

# Case Study: Norwich Union



## The Challenge

Norwich Union is part of Aviva - the world's fifth-largest insurance group and the biggest in the UK. The group was formed by the merger of CGU and Norwich Union in 2000.

Reliance started working with six Norwich Union sites in May 1998 and was awarded the national security contract for more than 50 sites in 2000 following a major re-tender linked to the merger. Until 2000, Norwich Union was using a number of different security providers and an in-house team. Its main objective was to consolidate security provision and standardise service delivery across its portfolio of properties. Norwich Union was looking for a provider that could manage a seamless transfer from its incumbent suppliers and deliver an effective security solution to meet the requirements of a large and complex contract.

## Our Solution

Working as a proactive partner with Norwich Union on a local and national basis, Reliance has developed a security solution that provides a consistently high standard of service on a multi-site basis across the UK.

- Following a thorough security audit and risk assessment, a bespoke package of services was created for Norwich Union including reception duties, administration, access control, CCTV monitoring, gatehouse and car parking.
- Norwich Union's 24x7 security control and operations room is managed and run by a Reliance Security team. This includes an incident management facility, alarm and CCTV monitoring and remote surveillance from the Reliance Remote Monitoring Centre.
- Out of hours alarm response, mobile security patrols and a lock/unlock service is delivered by the Reliance Patrol Net national mobile response network.
- Over one hundred contracted and in-house security personnel have been successfully TUPE transferred to Reliance – providing reassurance and support to new employees.

- Dedicated training programmes have been introduced including First Aid, CCTV monitoring and vehicle searches.
- Improved Service Level Agreements are linked to site-based employee performance bonuses.

## The Benefits

Reliance has become a trusted adviser to Norwich Union on all aspects of its security operations.

- Improved security for employees, visitors and properties at all locations.
- The Reliance team has embraced Norwich Union's culture and reflects its brand values.
- Consistent service delivery across all sites through clearly defined and regularly reviewed performance objectives.
- Highly motivated teams with a common sense of purpose.
- A reduction in employee turnover.
- Operational and cost efficiencies.

Reliance has given us a professional service that has both stood the test of time and provided us with a reliable partner delivering security to a high and consistent standard. We have built upon this successful partnership over the years, increasing Reliance's role and further developing our relationship.

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