

# Mitsubishi – SECURITY OPERATIVES - CASE STUDY

Mitsubishi Electric Europe – Logistics - Southampton.



An award-winning security company, in the top 3% of ACS approved contractors – Integrated Security Solutions



**SECTOR**  
Electric Power Generation, Transmission, and Distribution.

**SERVICE**  
Site Guarding – gateman/Traffic Marshal  
Perimeter Protection and monitoring  
Mobile supervisor - Welfare audits  
Vehicles – Vehicle Escorting

**CLIENT**

**The Contract**  
Construction of new substation.

Veritech Systems to replace existing security company due to access and egress issues and language barriers with their security staff and general appearance.

Security site gateman  
1 x site security gateman / traffic marshal Monday – Sunday days.

Duties:  
To control access & egress for visitors, deliveries and contractor staff onto the works site area and public access rights of way.

Lead road entry point security gateman. (Holding area)  
1 x lead road junction security traffic marshal Monday – Sunday days  
Duties:  
To control incoming plant and machinery to be delivered to site, keep them in the holding zone and liaise with site security gateman and the security escort supervisor, notifying them off heavy plant and articulated vehicle requiring escorting to site.

1 x security escort supervisor Monday – Sunday days. The purpose of the escort supervisor was to meet heavy plant machinery and heavy deliveries and muck away lorries at the holding area and escort them through the small village along chilling lane ensuring road safety was upheld and vehicles being escorted where kept to a safe travelling speed through the village.

The distance from the holding area to the site was approx. 1 mile though a residential village consisting of narrow lanes, the lane was also close to a holiday park which was also accessed via chilling lane.

All 3 operatives were in radio contact, equipment and radio licences were provided by Veritech. Radio communication was vital between the security operatives to ensure congestion wasn't caused in the village and disruption for the residents and holiday park users.

Veritech escort vehicle was clearly marked as escort vehicle with decals and flashing lights when in operation during escorting duties.

Project Manager:  
*"I have found Veritech to be efficient, ethical, and extremely professional. The team they have provided to our site have gone above and beyond. The site team have built professional working relationships with site management team. They have managed some difficult situations, and emergencies, using initiative, patience, and fantastic customer service. The team have been well managed, by a reactive and strong management team, I would recommend Veritech systems. They have excelled in managing this site, and have a very good understanding of their clients' needs at all times".*

### The Challenge

The site is located in Warsash, Southampton and we were tasked with escorting articulated vehicles carrying armoured cables and other associated materials to site traveling through the village close to the site.

Due to the location of the site, this makes the site a prime target for children staying at the local holiday park to explore the new construction site and potentially to come into harm's way.

Protecting infrastructure damage - National Grid.

The security measures necessary for safeguarding the construction areas, access roads and persons of the contractual client extending to the safeguarding of the general public.

Welfare, Health & Safety hazards, communications, lone workers:

- Complete vehicle audits for each shift, ensuring mileage, fuel and any damage/defects are recorded, ensuring the vehicle remains clean after each shift.

Escorting the Heavy Goods Vehicles from the site entrance to the new location of the new substation along a 1 ½ mile track and through the local village.

A current threat of Green Peace protesters.

### The Solution

The team use Guard Touring devices (Guard touring device) for all foot patrols, which is logged for the client's piece of mind. These devices are utilised during all patrols in and out of the site.

The liveried vehicle was fitted with a flashing beacon to indicate to other road users and walkers of our presence and highlighted the risks.

The gateman checked all personnel entering the site, ensuring appropriate identification is shown on entry, he logged all access, vehicles and visitors with dates and times, this effective process ensures only authorised persons enter.

The security team monitored the perimeter detection system covering the site, and regular patrols to ensure that perimeter security and site safety is maintained.

Fully trained CCTV operatives in our 24/7 control centre, first aiders, response officers and incident controllers.

In addition to this, we developed specific training modules for staff in non-accredited skills, such as Slips, Trips and Falls and Health & Safety.

The supervisor always used designated roadways on each site when driving the liveried vehicle around site.

### Benefits to Mitsubishi

A Veritech vehicle was liveried with Veritech and Mitsubishi trademarks combined, to show partnership involvement and commitment.

A Perimeter Detection system was installed on the compound in order to save money for the customer of an additional security officer, the system was set up to allow our 24/7 control centre to receive notifications as well as the security officers phone on site.

With demands on site, the contract has to work closely with Mitsubishi and its members of staff, to ensure smooth transitions with the access control on site and the local community who live and work in the area.

This involves interacting with the Mitsubishi staff, Police and local community and business groups in the area. Our officers are the first point of contact for some of these groups and the individuals.

We have established a network of both formal and informal communication channels to assist in our interactions with these key stakeholders and our client's representatives.

We are constantly striving to make improvements towards Security, Safety and Communications, we pride ourselves on being proactive at all times and where possible involve the client in our discussions and proposals.

Regular monthly service meetings and KPI's scored.

