NSPCC.

Helping in the community - practical support

Mentoring is rapidly becoming an increasingly valuable way to give something back to society. Octavian's entrepreneurial Founder, Sukhi Ghuman, is passionate about helping others and offers both his own mentoring services and those of his Commercial Director, to start-up businesses at Nottingham Trent University's purpose built enterprise development centre. The centre supports the creation of new businesses, and fosters the delivery of entrepreneurial education into the curriculum across the university.

Mentoring is also offered via the East Midlands Development Agency's *Business Champions* organisation, which recruits high calibre business figures to support a whole range of projects where a commercial perspective is required.

Mentoring students and working with universities has been high on the agenda for Octavian. From guest lecturing to working with student groups on enterprise and operating specialist intern projects, our aim remains to work with student groups wherever we operate.

Octavian's business objectives and values

Our business values, which we append below, are the foundation of our approach to work. These values are designed to guide staff in their daily work and will help them to recognise the contribution they make.

Octavian pledges to:

- Strive to deliver superlative standards of service to the whole of our client portfolio
- Allow its services to be independently and transparently audited at our clients' premises, with their permission
- Make continuous improvements in our standards, and take decisive action to implement them, by working in partnership with our clients
- Employ our resources in a way that maximises economy, efficiency and effectiveness
- Operate in a wholly ethical, honest and professional manner
- Ensure members of its senior management team are available to speak with clients at any reasonable time
- Promote a working environment which is fair and in which all employees are valued, regardless of race, colour, gender or faith
- Treat all customers and staff with courtesy and respect and reward loyalty from all
- Continue to develop the business throughout the UK and overseas

The Octavian Way, August 2009.