

# Robertson & Co

Investigations and Surveillance



**Fraud investigations**  
**Surveillance**  
**Undercover work**  
**Loss Prevention services**  
**Non-fraud investigations**  
**Fraud advisory service**

**Robertson & Co are one of the largest suppliers of  
investigation and surveillance services to the  
public and private sectors**



## OUR GUARANTEE

**“We don’t want to be just good;  
we want to be the best.”**

Gavin Robertson (Ex-senior detective officer and founder 1997)

### Ethically and Quality Assured Products

We know your brand is entrusted to us and you can be assured we act in the most ethical and professional way in all we do. Robertson & Co therefore gives you peace of mind that your reputation and brand are in safe hands.

Our approach to quality is putting every case through a rigorous 5 stage quality control process before it is returned to a client. This ensures clients get the best possible service and products available - **every time**.



**One client says;**

**“Robertson & Co has set the standard by which our other suppliers are judged – they have revolutionised the surveillance industry in the UK.”**

### Meeting the Challenge

Robertson & Co have significant human and technical resources at its disposal to ensure it can meet any challenge presented to it. We undertake any size of project for our clients and will always ensure you know what the cost will be, with no surprises.

Every case is managed by a dedicated Case Manager from the outset. Our Case Managers are carefully selected ex-senior police detective officers and senior personnel from the financial services sector who have significant experience in both series and serious investigative operations. This is unparalleled in the market and these resources, expertise and their connections are available to you.

### Our Approach

- **Is fully compliant with RIPA, DPA and the HR Act**
- **Provides evidence to criminal court standard**

If a case is urgent, we can also mobilise a surveillance service within 4 hours, 24/7/365. This is irrespective of the day of the week, the time of the day, where the subject lives, the number of operatives, vehicles, or the amount and type of equipment which needs to be deployed, there is no charge for mileage, report preparation, accommodation, or any other hidden extras.

## OUR PEOPLE



The heart of Robertson & Co are our people.

All the staff are selected, thoroughly vetted and trained by Robertson & Co irrespective of their background or previous experience. Employed by Robertson & Co under contract and working to its own Code of Ethics and Professional Standards, they receive regular continuation training.

All the managers are drawn from either a senior police or a senior claims background and all are well-known and respected within their respective areas of expertise.

Because of its people and their expertise Robertson & Co is innovative, flexible and a lawfully audacious company, able to devise and apply solutions to new problems whenever and wherever they occur.

Robertson & Co staff relish new challenges and has yet to be faced with an investigative problem it could not find or devise an approach to. Your problems are our problems and we can help you through the legal, tactical and technical approach to any investigation.

## WHY ROBERTSON & CO CAN HELP YOU

- UK-wide coverage
- Established and valued in the market place
- Unparalleled expertise and experience in fraud investigations and surveillance
- A truly cost effective approach that will provide higher than average ROI
- Innovative, tailor-made solutions for each individual case
- Ethical and lawfully compliant investigations and surveillance
- 5 Stage Quality Control Process
- No cost Claims Audits and Case Reviews
- No cost Training Presentations



**Please see our website for a full list of testimonials from our clients**

### CONTACT US

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# SAMPLE LIST OF SERVICES

Description of Service	How the Service Assists You
<b>Surveillance:</b>	<p>To confirm or rebut suspicions concerning a subject and/ or to gather evidence of malpractice concerning the business.</p> <p>Typically a team is based on a four person unit - team leader, motorcyclist, car and driver (black cab for London operations) and a foot operative. Each team uses the latest communication and covert video recording equipment and the team size can be enlarged if necessary, depending on the particular circumstances of each case.</p> <p>Static surveillance can also be provided if required.</p>
<b>Fraud Investigations:</b>	<p>We have an in-house team of senior, ex-Scotland Yard detectives and Serious and Organised Crime Agency officers who have a combined experience of over 175 years and a vast network of contacts. The team undertake delicate, complex and challenging fraud investigations across all lines of business.</p>
<b>Non-Fraud Investigation:</b>	<p>Through the use of experienced in-house investigators (see above) and agents in the field we are able to carry out non-fraud investigations (e.g. staff malingering, flouting of company policy etc)</p>
<b>Forensic Debriefs</b>	<p>Your company will be provided with an indisputable record of what an individual's recollection of events, personal circumstances or opinions. We remove the embarrassment of having to deal with delicate, sensitive or potentially damaging issues, which, if dealt with through internal process, could compromise the security or integrity of an investigation.</p> <p>Our procedures have passed the severest tests of evidential and judicial scrutiny.</p>
<b>Investigations in Asian Languages:</b>	<p>In order to minimise costs and to improve investigative integrity Robertson &amp; Co are able to offer an investigator, fluent in Punjabi, Urdu and Gujarati to undertake investigations involving members of the Asian community.</p>
<b>Undercover Work (Covert Infiltration):</b>	<p>Fraud and loss prevention &amp; detection through the deployment of undercover operatives in any environment to obtain first hand evidence of any unlawful activity or malpractice.</p>
<b>Fraud &amp; Investigation Advisory Service: FREE SERVICE</b>	<p>Advice on any suspicious claim or investigative options, offered <u>at no cost</u> from our team of Investigation Managers (8am – 6pm) on 01277-366900</p>

