

# Case Study: GlaxoSmithKline



## The Challenge

GlaxoSmithKline (GSK) is a world leading research-based pharmaceutical company. Headquartered in the UK, the company has an estimated seven percent of the world's pharmaceutical market.

Reliance was awarded the security contract for GSK R&D's eight sites across the UK in 2001. Prior to this, Reliance had been working with three sites in the south of England following GSK R&D's decision to contract out security from the previous in-house arrangement. GSK R&D were looking for a service provider that could manage the complex security requirements of a major pharmaceutical company including health and safety risks, the needs of eight very different locations, ongoing issues related to protestor activity and the TUPE transfer of the security teams.

## Our Solution

A strategic partnership proposal has been developed to provide maximum security for GSK R&D employees and assets, dedicated training and high levels of reward and recognition.

- Over one hundred people were successfully TUPE transferred to Reliance within one month - providing reassurance and support to new employees.
- Security management has been restructured to increase understanding of individual site requirements. This infrastructure includes local, regional and contract management.
- A dedicated Human Resources and Training Manager ensure that the right people are recruited, trained and licensed to undertake the different roles at GSK R&D. These include gatehouse duties, reception and administration services, control room operations and CCTV monitoring.
- Customer focused training has been developed to tackle the specific threats and incidents GSK R&D experience due to the nature of their business. Heart defibrillator training has also been implemented at every site.

- High calibre security personnel are attracted and retained through above average pay rates, clearly defined objectives, regular appraisals and ongoing communication at all levels.
- A culture of continuous improvement is encouraged through active participation in reward schemes and the appointment of 'Red Book' Champions on each site.

## The Benefits

Operating in a sensitive and complex industry sector, the Reliance team strive to constantly add value to the security solution they deliver to GSK R&D.

- Professional and committed security personnel that provide an exceptional standard of service and are recognised for their achievements.
- Customer confidence in the security team's understanding of requirements and ability to provide assistance at all levels.
- Service Level Agreements that regularly meet 100% performance targets.
- A security solution that delivers operational and cost efficiencies.
- Regular communication and feedback to encourage new ideas and ways of working.

When GSK R&D made the difficult decision to outsource the day to day management of its security, we had to be confident that our partner of choice would deliver the quality service required to protect our sites and our staff. I have been delighted by the commitment, expertise, common sense and integrity shown by the Reliance team. They have repaid the trust we placed in them.

**Arwyn Hughes, Director of Security, UK Operations**



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