



First Response Group

We Listen • We Respond • We Deliver



**CORPORATE & COMMERCIAL
UNOCCUPIED PROPERTY**

CASE STUDY

UNAUTHORISED ENCAMPMENT INCIDENT RESPONSE NEAR TO PORT OF LIVERPOOL

THE LOCATION:

A large vacant commercial unit comprising of 22,000 sq ft of manufacturing and warehouse space located in close proximity to the M57, M58 and the Port of Liverpool.

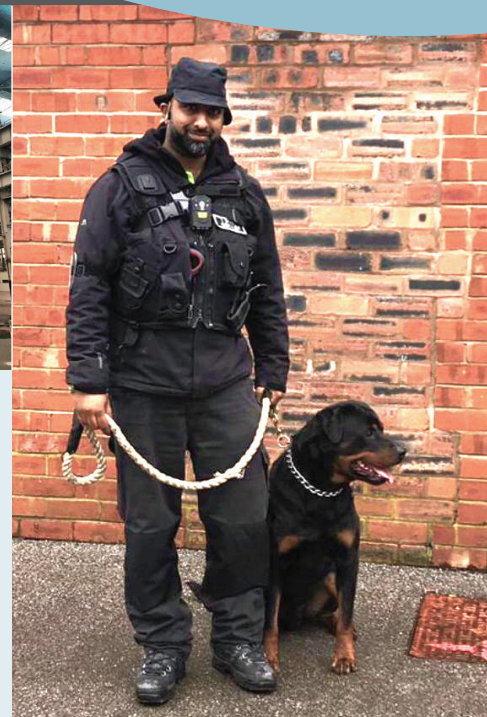
THE SITUATION:

Security services on site provided by another supplier:
1 x dog handler unit.

Unauthorised occupants breached the site causing damage with a high risk of fly tipping. FRG received a late-night call from AXA concerned about the impact of the unauthorised encampment and the ability of the incumbent security provider to handle the situation effectively.

CLIENT

Property Management Company



THE RESPONSE:

Within 2hrs FRG dog handler teams were on the site and conducted a full sweep.

The incumbent security provider's dog handler on site had the following issues:

- Dog not on lead
- **Dog lame and unfit for duty**
- Handler without SIA license or branded uniform

THE RESULTS:

As a result of FRG's swift and professional actions sweeping the building the unauthorised encampment moved on.

It was also discovered that the client was paying **50p an hour more for the incumbent ineffective dog handler** than FRG's dog handler rate.

FRG PRODUCTS/ SERVICES USED

- FRG dog handler units



In November 2018 FRG won the tender to supply AXA customers nationwide with security, facilities management and fire protections services.



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