

A 10-year partnership in protection

“We are delighted to be working so closely with Securitas”

Professor Quintin McKellar,
Vice Chancellor, University
of Hertfordshire

Long-term commitment

Over the past decade, the University of Hertfordshire has seen ambitious investment and growth in its campus buildings and facilities.

However it's commitment to maintaining an open access environment whilst providing the highest standards of safety for students, staff and visitors, has remained an absolute priority for the University.

Following a stringent procurement process, the University chose Securitas as their long-term security partner for an unprecedented 10-year contract period.

The story in brief:

- Securitas' ability to deliver an integrated security solution based on the client's specific needs prompted the University of Hertfordshire to award us a 10-year contract for their campus security
- Combining our on-site, electronic security and fire and safety protective services, we've delivered a £500,000 cost saving over the University's previous solution
- Our 10-year contract, working in partnership with the University of Hertfordshire ensures continuity, commitment and a real focus on service improvement.

Fast facts

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Sector
Education

2

Location
Hertfordshire

3

Services
Mobile patrols
On-site security
CCTV
Electronic/Remote security
Fire & Safety
Reception
Cash in transit





Our enhanced solution, combining our First Response service with the highly visible presence of our officers, emphasises how seriously the University takes its duty of care to student and staff safety.

A unique security profile

The brief was to identify a combination of protective services that would meet the University's unique risk profile, whilst delivering exceptional value for money.

Applying our solutions-led approach, we recommended a risk-based package of protective services.

This package combines manpower and technology to provide a smarter, efficient service that includes on-site (physical) security, car park management, surveillance control room management, cash in transit services, and reception services.

An industry first

Soon after the start of the contract we identified additional areas for improvement. One of these was the introduction of a comprehensive on-campus First Response service to deal with emergencies - a security industry first.

Our On-site Protective Service Officers are on call 24/7 and able to respond to a wide range of events such as small waste bin fires, lift failures, environmental spillages, vehicle collisions and fire alarm activations.

In addition, we provide specialist training so that our teams can act as Fire Wardens and First Aiders too and our First Response vehicle (supplied and equipped by Securitas) ensure the teams manage incidents quickly and efficiently.

Our First Response service

significantly reduces any risk to University property, whilst protecting business continuity across the campus. It also reassures students, staff and visitors that all the necessary safety and security measures are in place in the event of an incident.

A productive partnership

Through the initial protective service offering we were also successful in tendering for the university's security technology contract where we now have full responsibility and maintenance of their CCTV, Access Control and Intruder Alarms with Securitas engineers permanently on site.

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Extensive sector experience

The University of Hertfordshire is one of several universities across the UK where we provide our specialist protective services.

To find out more about how our solutions-led approach could support your security needs please get in touch.

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