



## ABOUT US

Welcome to FIRST CALL®, a trailblazing force in the security industry that emerged in 2020, founded by a group of seasoned professionals boasting extensive international backgrounds and over 15 years of collective expertise. Our journey began with a pivotal contract to train 160 members of the Ministry of the Interior's Facilities Security Department (FSD), leading to the evolution of our role into the esteemed Facilities Security Authority (FSA). Swiftly gaining momentum, First Call solidified its position by securing a significant contract with the Ministry of Interior (MOI) to provide comprehensive security solutions for two major power plants in Tripoli and Misurata. These endeavors marked the beginning of our commitment to excellence and innovation in the security landscape. At the heart of our mission lies an unwavering dedication to delivering top-tier safety and security services on a global scale. We are driven by the goal of fostering secure environments that yield positive and meticulous outcomes. Our cohesive team, comprising dedicated local and international professionals, operates synergistically to elevate the standards of quality workmanship. First-Call® stands as a testament to our commitment to not just meet but exceed the expectations of our clients. With a forward-thinking approach and a relentless pursuit of excellence, we continue to redefine the benchmarks for security services. Join us in building a safer and more secure world, where First-Call® is synonymous with trust, innovation, and unparalleled security solutions.

## Let's Connect

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# 2024



## FIRST CALL



## VISION

As pioneers in the safety and security industry in Libya, we envision a future where our expertise contributes to the establishment of resilient and thriving communities. We strive to be the preferred choice for comprehensive security solutions, recognized for our unwavering commitment to excellence, innovation, and the highest standards of professionalism. Together, we aspire to build a safer tomorrow.

## GOAL

At FIRST CALL®, our foremost objective is to safeguard and protect the well-being of our clients and their assets. We are committed to delivering top-notch safety and security solutions tailored to the unique needs of each client, ensuring a secure environment in an ever-evolving landscape.



**DISCOVER MORE  
PERSONALIZED  
SERVICES BEYOND  
THE LISTED ONES.**

**CONTACT US FOR  
GUARANTEED SATISFACTION.**





# OUR SERVICES



## Security Risk Analysis Reports

Our Security Risk Analysis Reports offer a thorough evaluation of your operational and accommodation security. Our skilled team specializes in advanced analytics, identifying vulnerabilities to provide actionable insights. Reports are tailored to your needs, including City Security Profile, Security Status, and City Profile.



## Risk Assessment & Consulting

Our security firm goes beyond traditional methods, prioritizing a dual strategy: rigorous Risk Assessment and strategic Consulting. Benefits include proactive risk management, cost-effective solutions, operational continuity, and peace of mind. We're your strategic partner in comprehensive security.



## Risk Management

First Call consultants bring a diverse wealth of experience, hailing from backgrounds such as the military, intelligence services, and commercial sectors. Our comprehensive range of services encompasses security master planning, the development of policies and procedures, crisis management workshops and training, crafting plans and SOPs at both site and project levels, conducting site security surveys, and stress testing company SOPs and Emergency Plans.



## Security guard

FIRST CALL in Libya is your top choice for safety and security. Our dedicated and professional security guards, fluent in English, equipped with the latest technology, and trained in EHBO, ensure effective and efficient handling of diverse security challenges. We offer tailored security solutions for commercial properties, events, residential areas, and mobile patrols, meeting specific needs after thorough risk assessments.



## Mobile Patrol

The safeguarding of assets, especially in critical sectors such as oil exploration and project development, is of utmost importance. At FIRST CALL, we are deeply rooted in experience and proudly offer Mobile Patrol Services customized to secure oil wells and projects in both urban and remote locations.



## Armored Vehicle Rental

Our B6 Armored vehicles, certified by a top international entity, inspire confidence with rigorous construction and continuous updates. Exclusively using new cars under 30,000 miles ensures peak performance. Tailored to diverse needs, our fleet includes SUVs for dynamic experiences and mini-buses for larger groups.



## Close Protection

FIRST CALL provides customized Close Protection Services for high-profile individuals and executives. Our trained professionals offer discreet yet vigilant security, 24/7 monitoring, and seamless travel facilitation in Libya. Trust us for elevated safety standards, giving you confidence in navigating life seamlessly.



## 24/7 Monitoring

Our cutting-edge security solutions at First Call offer 24/7 monitoring for unparalleled peace of mind. Our state-of-the-art command center, equipped with the latest technology, ensures continuous live tracking and monitoring. With a vigilant team and a proactive approach, we respond promptly to potential threats, providing instant updates through our real-time reporting system.



## Evacuation Planning & Evacuation Operation

FIRST CALL excels in meticulous Evacuation Planning and Operations. We start with personalized risk assessments, creating tailored plans for diverse environments. Our highly trained teams use cutting-edge technology for swift and seamless responses during crises. Trust us for a comprehensive approach to safeguarding lives and property, ensuring peace of mind.

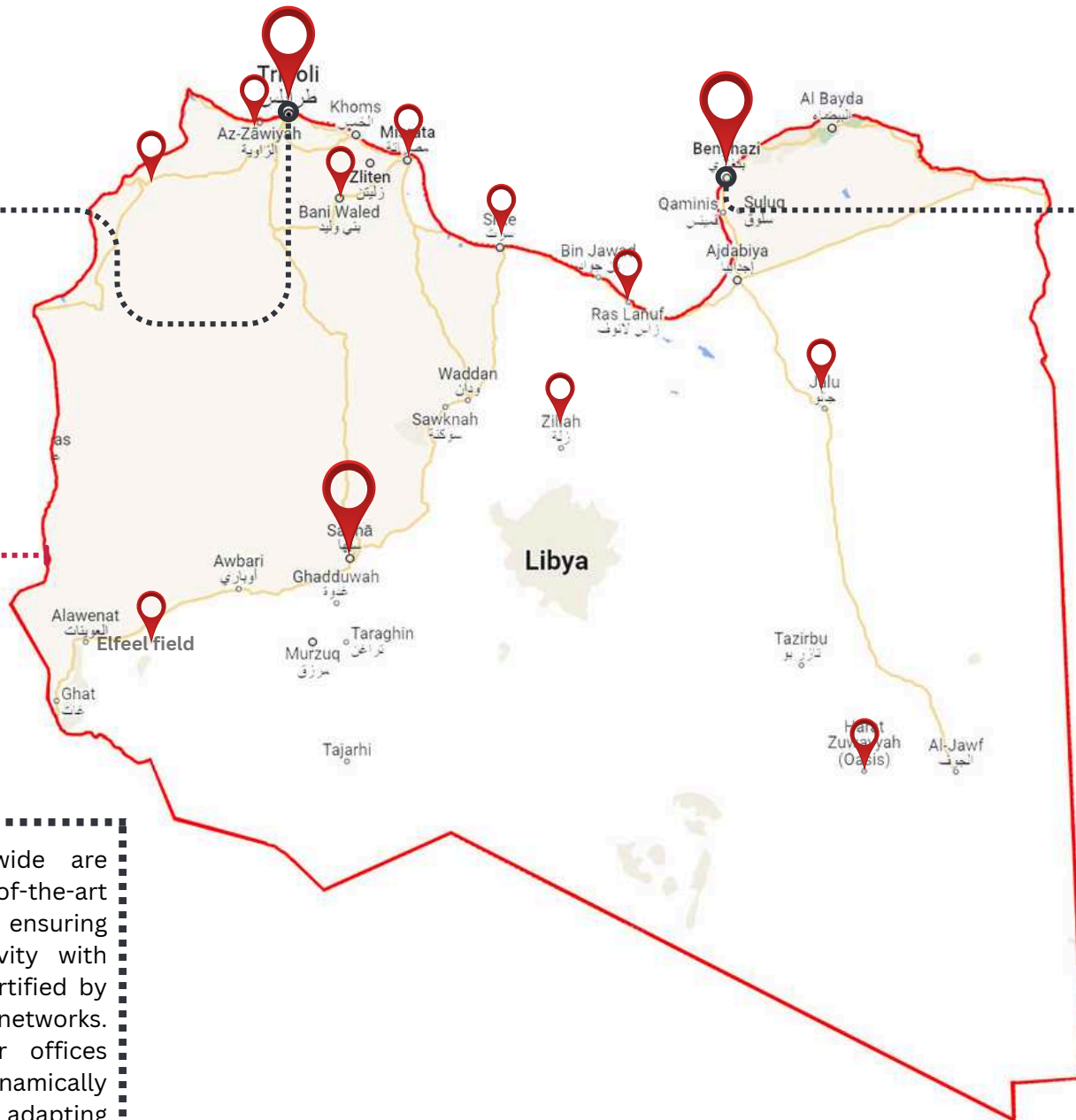
# AREA OF OPERATION

## FC- Tripoli Headquarters

- 24/7 operation room- Tripoli support/MVTS-safe location.
- Oversight of all FC operation country wide.

## FC- Benghazi Office

- 24/7 operation room- Benghazi support/MVTS-safe location.
- Oversight of all FC operation East side.



All FC offices nationwide are equipped with state-of-the-art communication systems, ensuring seamless 24/7 connectivity with the headquarters and fortified by backup communication networks. The capabilities of our offices across the country are dynamically scaled to meet demand, adapting to the presence of active projects.

# OUR CLIENTS



WORLD BANK



## CERTIFICATES



To verify certificate validity please use the QR Code, or go to the ICoCA website:  
<https://icoca.ch/membership/>








# FIRST CALL

SAFETY AND SECURITY SERVICES LTD

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