



First Response Group
We Listen • We Respond • We Deliver



**PUBLIC SECTOR
EDUCATION**

CASE STUDY

THE UNIVERSITY OF OXFORD COVID-19 VACCINE TRIAL SECURITY

OXFORD

CLIENT
OXFORD UNIVERSITY
SECURITY SERVICES

PROJECT BRIEF:

In August 2020 Oxford University Security Services (OUSS) approached FRG, following recommendation internally after a successful project with the University of Oxford during the first national lockdown.

Oxford University Security Services required a professional team, experienced in high-profile projects with excellent customer service skills. The team would bolster their security efforts at the Covid-19 research facility. Despite using other security companies initially, OUSS decided to exclusively use FRG due to the outstanding work of frontline staff.

FRG PRODUCTS & SERVICES USED

- FRG Security Officers

ABOUT THE CLIENT:

The COVID-19 Oxford Vaccine Trial is run by the University's Jenner

Institute and the Oxford Vaccine Group clinical teams. The clinical trial is being conducted in collaboration with multiple study sites across the UK and Internationally including a temporary research installation on the University grounds.



FRG'S RESPONSE:

After a full site risk assessment, FRG recommended a 24/7 manned security detail consisting of three security officers during the day and two at night, to ensure robust protection for the trial patients, research staff and the sensitive clinical data.

FRG's SIA licensed security officers control all access and egress through the facility day and night. While safeguarding the safety and integrity of the project,

FRG security officers also ensure distancing measures are followed, challenge antisocial behaviour and monitor the area for suspicious activity.

To ensure the fast and consistent communication with the University, FRG implemented a dedicated site supervisor providing a senior level FRG presence onsite Monday to Friday. The site supervisor acts as the main onsite point of contact for the University, dealing with any issues as they arise in real time.

THE RESULTS:

Feedback from the university has been overwhelmingly positive:

'I would like to thank First Response Group for the outstanding quality of service they provide for our COVID-19 vaccine trial at the University of Oxford. When we approached them back in August 2020 asking for support, their management team immediately engaged with us on a highly professional level and was able to scope, suggest and implement a made-to-measure solution perfectly suiting our needs.'

Their onsite team is highly competent, professional, cooperative and with a comprehensive understanding of our business needs and sensitivity of our activity. They have proven over and over that we can rely on them with all our security needs, bringing complete peace of mind to our operation 24 hours a day, seven days a week.

A special thanks go to the day supervisor, John Bridgen, who continues to deliver a stellar service of the highest quality. I know I can entirely rely on him and his team day and night. John often goes the extra mile assisting with our operation and has built a great rapport with everyone involved. I would not hesitate to recommend him and FRG to any business'

**Oto Velička, Senior Buildings and Facilities Manager,
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