



First Response Group

Total Security, Risk & Facilities Management



**CORPORATE & COMMERCIAL
RETAIL & LOGISTICS**

CASE STUDY

I PORT ESTATE SECURITY TEAM

DONCASTER, SOUTH YORKSHIRE

CLIENT

BARNSDALES FM

In early 2021 Barnsdales FM won the iPort Facilities Management contract, inheriting the incumbent security provider who was under performing. As preferred security suppliers to Barnsdales FM, FRG replaced the incumbent security provider and drastically improved service levels.

The 24/7 manned security provision comprises two security officers during the day and two at night. Each pair alternates between patrolling the main estate, including the highways, construction areas and lakes, while the second officer remains desk-based, monitoring the main estate CCTV and access control/ANPR systems which are owned and managed by Verdion, the site developer.

This dual officer positioning allows for optimal incident escalation with full collaboration with the FRG Central Control Centre, the client, Verdion, tenant teams and the emergency services as required.

THE CHALLENGES

Lack of visibility, support and collaboration from the incumbent security provider's management team, left security staff feeling unhappy and undervalued. FRG retained the officers and made a number of operational improvements to engage and motivate employees and respond to the client's needs, including:

- **Increased wages without an uplift in client cost**
- **Promoted security officer to site supervisor based on performance**
- **Introduced structured 24/7 support (including direct access to the FRG Operations Team)**
- **Increased welfare visits**
- **Increased client communication**
- **Initiated tenant collaboration**
- **Regular monthly client meetings**
- **Upgraded aging patrol vehicles to a new, more environmentally friendly model suitable for 24hr patrol**

EXCEPTIONAL DELIVERY

FRG's team of experienced security experts deliver more than a security service, they act as trusted security, compliance and loss prevention advisors, fully engaged with the needs of iPort.

From rapid response and eviction of traveller encampments and advising tenant teams (including Amazon) on the best course for action to handle incursions, to educating the public swimming in the lakes on water safety, FRG deliver excellence with a one team approach. The added value and ease in which FRG collaborates with all stakeholders has been praised by the client.

FRG is also playing a part in the future development of iPort, advising Barnsdales FM on plans for the new security office and proposing additions to the CCTV and new security systems including electronic speed limit warning signage.



ABOUT IPORT

iPort is the UK's most advanced multimodal logistics park helping companies such as Amazon, CEVA, Fellowes and Lidl distribute goods nationwide. The site is under ongoing development by logistic real estate specialists Verdion and when fully complete the site will boast more than 6 million sq ft of logistics space with direct access to junction 3 of the M18 and an on-site state of the art rail freight terminal, iPort Rail, linked to the UK rail network.

ABOUT THE CLIENT

Barnsdales FM support landlords, occupiers and managing agents in delivering efficient, well maintained and compliant properties. Since 2015 FRG have worked with Barnsdales FM, providing professional manned security services and technology solutions across a wide range of corporate and commercial properties.



"I joined FRG in July and I am finding working for them brilliant. The support I receive is excellent, Vicky Hall is always just at the end of the phone as is Jay Patel"

Simon Aspinall, FRG iPort Security Supervisor



"I wish to complement FRG on their approach in regard to every day site security and traveller eviction.

After more than 35 years' experience in FM Management and some of those years with two of Britain's major high street retailers I very seldom give such glowing remarks, however FRG's prompt and attentive service is greatly appreciated.

Both Mike Bell and Vicky Hall respond swiftly and do not shy away from front line duties and carry out their regular management duties with diligence.

May I reiterate my compliments to FRG... well done."

David Pflasterer

FM Regional Manager, Barnsdales FM

