

# Case Study: Pilkington Group



## The Challenge

Pilkington Group Limited is one of the world's largest manufacturers of glass and glazing products. In June 2006 Pilkington became a member of NSG Group and the company now has combined annual sales of around £4 billion, employing 36,000 people worldwide.

In 2006, Pilkington selected Reliance Security Services to provide manned security services to eight of its sites in St. Helens, Lathom, Doncaster and Kings Norton. The decision to move to Reliance was based on the company's licensing capabilities and commitment to training, motivation, reward and recognition of the security team.

## Our Solution

An effective and well managed security plan has been implemented to support the team, increase security measures and encourage the sharing of best practice between sites.

- The team of 50 security personnel was successfully TUPE transferred to Reliance – providing reassurance and support to all employees.
- Reliance funded and assisted all employees through the application process for Security Industry Authority licences.
- A range of services are provided including gatehouse security, reception duties, mobile patrols, covert operations and security consultation.
- A dedicated on-site Contract Manager supports the team and ensures communication of objectives and issues between sites.
- A tailored programme of training includes site-specific inductions, conflict management, health and safety, fire-fighting, first aid and the provision of a training room for security personnel.

- Major incident plans have been implemented and the security team are trained to set up the incident room and liaise with emergency services in the event of a crisis.
- The team works closely with the police and local businesses to organise crime-prevention initiatives and share intelligence.

## The Benefits

The support provided by the Reliance infrastructure has improved motivation and developed a common sense of purpose.

- Increased skills and training ensure a professional and consistent service across all sites.
- The security team reflect Pilkington's brand values whilst embracing the Reliance culture of continuous improvement.
- Improved employee welfare, benefits and team stability.
- A proactive approach to security has reduced crime levels.

“The security of our people, sites and assets is fundamental to the success of our business. We needed to change the management, morale and training of a good security team to ensure SIA accreditation and reduce staff turnover. Within a short timeframe, Reliance has managed this change in a professional and cost effective way.”

**Dave Gilmore, UK Purchasing Director, Pilkington Group Limited**



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