



Enabling Your Success



FSI Europe Ltd
Office G22, The Panorama Building
Park Street, Ashford, Kent TN24 8DF

Registered in England & Wales, Company Number: 06989334

FSI's core values are closely aligned to the UK military core values.

“Safety, Professionalism, Collaboration, Integrity, Discipline and Loyalty.”

Our goal is to provide the optimum security solutions for all our clients, bringing together a range of capabilities that are joined-up to deliver the desired effect.

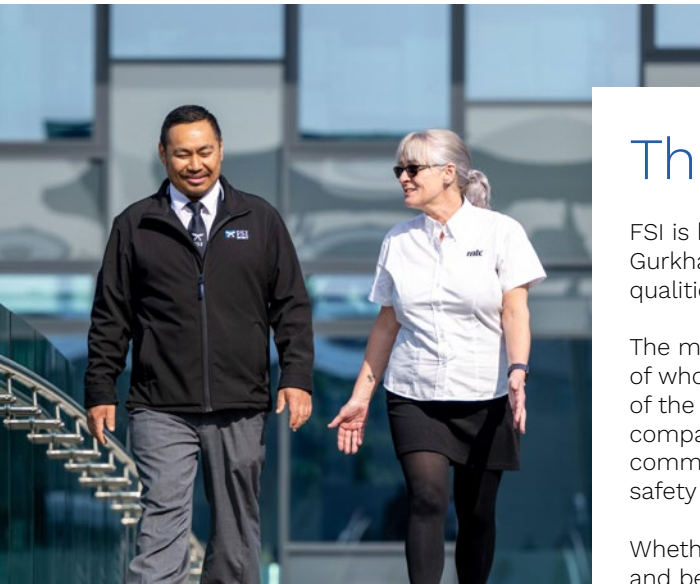
‘Enabling your Success’

Founded in 2010 by a group of Former Army Officers and associates, FSI Europe has a proven track record in the delivery of diverse security solutions.

An award-winning business that has built a reputation for outstanding services, based on its collaborative and innovative approach, coupled with the employment of highly professional and experienced staff.

FSI's Vision

To be an innovative, agile, and dynamic business that is well-respected in the security and FM sectors and is actively sought by clients. A business that never stands still, continuously striving for improvement, growth, and success.



The FSI Family

FSI is built on the ethos and heritage of the British Army's Brigade of Gurkhas who embody the qualities of discipline, reliability and integrity, qualities which run through our people and our business.

The majority of our Security Officers are former Gurkha soldiers, some of whom served in the military alongside the Directors and Managers of the business. Regardless of their background all our staff adopt the company ethos. Utilising meticulous management methods, our loyal and committed workforce carry out each assignment with the same level of safety and professionalism every time – no compromise.

Whether Security Officers or Soft Services staff, we believe in our people and believe in setting them up for success, and this approach shines through in everything our staff do.

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FSI Europe Ltd.

Best High-Profile Project Security
Guarding Solutions Provider – UK 2022

www.fsi-europe.com

FSI offers a range of security services and solutions, combining our collaborative and innovative approach, and fulfilled by our highly professional and experienced Security Officers.



Manned Guarding has always been our core business, both in the UK and overseas. FSI prides itself on its stand-out capability in this service line and, we believe, that our approach to the delivery of guarding contracts is truly unique.

The majority of our Security Officers are former Gurkha soldiers who have demonstrable military experience, and this is manifested in enhanced levels of discipline and reliability for our clients. All our Security Officers are appropriately licensed and screened to BS7858 standards.

We operate in many different sectors, ranging from blue-chip **corporate** sites to discrete **residential** security assignments. We also provide accredited Security services for a number of important government-funded CNI sites.

Since our first contract with Network Rail in 2012, FSI has built an **enviable reputation** within the **infrastructure sector** where our service delivery model is viewed as a project enhancement.

This delivery model is built on highly professional security teams that understand both the complexity of infrastructure projects, the time constraints that exist and indeed the rigid safety conditions that are inherent on infrastructure projects.

“We wanted to acknowledge how pleased we are with the team...all are extremely professional and the building has never been better protected.”

Corporate client

“Your team were absolutely first-class last evening. I can’t begin to thank you and them enough. Your people were nothing less than professional in responding to whatever we threw at them. We could not have done it without you.”

Private Secretary to the Mayor,
Royal Borough of Kensington and Chelsea

FSI's management team have over 20 years' experience in the Soft Services and Facilities Management sectors – experience gained from some of the UK's most prestigious contracts.

Our management ethos is based on a firm belief in our staff and in the principle of **setting them up for success**. This results in employees who regularly go 'above and beyond' in their role, because they feel respected, supported and valued.

Customer and Employee care underpin our success

We always discuss the contract mobilisation and management strategy in detail with clients, which includes:

- our in-depth **health, safety and environmental procedures**,
- **staff training and development plans**,
- **communication lines**.

These elements ensure the safety of all our staff, and your staff, and reduce reputational risk.



“FSI's contribution has been outstanding. Innovative, proactive and responsive, a great team and a pleasure to work with.”

Head of FM, Meggitt

“Thank you so much for the clean-up exercise... your team is amazing.”

The Manufacturing Technology Centre

FSI are true **innovators** and **pioneers** in Soft Services. Our strong commitment towards innovation ensures that our service delivery offers **continual improvement** over the course of a contract.

Our services include but are not limited to the following:

- Office Cleans
 - Routine and periodical
- External works
- Site commissioning and decommissioning including internal site moves
- Manufacturing site cleans
- Pest control
- Waste management and control of chemical stores

FSI routinely achieves 97% in weekly cleaning audits for a multi-site client.

Our accreditations demonstrate our commitment to excellence.



FSI Europe Ltd currently holds SIA
Approved Contractor Scheme (ACS)
status for the provision of Security Guarding.



"I can easily say in my few years in construction you have been the best subcontractor to work with"

Skanska

"They stood out at presentation... we've been delighted with FSI since they came, the Security Officers take a lot of responsibility off our management – they're our A team."

Corporate client

"Your Security Officer has been an outstanding servant of the club and has really become embedded within the team. His diligence and professionalism coupled with his continued positive and welcoming approach is exceptional."

Harlequins

FSI Europe have been
"the best security
arrangement in my
time as CEO."

Corporate Client

"We wanted to acknowledge how pleased we are with the team...all are extremely professional and the building has never been better protected."

Corporate Client

"I've been here a long time and I'm proud to here I'm treated like one of the family."

Security Officer FSI Europe

"I leave the business on Wednesday and have told my successor that Soft Services will be the easiest of the service lines they are picking up due to the flexible and proactive approach of your staff. They have made it a pleasure over the last few years."

Parker MEGGITT

"I just wanted to drop you a note to praise the cleaning teams that have been working at our event this week. They have been non-stop and making sure everything is tidy, clean and sanitised between our various groups. We've all really noticed and had lots of comments on how brilliant and clean the venue is."

MTC

"Thank you so much for the clean up exercise... your team is amazing"

The MTC

"Your teams prompt and efficient work significantly mitigated a potentially major business interruption."

Manufacturing Client

"I've had a fantastic start with FSI, visitors comment about how good it is here now."

Security Officer FSI Europe

"Can I say a massive thank you for the professionalism, patience and dedication the Guard has demonstrated this past week."

Corporate Client

Security for RFU Twickenham

Following the terrorist attack on the Bataclan in Paris (2015), FSI was approached by the RFU at Twickenham to provide enhanced Security Officers (SOs) to complement their existing events staff.

There was recognition that venues like Twickenham represented an easy target for determined 'activists' and that the routine events staff had neither the training nor the experience to deal with a major security incident.

Over the ensuing months FSI supported a number of well-attended and high-profile events including the annual Six Nations rugby fixtures, the Christmas 'Big Bang' premiership matches, and an array of concerts by renowned artists such as Beyonce, U2 and Metallica.

During this period FSI worked collaboratively with the RFU to help them re-design their security processes and protocols, ensuring that the right staff were on duty at the right locations. In delivering this service FSI was expected to work alongside Met Police staff in ensuring events safety. FSI was lauded for its approach and recognised as a supplier that added real value in terms of staffing and management.

When the RFU tendered the framework contract 12 months later, FSI was engaged to provide feedback with regards areas of improvements that needed to be reflected in the tender document. One of the strongest recommendations made was to ensure the pay was set at the right level to attract the right quality staff, and to ensure the correct level of management was budgeted for each event. These were fundamental changes that enabled enhancements in the service delivery and the quality of staff.

FSI was one of five entities awarded the contract and, from 2016, FSI provided events security staff for 22-24 events per year. This continued until early 2020 when COVID-19 forced a closure of Twickenham stadium. At every event we supported, FSI's performance was described as the benchmark for other providers to match. We routinely mobilised 150 x staff per event, often filling positions on the day that other providers could not fulfil.

Ministry Of Defence **Pre-Deployment Training Contract**

As part of the Joint Venture, FSI Europe, worked with the British Army's Operational Training and Advisory Group (OPTAG), based in Kent, between November 2007 and November 2012.

Prior to any involvement with OPTAG, the Army relied on using Service personnel to act as a Training Support Group (TSG) for all the training conducted for troops deploying to any Operational theatre, but principally Iraq and Afghanistan. This TSG would be drawn from across the Army, often having to use Service men and women who were recently back from Operational tours or even, preparing for such tours themselves. Not having a dedicated team meant OPTAG Instructors were continually having to train TSGs in demonstrations of low-level tactics, with them acting as enemy and as foreign troops. Each year OPTAG trains around 25,000 service personnel. Each of the 25 Individual Reinforcement Cadres trains around 500 Service personnel and every Collective training package involves around 3,000 personnel. With the current high tempo of operational turnover, there was a compelling argument for a dedicated TSG also capable of acting as Opposition Forces (OPFOR).

This Military Support Function was contracted out in late 2007. This was a ground-breaking venture for the MoD and one that would be watched with the closest

of scrutiny by the MoD hierarchy to see if it could set a precedent for future contractorisation of such tasks, that would allow soldiers to be better employed on core business. OPTAG would require a Security Company that could match their high standards of operational delivery, reflect the British Army's ethos, and help provide a flexible workforce capable of operating in harsh climatic and geographical conditions, by day and night.

The contract was going to be a significant challenge for both the MoD and the successful security company as this was such a departure from the way the military had conducted business before and, was outside the experience of all UK based Security Companies.

The contract relied on the deployment of formed groups to support an array of training events. Some of these events were short term events with very specific objectives and some events were spread over a series of weeks during which time the TSG would fully deploy to a training area, occupy a living space, and support the events from this deployed location.

Ministry Of Defence Pre-Deployment Training Contract

CONTINUED

The FSI Gurkha Services Solution

In order to provide the best possible solution a groundbreaking Joint Venture was set up with FSI to create a bespoke package for OPTAG. They soon recognised that the unique qualities that ex Gurkha Soldiers have would be ideal for this environment and so established a structure to deliver the precise nature of the OPTAG task. To meet the challenge the following was provided:

- All contract staff had at least 15 years military service.
- The contract staff established in groups akin to an Army Unit, with recognisable ranks and appointments.
- A full-time management team that is co-located with the OPTAG Headquarters and is integrated in the planning of OPTAG annual activity. A dedicated logistics cell to provide administrative support to the training courses.
- Very low turnover of staff thereby providing crucial continuity in training and security functions.
- Dedicated guards of military training camps, with enhanced situational awareness for these sensitive sites.
- The ability to act as realistic 'in country' indigenous forces to help 'Mentoring teams' learn to work with foreign troops prior to deployment.

A realistic OPFOR to develop the situational awareness and combat skills for soldiers prior to Operations and thereby increase combat skills.

By employing this unique model of delivery, the customer has seen a significant rise in the quality standard of the instruction it delivers to troops deploying on Operations. This in turn has created extremely realistic training conditions, that has significantly contributed to the prevention of combat injuries and deaths amongst UK military personnel deploying to Iraq and Afghanistan.

Security for Royal Borough of Kensington and Chelsea

Following the tragedy of the Grenfell Tower fire in 2017, security in the Royal Borough of Kensington & Chelsea (RBKC) degraded to such an extent that the Council effectively lost the ability to conduct essential business.

The RBKC building was ransacked, councillors received credible death threats, and council meetings became untenable. In late 2017 FSI was approached by the RBKC to propose an enhanced security plan and service that would protect life, de-escalate the volatility of council events, and create the conditions for the council to conduct essential Grenfell Recovery business. There was wide recognition that the current security incumbent, a large FM company, was sufficiently expert in security to cope with the demands placed on them.

Over the ensuing 12 months FSI provided discrete security support across a number of high-profile venues for several well-attended and emotive council events. This included Grenfell Recovery council meetings, meetings held by the Grenfell Action Group, routine Council meetings, and the May elections. During this period FSI worked collaboratively with the RBKC and Met Police and provided a range of services to enable secure events. This ranged from the Close Protection of specifically targeted councillors, to bag-search teams on election days. The security staff worked closely with

Police and Council staff to plan for each event and venue, and to provide sensible contingencies for certain scenarios. The venues varied considerably in size and capacity and FSI produced security plans specific for each venue.

This was an emotive and volatile context in which to provide security services which needed personnel of a particular skill set. FSI's security officers were hand-picked for this task and succeeded in providing enhanced security across the RBKC estate sufficient to allow the council to return to conducting essential business unhindered.

"Your team were absolutely first-class last evening, and I can't begin to thank you, and them, enough. Your people were nothing less than professional in responding to whatever we threw at them. We could not have done it without you."

Private Secretary to the Mayor, Royal Borough of Kensington, and Chelsea

G7

The G7 Summit was hosted by the United Kingdom in June 2021 in Cornwall. The Prime Minister, Boris Johnson, chaired the summit which was attended by a number of high profile leaders from around the world including President Biden, President Macron, and President Trudeau of Canada.

Security for this event was managed and delivered by the Devon & Cornwall Police (D&CP) supported by a small number of private security companies. Given the profile of the event, security was a high priority issue that required detailed planning and coordination. FSI Europe was one of the private security companies who were proud to support Atalian Servest for this event. FSI were assigned the task of securing Newquay airfield, a task well-suited to us given our military credentials. As all leaders arrived and left by air transport the airfield was a very busy location particularly at the start of the summit and on departure day at the end of the summit.

FSI's support to Atalian Servest started in the months before the mobilisation with regular weekly/daily meetings to ensure that the planning for the event was put in place. FSI themselves then interviewed over 300 security officers for this assignment. From that number 190 staff were selected and mobilised to Newquay in early June. This is a significant achievement given the location, the time of year and the prevailing COVID conditions. FSI conducted

some initial training and then deployed on task from 7th June. The airfield task involved perimeter security and patrolling, vehicle searches and the management of personnel search lanes. The task was broken down into 8 zones each with a D&CP presence. FSI ensured there was a supervisor for each zone and a shift manager for overall command and control. There were a number of incidents to deal with from protestor activity to contraband items being brought onto the airfield, all of which were dealt with efficiently and professionally. The event was deemed a great success and FSI's performance in supporting Atalian Servest was integral to that success. The D&CP were highly complimentary about FSI's conduct, especially in the search lanes.

Having supported major events in the UK before, FSI were proud to have been involved in G7, supporting Atalian Servest. There are many keys to success for large scale mobilisations like this, prior planning, hands on management at every stage and most importantly good people, FSI is privileged to employ suppliers and staff of the calibre provided at G7.

Manufacturing Technology Centre

The Manufacturing Technology Centre (MTC) in Coventry is a blue-chip, government-funded manufacturing R&D centre. It is on the UK's CNI register and, as such, the security standards and processes required are in line with CPNI protocols.

In 2015 FSI were invited to provide ad-hoc support to the incumbent security contractor following a series of significant failings in site security (unauthorised access in particular). Based on their strong performance FSI was subsequently invited to tender the whole security contract. On contract award, FSI immediately improved the overall standards across the site bringing enhanced professionalism, discipline and integrity to the security structure.

During a visit to MTC by the Chancellor of Exchequer his security team commented on the site security as being the most impressive they had ever seen stating ***“how professional and proactive the FSI security team were”*** and that ***“he had never been to an industrial site where the security team were so organised and ahead of the curve”***.

After six months on the security contract, and having taken standards to an unrivalled level, FSI tendered and

was awarded the cleaning contract for the same MTC site. Over a period of a few months FSI had surpassed the cleaning standards achieved by the previous three incumbents achieving an average score of 97% on each of the 5 weekly cleaning audits (250 per year). This has been achieved through enhanced management and leadership. FSI has introduced an array of cost saving measures and innovations which have, in turn, enabled a very strong collaborative relationship with MTC that is built on trust. More recently FSI has been awarded the cleaning contracts on other MTC sites in Oxford and London.

The cleaning contract at MTC involves not only routine daily cleaning but also adhoc cleaning, specialist cleaning externally and internally, landscape management and machinery cleaning. FSI approach every aspect of these services with the same ethos and principles that underpin our security services ensuring that we have the right people in the right job with the right support and management behind them.

Meggitt

Meggitt PLC is a global, blue chip, manufacturing company that specialises in the manufacturing of braking systems for commercial and defence aviation.

In 2018 FSI was invited to tender on a major Soft Services contract for the newly built Meggitt flagship site in Coventry. FSI was awarded the contract based on its value proposition and its focus on staff management.

FSI commenced on contract in January 2020 and had an immediate impact, being described by the FM team as a “breath of fresh air” compared to the previous incumbent. The cleaning standards across the Meggitt sites have been enhanced in terms of performance, safety and value since FSI’s involvement.

“FSI’s contribution has been outstanding, innovative, proactive, responsive, a breath of fresh air”.

Since the initial commencement of the soft services contract FSI have provided additional services and at additional locations. Most recently FSI provided Covid decontamination of the site as well as providing training to Meggitt staff to enable them to carry out future decontamination cleans.

ATCO/Frontec

Every year the US Defence Threat Reduction Agency (DTRA) conducts an exercise to test their (and international partner agencies) ability to deal with radioactive hazards. In 2022, this exercise, was conducted in NW England.

FSI Europe was approached by the remote facilities provider ATCO/Frontec to provide the security for the exercise area to ensure the activity remained discreet but also to prevent unwanted intruders' intent on disruption or theft.

Early engagement included reconnaissance's to the exercise area which allowed the FSI project team to understand the client's intent and the operating conditions so as to be able to conduct threat assessments. These in turn led to the development of an 'effects'-based security plan that would enable the conditions for a secure event.

The developed plan had to take account of the remote location, poor connectivity, a staged ramp up and demobilisation of the site. Considerable infrastructure needed to be provided for exercising staff and project management – all of which needed protecting at the various stages of the 12-week event.

The FSI solution saw the deployment of:

- A solely ex Gurkha Guard Force, whose previous military experience suited the operating conditions as well as providing the required visible deterrent effect.
- A considerable CCTV capability that was able to detect approaches to the sensitive, mission critical parts of the site, whilst also providing coverage in depth to interdict activity.

- An ANPR camera to monitor vehicles entering and leaving the site, linked to a database so as to verify vehicular movement.
- An access control apparatus involving badging, photo ID and barcode verification to manage exercise personnel, supplier support staff and visitor access and egress.

Flexibility was also key as, inevitably on an exercise of this scale and with multiple stakeholders, requirements changed. For example, just before the start of the planned demobilisation phase, the end client wanted to finish earlier but leave equipment for longer than the planned recovery date. Re scheduling personnel, travel and accommodation had to be done at pace and was achieved so the client could exit the site as they wished but knowing FSI was able to provide a continued presence.

Throughout the exercise period no incidents of note were recorded. The plan worked.

This high profile event was deemed a success by the DTRA who, as a mark of appreciation presented the entire security team with DTRA Corporate Medals.

The Honourable Artillery Company (HAC)

Following a competitive tender, FSI were awarded the contract to provide the 24/7 security guarding services at the London home of the HAC, comprising Armoury House and the Artillery Garden. The renowned and unique location, situated in the City of London, is in a prime location for company members and a venue for corporate, private and sporting events, but equally presents a challenging security environment. Requiring the highest calibre of security professionals with the ability to adapt and respond not only to internal security requirements, but having awareness of the challenges presented through being situated on the doorstep of the Square Mile.

Through our military lead ethos and values, FSI have successfully integrated with the day-to-day workings of the HAC, providing a reassuring presence to members and visitors alike, while delivering unwavering support to the facilities team, who manage and maintain the Grade II listed house and all the challenges that holds. Additionally, FSI's team provide security services for many large and often prestigious events held at the HAC throughout the year.

"FSI have met every expectation of a security provider and more; we have been delighted with their service"

Sean Crane, Chief Executive Officer, HAC

'It is a breath of fresh-air to attend monthly contract meetings with only positive things to discuss.'

Hamish Green, House Manager, HAC



Dan O'Donnell

Co-founder of
FSI Worldwide Ltd
Managing Director of
FSI Europe Ltd

Dan joined the Army after university and served for fifteen years prior to co-founding FSI Worldwide. A graduate of the Royal Military Academy, Sandhurst, he was commissioned into the Brigade of Gurkhas in 1991.

Dan served on a wide range of operational tours and filled a wide variety of command and staff appointments. Dan commanded a company of Gurkhas within the Parachute Regiment on three operations – Sierra Leone, Macedonia and Afghanistan, the latter of which was in a close support role to UKSF. He was also trained as an Army Commando and selected to train Royal Marines Young Officers in leadership and tactics. Highly regarded as a strategic planner Dan filled a number of appointments with a 'Plans' focus, one of which was as Chief Planner with 16 Air Assault Brigade. During his service (and after) he spent a considerable amount of time in Nepal and India and is a fluent Nepali speaker.

After leaving the Army, Dan spent six months working for a private security company in Baghdad before leaving to co-found FSI Worldwide Ltd (in Sept 2006). Since that time Dan has been intimately involved in the design and management of a number of high threat security solutions to UK Government contracts and US Department of State contracts. He led with the establishment of a UK subsidiary of the business (FSI Europe Ltd) which delivers managed security solutions and events support to a range of HNW and CNI clients in the UK. Collectively, FSI has become a market leader in intelligent security solutions and innovative resource solutions.

Dan was the initial Project Director for the award-winning Pre-Deployment Training Contract with the MOD that ran from 2007 to 2013. This was an events support contract that focused on the provision of manpower to Army training events.

Dan lives in London with his family but spends much of his time travelling. He is actively involved in a number of organisations for ex-servicemen and has been a committee member for a variety of charitable events supporting Help For Heroes and the Gurkha Welfare Trust.



Dhan Chand
Head of Compliance

Dhan is a former Army Officer (Major) who served in the Queen's Gurkha Engineers as the senior Gurkha Officer of the Regiment and later with the Corps of Royal Engineers.

In this role Dhan was responsible for managing the welfare and career development of 450 personnel. As the Senior Manager for the Army's Centre of Operational Training and Advisory Group Dhan was also responsible for designing, managing, and delivering effective pre-deployment training for all ranks. During his time in the Army Dhan completed operational tours of former Yugoslavia, Iraq and Afghanistan.

After leaving the Army, Dhan was one of the pioneers of FSI Europe and although started in an Operations Manager role at FSI Europe quickly stepped up as Head of Resources (Director). Given his vast experience in the area Dhan has now taken up the role of Head of Compliance (Director). Dhans' current focus within FSI is to ensure the safety and wellbeing of all staff and has been instrumental in achieving our recent CHAS and SMAS accreditations.



Ganesh Limbu
Head of Administration

After a military career of 21 years in the Brigade of Gurkhas, during which time he gained both operational and administration experience, Ganesh was the Managing Director of a local Kent manned guarding company. His time as MD gave Ganesh extensive knowledge of the functions and operations of the security sector.

Ganesh began his career with FSI Europe in 2015 as Head of Operations (Administration). During his career with FSI Ganesh has been pivotal in helping to shape, implement and progress the administrative, HR and operational aspects of the Company to support and deliver excellent services to our clients. Under his close management FSI has achieved exceptional scores in all of its ACS annual audits.

Ganesh is a far sighted individual with excellent business development skills with hands on experience of directing the activities of projects and a track record of providing outstanding support to business management, operations, human resources, company processes and new businesses and contract start ups.



Siri Limbu

Head of Security
Operations (Infrastructure)

Siri is a former Army Officer (Captain) who served in the Brigade of Gurkhas for twenty eight years. He passed the highly competitive selection process for service in the British Army's Brigade of Gurkhas (only 1 in 25,000 get selected) and joined the British Army as a young hill-boy from Nepal at the age of seventeen.

He was identified as talent from an early stage and progressed rapidly through the ranks, reaching the rank of Captain well ahead of his peers. He served on a number of operational tours, including Afghanistan, and was widely regarded as one of the best 'leaders' of soldiers in the Regiment.

After leaving the Army, Siri was selected to fill a critical management role with FSI's Joint Venture providing training support to the MOD. For over five years he was project manager for the FSI/G4S joint venture contract and was commended for his leadership and management of training and security operatives.

Siri then joined FSI Europe Ltd as an Operations Manager progressing on to Head of Operations. Since joining he has been involved in a number of infrastructure projects and rail possessions, including the Gravesend Blockade, where he was the FSI project manager for all site security (a security capability that was described as "very impressive and professionally managed" by NR's outsourced security compliance contractors). Siri was also a security consultant and then PM for the East Kent Re-Signalling Project (II and III) for Network Rail. He was responsible for the physical risk assessments, producing assignment instructions, implementing security procedures and reviewing the security on a monthly basis. His main responsibility was to liaise with the Network Rail and its three alliance partners on all matters to do with security.



Mark Stannard

Account Director
(Caterpillar)

Mark commissioned into the Royal Yorkshire Regiment from the ranks following a full career in the Duke of Wellington's Regiment. Achieving the rank of Major, he has a proven record for managing projects and risk worldwide, totalling 33 years of Army service in global defence.

Mark served on a wide range of operational deployments in Europe, Middle East, South Atlantic and Africa to name a few. He was also stationed in Nepal as the Logistics Manager with the British Gurkhas during the 2015 Nepal Earthquake, where his collaborative contribution to the Gurkha Welfare recovery led to significant stabilisation in a time of national crisis.

After leaving the Army in 2019, Mark moved into the private security sector, working in the UK and Africa on corporate and hostile environment contracts. In September 2022 Mark joined FSI Europe and is now Head of Corporate Accounts, focussing on and managing projects in national infrastructure, sporting venues, historical London residence and HNW clients.

Mark is married to Teresa; they split their time between Shropshire and Lancashire. They have three grown up daughters and two of the most adorable grandsons.



Sarah Watts

Head of Corporate
Accounts

Sarah has 15 years experience in the security industry, having started her career in 2009 with G4S Gurkha Services (a JV between FSI and G4S) initially in an Office Manager capacity supporting Defence and CPNI contracts.

Sarah went on to provide security contract management to multiple sites nationwide including Nuclear and Coal Power Stations, Corporate Buildings, and Critical National Infrastructure sites. During this time Sarah provided operational and logistical project management for the security response to the 13 largest protests across the UK in CPNI environments between 2009 and 2015.

In 2015 Sarah moved to Wilson James Ltd as Operations and Strategy Manager for the security, logistics and reception contract at the Francis Crick Institute in North London, the largest Biomedical Research Laboratory in Europe.

Sarah joined FSI Europe as our Head of Corporate Accounts at the start of 2024, looking after a number of corporate accounts and responsible for undertaking security vulnerability assessments for a number of clients.

Sarah holds PRINCE 2 Project Management and IOSH qualifications, and was winner of the Contract Manager of the Year award at the 2018 Security & Fire Excellence Awards in recognition of her dedication to the security industry. Outside of work Sarah has two young children and enjoys spending time in the outdoors with her family.



Mick Jones

Head of Soft Services

Mick began his Facilities Management Career with MITIE where he worked for 13 years, starting as a building Facility Manager and Area Team Leader and progressing to Operations Manager on the Rolls Royce European contract.

Mick was recognised for developing an industry leading cost plus model, which is adopted by many large companies outsourcing their facility business. Mick also brought a number of individual MITIE companies together cross pollinating service lines in order to increase productivity by utilising their down time to boost other departments productivity. Mick is determined that all staff are encouraged to take pride in what they do, whilst at MITIE Mick reduced employee turnover by 15% through staff training and pride in what they achieved, followed by staff and performance reviews which Mick conducted each quarter.

Mick initially joined the FSI team as an Operations Manager in 2016 on a cleaning contract where the client required an audit score of 93% and three previous FM companies had failed to achieve this scoring 85% during the audits. With no additional funding Mick and the FSI team managed to transform this cleaning contract within 7 months and then went on to be awarded a 3+1+1 year contract. By reviewing suppliers costs, reducing the number of sub contractors on site and positive training, bringing the cleaning and security teams together Mick had managed to not only reduce staff turnover, but reduce costs and bring savings to the client.

In July 2020 Mick became FSI Head of Soft Services where he has been instrumental in securing the largest FSI Soft Services contract for Meggitt PLC, further developing a contract for the MTC which includes a number of satellite sites, and developing an implementing the Covid-19 and decontamination business in the UK which had a huge impact on key railway and manufacturing businesses enabling them to continue working in a safe way during the pandemic.

Mick is a versatile and innovative management professional, skilled at seeing the “big picture” while still also focusing on the details and individual requirements and care for each of our clients. Ensuring FSI provides great value and efficiencies utilising his expertise in business development and streamlining processes and systems. Mick is a reliable and passionate team player committed to building high-performing teams and developing the FSI business.



Balaram Ghale

Operations Manager
Corporate Accounts

Balaram spent over 27 years in the British Army, starting as a rifleman and leaving as a middle-line manager. During his time in the British Army, he was deployed to various countries for wartime operations and peacetime training, notably including Afghanistan, Sierra Leone, and Bosnia.

A naturally approachable person, he possesses a polished and professional demeanor and has the ability to communicate at all levels. He is an organized, resourceful, motivated, and achievement-oriented individual with an exemplary service record from the British Army (Brigade of Gurkhas). Focused and experienced, he encompasses a variety of management skills including leadership, mentoring, training, and development, with a strong understanding of business requirements and commercial realities.

Bal joined FSI in July 2016 as a site manager at a very demanding and secure site, managing more than 10 security officers. He was responsible for overseeing the operation of a large CCTV control room and dealing with all random incidents on a day-to-day basis.

Since his promotion to Operational Manager in 2021, he has broadened his vision to oversee several security and cleaning sites while closely working with site managers and supervisors. He conducts regular site visits and prepares reports for monthly security review meetings. He collaborates closely with the account director and FSI control room for any advice and managing operations. He provides regular feedback and recommendations to all clients regarding security threats and any advice that may be required.



Matt Beighton
Area Operations Manager

Matt joined FSI in 2021 through a TUPE transfer following a security contract award. On joining FSI, Matt was employed as a Security Supervisor at a site in the Midlands having been a Police Officer for several years.

Matt immediately stood out as being an effective and experienced Security Supervisor with considerable potential. A year later, an opening for a Security Manager at one of FSI's manufacturing client sites was advertised and Matt interviewed for the role. He was duly selected and moved into this more challenging position – managing day to day security operations and a team of Security Officers at a List X site.

Since 2023, Matt has taken on the role of Area Operations Manager and has been actively involved in all operations for a portfolio of sites, including a corporate Head Office, a manufacturing facility, and most recently a large multi-site account in the production and manufacturing industry. Matt is adept in contract management and has many responsibilities including training staff, supporting on-site teams and clients with regular management visits and welfare supervision. Under his management, our contracts have been delivered in an exemplary manner – fully staffed with zero incidents of note.

Matt lives in the Midlands with his family and an array of pets. Matt enjoys the outdoor life, taking long walks, socialising, DIY around the home, and spends some of his free time on holidays in Cornwall.