



First Response Group
We Listen • We Respond • We Deliver



**CORPORATE & COMMERCIAL
UNOCCUPIED PROPERTY**

CASE STUDY

CHRISTMAS HOLIDAY INCIDENT RESPONSE

SOUTH COAST OF ENGLAND

CLIENT AXA CUSTOMER

THE LOCATION:

FRG recently took over the security protection at a modern, unoccupied industrial building on the south coast of England owned by a large real estate investor and insured by AXA.

After a full site risk assessment, FRG installed the FRG Detect wireless intruder detection system with sensors inside the building and externally to the rear yard area to provide robust protection both day and night. When suspicious activity is detected, the FRG Detect system immediately alerts the FRG National Control Centre with visual confirmation of the event. FRG trained Control Centre operatives review and forward alarm details to on the ground security personnel and the Emergency services as necessary to provide a fast response to any incident.

To protect against illegal entry by vehicle, 4.5 tonne concrete blocks were placed in the front car park and rear yard of the premises.

THE BACKGROUND:

In November 2018 FRG won the tender to supply AXA customers nationwide with security, facilities management and fire protections services. Since then FRG have been working with a large real estate investor to secure its property assets across the UK.



THE INCIDENT:

During the Christmas holiday period, FRG Detect cameras inside the building were activated as intruders entered via the fire door.

27th December:

- 15:46:** Alarm activated. The system instantly alerted the FRG Central Control Centre.
- 15:47:** FRG Operators confirmed malicious activity, dispatched FRG Alarm Response Team and called the Police.
- 16:26:** FRG Alarm Response Team arrived and stayed onsite until an FRG Security Officer arrived to guard the property and ensure no repeat/revenge attacks were made.
- 18:36:** FRG Security Officer arrived on site to cover the elevated threat over the Christmas and New Year period.
- 21:44:** Summary of events sent to the Managing Agent and the Client.
- 23:05:** The Police arrived onsite.

28th December:

- 09:30:** FRG Re-secure team secured the broken window panes.

2nd January:

- 10:00:** Site resurveyed by the FRG Survey Team to assess security.

7th January:

- FRG Security Officer stood down as the threat level had rescinded.

THE RESULT:

The FRG Detect system acted as a strong visual deterrent, causing the intruders to flee the site quickly preventing potential theft, vandalism and illegal occupation.

Minimal damage was caused in the short time the perpetrators were on site averting large insurance claims.

The quick response of the FRG Central Control Room and Alarm Response Team to the incident ensured the site was secured fast, minimising risk and resulting claims from further trespassers.

Both the Managing Agent, Client and Insurer were happy with the extremely swift, thorough and professional handling of the incident by FRG during the traditional downtime period between Christmas and New Year.



FRG Detect camera footage activated by intruders.



FRG PRODUCTS/ SERVICES USED

- FRG Detect wireless intruder detection system
- Remote monitoring
- 4.5 tonne traffic control blocks

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