



'Improving animal health and welfare by advancing the ethical, professional and clinical standards of the veterinary profession'

Case Study: Royal College of Veterinary Surgeons

Current client of:



Adding Value and Service Surround Whilst Mitigating Risk:

The Challenge:

In 2018 The Royal College of veterinary surgeons were looking to change their security provider to a firm that could provide a value added service. Their mandate to this effect was simple 'what additional value can be provided through operational and tactical security'

Solution:

Universal security went through a process of understanding additional performance requirements with key stakeholders at the college to uncover additional value areas. During this process Universal Security made sure the base requirements of a strong security detail underpinned any discovery work. The security staff were trained in undertaking additional duties and ensuring they kept an open but conscious brief of securing the sight and undertaking value added tasks.

Results:

Various tasks were set and built into the security staffs KPI's (Key Performance Indicators) As Universal security also provide reception services to some of the UK's best organisations they were also able to leverage that capability into the brief. Some of the additional tasks include:

- A meet and greet service according to Universal Security's in-house front of house training service.
- Value added patrols which include Fire Checks to insure Fire and insurance regulations are met.



Other University Security Clients:

