

Newsletter

Quarter 2 2025

Issue 24



Out And About With Region

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Region Security Guarding Proudly Sponsors Circus Starr

We were proud to be the headline sponsor of one of Circus Starr's latest shows, and what a brilliant event it was! Our team saw first-hand the incredible work they do creating inclusive, accessible experiences for children who might otherwise miss out. The day was full of laughter, excitement. And yes, we even got up on stage to present a giant cheque!

Supporting charities and local communities is at the heart of Region Security Guarding. If you haven't seen what **Circus Starr** is all about, we encourage you to take a look!



Region Security Guarding at IWLEX & YARDX 2025

We were delighted to exhibit at IWLEX & YARDX 2025, where we connected with professionals from across the warehouse, logistics, and yard operations sectors. The event was a fantastic opportunity to showcase how our tailored security solutions can support businesses in these industries.

From insightful talks to innovative exhibitors, IWLEX & YARDX 2025 was packed with inspiration, and we're proud to have been part of it. Thank you to everyone who stopped by to meet the team!

Out And About With Region

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EID @ Western Park

Region Security Guarding was proud to sponsor the recent Eid celebrations at Western Park in Wolverhampton, an event that brought together over 5,000 people from across the community. As a company rooted in the West Midlands, we believe in supporting events that celebrate togetherness, diversity, and the vibrant cultures that make our region special.

It was a fantastic day filled with joy, family, and community spirit—and we're honoured to have played a part in helping it run smoothly and safely. We look forward to continuing our support for local events like this that bring people together and create lasting memories.



Region Security Guarding at IWLEX & YARDX 2025

Region Security Guarding was honoured to attend the British Security Awards in London as a finalist in the EDI (Equality, Diversity, and Inclusion) Champion category. Being recognised at a national level for our ongoing commitment to fostering a more inclusive and representative security industry is something we're incredibly proud of.



The event brought together some of the best in the industry, and it was inspiring to be in a room full of people working to raise standards across the board. We're proud of how far we've come and remain committed to creating opportunities, challenging stereotypes, and ensuring that equality, diversity, and inclusion remain at the heart of everything we do.

Launching Region One

We're excited to launch the Region One Strategy – our new framework for making Region Security stronger for both our staff and our clients.

The Four Pillars

- Operational Excellence – consistent, high-quality service for every client.
- Equality, Diversity & Inclusion (EDI) – ensuring fair opportunities and a positive culture.
- Health, Safety & Wellbeing – supporting our teams so they can perform at their best.
- Community Engagement – giving back and building stronger local relationships.

Already Underway

- Achieved Disability Confident Level 2
- Signed the Armed Forces Covenant
- Won the UK Small Business Awards – Diversity & Inclusivity
- Sponsorship of Circus Starr and Compton Hospice

What It Means

- For staff, Region One means more support, recognition, and opportunities.
- For clients, it means better service, stronger values, and a company you can trust.

💡 Have Your Say – Region One is for everyone. Share your ideas with your supervisor or email the office.

Quarterly Feedback - Q2

Here's a quick look at how we performed in Quarter 2, with some strong results and a few areas we'll continue to focus on.

- **Customer Satisfaction:** Feedback remained high at 94%, once again above our 90% target. This reflects the professionalism and consistency shown across all sites.
- **Complaints:** We received one complaint this quarter, which was resolved promptly to the customer's satisfaction.
- **Incidents:** There were a handful of minor incidents, such as keys being taken home, a delivery not being signed in, and a visitor not completing sign-in properly. All were resolved quickly, with customers happy with the outcomes. Refresher training was provided where needed.
- **Employee Feedback:** Both office and guard teams reported very positive results, with scores of 96% (office) and 95% (guards). This demonstrates continued progress in communication, engagement, and staff wellbeing.

Overall, Quarter 2 shows solid progress, especially in customer and employee satisfaction. While incident levels were slightly higher than we'd like, all were low-level issues that were handled effectively.

Thank you to all staff for your hard work and dedication throughout the quarter.



Get In Touch

Want to learn more about what we do - why not get in touch with us today? We can easily be contacted by phone, email, or live chat on our website.



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