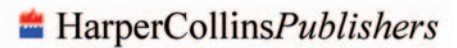


# Case Study: HarperCollins



## The Challenge

HarperCollins is one of the top three publishers in the UK with headquarters in London and Glasgow. A division of News Corporation, it publishes, stores and distributes a vast range of books. The site in Glasgow covers an area of one million square feet including commercial buildings, car parks and public roads. Around 600 people are employed at the site with other tenants occupying various buildings.

When Reliance started working with HarperCollins in December 2003, security manpower was provided on a 24 hour basis with limited use of technology. HarperCollins was looking to improve physical security at the site with better use of technology and improve the performance and motivation of the security team.

## Our Solution

Following a thorough site survey and risk assessment, a carefully financed security solution was designed to integrate manpower with the latest electronic systems.

- The role of the security team was restructured to add value to the services provided including car parking, security seals, visitor passes, tenant access, access control, reporting, checks and searches.
- Manpower security levels were reduced by 25% by introducing a new CCTV system and retraining Officers to provide effective monitoring of the site. This also involved visual patrols to check smoking areas and fire doors, backed up by mobile patrols.
- Physical security at the site was upgraded by moving the main barriers, introducing access control badges covering reception and the distribution centres, introducing a one-way vehicle system, and implementing a fire door access alarm system.
- Regular management visits and improved Assignment Instructions were implemented to improve communications and performance standards.

- A finance project was proposed where equipment could be depreciated and paid for over a five year period.
- A Site Manager was appointed to co-ordinate the security team on site and be task-specific with security and access control.

## The Benefits

The restructure of manpower and more effective use of technology has resulted in an effective long-term security partnership.

- A highly visible security presence and effective intruder deterrent.
- Improved team motivation, job satisfaction, Officer remuneration and team stability.
- Team recognition by the British Security Industry Association with an 'Outstanding Act' award.
- Enhanced front of house image.
- Increased levels of management and supervision.
- A cost-effective, self-funding finance solution.

“Since Reliance took over our security contract, significant value has been added to our security arrangements. Through the extension of the team’s responsibilities and partnering with Reliance High-Tech to install the latest electronic systems, we now have a truly integrated and effective solution.”

**Gordon Stewart, Facilities Manager, HarperCollins Publishers, Glasgow**



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