

CASE STUDY

DISTRIBUTION & LOGISTICS: NEW SOLUTIONS FOR NEW MANAGEMENT

OVERVIEW OF MAJOR RESULTS

- Newly designed security solutions based on a good working partnership
- Redesigned shift patterns to enhance efficiency of security and add even greater value for money

SITUATION

The client is one of the biggest suppliers of office equipment in the world. Its distribution centres are therefore always busy, with constant access and a high volume of traffic a prominent feature. A key necessity therefore is for a security firm that could provide flexible and dependable solutions.

The client had recently undergone a management restructure. C.UK and the new management team used the opportunity of change to work together to re-examine the existing security provisions at the site. There was concern that there was a lack of searching of both individuals and vehicles, thereby generating an air of complacency from the client's staff.

Furthermore, should a member of staff be in possession of stolen property when leaving the warehouse, they had ample opportunity to pass the property to an accomplice in the external car park prior to being searched by security.

The client had a number of key objectives. Although the majority of staff had full integrity, it was important for the lowest common denominator to be accounted for. Thus more personal and vehicle searches were needed. The issue was that budgetary constraints prevented more security officers from being deployed.

C.UK SOLUTION

C.UK conducted a full site survey and evaluation of the current security operation. The evaluation included suggestions from the onsite security team as to how they felt the operation could be improved. The security team had several years of service between them, combined with a wealth of knowledge and understanding of the client's requirements.

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It was noted that the site closed at approximately 2100h midweek and reopened for business at approximately 0500h. There was no weekend operation of the site. It was felt that midweek, security night cover could be ceased due to the operation being dormant at this time.

The proposal made by C.UK included the dispersal of hours to incorporate having two officers on duty during the peak operational hours. This would ensure that warehouse and locker searches could be conducted as well as personal searches of staff members when leaving the warehouse. This would eradicate the opportunity to pass stolen goods to an accomplice in the car park.

Furthermore, the additional resource would give provision for a greater visual deterrent within the warehouse. Greater emphasis could also be given to ensuring that the high value caged area within the warehouse was more closely monitored.

RESULTS

The contract has been a great example of how a security team and a client can come together to create the best solutions. The benefits to the client are numerous. Firstly there has been a greater focus on personal and vehicle searching thereby heavily reducing shrinkage and grazing. There has been the maximisation of working hours during peak operational periods, thus not increasing budgeted time.

In addition, security shifts running concurrently promote a vastly enhanced security presence and provide an improved visual deterrent; as does an awareness by the client's workforce that they are being closely monitored and that a zero tolerance policy will ensue.

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